



This **Memorandum of Understanding** is between the Local Workforce Development Board Rogue Workforce Partnership (RWP), the Chief Elected Officials representing Jackson and Josephine Counties (CEOs), Higher Education Coordinating Council (HECC), Department of Human Services (DHS), the Oregon Employment Department (OED), and the other WIOA partners listed under section IV, relating to the operation of the WorkSource Rogue Valley (WSRV) one-stop service delivery system. This document ensures compliance with WIOA and its implementing regulations, and provides the framework to achieve our shared goal of providing a comprehensive, demand-driven, seamless customer-facing service delivery system.

## **I. BACKGROUND**

On July 22, 2014, President Obama signed the Workforce Innovation and Opportunity Act (WIOA). WIOA is designed to strengthen and improve the nation's public workforce system and help get Americans, including disconnected youth and those with significant barriers to employment, into high-quality jobs and careers and help employers hire and retain skilled workers.

In June 2016, the Departments of Education and Labor issued the final regulations to implement WIOA. The regulations clarify the need and expectation to modernize the nation's workforce system and represent a more integrated, job-driven approach to support communities and expand job growth.

The regulations reaffirm the role of the one-stop delivery system as the cornerstone of the public workforce development system and require core partners to collaborate to support a seamless customer-focused service delivery network. The regulations further require that programs and providers co-locate, coordinate, and integrate resources, activities and information, so that the system as a whole is accessible for individuals and employers alike. The ultimate goal is to increase the long-term employment outcomes for individuals seeking services, especially those with significant barriers to employment.

In response to the passage of WIOA, the Oregon Workforce Investment Board (OWIB) developed and approved a new Unified Strategic Workforce Plan. The State Plan supports the vision of WIOA and provides the State framework for implementing the new law. The State Plan confirms WorkSource Oregon (WSO) as the statewide one-stop system and requires Core partners to combine resources and staff to support the WSO system and the continued implementation and comprehensive use of the WSO Operational Standards (See Attachment 2).

At the direction of OWIB and the WIOA, RWP developed a local plan to support the State vision and implement WIOA to most effectively meet the needs of business, local job seekers and workers. The local plan was approved by the OWIB in June 2016 and establishes the framework for the implementation of WIOA in Jackson and Josephine Counties.

## **II. WIOA REQUIREMENTS AND REFERENCES**

- WIOA Section 121(c) requires that RWP develop and enter into a memorandum of understanding between RWP and WSRV system partners.



- WIOA Section 121(b)(1)(A)(iii) mandates all entities that are required partners in a local area to enter into a memorandum of understanding with RWP pursuant to WIOA Section 121(c).
- WIOA Section 121(b)(1) identifies the programs and requires that the services and activities under each of those programs must be made available through WSRV. The entities that receive the funds for each of these programs and/or have the responsibility to administer the respective programs in the Area are required partners under WIOA Section 121(b)(1).
- WIOA Section 121(b)(1)(A)(ii) requires each core partner to use a portion of available funding to maintain the one-stop delivery system, including infrastructure costs.
- WIOA Section 121(b)(1)(A)(iv) indicates that the requirements of each partner's authorizing legislation continue to apply under the WSRV system and that participation in the WSRV system is in addition to other requirements applicable to each partner's program under each authorizing law.

### **III. PURPOSE**

The one-stop delivery system brings together workforce development, educational, and other human resource services in a seamless customer-focused service delivery network that enhances access to the programs' services and improves long-term employment outcomes for individuals. One-stop partners administer separately-funded programs as a set of integrated streamlined services to customers. WIOA calls for strengthening the alignment of core workforce programs by imposing unified strategic planning requirements, common performance accountability measures, and requirements governing the one-stop delivery system.

The purposes of this Memorandum of Understanding (MOU) are to:

- Define the roles and responsibilities of RWP and signing parties as it relates to the operation and continued development of the talent development system.
- Coordinate resources to prevent duplication.
- Ensure the effective and efficient delivery of WorkSource services.
- Enhance the Rogue Valley's workforce system to create a seamless customer experience.
- Increase and maximize access to workforce services for individuals with barriers to employment.
- Establish joint processes and procedures that will enable partners to align and integrate programs and activities across the workforce system.

The parties agree to work collaboratively to carry out the provisions of this MOU and advance the quality and effectiveness of the workforce system. In addition, the parties agree to:

- Participate in continuous partnership building.
- Participate in continuous improvement activities.
- Adhere to common data collection and reporting needs.
- Make available to customers, through the workforce development system, the services that are applicable to partners' programs.



- Participate in the operation of the Rogue Valley workforce development system consistent with the terms of the MOU, the local workforce plan and requirements of applicable law.
- Participate in staff capacity-building and development, including, but not limited to, cross-training between partner staff, as well as the region’s integrated training forum, Workforce Academy.
- Develop, offer and deliver quality business services that assist targeted industry sectors in overcoming the challenges of recruiting, retaining and developing talent for the regional economy.

**IV. REQUIRED PARTNERS**

Section 121(b)(1)(B) of WIOA identifies the entities that are required partners in the local one-stop delivery systems. The required partners are the entities responsible for administering the following programs and activities in the local area:

Local Partner Organization	WIOA Required Partner Programs
<b>Rogue Workforce Partnership</b> Service Providers are: <ul style="list-style-type: none"> <li>▸ ResCare</li> <li>▸ College Dreams</li> </ul>	<ul style="list-style-type: none"> <li>• <b>WIOA Title I - Adults, Dislocated Workers</b></li> <li>• <b>WIOA Title I – Youth</b></li> </ul>
<b>Oregon Higher Education Coordinating Commission</b> <i>(pending procurement of local service provider)</i>	<ul style="list-style-type: none"> <li>▸ <b>WIOA Title II - Adult Education and Family Literacy Act (AEFLA)</b> program authorized under <b>title II</b> of WIOA;</li> </ul>
<b>Oregon Employment Department (OED)</b>	<ul style="list-style-type: none"> <li>▸ <b>WIOA Title III - Wagner-Peyser Act</b> Employment Service program authorized under the Wagner-Peyser Act (29 U.S.C. 49 et seq.), as amended by WIOA title III;</li> <li>▸ <b>Trade Adjustment Assistance</b> activities authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.)</li> <li>▸ <b>Jobs for Veterans</b> State Grants programs authorized under chapter 41 of title 38, of the United States Code</li> <li>▸ Programs authorized under <b>State unemployment compensation laws</b> (in accordance with applicable Federal law);</li> <li>▸ <b>WIOA Title I (Section 167)</b> - National Farmworker Jobs Program (a nationally directed, locally administered program of services for migrant and seasonal farmworker programs)</li> </ul>
<b>Oregon Vocational Rehabilitation (DHS-OVR)</b>	<ul style="list-style-type: none"> <li>▸ <b>WIOA Title IV - Vocational Rehabilitation (VR)</b> program authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.), as amended by <b>WIOA title IV</b>;</li> </ul>
<b>Oregon Department of Human Services (DHS)</b>	<ul style="list-style-type: none"> <li>▸ <b>Temporary Assistance for Needy Families (TANF)</b> authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.), unless exempted by the Governor under § 678.405(b).</li> <li>▸ <b>SNAP</b> - Programs authorized under sections 6(d)(4) and 6(o) of the <b>Food and Nutrition Act of 2008</b> (7 U.S.C. 2015)*</li> </ul>
<b>Rogue Community College</b>	<ul style="list-style-type: none"> <li>▸ <b>Career and technical education programs</b> at the postsecondary level authorized under the <b>Carl D. Perkins Career and Technical Education Act of 2006</b> (20 U.S.C. 2301 et seq.);</li> </ul>



Local Partner Organization	WIOA Required Partner Programs
<b>Easter Seals</b> <i>(to be added after 7/1/17)</i>	<ul style="list-style-type: none"> <li>▸ <b>Senior Community Service Employment Program</b> authorized under <b>title V of the Older Americans Act of 1965</b> (42 U.S.C. 3056 et seq.)</li> </ul>
<b>Job Corp</b> <i>(to be added after 7/1/17)</i>	<ul style="list-style-type: none"> <li>▸ <b>WIOA Title I – Job Corps</b></li> </ul>
<b>Housing Authority of Jackson County</b> <i>(to be added after 7/1/17)</i>	<ul style="list-style-type: none"> <li>▸ Employment and training activities carried out by the <b>Department of Housing and Urban Development</b></li> </ul>
<i>Placeholder – we’ll be checking to determine if any are applicable for our region</i>	<ul style="list-style-type: none"> <li>▸ <b>WIOA Title I – Native American programs</b></li> </ul>
	<ul style="list-style-type: none"> <li>▸ Employment and training activities carried out under the <b>Community Services Block Grant</b> (42 U.S.C. 9901 et seq.);</li> </ul>
	<ul style="list-style-type: none"> <li>▸ Programs authorized under sec. 212 of the <b>Second Chance Act of 2007</b> (42 U.S.C. 17532)</li> </ul>
Local Partner Organization	Additional Partners*
<b>Rogue Community College – Adult Basic Skills</b>	<ul style="list-style-type: none"> <li>▸ Other appropriate Federal, State, or local programs, including employment, education, and training programs provided by public libraries or in the private sector.</li> </ul> <p><i>RCC–ABS will be included effective July 1, 2017. Some of the other partners listed have been initially engaged. Some or all may choose to join in this MOU after July 1, 2017.</i></p>
<b>Southern Oregon Goodwill Industries</b>	
<b>U.S. Veterans Administration</b>	
<b>Southern Oregon University</b>	
<b>Jackson County Library Services</b>	
<b>Josephine Community Libraries</b>	
Others	
<b>Small Business Development Centers</b> <ul style="list-style-type: none"> <li>▸ <b>Southern Oregon University</b> <i>(Jackson County)</i></li> <li>▸ <b>Rogue Community College</b> <i>(Josephine County)</i></li> </ul>	<ul style="list-style-type: none"> <li>▸ Employment and training programs carried out by the <b>Small Business Administration</b></li> </ul> <p><i>The partners listed have not yet been engaged. One or both may choose to join in this MOU after July 1, 2017.</i></p>
<i>Placeholder – we’ll be checking to determine if any are applicable for our region</i>	<ul style="list-style-type: none"> <li>▸ Employment and training programs administered by the <b>Social Security Administration</b>, including the <b>Ticket to Work and Self-Sufficiency Program</b> established under section 1148 of the Social Security Act (42 U.S.C. 1320b–19)</li> </ul>
	<ul style="list-style-type: none"> <li>▸ Programs carried out under section 112 of the <b>Rehabilitation Act of 1973</b> (29 U.S.C. 732);</li> </ul>
	<ul style="list-style-type: none"> <li>▸ Programs authorized under the <b>National and Community Service Act of 1990</b> (42 U.S.C. 12501 et. seq.);</li> </ul>

\*WIOA Section 121(b)(2) provides for these Additional Partners

The initial focus of this MOU will be predominantly on the core WIOA partners of:

- Title I - ResCare and College Dreams
- Title II - Higher Education Coordinating Commission on behalf of the Adult Education and Family Literacy Act
- Title III - Oregon Employment Department
- Title IV - Oregon Department of Human Services - Office of Vocational Rehabilitation
- TANF / SNAP - Oregon Department of Human Services – Self-Sufficiency



We've also included Rogue Community College's - Adult Basic Skills program in this initial implementation group, since they've been engaged as part of the Local Leadership Team, are fully committed to an integrated systems partnership, and have completed the Services Matrix.

All other required and additional partners will be incorporated after the July 1, 2017 commencement date through MOU modification, as time and opportunity allow.

## **V. VISION FOR SUCCESS & GOALS**

The parties agree to support the following Vision, Guiding Principles and Goals:

### **Vision:**

Integrated partners seamlessly incorporating services for the common customers in multiple programs.

- Co-location and integration of one-stop center facilities (in Medford)
- Identification, development, and tracking of sector-specific talent pools and priority populations
- Coordinated business services and integrated business outreach
- Communication at all levels
- Clarity around who we are and what we are trying to accomplish. Embrace substance over form.
- Strong Relationships
- Integration and leveraging of services, data intelligence, and resources
  
- System of outreach and mutual exchange to effectively and efficiently respond to the needs of businesses, prospective career seekers, and current workers

### **Guiding Principles:**

- Collaborative Action – Moving forward in an approachable and positive way
- Customer Focused – Recognizing that each person we serve is different and our work is to listen and engage them in reaching their goals
- Compassion – Embracing with curiosity the truth that the customer shares
- Empathetic – Sharing and understanding others' perspectives
- Accountable – Being responsible to those we serve and the metrics we commit to
- Determined – Recognizing our customers deserve better and, therefore, we must do better

### **Strategic Goals:**

- Continue building sector partnerships
- Continue building a customer-centric workforce system that is easy to access, highly effective, and simple to understand
- Invest in Southern Oregonians to build in-demand skills, match training and career seekers to opportunities, and accelerate career momentum



- Create and develop talent by providing prospective career seekers and current workers with information and experiences that engage their interests, spur further career development, and connect them to Oregon employers

### **Becoming an Action Learning Community**

Through this MOU, we are formalizing our commitment to be a more intentional professional learning community, focused unwaveringly on improving our ability to take more effective action so that we may better serve career-seekers, business employers and our community. Our work together will be an on-going cycle of innovation, prototyping, seeing what works and what doesn't, taking effective strategies to scale, and continuous improvement.

We will:

- Start implementation of this MOU with core WIOA partners, and will add to and strengthen our system partnerships and MOU documentation over time.
- Prototype new technology and referral methods, and adapt them - through human-centered design processes – to create the optimal customer experience and benefit.
- Seek to create customized solutions for each individual or groups of individuals with similar needs, and learn our way into how to balance quality assurance standardization with individualization.
- Start with those cost sharing methods that make the most sense, and refine or change them as needed.
- Strive in all our work to question our assumptions, test what we know or don't know, and generate new ways of thinking, acting and evaluating to create the best success possible for our dual customers of career-seekers and business employers.

## **VI. TERM**

The performance under this MOU shall commence on **July 1, 2017**, and shall terminate on **June 30, 2020**, unless previously terminated or updated pursuant to the terms of this MOU.

Any party to this agreement may terminate their participation in this MOU upon 60 calendar days' written notice to all other parties to the agreement. In such case, termination by one or more of the parties does not alter the terms or obligations of any other party to the agreement.

## **VII. RWP ROLES & RESPONSIBILITIES**

As the Rogue Valley's Workforce Development Board, RWP's role in WSRV system is to coordinate the integration of Core partners into WSRV in accordance with WIOA, build additional partnerships, including local employers, convene a Local Leadership Team comprised of system partners, align and coordinate programs, pursue and invest resources, oversee the quality and continuous improvement of the WSRV system, and certify WSRV Centers.

In addition, WIOA Section 107 requires RWP to:



- Develop the Local Workforce Plan.
- Conduct Workforce Research and Regional Labor Market analysis.
- Convene, broker, leverage local providers, stakeholders and resources.
- Lead employer engagement to promote business representation, develop linkages, implement effective sector strategies, and ensure workforce investments support the needs of employers.
- Lead efforts to develop and implement Career Pathways.
- Identify and promote proven and promising practices.
- Maximize the use of technology in the provision of services to job seekers and employers.
- Conduct program oversight to ensure appropriate use, management and investment of workforce resources.
- Negotiate local performance measures.
- Select operators and providers.
- Identify eligible providers of training and career services.
- Coordinate the delivery of core WIOA programs through the one-stop service delivery system.

RWP is the grant recipient and administrative entity for the region's WIOA Title I resources. In addition, RWP coordinates and manages other resources on behalf of State and local partners and pursues additional grant and other resources to address local workforce needs. RWP commits to investing these resources in support of the WSRV system. RWP will purchase contracted workforce services to be delivered through or in association with the WSRV system to support talent development, job creation, income progression, business competitiveness and expanded opportunities for citizen prosperity.

**Attachment 1** describes the resources and services RWP will support and how those services will be accessible through the WSRV system.

### VIII. PARTNER ROLES & RESPONSIBILITIES

Per Section § 678.420 of the *WIOA Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions; Final Rule*

Each required partner must:

(a) **Provide access to its programs or activities through the one-stop delivery system**, in addition to any other appropriate locations;

(b) **Use a portion of funds made available to the partner's program**, to the extent consistent with the Federal law authorizing the partner's program and with Federal cost principles in 2 CFR parts 200 and 2900 (requiring, among other things, that costs are allowable, reasonable, necessary, and allocable), **to:**

(1) **Provide applicable career services**; and

(2) **Work collaboratively with the State and Local WDBs to establish and maintain the one-stop delivery system. This includes jointly funding the one-stop infrastructure** through partner contributions that are based upon:



- (i) A reasonable cost allocation methodology by which infrastructure costs are charged to each partner based on proportionate use and relative benefit received;
- (ii) Federal cost principles; and
- (iii) Any local administrative cost requirements in the Federal law authorizing the partner's program. (This is further described in § 678.700.)

(c) Enter into an MOU with the Local WDB relating to the operation of the one-stop delivery system that meets the requirements of § 678.500(b);

(d) Participate in the operation of the one-stop delivery system consistent with the terms of the MOU, requirements of authorizing laws, the Federal cost principles, and all other applicable legal requirements; and

(e) Provide representation on the State and Local WDBs as required and participate in Board committees as needed.

See Attachment 1: WIOA Services Matrix 2017-2020.

## **IX. LOCATIONS**

RWP has identified the following locations as the WSRV centers for the local workforce development area:

### Comprehensive American Job Center

WorkSource Rogue Valley  
1569 NE "F" Street  
Grants Pass, OR 97526

### Affiliate American Job Center

*(Our priority goal is to co-locate and merge these two sites into a single Comprehensive Center ASAP).*

WorkSource Rogue Valley  
35 S. Bartlett Street  
Medford, OR 97501

WorkSource Rogue Valley  
119 N. Oakdale Avenue  
Medford, OR 97501

## **X. SERVICE DELIVERY**

The WSRV system has been established by RWP in accordance with WIOA, the State Workforce Plan and the Local Workforce Plan. WIOA Section 121 (b)(1)(B) identifies the programs, services and related activities that must be provided through the WSRV delivery system. The State Workforce Plan and Local





Workforce Plan further identify Core Programs that must be accessible through the WSRV One-Stop delivery system.

The WorkSource Oregon Operational Standards (See Attachment 2: WorkSource Operational Standards) describe the content and services to be available at all WorkSource Oregon Centers and serves as the framework for service delivery in the WSRV service delivery model. Partners anticipate that these statewide Operational Standards will be updated and expanded upon in the future to incorporate all required WIOA partners.

### **Comprehensive American Job Centers**

A comprehensive American Job Center, as described in 20 CFR 678.305, 34 CFR 361.305, and 34 CFR 463.305, is a physical location where job seekers and employer customers can access the programs, services, and activities of all required one-stop partners, along with any additional partners.

Comprehensive American Job Centers must have:

1. At least one WIOA title I staff person physically present, and the Center must provide the career services listed in 20 CFR 678.430, 34 CFR 361.430, and 34 CFR 463.430;
2. Access to training services described in 20 CFR 680.200;
3. Access to any employment and training activities carried out under section 134(d) of WIOA;
4. Access to programs and activities carried out by one-stop partners listed in 20 CFR 678.400 through 678.410, 34 CFR 361.400 through 361.410, and 34 CFR 463.400 through 463.410, including the Wagner Peyser Act ES program; and
5. Workforce and labor market information.

Per TEGL 16-16, Centers not open outside of the regular business hours should have a plan for how they will provide services to individuals who cannot visit a center during regular business hours.

Career services at a Comprehensive Job Center does not mean that each required partner must provide these services directly on-site at Center. There are three options:

1. Having a program staff member physically present at the American Job Center;
2. Having a staff member from a different partner program physically present at the Center and appropriately trained to provide information to customers about the programs, services, and activities available through all partner programs; or
3. Making available a direct linkage through technology to a program staff member who can provide meaningful information or services. (As described in 20 CFR 678.305(d)(3), 34 CFR 361.305(d)(3), and 34 CFR 463.305(d)(3), a “direct linkage” means providing a direct connection at the American Job Center within a reasonable time, by phone or through a real-time web-based communication, to a program staff member who can provide program information or services, including career services, to the customer. Solely providing a phone number, website, information, pamphlets, or materials does not constitute a “direct linkage.”)

Note: According to TEGL 16-16, for option 2, it is essential that the staff person providing information about a partner program document their time and effort to ensure that they allocate time to the



appropriate program since salaries and wages are based on records, that accurately reflect the work performed consistent with Federal cost principles in the Uniform Guidance at 2 CFR 200.430.

### **Affiliate American Job Centers**

Affiliate American Job Centers are created to supplement and enhance customer access to Center services. As described in 20 CFR 678.310, 34 CFR 361.310, and 34 CR 463.310, affiliated sites allow for more flexibility of the services one-stop partner programs provide. Just as is required of comprehensive American Job Centers, affiliated sites must be physically and programmatically accessible to individuals with disabilities, as required by section 188 of WIOA and its implementing regulations at 29 CFR part 38. The frequency of program staff's physical presence in an affiliated site will be determined through partner MOU negotiations

## **XI. ONE STOP OPERATOR ROLE & RESPONSIBILITIES**

[Insert name(s) of selected OSO] has been selected as the region's One-Stop Operator through competitive procurement, per WIOA Section 121(d) and Subpart D, § 678.600 to § 678.635 of *WIOA Joint Rule for Unified and Combined State Plans, Performance Accountability, and the One-Stop System Joint Provisions; Final Rule*.

The role of the one-stop operator is to coordinate the service delivery of required one-stop partners and service providers.

## **XII. OREGON EMPLOYMENT DEPARTMENT (OED) PROGRAMS, SERVICES AND ACCESS**

OED is committed to delivering services through the WSRV system in accordance with WIOA, the State Plan, the Local Workforce Plan and the WorkSource Oregon Operational Standards. The OED programs covered by this commitment and MOU include:

- WIOA Title III – Wagner-Peyser
- Unemployment Insurance
- Veterans Programs
- Trade Adjustment Assistance
- National Farmworker Jobs Program (a nationally directed locally administrated program of services for migrant and seasonal farmworker programs)

**Attachment 1** describes the resources and services OED will provide, and how those services will be accessible through the WSRV system.

## **XIII. DEPARTMENT OF HUMAN SERVICES (DHS) PROGRAMS, SERVICES AND ACCESS**

DHS is committed to delivering exploratory, basic and individualized career services, case management, support services and training services through the WSRV system in accordance with WIOA, the State



Plan, the Local Workforce Plan and the WorkSource Oregon Operational Standards. The DHS workforce programs covered by this commitment and MOU include:

- **Self Sufficiency**
  - TANF - JOBS
  - SNAP OFSET
  - SNAP 50/50

In addition, while not subject to cost sharing requirements, the Employment Related Day Care program will be part of the broad array of supportive services available to eligible customers to assist them to achieve higher levels of self-sufficiency.

DHS Self-Sufficiency is committed to creating a seamless, integrated service-delivery system that blends Self-Sufficiency income support benefits, support services, and case management with the seamless array of basic, career services, and training resources provided through the one-stop centers.

DHS is also committed to the following administrative streamlining practices and goals:

- Consolidating joint procurement of TANF-JOBS program service providers and the Local Workforce Development Board procurement for the Title I – Adult, Dislocated Worker, and Out of School Youth service provider;
  - Wherever and whenever possible, consolidating contracting and related program management / administrative / fiscal capacities and process with the RWP.
- **Vocational Rehabilitation**

Vocational Rehabilitation is committed to creating a seamless, integrated service delivery system that blends support services, case management with the seamless array of basic, career services, and training resources provided through the one-stop centers.

**Attachment 1** describes the resources and services DHS will provide and how those services will be accessible through the WSRV system. In addition, DHS will describe how its services and efforts will be tailored to serve the priority populations identified by WIOA and the Local Board.

#### **XIV. ADULT BASIC EDUCATION SERVICES**

##### **Title II**

At the time of execution of this MOU, the State of Oregon’s Higher Education Coordinating Council (HECC) had not yet contracted for Adult Basic Education (ABE) service delivery providers in local workforce areas. In lieu of the actual ABE training provider entering into this MOU, the HECC assures that awards will go to ABE service providers committed to delivering Adult Basic Education services through the WSRV centers and system.



Once a service provider is selected, RWP will work with them to complete **Attachment 1** to describe the resources and services they will provide and how those services will be accessible through the WSRV system. In addition, the ABE service provider will describe how its services and efforts will be tailored to serve the priority populations identified by WIOA and the Local Board.

### **Rogue Community College**

RCC provides Adult Basic Skills services as part of its core mission and invests significant general fund resources to provide these services. In previous years, RCC has also been the Title II service provider, integrating these additional federal funds into its overall Adult Basic Skills service delivery strategy. Regardless of the final disposition of the Title II current procurement process, RCC is committed to delivering Adult Basic Skills services through the WSRV system in accordance with WIOA, the State Plan, the Local Workforce Plan and the WorkSource Oregon Operational Standards. They have been key contributing partners in the region's Adult Basic Skills Work Group that is focused on creating a seamless system of services for customers. The RCC programs covered by this commitment and MOU include:

- Adult Basic Skills
- English as a Second Language

**Attachment 1** describes the resources and services RCC-ABS will provide and how those services will be accessible through the WSRV system.

### **Southern Oregon Goodwill Industries**

SOGI also provides Adult Basic Skills services as part of its core mission and invests significant organizational resources to provide these services. SOGI is committed to delivering Adult Basic Skills services through the WSRV system in accordance with WIOA, the State Plan, the Local Workforce Plan and the WorkSource Oregon Operational Standards. They have been key contributing partners in the region's Adult Basic Skills Work Group that is focused on creating a seamless system of services for customers.

This MOU and attachments will be updated after July 1, 2017 to include a description of the Adult Basic Skills and other services SOGI provides, along with appropriate signatory.

## **XV. OTHER PARTNERS**

Other required or additional partners will be added to this MOU after the initial July 1, 2017 commencement date.

**This MOU and attachments will be updated at future dates to** describe the resources and services other partners will provide and how those services will be accessible through the WSRV system, along with appropriate signatories.

## **XVI. DATA SHARING & CUSTOMER TRACKING**



WSRV is a shared system that promotes the alignment and integration of programs and services to better serve common regional customers. Sharing customer service-level data between partner organizations is essential to seamless customer service and to achieving the vision and promise of the WSRV system. All WSRV partners commit to developing a data sharing agreement that promotes customer service and advances the goal of delivering a seamless, customer focused WSRV system.

The WorkSource Oregon Management Information System (WOMIS) will be used to register and enroll all customers in WSRV.

The parties agree to comply with provisions of WIOA, the Wagner-Peyser Act, the Rehabilitation Act of 1973, and the Adult Education and Literacy Act, and any other applicable requirements of state or federal law, to ensure that customer information shall be shared solely for the purpose of enrollment, referral, or provisions of services, When required under applicable state or federal law, a release of information will be obtained from the customer before sharing confidential protected information. In carrying out their respective responsibilities, each party shall respect and abide by the confidentiality policies, procedures, and guidance of the other parties.

#### **XVII. PERFORMANCE REPORTING**

As applicable, appropriate and required under WIOA, each partner will provide performance information related to all services and programs it provides through the WSRV system, including, but not limited to:

- Demographic breakdown of participants (gender, age, race) by program
- Total number served by Center and program
- Total number placed in jobs by program
- Starting wages
- Employment in the 2<sup>nd</sup> quarter following exit from program services
- Employment in the 4<sup>th</sup> quarter following exit from program services
- Median Earnings 2<sup>nd</sup> quarter following exit from program services
- Effectiveness in Serving Employers – TBD

In instances in which a program partner does not and/or is not required to track a specific data element, flexibility will be exercised with regard to these reporting requirements.

WSRV services are comprehensive and performance-based. Performance information will be collected and evaluated on a quarterly basis, reviewed by the Local Leadership Team, and shared with the local RWP Workforce Development Board. With the Program Year beginning annually on July 1<sup>st</sup>, quarterly reports should be made available within the 45 days after quarter end.

#### **XVIII. TECHNOLOGY**



To meet the requirements of WIOA, RWP will convene local partners to develop strategies to maximize the effectiveness of WSRV by facilitating the connections among the data systems used by WSRV partners and recommend solutions to better serve WSRV customers through the use of technology.

RWP will coordinate the design, purchase and maintenance all publicly-facing WSRV networks, computers and printers. These costs will be considered part of the shared infrastructure costs of the WSRV system.

RWP will provide the platform and WSRV partners will maintain the customer access website for WorkSource Rogue Valley at <http://worksourcerogue.org/>. These costs will be considered part of the shared infrastructure costs of the WSRV system.

## **XIX. REFERRALS**

The partners agree to develop a referral process to aid in the integration and alignment of services within the WSRV System. The referral process must help create a more seamless customer experience by providing convenience of services to individuals and businesses. This process also provides for a continuum of services and follow-up to ensure WSRV's customer needs have been met.

- Ensure that intake and referral processes are customer-centered and provided by staff trained in customer service
- Ensure that general information regarding one-stop center programs, services, activities and resources shall be made available to all customers as appropriate.
- Ensure that all partners will provide a direct link /access to partner program with meaningful information of partner service through cross training, co-location or through real-time technology.

All customer facing staff will receive cross-training of partner programs, and have the knowledge and ability to perform seamless referrals between partner programs, striving for a warm hand-off process between programs.

## **XX. COMMON BRANDING**

WSRV is a shared system and the common one-stop delivery brand is WorkSource Rogue Valley. All services, signage, print publications, digital publications and other informational and on-line materials will be branded in accordance with the WorkSource Oregon Style Guide.

## **XXI. ASSURANCES FOR INCREASED AND MAXIMIZED ACCESS**

WSRV is designed to be universally accessible, customer-centered and offer training and related resources that are driven by the needs of the local economy. WSRV must be responsive to all job seekers, but especially low-income and other underserved residents, including those receiving public assistance, those with disabilities, individuals who are basic skills deficient, and communities of color.



This integrated team approach promotes partnership, maximizes resources, aligns efforts and improves results.

Through this MOU, WSRV partners commit to working together to focus efforts and resources to ensure the needs of job seekers and workers with barriers to employment are effectively addressed in the WSRV system. This necessitates that we work together to prioritize services and increase outreach to individuals with barriers to employment, a group that includes members of the following populations:

- Displaced homemakers
- Low-income individuals and families
- Individuals age 55 and older
- Indians, Alaska Natives, and Native Hawaiians
- Returning citizens (ex-offenders)
- Homeless individuals
- Youth who are in or have aged out of the foster care system
- English language learners, a group that is also often referred to as individuals with Limited English Proficiency (LEP)
- Individuals who have low levels of literacy
- Individuals facing substantial cultural barriers
- Eligible migrant and seasonal farmworkers
- Single parents, including single pregnant women
- Long-term unemployed individuals
- Individuals within two years of exhausting lifetime eligibility under part A of title IV of the Social Security Act
- Individuals with disabilities that need assistance with employment
- Veterans and Veterans Spouses
- Disabled Veterans

To achieve the priority of increased access for individuals with needing assistance with barriers to employment, the parties will:

- Leverage the expert knowledge of its membership and collaborate to maximize access to workforce services;
- Conduct outreach to stakeholders and other organizations within the Region; and
- Actively reach out to underserved populations in Jackson and Josephine Counties

## XXII. RESOURCE SHARING

In accordance with WIOA sec. 121 and implementing regulations, each partner must use a portion of its funds to support applicable career services and WSRV infrastructure costs. **Attachment 3** (*to be completed by mid-June*) identifies the specific infrastructure, career services and other shared costs and







**PARTNER NAME:**

Date:

**WSRV LOCATION:**

Key: TIV-VR = Title IV - Vocational Rehabilitation; DHS= Department of Human Services SSP; TI-RC = Title I - ResCare; TI-OEDG= Title I OED Grants Pass; TI-OEDM = Title I - OED - Medford; RCC-ABS = Rogue Community College -

SERVICE	DESCRIPTION (Refer to WIOA and WSO Standards for more details)	DELIVERY METHOD - CURRENT SERVICES	DELIVERY METHOD* - FUTURE SERVICES	VISION - END STATE	FUND SOURCE(S)**
<b>BASIC CAREER SERVICES</b>					
Eligibility	Eligibility determination for Core Workforce Programs	<p>TIV-VR 5) Conducted at VR-partner facility - Services are coordinated/provided for at partner agency facility</p> <p>DHS-Currently we have two DHS staff members participating in the WSRV locations. These two positions go over 1.5 days week or as needed. They are responsible to do all activities that are included in the local branches. This included obtaining and documenting information about an individual's circumstances and comparing that information with the SSP eligibility criteria to decide if the individual qualifies for services. They attend classes and are available to serve clients as directed and needed. WSRV GPO and WSRV Bartlett</p> <p>TI-RC -1) WOMIS is completed. Based on need staff completes assessment with clients, refers as needed or helps at WSRV</p> <p>TI - OEDG - 3) Direct Technological Linkage - WorkSource Oregon Registration (WOMIS). Provide supports to customers in Resource Room. Review information during Welcome and REA Conversations.</p> <p>TI - OEDM - 3) Direct Technological Linkage - WorkSource Oregon Registration (WOMIS). Provide supports to customers in Resource Room. Review information during Welcome and REA Conversations.</p>	<p>TIV-VR - TBD for all categories</p> <p>DHS -The future state would be a general understanding of all programs, so that, clients can receive several other options when working with SSP staff. The SSP Family Coach would be a part of the WSRV family and would be seen as "one of them" providing the same services. Those that are most vulnerable due to circumstances beyond their control, would be looked at first to determine priority service.</p> <p>TI- RC-Medford WSRV to be co-located - more co-location with all partners.</p> <p>TI - OEDG- 3) Direct Technological Linkage - WorkSource Oregon Registration (WOMIS). Provide supports to customers in Resource Room. Review information during Welcome and REA Conversations.</p> <p>TI - OEDM - 3) Direct Technological Linkage - WorkSource Oregon Registration (WOMIS). Provide supports to customers in Resource Room. Review information during Welcome and REA Conversations.</p>		Title I - shared
Greeting, Outreach & Orientation	Greeting, outreach, intake and orientation (including worker profiling) to information and services available through the WSPM system.	<p>TIV-VR -2) Co-location &amp; referral - 1 staff available in each county on an intermittent basis 3) Direct Technological - VR staff are available during current business hours to answer questions about services and schedule intakes for services.</p> <p>DHS -SSP Family coaches greet clients as they are guided over to staff members for them. They are not in the greeter position at the WSRV. Services are shared as needed or asked of someone with more information.</p> <p>TI-RC -1) all staff at WSRV assist in these services. Oakdale staff on greeters schedule in Medford and Bartlett trained to assist Oakdale. OED staff andResCare staff share in FSW, JOBS orientation, Monday check in and Intro to Workforce.</p> <p>Title I -OEDG- 1) Co-location and Integrated Service Delivery. Provide Exploratory service. Co-facilitate Introduction to Workforce Services. Provide MSFW and Veteran Outreach Services</p> <p>Title I -OEDM - 2) Co-location and referral. Provide Exploratory service. Co-facilitate Introduction to Workforce Services. Provide MSFW and Veteran Outreach Services</p>	<p>TIV-VR-Physical presence and direct link through tech</p> <p>DHS-Family Coaches would be able to perform all necessary functions with ease and understanding</p> <p>TI-RC- Medford WSRV to be co-located</p> <p>TI -OEDG -1) Co-location and Integrated Service Delivery. Provide Exploratory service. Co-facilitate Introduction to Workforce Services. Provide MSFW and Veteran Outreach Services.</p> <p>TI -OEDM -1) Co-location and Integrated Service Delivery. Provide Exploratory service. Co-facilitate Introduction to Workforce Services. Provide MSFW and Veteran Outreach Services.</p>		
Initial Assessment	Of skill levels including literacy, numeracy and English language proficiency, as well as aptitudes and abilities (including skill gaps), and supportive service needs.	<p>TIV-VR-5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6 ) Contracted Service through AFP - may be contracted if VR is unable to complete on their own.</p> <p>DHS - Family Coaches are able to do an initial assessment at the WSRV using 7823 A&amp;B. They are able to determine eligibility for programs under SSP DHS.</p> <p>TI-RC2)Conduct NCRC, CASA and pre GED. Based on need with skills utilize GED Academy. JOBS Tutor or Penn Foster, if needs supported or classroom environment we refer to SOGI, RCC or other community partner</p> <p>TI - OEDG - 1)Co-location and Integrated Service Delivery. Referral to on-line resources, NCRC, GED, ABE, OPAC, and other services</p> <p>TI OEDM- 2)Co-location and referral. Referral to on-line resources, NCRC, GED, ABE, OPAC, and other services.</p>	<p>DHS -Family Coaches would be able to perform an assessment using a mutual tool to assist in navigating a customer to all eligible programs.</p> <p>TI-RC-TBD</p> <p>TI -OEDG 1) Co-location and Integrated Service Delivery. Referral to on-line resources, NCRC, GED, ABE, OPAC, and other services</p> <p>TI - 2)Co-location and referral. Referral to on-line resources, NCRC, GED, ABE, OPAC, and other services.</p>		
Labor Exchange Services	Includes job search, placement, job listings, referrals, information on in-demand jobs and occupations, non-traditional employment	<p>TIV-VR- Either referred to WSO-RV or 6) Contracted Service through AFP - The VR Job Development contract contains all of the services related to job search/placement &amp; retention</p> <p>DHS- Referral to programs that we currently contract for.</p> <p>TI-RC- 1 &amp; 3) Utilization of OLMIS to assist in career guidance with participants. Up to date strategies with resume development, interviewing skills and needs of local employers are discussed, specifically in FSW and one on one interactions.</p> <p>TI -OEDG- 1) Co-location and Integrated Service Delivery. Promote iMatchskills for job seekers and job listings. Provide information during Job Net and other activities.</p> <p>TI -OEDM- 2) Co-location and Referral. Promote iMatchskills for job seekers and job listings. Provide information during Job Net and other activities.</p>	<p>DHS - Strong partnership in understanding our roles and helping assist with the purpose of helping those who identify as living under the poverty level or having obstacles towards employment.</p> <p>TI-RC-TBD</p> <p>TI -OEDG-1) Co-location and Integrated Service Delivery. Promote iMatchskills for job seekers and job listings. Provide information during Job Net and other activities.</p> <p>TI OEDM -1) Co-location and Integrated Service Delivery. Promote iMatchskills for job seekers and job listings. Provide information during Job Net and other activities.</p>		

SERVICE	DESCRIPTION (Refer to WIOA and WSO Standards for more details)	DELIVERY METHOD - CURRENT SERVICES	DELIVERY METHOD* - FUTURE SERVICES	VISION - END STATE	FUND SOURCE(S)**
Referrals	Provision of referrals to and coordination of activities with other programs and services within WSRV and beyond.	TIV-VR -5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility DHS -The service involves referrals to and coordination of activities with other programs and services, including programs and services within the WSO - OSO delivery system and, when appropriate, other workforce development programs; TI-RC - 2) Partners are working to limit need of location hand offs and are working to integrate service delivery. OED and ResCare have launched some partners are coordinated in differing ways, no consistent process in place. TI OEDG - 2) Co-location and Referral. Make referrals to WIOA, JOBS, VR, RCC, etc. TI OEDM - 2) Co-location and Referral. Make referrals to Bartlett Office, VR, RCC, etc. <b>RCC-ABS - Referrals to WIOA partners for help with job search and training.</b>	DHS -5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility TI-RC -Medford WRSV to be co-located with the hope that other partners will be part of the co-location. TI OEDG -1) Co-location and Integrated Service Delivery TI OEDM -1) Co-location and Integrated Service Delivery <b>RCC-ABS -4. Referral Future - integrated with our course and study options</b>		
Labor Market Statistics	Job vacancies, required job skills to obtain the local jobs listed, local in-demand jobs and earnings, skill requirements and opportunities for advancement.	TIV - VR -5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6 ) Contracted Service through AFP - may be contracted if VR is unable to complete on their own. DHS - Not currently doing at staff level TI-RC -1) Use OLMIS to run reports for a variety of areas and positions, IEP, NCR and placement into ITA, OJT, JOBS Plus and WEX as well as referral to further skills through education/certification TI OEDG - 1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Economist and Workforce Analyst assist WIB, Community and Employers. Integrated Service Delivery in teaching FSW-Labor Market Information TI OEDM - 2) Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Economist and Workforce Analyst assist WIB, Community and Employers. Integrated Service Delivery in teaching FSW-Labor Market Information <b>RCC-ABS -Career and College Awareness Class and workshops.</b>	TIV-VR -Affiliate- LMI newsletter (Economic Indicators) TI-RC-TBD TI OEDG-1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Economist and Workforce Analyst assist WIB, Community and Employers. 1) Integrated Service Delivery in teaching FSW-Labor Market Information TI OEDM-1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Economist and Workforce Analyst assist WIB, Community and Employers. 1) Integrated Service Delivery in teaching FSW-Labor Market Information <b>RCC-ABS -4. Referral Future - imbedded in RCC ABS courses and/or offered at our partner locations.</b>		
Program Performance and Cost Information (ETPL)	Information regarding program performance and cost information on eligible providers of training services by program and type of provider.	TIV - VR 5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility DHS - Not currently doing at staff level TI-RC - 1) utilization of ETPL info TI -OEDG 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Primarily refer to Bartlett for ETPL/Training consideration. TI OEDM- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Primarily refer to Bartlett for ETPL/Training consideration. <b>RCC-ABS - Referral Guide</b>	TI-RC - Better feedback on experience, expanded ETPL TI OEDG-- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Primarily refer to Bartlett for ETPL/Training consideration. TI OEDM- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Primarily refer to Bartlett for ETPL/Training consideration. <b>RCC-ABS-4. Referral</b>		
Support Service Information	Information related to the availability of supportive services, including child care, medical assistance (Medicaid and CHIP), HUD, SNAP, Earned Income Tax Credit, TANF, etc.	TIV-VR - 2) Co-location & referral / 3) Direct Technological linkage / 4) Referral to partner facility DHS -SSP holds these programs and currently does eligibility for all programs except HUD. We refer and give out brochures for the Tax Credit program. TI-RC -1) WSRV provides services to referred TANF participants and are well trained on resources or access to finding resources TI OEDG - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Make referrals to other agencies. TI OEDM- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Make referrals to other programs or agencies. <b>RCC-ABS-Referral Guide</b>	DHS-Same - Self Sufficiency is the lead who holds the expertise in poverty in the community and would be of support to the one stop but be the holder of contracts for this population and services. TI-RC -TBD TI OEDG-2) Co-location and Referral. One-on-one coaching during Welcome, REA Conversations and follow-up appointments. Make referrals to other agencies. TI OEDM-2) Co-location and Referral. One-on-one coaching during Welcome, REA Conversations and follow-up appointments. Make referrals to other programs or agencies. <b>RCC-ABS - 4. Referral</b>		
Unemployment Insurance Claim Filing and Information	Meaningful assistance in filing an unemployment insurance claim.	TIV-VR -Not a function of OR VR and would be served through the Support Information Service Above. DHS - Referral TI-RC- 2) Warm hand off to OED. Coordination of services into Rethinking Job Search. TI OEDG- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer customers to UI Centers. TI OEDM- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer customers to UI Centers.	DHS- Referral TI-RC- TBD TI OEDG -1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome and REA Conversations. Refer customers to UI Centers. Would like to have local to have a local UI Navigator. TI OEDM-1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome and REA Conversations. Refer customers to UI Centers.		
Financial Aid Availability	Assistance in establishing eligibility for programs of financial aid not provided under WIOA.	TIV-VR -5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility DHS-Referral TI-RC -4) Referral TI OEDG- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Referrals to Colleges and Training Centers. TI OEDM- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Referrals to Colleges and Training Centers. <b>RCC-ABS-TRIO FAFSA workshops</b>	DHS- Referral TI-RC-TBD TI OEDG -1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome and REA Conversations. Refer customers to UI Centers. Would like to have local to have a local UI Navigator. TI OEDM-2) Co-location and Referral. <b>RCC-ABS- 4. Referral Future - can hold workshops at partner location</b>		

SERVICE	DESCRIPTION (Refer to WIOA and WSO Standards for more details)	DELIVERY METHOD - CURRENT SERVICES	DELIVERY METHOD* - FUTURE SERVICES	VISION - END STATE	FUND SOURCE(S)**
Comprehensive Assessment	May include diagnostic testing, and use of other assessment tools, and in depth interviewing to identify employment barriers and appropriate employment goals.	<p>TIV-VR-5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6) contracted service through AFP - may be contracted by VR if unable to complete with current information</p> <p>DHS -Currently there is a form used to conduct assessments for families who enter DHS for services. Based on the needs described we assist with case management or referrals to appropriate organizations for assistance. TI-RC-2) WSRV conducts IEP and interview however, may need to refer based on needed to Mental Health, VR, DHS, SOGI, etc. TI OEDG- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations and follow-up appointments. Complete REA Plans to establish employment goals. TI OEDM- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations and follow-up appointments. Complete REA Plans to establish employment goals.</p> <p>RCC-ABS-Orientation and advising</p>	<p>DHS -Would like to see one assessment used across organizations that clients complete periodically to adjust situation but not complete at all locations.</p> <p>TI-RC-TBD</p> <p>TI OEDG - 1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Plans, SNAP Plans, and follow-up appointments.</p> <p>TI OEDM- 1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Plans, SNAP Plans, and follow-up appointments.</p> <p>RCC-ABS 4. Referral Future - can hold orientations at partner locations.</p>		
Individual Employment Plan	To identify employment goals, achievement objectives, combination of services.	<p>TIV-VR -5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility</p> <p>DHS-Currently doing this at WSRV and other locations in the community as well as our departments</p> <p>TI-RC -1) WSRV reviews IEP assessments with participants to identify goals and steps to execute.</p> <p>TI OEDG - 1)Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Create IEP for OJT customers.</p> <p>TI OEDM- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Create IEP for OJT customers. RCC-ABS -Orientation and advising</p>	<p>DHS-Same</p> <p>TI-RC -TBD</p> <p>TI OEDG-1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Plans, SNAP Plans, and follow-up appointments.</p> <p>TI OEDM-1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Plans, SNAP Plans, and follow-up appointments.</p> <p>RCC-ABS-4. Referral future - RCC ABS transition advisor available at partner locations.</p>		
Career Planning	Customer centered approach that includes the development of appropriate service strategies, support services and other workforce activities necessary to obtain and retain employment.	<p>TIV-VR -5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility</p> <p>DHS-Initial assessment made and referred to other organizations as identified.</p> <p>TI-RC-1) Use IEP as road map with one on one conversations, addressing barriers, use FSW, ITAs, OJTS WEX and JOBS Plus to build experience, steps to the end goal.</p> <p>TI OEDG- 1)Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments.</p> <p>TI OEDM - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments.</p> <p>RCC-ABS-Career and College Awareness Class and workshops</p>	<p>DHS-Same</p> <p>TI-RC -TBD</p> <p>TI OEDG-1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Plans, SNAP Plans, and follow-up appointments.</p> <p>TI OEDM-1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Plans, SNAP Plans, and follow-up appointments.</p> <p>RCC-ABS4. Referral Future - can hold workshops at partner location</p>		
Pre-Vocational Services	Short term, includes learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.	<p>TIV-VR -5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6) Contracted service through AFP -</p> <p>DHS-Referral</p> <p>TI-RC -1) Strongly integrated approach to conducting FSW, mock interviewing, and Job Net (having employers message this).</p> <p>TI OEDG - 1)Co-location and Integrated Services. Co-facilitation for Foundational Skills Workshops.</p> <p>TI OEDM- 2)Co-location and Referral. Co-facilitation for Foundational Skills Workshops.</p> <p>RCC-ABS -Career and College Awareness class and workshops</p>	<p>TI-RC-TBD</p> <p>TI OEDG-1) Co-location and Integrated Service Delivery. Co-facilitation of Foundational Skills Workshops.</p> <p>TI OEDM-1) Co-location and Integrated Service Delivery. Co-facilitation of Foundational Skills Workshops.</p> <p>RCC-ABS -4. Referral future - can hold workshops at partner location</p>		
Internships/Work Experiences	Linked to careers	<p>TIV-VR 6) Contracted service through AFP -</p> <p>DHS -Referral</p> <p>TI-RC-1) Currently conduct WEX, JOBS Plus and OJT to build work experience.</p> <p>TI OEDG- 2) Co-location and Referral. Referral to WIOA, JOBS, SCEPT Programs.</p> <p>TI-OEDM - 2) Co-location and Referral. Referral to WIOA, JOBS, SCEPT Programs.</p>	<p>TI-RC -TBD</p> <p>TI OEDG- 2) Co-location and Referral to WIOA, JOBS, SCEPT Programs.</p> <p>TI OEDM- 2) Co-location and Referral to WIOA, JOBS, SCEPT Programs.</p>		
Financial Literacy Services	Youth - to help achieve long term financial stability.	<p>TIV-VR - 4) VR refers to IL organizations for service as part of a cooperative agreement. 5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6) Contracted service through AFP -</p> <p>DHS- Referral after assessment</p> <p>TI-RC -2) Conduct finance classes to all participants, one on one tips. Also refer as needed.</p> <p>TI OEDG- 2) Co-location and Referral. Referral to WIOA or community services.</p> <p>TI-OEDM - 2) Co-location and Referral.</p> <p>RCC-ABS -SALT money management online tools</p>	<p>Title I - RC -Utilization of money skills</p> <p>TI-OEDG - 2) Co-location and Referral. Refer to WIOA or community services.</p> <p>TI-OeDM- 2) Co-location and Referral.</p> <p>RCC-ABS - 4. Referral</p>		
Relocation Support	Out-of-area job search assistance and relocation assistance.	<p>TIV-VR -5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6) Contracted service through AFP -</p> <p>DHS- does have assistance for domestic survivors and those who have secured employment outside the area</p> <p>TI-RC- 2) support as can, refer</p> <p>TI OEDG- 2) Co-location and Referral. Trade Act Programs provide relocation supports.</p> <p>TI OEDM - 2) Co-location and Referral.</p>	<p>DHS- A mutual understanding of all services available</p> <p>TI-RC - TBD</p> <p>TI OEDG- 2) Co-location and Referral. Trade Act Programs provide relocation supports.</p> <p>TI OEDM- 1) Co-location and Integrated Service Delivery.</p>		

SERVICE	DESCRIPTION (Refer to WIOA and WSO Standards for more details)	DELIVERY METHOD - CURRENT SERVICES	DELIVERY METHOD* - FUTURE SERVICES	VISION - END STATE	FUND SOURCE(S)**
ESL	English language acquisition and integrated education and training programs.	TIV-VR - 4) Referral to Partner Facility - 6) Contracted service through AFP DHS -Referral TI-RC-2) WSRV has taken integrated approach to setting up FSW in Spanish, classes to launch this summer. TI OEDG- 4) Referral to Partner Facility. Referral to RCC ESL classes . TI -OEDM- 2) Co-location and Referral. Referral to RCC ESL classes. <b>RCC-ABS -ELA classes, EL Civics, VESL (early childhood education)</b>	DHS- Same TI-RC -More full scale services as we build Spanish speaking curriculum and see more demand for services. TI OEDG- 4) Referral to Partner Facility. Referral to RCC ESL classes. TI OEDMI- 2) Co-location and Referral to RCC ESL classes. <b>RCC-ABS-4. Referral - can contract to offer contextualized instruction</b>		
Skill Validation		TIV-VR -4) Referral to Partner Facility - 5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6) Contracted service through AFP DHS-Referral TI-RC-2) Conduct NCRC, document certifications, if needs supported or classroom environment we refer to SOGI, RCC or other community partner. TI OEDG- 2) Co-location and Integrated Service Delivery. Use iMatchSkills to validate work history and skills. Refer to NCRC, OPAC and FSW. TI OEDM- 2) Co-location and Referral. Use iMatchSkills to validate work history and skills. Refer to NCRC, OPAC and FSW.	DHS-Same TI-RC-TBD TI OEDG- 1) Co-location and Integrated Service Delivery. Use iMatchSkills to validate work history and skills. Refer to NCRC, OPAC and FSW. Prove It? TI OEDM- 1) Co-location and Integrated Service Delivery. Use iMatchSkills to validate work history and skills. Refer to NCRC, OPAC and FSW. Prove It?		
Follow-Up Services	Must be provided as appropriate, including counseling for up to 12 months after first day of employment.	TIV-VR -5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6) Contracted service through AFP - DHS- does retention services for families who have found employment up to six months after. TI-RC- 1) Follow up as required per program and agreement with participant TI OEDG- 2) Co-location and Referral. Follow-up services provided by WIOA programs. TI OEDM- 2) Co-location and Referral.	DHS-1 year after TI-RC-TBD TI OEDG- 2) Co-location and Referrals. Follow-up services provided by WIOA programs. TI OEDM- 1) Co-location and Integrated Service Delivery.		
DM					
Adult Education and Literacy	Instruction to address deficiencies in basic academic skills, including reading, writing, mathematics. Also includes English language acquisition.	TIV-VR-4) Referral to Partner Facility - 6) Contracted service through AFP DHS-Referral TI-RC-2) Conduct NCRC, document certifications, if needs supported or classroom environment we refer to SOGI, RCC or other community partner. TI-OEDG-4) Referral to Partner Facility. Refer to RCC. TI-OEDM- 4) Refer to Partner Facility. Refer to RCC. <b>RCC-ABS-ABS GED and ELA classes and guided study labs, direct instruction, tutoring and online tools</b>	DHS -Same TI-RC-TBD TI-OEDG-4) Referral to Partner Facility. Refer to RCC. TI-OEDM-4) Refer to Partner Facility. Refer to RCC <b>RCC-ABS-4. Referral</b>		
On-the-Job Training	A hire first program that reimburses employers for the extraordinary cost of training employees.	TIV-VR-6) Contracted service through AFP - DHS-Referral TI-RC-1) WSRV iBOTS team has coordinated services in coordination reaping over a hundred OJTS this PY with a majority being in a sector strategy. TI OEDG- 1)Co-location and Integrated Service Delivery. Integrated business team members assist with OJT services. TI OEDM- 2)Co-location and Referral. Integrated business team members assist with OJT services.	DHS-Same TI-RC-Further coordination of other community partners outside OED & ResCare. TI OEDG- 1)Co-location and Integrated Service Delivery. Integrated business team members assist with OJT services. TI OEDM-1) Co-location and Integrated Service Delivery. Integrated business team members assist with OJT services.		
ITAs/Scholarships	An account linked to in-demand employment opportunities to support individuals to obtain occupational training.	TIV-VR-6) Contracted service through AFP - DHS-Referral TI-RC-1) WSRV utilizes labor market info, IEP and aptitude/career interest assessments to place participants in an ITA TI -OEDG 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. TI OEDM - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments.	DHS -Same TI-RC- Hope for more funding in next PY and expanded ETPL TI OEDG- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA. TI OEDM- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA.		
Current Worker Training	Training provided to currently employed workers to advance or retain employment.	TIV-VR -6) Contracted service through AFP - DHS - provides this service internally but not at WSRV TI-RC 1) We offer computer classes, FWS, incumbent worker OJTs and finance classes. TI OEDG- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA. TI OEDM- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA. <b>RCC-ABS-ABS GED and ELA classes and guided study labs, direct instruction, tutoring and online tools</b>	DHS-Same but inclusion of training for all partners TI-RC-TBD TI OEDG- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA. TI OEDM- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA. <b>RCC-ABS-4. Referral</b>		
Work-based Training	Including registered apprenticeship, and joint apprenticeship training programs.	TIV-VR -6) Contracted service through AFP - DHS-Referral TI-RC- 2) WSRV offers WEX, Jobs Plus, OJTs as in house opportunities but also refers to community apprenticeship programs as needed. TI OEDG - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA and Apprenticeship Training Resources. TI OEDM- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA and Apprenticeship Training Resources.	DHS-Inclusion of all TI-RC-TBD TI OEDG- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA. TI OEDM- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA.		

SERVICE	DESCRIPTION (Refer to WIOA and WSO Standards for more details)	DELIVERY METHOD - CURRENT SERVICES	DELIVERY METHOD* - FUTURE SERVICES	VISION - END STATE	FUND SOURCE(S)**
Customized Training	Conducted with a commitment of an employer to employ an individual upon successful completion of the training.	TIV-VR-6) Contracted service through AFP - TI-RC-1) WEX, JOBS Plus and OJTs services all aim to do this. WSRV has assisted in the promoted and placement of many WSRV customers, helping both businesses and participants. TI OEDG- 2)Co-location and Referral. Refer to WIOA. TI OEDM- 2)Co-location and Referral. Refer to WIOA. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA.	TI-RC-TBD TI OEDG- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA. TI OEDM- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA.		
<b>BUSINESS SERVICES</b>					
Sector Partnerships	Develop, convene and implement sector partnerships.	TIV-VR-??????? DHS-Yes TI-RC-1) Working with various sector strategy employers to place WEX, JOBS Plus, OJTs and direct placements. RWP helps in making connections as well. TI OEDG- 2)Co-location and Referral. Refer to RWP sector strategy efforts. TI-OEDM - 2)Co-location and Referral. Refer to RWP sector strategy efforts. RCC-ABS-Local Leadership Team, Title II Subcommittee	TI-RC-TBD TI-OEDG - 2)Co-location and Referral. Refer to RWP sector strategy efforts. TI-OEDM - 2)Co-location and Referral. Refer to RWP sector strategy efforts.		
Customized Screening and Referrals	Referrals of qualified participants in training services to employers.	TIV-VR-6) Contracted service through AFP - DHS-Yes TI-RC-1) Work in partnership with OED to provide services TI OEDG- 1)Co-location and Integrated Service Delivery. Business team members provide customized screening and referrals. TI OEDM- 2)Co-location and Referral. Business team members provide customized screening and referrals.	TI-RC-TBD TI OEDG- 1)Co-location and Integrated Service Delivery. Business team members provide customized screening and referrals. TI OEDM- 1)Co-location and Integrated Service Delivery. Business team members provide customized screening and referrals.		
Customized Recruitments	Customized recruitment events including targeted job fairs.	TIV-VR-??????? DHS-Referral TI-RC-1) WSRV does this in business outreach and connections TI OEDG- 1)Co-location and Integrated Service Delivery. Business team members provide customized recruitments and job fairs. TI OEDM- 2)Co-location and Referral. Business team members provide customized recruitments and job fairs. RCC-ABS -Literacy events	TI-RC-TBD TI OEDG- 1)Co-location and Integrated Service Delivery. Business team members provide customized recruitment and job fairs. TI OEDM- 1)Co-location and Integrated Service Delivery. Business team members provide customized recruitment and job fairs. RCC-ABS-4. Referral		
Customized LMI	For specific employers, sectors, industries or clusters.	TIV-VR -??????? DHS-Referral TI-RC-3) Use QLMIS to run reports for a variety of areas and positions TI OEDG- 1)Co-location and Integrated Service Delivery. Refer to Economist or Workforce Analyst. Business team members provide customized LMI basic information to businesses using Quality Info. TI OEDM - 2)Co-location and Referral. Refer to Economist or Workforce Analyst. Business team members provide customized LMI basic information to businesses using Quality Info.	TI-RC-TBD TI OEDG- 2)Co-location and Referral. Refer to Economist or Workforce Analyst. Business team members provide customized LMI basic information to businesses using Quality Info. TI-OEDM- 1)Co-location and Integrated Service Delivery. Refer to Economist or Workforce Analyst. Business team members provide customized LMI basic information to businesses using Quality Info.		
Rapid Response	Assistance in managing reduction in workforce, including responding to the announcement of a a closure or layoff or natural or other disaster which results in mass job loss.	TIV-VR-??????? DHS - Referral TI-RC-1) Coordinated effort from OED, ResCare and RWP TI OEDG- 1)Co-location and Integrated Service Delivery. Provide Rapid Response Coordinator and WSRV staff support for Rapid Response Informational Sessions. TI OEDM- 2)Co-location and Referral. Provide Rapid Response Coordinator and WSRV staff support for Rapid Response Informational Sessions.	TI-RC-TBD TI OEDG- 1)Co-location and Integrated Service Delivery. Provide Rapid Response Coordinator and WSRV staff support for Rapid Response Informational Sessions. TI OEDM- 1)Co-location and Integrated Service Delivery. Provide Rapid Response Coordinator and WSRV staff support for Rapid Response Informational Sessions.		
Tax Credits	Assistance in accessing tax credits	TIV-VR-5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility DHS-Referral TI-RC- 2) IBOTs team strongly promotes WOTC, also utilizes SOREDI as a SME TI OEDG- 1)Co-location and Integrated Service Delivery. Integrated business team members promote WOTC services to businesses. TI OEDM- 2)Co-location and Referral. Integrated business team members promote WOTC services to businesses	TI-RC-TBD TI OEDG - 1)Co-location and Integrated Service Delivery. Business team members promote WOTC services to businesses. TI OEDM- 1)Co-location and Integrated Service Delivery. Business team members promote WOTC services to businesses.		
Outreach Services	To promote the benefits of working with the WSRV system.	TIV-VR??????? DHS-Referral TI-RC-1) Word of mouth, community events, industry tours and business visits. TI OEDG - 1)Co-location and Integrated Service Delivery. Participate in community events, job fairs and other outreach efforts to promote benefits of WSRV services. TI OEDM- 1)Co-location and Integrated Service Delivery. Participate in community events, job fairs and other outreach efforts to promote benefits of WSRV services.	TI-RC-More coordinated effort with budget available TI OEDG- 1)Co-location and Integrated Service Delivery. Participate in community events, job fairs and other outreach efforts to promote benefits of WSRV services. T TI OEDM- 1)Co-location and Integrated Service Delivery. Participate in community events, job fairs and other outreach efforts to promote benefits of WSRV services.		
<b>OTHER SERVICES (Describe)</b>					

**\*Delivery Method:**

- 1) **Co-location & Integrated Service Delivery** - Your program staff are physically present at WSRV & provide these services as a fully integrated team with other partner(s). Please indicate number of staff.
- 2) **Co-location & Referral** - Your program staff are physically present at WSRV & customers are referred to your staff to receive services from your programs. Please indicate number of staff.
- 3) **Direct Technological Linkage:** Making available a direct linkage through technology to your program staff that can provide meaningful information or services. A "direct linkage" means providing direct connections at the one-stop, within a reasonable time by phone or a real-time Web-based communication to a program staff
- 4) **Referral to Partner Facility** - WSRV staff refer customers to you facility for services. Describe the process for referring shared and co-enrolled customers to program/service.

**\*\*Fund Source:**

Identify the resources used to support the indicated service; list by funding stream.

**PARTNER NAME:** \_\_\_\_\_

Date: \_\_\_\_\_

**WSRV LOCATION:**  **Medford Bartlett**  **Medford Oakdale**  **Grants Pass**

Key: TIV-VR = Title IV - Vocational Rehabilitation; DHS= Dept of Human Services SSP; TI-RC = Title I - ResCare; TII-RCC-ABS = Rogue Community College - Adult Basic Skills

SERVICE	DESCRIPTION (Refer to WIOA and WSO Standards for more details)	DELIVERY METHOD - CURRENT SERVICES	DELIVERY METHOD* - FUTURE SERVICES	VISION - END STATE	FUND SOURCE(S)**
<b>BASIC CAREER SERVICES</b>					
Eligibility	Eligibility determination for Core Workforce Programs	TIV-VR -5) Conducted at VR-partner facility - Services are coordinated/provided for at partner agency facility DHS-Currently we have two DHS staff members participating in the WSRV locations. These two positions go over 1.5 days week or as needed. They are responsible to do all activities that are included in the local branches. This included obtaining and documenting information about an individual's circumstances and comparing that information with the SSP eligibility criteria to decide if the individual qualifies for services. They attend classes and are available to serve clients as directed and needed. WSRV GPO and WSRV Bartlett TI-RC -1) WOMIS is completed. Based on need staff completes assessment with clients, refers as needed or helps at WSRV	TIV-VR - TBD for all categories DHS -The future state would be a general understanding of all programs, so that, clients can receive several other options when working with SSP staff. The SSP Family Coach would be a part of the WSRV family and would be seen as "one of them" providing the same services. Those that are most vulnerable due to circumstances beyond there control, would be looked at first to determine priority service. TI- RC-Medford WSRV to be co-located - more co-location with all partners.		
Greeting, Outreach & Orientation	Greeting, outreach, intake and orientation (including worker profiling) to information and services available through the WSPM system.	TIV-VR -2) Co-location & referral - 1 staff available in each county on an intermittent basis 3) Direct Technological - VR staff are available during current business hours to answer questions about services and schedule intakes for services. DHS -SSP Family coaches greet clients as they are guided over to staff members for them. They are not in the greeter position at the WSRV. Services are shared as needed or asked of someone with more information. TI-RC -1) all staff at WSRV assist in these services. Oakdale staff on greeters schedule in Medford and Bartlett trained to assist Oakdale. OED staff andResCare staff share in FSW, JOBS orientation, Monday check in and Intro to Workforce.	TIV-VR-Physical presence and direct link through tech DHS-Family Coaches would be able to perform all necessary functions with ease and understanding TI-RC- Medford WSRV to be co-located		
Initial Assessment	Of skill levels including literacy, numeracy and English language proficiency, as well as aptitudes and abilities (including skill gaps), and supportive service needs.	TIV-VR-5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6 ) Contracted Service through AFP - may be contracted if VR is unable to complete on their own. DHS - Family Coaches are able to do an initial assessment at the WSRV using 7823 A&B. They are able to determine eligibility for programs under SSP DHS. TI-RC2)Conduct NCRC, CASA and pre GED. Based on need with skills utilize GED Academy, JOBS Tutor or Penn Foster, if needs supported or classroom environment we refer to SOGI, RCC or other community partner	DHS -Family Coaches would be able to perform an assessment using a mutual tool to assist in navigating a customer to all eligible programs. TI-RC-TBD		
Labor Exchange Services	Includes job search, placement, job listings, referrals, information on in-demand jobs and occupations, non-traditional employment	TIV-VR- Either referred to WSO-RV or 6) Contracted Service through AFP - The VR Job Development contract contains all of the services related to job search/placement & retention DHS - Referral to programs that we currently contract for. TI-RC- 1 & 3) Utilization of OLMIS to assist in career guidance with participants. Up to date strategies with resume development, interviewing skills and needs of local employers are discussed, specifically in FSW and one on one interactions.	DHS - Strong partnership in understanding our roles and helping assist with the purpose of helping those who identify as living under the poverty level or having obstacles towards employment. TI-RC-TBD		
Referrals	Provision of referrals to and coordination of activities with other programs and services within WSRV and beyond.	TIV-VR- 5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility DHS -The service involves referrals to and coordination of activities with other programs and services, including programs and services within the WSO - OSO delivery system and, when appropriate, other workforce development programs; TI-RC - 2) Partners are working to limit need of location hand offs and are working to integrate service delivery. OED and ResCare have launched some partners are coordinated in differing ways, no consistent process in place. TII-RCC - Referrals to WIOA partners for help with job search and training.	DHS -5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility TI-RC -Medford WRSV to be co-located with the hope that other partners will be part of the co-location. TII-RCC -4. Referral Future - integrated with our course and study options		
Labor Market Statistics	Job vacancies, required job skills to obtain the local jobs listed, local in-demand jobs and earnings, skill requirements and opportunities for advancement.	TIV - VR -5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6 ) Contracted Service through AFP - may be contracted if VR is unable to complete on their own. DHS - Not currently doing at staff level TI-RC -1) Use OLMIS to run reports for a variety of areas and positions, IEP, NCRC and placement into ITA, OJT, JOBS Plus and WEX as well as referral to further skills through education/certification TII-RCC -Career and College Awareness Class and workshops.	TIV-VR -Affiliate- LMI newsletter (Economic Indicators) TI-RC-TBD TII-RCC -4. Referral Future - imbedded in RCC ABS courses and/or offered at our partner locations.		
Program Performance and Cost Information (ETPL)	Information regarding program performance and cost information on eligible providers of training services by program and type of provider.	TIV - VR 5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility DHS - Not currently doing at staff level TI-RC - 1) utilization of ETPL info TII-RCC - Referral Guide	TI-RC - Better feedback on experience, expanded ETPL TII-RCC-4. Referral		

SERVICE	DESCRIPTION (Refer to WIOA and WSO Standards for more details)	DELIVERY METHOD - CURRENT SERVICES	DELIVERY METHOD* - FUTURE SERVICES	VISION - END STATE	FUND SOURCE(S)**
Support Service Information	Information related to the availability of supportive services, including child care, medical assistance (Medicaid and CHIP), HUD, SNAP, Earned Income Tax Credit, TANF, etc.	TIV-VR - 2) Co-location & referral / 3) Direct Technological linkage / 4) Referral to partner facility DHS -SSP holds these programs and currently does eligibility for all programs except HUD. We refer and give out brochures for the Tax Credit program. TI-RC -1) WSRV provides services to referred TANF participants and are well trained on resources or access to finding resources TII-RCC-Referral Guide	DHS-Same - Self Sufficiency is the lead who holds the expertise in poverty in the community and would be of support to the one stop but be the holder of contracts for this population and services. TI-RC -TBD TII-RCC - 4. Referral		
Unemployment Insurance Claim Filing and Information	Meaningful assistance in filing an unemployment insurance claim.	TIV-VR -Not a function of OR VR and would be served through the Support Information Service Above. DHS - Referral TI-RC- 2) Warm hand off to OED. Coordination of services into Rethinking Job Search.	DHS- Referral TI-RC- TBD		
Financial Aid Availability	Assistance in establishing eligibility for programs of financial aid not provided under WIOA.	TIV-VR -5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility DHS-Referral TI-RC -4) Referral TII-RCC-TRIO FAFSA workshops	DHS- Referral TI-RC-TBD TII-RCC- 4. Referral Future - can hold workshops at partner location		
<b>INDIVIDUALIZED CAREER SERVICES</b>					
Comprehensive Assessment	May include diagnostic testing, and use of other assessment tools, and in depth interviewing to identify employment barriers and appropriate employment goals.	TIV-VR-5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6) contracted service through AFP - may be contracted by VR if unable to complete with current information DHS -Currently there is a form used to conduct assessments for families who enter DHS for services. Based on the needs described we assist with case management or referrals to appropriate organizations for assistance. TI-RC-2) WSRV conducts IEP and interview however, may need to refer based on needed to Mental Health, VR, DHS, SOGI, etc. TII-RCC-Orientation and advising	DHS -Would like to see one assessment used across organizations that clients complete periodically to adjust situation but not complete at all locations. TI-RC-TBD TII-RCC 4. Referral Future - can hold orientations at partner locations.		
Individual Employment Plan	To identify employment goals, achievement objectives, combination of services.	TIV-VR -5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility DHS-Currently doing this at WSRV and other locations in the community as well as our departments TI-RC -1) WSRV reviews IEP assessments with participants to identify goals and steps to execute. TII-RCC -Orientation and advising	DHS-Same TI-RC -TBD TII-RCC-4. Referral future - RCC ABS transition advisor available at partner locations.		
Career Planning	Customer centered approach that includes the development of appropriate service strategies, support services and other workforce activities necessary to obtain and retain employment.	TIV-VR -5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility DHS-Initial assessment made and referred to other organizations as identified. TI-RC-1) Use IEP as road map with one on one conversations, addressing barriers, use FSW, ITAs, OJTS WEX and JOBS Plus to build experience, steps to the end goal. TII-RCC-Career and College Awareness Class and workshops	DHS-Same TI-RC -TBD TII-RCC 4. Referral Future - can hold workshops at partner location		
Pre-Vocational Services	Short term, includes learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.	TIV-VR -5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6) Contracted service through AFP - DHS-Referral TI-RC -1) Strongly integrated approach to conducting FSW, mock interviewing, and Job Net (having employers message this). TI OEDG - 1)Co-location and Integrated Services. Co-facilitation for Foundational Skills Workshops. TI OEDM- 2)Co-location and Referral. Co-facilitation for Foundational Skills Workshops. TII-RCC -Career and College Awareness class and workshops	TI-RC-TBD TI OEDG-1) Co-location and Integrated Service Delivery. Co-facilitation of Foundational Skills Workshops. TI OEDM-1) Co-location and Integrated Service Delivery. Co-facilitation of Foundational Skills Workshops. TII-RCC -4. Referral future - can hold workshops at partner location		
Internships/Work Experiences	Linked to careers	TIV-VR 6) Contracted service through AFP - DHS -Referral TI-RC-1) Currently conduct WEX, JOBS Plus and OJT to build work experience. TI OEDG- 2) Co-location and Referral. Referral to WIOA, JOBS, SCEPT Programs. TI-OEDM - 2) Co-location and Referral. Referral to WIOA, JOBS, SCEPT Programs.	TI-RC -TBD TI OEDG- 2) Co-location and Referral to WIOA, JOBS, SCEPT Programs. TI OEDM- 2) Co-location and Referral to WIOA, JOBS, SCEPT Programs.		
Financial Literacy Services	Youth - to help achieve long term financial stability.	TIV-VR - 4) VR refers to IL organizations for service as part of a cooperative agreement. 5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6) Contracted service through AFP - DHS- Referral after assessment TI-RC -2) Conduct finance classes to all participants, one on one tips. Also refer as needed. TII-RCC -SALT money management online tools	Title I - RC -Utilization of money skills TII-RCC - 4. Referral		
Relocation Support	Out-of-area job search assistance and relocation assistance.	TIV-VR -5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6) Contracted service through AFP - DHS- does have assistance for domestic survivors and those who have secured employment outside the area TI-RC- 2) support as can, refer	DHS- A mutual understanding of all services available TI-RC - TBD		
ESL	English language acquisition and integrated education and training programs.	TIV-VR - 4) Referral to Partner Facility - 6) Contracted service through AFP DHS -Referral TI-RC-2) WSRV has taken integrated approach to setting up FSW in Spanish, classes to launch this summer. TII-RCC -ELA classes, EL Civics, YESL (early childhood education)	DHS- Same TI-RC -More full scale services as we build Spanish speaking curriculum and see more demand for services. TII-RCC -4. Referral - can contract to offer contextualized instruction		



SERVICE	DESCRIPTION (Refer to WIOA and WSO Standards for more details)	DELIVERY METHOD - CURRENT SERVICES	DELIVERY METHOD* - FUTURE SERVICES	VISION - END STATE	FUND SOURCE(S)**
Skill Validation		TIV-VR -4) Referral to Partner Facility - 5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6) Contracted service through AFP DHS-Referral TI-RC-2) Conduct NCRC, document certifications, if needs supported or classroom environment we refer to SOGI, RCC or other community partner.	DHS-Same TI-RC-TBD		
Follow-Up Services	Must be provided as appropriate, including counseling for up to 12 months after first day of employment.	TIV-VR -5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6) Contracted service through AFP - DHS- does retention services for families who have found employment up to six months after. TI-RC- 1) Follow up as required per program and agreement with participant	DHS-1 year after TI-RC-TBD		
DM					
Adult Education and Literacy	Instruction to address deficiencies in basic academic skills, including reading, writing, mathematics. Also includes English language acquisition.	TIV-VR-4) Referral to Partner Facility - 6) Contracted service through AFP DHS-Referral TI-RC-2) Conduct NCRC, document certifications, if needs supported or classroom environment we refer to SOGI, RCC or other community partner. TII-RCC- ABS GED and ELA classes and guided study labs, direct instruction, tutoring and online tools	DHS -Same TI-RC-TBD TII-RCC-4. Referral		
On-the-Job Training	A hire first program that reimburses employers for the extraordinary cost of training employees.	TIV-VR-6) Contracted service through AFP - DHS-Referral TI-RC-1) WSRV iBOTS team has coordinated services in coordination reaping over a hundred OJTS this PY with a majority being in a sector strategy.	DHS-Same TI-RC-Further coordination of other community partners outside OED & ResCare.		
ITAs/Scholarships	An account linked to in-demand employment opportunities to support individuals to obtain occupational training.	TIV-VR-6) Contracted service through AFP - DHS-Referral TI-RC-1) WSRV utilizes labor market info, IEP and aptitude/career interest assessments to place participants in an ITA	DHS -Same TI-RC- Hope for more funding in next PY and expanded ETPL		
Current Worker Training	Training provided to currently employed workers to advance or retain employment.	TIV-VR -6) Contracted service through AFP - DHS - provides this service internally but not at WSRV TI-RC 1) We offer computer classes, FWS, incumbent worker OJTS and finance classes. TII-RCC- ABS GED and ELA classes and guided study labs, direct instruction, tutoring and online tools	DHS-Same but inclusion of training for all partners TI-RC-TBD TII-RCC -4. Referral		
Work-based Training	Including registered apprenticeship, and joint apprenticeship training programs.	TIV-VR -6) Contracted service through AFP - DHS-Referral TI-RC- 2) WSRV offers WEX, Jobs Plus, OJTs as in house opportunities but also refers to community apprenticeship programs as needed.	DHS-Inclusion of all TI-RC-TBD		
Customized Training	Conducted with a commitment of an employer to employ an individual upon successful completion of the training.	TIV-VR-6) Contracted service through AFP - TI-RC-1) WEX, JOBS Plus and OJTs services all aim to do this. WSRV has assisted in the promoted and placement of many WSRV customers, heling both businesses and participants.	TI-RC-TBD		
BUSINESS SERVICES					
Sector Partnerships	Develop, convene and implement sector partnerships.	TIV-VR-?????? DHS-Yes TI-RC-1) Working with various sector strategy employers to place WEX, JOBS Plus, OJTs and direct placements. RWP helps in making connections as well. TII-RCC-Local Leadership Team, Title II Subcommittee	TI-RC-TBD		
Customized Screening and Referrals	Referrals of qualified participants in training services to employers.	TIV-VR-6) Contracted service through AFP - DHS-Yes TI-RC-1) Work in partnership with OED to provide services	TI-RC-TBD		
Customized Recruitments	Customized recruitment events including targeted job fairs.	TIV-VR-?????? DHS-Referral TI-RC-1) WSRV does this in business outreach and connections TII-RCC -Literacy events	TI-RC-TBD TII-RCC-4. Referral		
Customized LMI	For specific employers, sectors, industries or clusters.	TIV-VR -?????? DHS-Referral TI-RC-3) Use OLMIS to run reports for a variety of areas and positions	TI-RC-TBD		
Rapid Response	Assistance in managing reduction in workforce, including responding to the announcement of a a closure or layoff or natural or other disaster which results in mass job loss.	TIV-VR -?????? DHS - Referral TI-RC-1) Coordinated effort from OED, ResCare and RWP	TI-RC-TBD		
Tax Credits	Assistance in accessing tax credits	TIV-VR-5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility DHS-Referral TI-RC -2) iBOTS team strongly promotes WOTC, also utilizes SOREDI as a SME	TI-RC-TBD		
Outreach Services	To promote the benefits of working with the WSRV system.	TIV-VR?????? DHS-Referral TI-RC-1) Word of mouth, community events, industry tours and business visits.	TI-RC-More coordinated effort with budget available		

**\*Delivery Method:**

- 1) Co-location & Integrated Service Delivery** - Your program staff are physically present at WSRV & provide these services as a fully integrated team with other partner(s). Please indicate number of staff.
- 2) Co-location & Referral** - Your program staff are physically present at WSRV & customers are referred to your staff to receive services from your programs. Please indicate number of staff.
- 3) Direct Technological Linkage:** Making available a direct linkage through technology to your program staff that can provide meaningful information or services. A "direct linkage" means providing direct connections at the one-stop, within a reasonable time by phone or a real-time Web-based communication to a program staff
- 4) Referral to Partner Facility** - WSRV staff refer customers to you facility for services. Describe the process for referring shared and co-enrolled customers to program/service.

**\*\*Fund Source:**

**Key:** TIV-VR = Title IV - Vocational Rehabilitation; DHS= Department of Human Services SSP; TI-RC = Title I - ResCare; TII-RCC = Rogue Community College - Adult Basic Skills

**PARTNER NAME:**

Date:

**WSRV LOCATION:**  Medford Bartlett  Medford Oakdale  Grants Pass

(Key: TI-OEDM = Title I- OED - Medford;

SERVICE	DESCRIPTION (Refer to WIOA and WSO Standards for more details)	DELIVERY METHOD - CURRENT SERVICES	DELIVERY METHOD* - FUTURE SERVICES	VISION - END STATE	FUND SOURCE(S)**
<b>BASIC CAREER SERVICES</b>					
Eligibility	Eligibility determination for Core Workforce Programs	TI- OEDM - 3) Direct Technological Linkage - WorkSource Oregon Registration (WOMIS). Provide supports to customers in Resource Room. Review information during Welcome and REA Conversations.	TI- OEDM - 3) Direct Technological Linkage - WorkSource Oregon Registration (WOMIS). Provide supports to customers in Resource Room. Review information during Welcome and REA Conversations.		
Greeting, Outreach & Orientation	Greeting, outreach, intake and orientation (including worker profiling) to information and services available through the WSPM system.	Title I -OEDM - 2) Co-location and referral. Provide Exploratory service. Co-facilitate Introduction to Workforce Services. Provide MSFW and Veteran Outreach Services	TI -OEDM -1) Co-location and Integrated Service Delivery. Provide Exploratory service. Co-facilitate Introduction to Workforce Services. Provide MSFW and Veteran Outreach Services.		
Initial Assessment	Of skill levels including literacy, numeracy and English language proficiency, as well as aptitudes and abilities (including skill gaps), and supportive service needs.	TI OEDM- 2)Co-location and referral. Referral to on-line resources, NCRC, GED, ABE, OPAC, and other services.	TI - 2)Co-location and referral. Referral to on-line resources, NCRC, GED, ABE, OPAC, and other services.		
Labor Exchange Services	Includes job search, placement, job listings, referrals, information on in-demand jobs and occupations, non-traditional employment	TI -OEDM- 2) Co-location and Referral. Promote iMatchskills for job seekers and job listings. Provide information during Job Net and other activities.	TI OEDM -1) Co-location and Integrated Service Delivery. Promote iMatchskills for job seekers and job listings. Provide information during Job Net and other activities.		
Referrals	Provision of referrals to and coordination of activities with other programs and services within WSRV and beyond.	TI OEDM - 2) Co-location and Referral. Make referrals to Bartlett Office, VR, RCC, etc.	TI OEDM -1) Co-location and Integrated Service Delivery		
Labor Market Statistics	Job vacancies, required job skills to obtain the local jobs listed, local in-demand jobs and earnings, skill requirements and opportunities for advancement.	TI OEDM- 2) Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Economist and Workforce Analyst assist WIB, Community and Employers. Integrated Service Delivery in teaching FSW-Labor Market Information	TI OEDM-1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Economist and Workforce Analyst assist WIB, Community and Employers. 1) Integrated Service Delivery in teaching FSW-Labor Market Information		
Program Performance and Cost Information (ETPL)	Information regarding program performance and cost information on eligible providers of training services by program and type of provider.	TI OEDM- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Primarily refer to Bartlett for ETPL/Training consideration.	TI OEDM- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Primarily refer to Bartlett for ETPL/Training consideration.		
Support Service Information	Information related to the availability of supportive services, including child care, medical assistance (Medicaid and CHIP), HUD, SNAP, Earned Income Tax Credit, TANF, etc.	TI OEDM- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Make referrals to other programs or agencies.	TI OEDM- 2) Co-location and Referral. One-on-one coaching during Welcome, REA Conversations and follow-up appointments. Make referrals to other programs or agencies.		
Unemployment Insurance Claim Filing and Information	Meaningful assistance in filing an unemployment insurance claim.	TI OEDM- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer customers to UI Centers.	TI OEDM-1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome and REA Conversations. Refer customers to UI Centers.		
Financial Aid Availability	Assistance in establishing eligibility for programs of financial aid not provided under WIOA.	TI OEDM- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Referrals to Colleges and Training Centers.	TI OEDM-2) Co-location and Referral.		
<b>INDIVIDUALIZED CAREER SERVICES</b>					
Comprehensive Assessment	May include diagnostic testing, and use of other assessment tools, and in depth interviewing to identify employment barriers and appropriate employment goals.	TI OEDM- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations and follow-up appointments. Complete REA Plans to establish employment goals.	TI OEDM- 1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Plans, SNAP Plans, and follow-up appointments.		
Individual Employment Plan	To identify employment goals, achievement objectives, combination of services.	TI OEDM- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Create IEP for OJT customers.	TI OEDM-1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Plans, SNAP Plans, and follow-up appointments.		
Career Planning	Customer centered approach that includes the development of appropriate service strategies, support services and other workforce activities necessary to obtain and retain employment.	TI OEDM - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments.	TI OEDM-1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Plans, SNAP Plans, and follow-up appointments.		
Pre-Vocational Services	Short term, includes learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.	TI OEDM- 2)Co-location and Referral. Co-facilitation for Foundational Skills Workshops.	TI OEDM-1) Co-location and Integrated Service Delivery. Co-facilitation of Foundational Skills Workshops.		
Internships/Work Experiences	Linked to careers	TI-OEDM - 2) Co-location and Referral. Referral to WIOA, JOBS, SCEPT Programs.	TI OEDM- 2) Co-location and Referral to WIOA, JOBS, SCEPT Programs.		
Financial Literacy Services	Youth - to help achieve long term financial stability.	TI-OEDM - 2) Co-location and Referral.	TI-OEDM- 2) Co-location and Referral.		
Relocation Support	Out-of-area job search assistance and relocation assistance.	OEDM - 2) Co-location and Referral.	TI OEDM- 1) Co-location and Integrated Service Delivery.		
ESL	English language acquisition and integrated education and training programs.	TI -OEDM- 2) Co-location and Referral. Referral to RCC ESL classes.	TI OEDM- 2) Co-location and Referral to RCC ESL classes.		
Skill Validation		TI OEDM- 2) Co-location and Referral. Use iMatchSkills to validate work history and skills. Refer to NCRC, OPAC and FSW.	TI OEDM- 1) Co-location and Integrated Service Delivery. Use iMatchSkills to validate work history and skills. Refer to NCRC, OPAC and FSW. Prove It?		
Follow-Up Services	Must be provided as appropriate, including counseling for up to 12 months after first day of employment.	TI OEDM- 2) Co-location and Referral.	TI OEDM- 1) Co-location and Integrated Service Delivery.		
<b>DM</b>					
Adult Education and Literacy	Instruction to to address deficiencies in basic academic skills, including reading, writing, mathematics. Also includes English language acquisition.	TI-OEDM- 4) Refer to Partner Facility. Refer to RCC.	TI-OEDM-4) Refer to Partner Facility. Refer to RCC		
On-the-Job Training	A hire first program that reimburses employers for the extraordinary cost of training employees.	TI OEDM- - 2)Co-location and Referral. Integrated business team members assist with OJT services.	TI OEDM-1) Co-location and Integrated Service Delivery. Integrated business team members assist with OJT services.		

SERVICE	DESCRIPTION (Refer to WIOA and WSO Standards for more details)	DELIVERY METHOD - CURRENT SERVICES	DELIVERY METHOD* - FUTURE SERVICES	VISION - END STATE	FUND SOURCE(S)**
ITAs/Scholarships	An account linked to in-demand employment opportunities to support individuals to obtain occupational training.	TI OEDM - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments.	TI OEDM- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA.		
Current Worker Training	Training provided to currently employed workers to advance or retain employment.	TI OEDM- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA.	TI OEDM- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA.		
Work-based Training	Including registered apprenticeship, and joint apprenticeship training programs.	TI OEDM- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA and Apprenticeship Training Resources.	TI OEDM- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA.		
Customized Training	Conducted with a commitment of an employer to employ an individual upon successful completion of the training.	TI OEDM- 2)Co-location and Referral. Refer to WIOA. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA.	TI OEDM- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA.		
<b>BUSINESS SERVICES</b>					
Sector Partnerships	Develop, convene and implement sector partnerships.	TI-OEDM - 2)Co-location and Referral. Refer to RWP sector strategy efforts.	TI-OEDM - 2)Co-location and Referral. Refer to RWP sector strategy efforts.		
Customized Screening and Referrals	Referrals of qualified participants in training services to employers.	TI OEDM- 2)Co-location and Referral. Business team members provide customized screening and referrals.	TI OEDM- 1)Co-location and Integrated Service Delivery. Business team members provide customized screening and referrals.		
Customized Recruitments	Customized recruitment events including targeted job fairs.	TI OEDM- 2)Co-location and Referral. Business team members provide customized recruitments and job fairs.	TI OEDM- 1)Co-location and Integrated Service Delivery. Business team members provide customized recruitment and job fairs.		
Customized LMI	For specific employers, sectors, industries or clusters.	TI OEDM - 2)Co-location and Referral. Refer to Economist or Workforce Analyst. Business team members provide customized LMI basic information to businesses using Quality Info.	TI-OEDM- 1)Co-location and Integrated Service Delivery. Refer to Economist or Workforce Analyst. Business team members provide customized LMI basic information to businesses using Quality Info.		
Rapid Response	Assistance in managing reduction in workforce, including responding to the announcement of a closure or layoff or natural or other disaster which results in mass job loss.	TI OEDM- 2)Co-location and Referral. Provide Rapid Response Coordinator and WSRV staff support for Rapid Response Informational Sessions.	TI OEDM- 1)Co-location and Integrated Service Delivery. Provide Rapid Response Coordinator and WSRV staff support for Rapid Response Informational Sessions.		
Tax Credits	Assistance in accessing tax credits	OEDM- 2)Co-location and Referral. Integrated business team members promote WOTC services to businesses	TI OEDM- 1)Co-location and Integrated Service Delivery. Business team members promote WOTC services to businesses.		
Outreach Services	To promote the benefits of working with the WSRV system.	TI OEDM- 1)Co-location and Integrated Service Delivery. Participate in community events, job fairs and other outreach efforts to promote benefits of WSRV services.	TI OEDM- 1)Co-location and Integrated Service Delivery. Participate in community events, job fairs and other outreach efforts to promote benefits of WSRV services.		
<b>OTHER SERVICES (Describe)</b>					
<b>*Delivery Method:</b>					
1) <b>Co-location &amp; Integrated Service Delivery</b> - Your program staff are physically present at WSRV & provide these services as a fully integrated team with other partner(s). Please indicate number of staff.					
2) <b>Co-location &amp; Referral</b> - Your program staff are physically present at WSRV & customers are referred to your staff to receive services from your programs. Please indicate number of staff.					
3) <b>Direct Technological Linkage</b> : Making available a direct linkage through technology to your program staff that can provide meaningful information or services. A "direct linkage" means providing direct connections at the one-stop, within a reasonable time by phone or a real-time Web-based communication to a program staff					
4) <b>Referral to Partner Facility</b> - WSRV staff refer customers to you facility for services. Describe the process for referring shared and co-enrolled customers to program/service.					
<b>**Fund Source:</b>					
Identify the resources used to support the indicated service; list by funding stream.					

**PARTNER NAME:** \_\_\_\_\_

Date: \_\_\_\_\_

**WSRV LOCATION:**  X  **Grants Pass**

Key: TIV-VR =Title IV - Voc Rehab; DHS=Dept of Human Svcs SSP; TI-RC=Title I - ResCare; TI-OEDG=Title I OED Grants Pass; TI-RCC=Title II - RCC Adult Basic Skills

SERVICE	DESCRIPTION (Refer to WIOA and WSO Standards for more details)	DELIVERY METHOD - CURRENT SERVICES	DELIVERY METHOD* - FUTURE SERVICES	VISION - END STATE	FUND SOURCE(s) **
<b>BASIC CAREER SERVICES</b>					
Eligibility	Eligibility determination for Core Workforce Programs	TIV-VR 5) Conducted at VR-partner facility - Services are coordinated/provided for at partner agency facility DHS-Currently we have two DHS staff members participating in the WSRV locations. These two positions go over 1.5 days week or as needed. They are responsible to do all activities that are included in the local branches. This included obtaining and documenting information about an individual's circumstances and comparing that information with the SSP eligibility criteria to decide if the individual qualifies for services. They attend classes and are available to serve clients as directed and needed. WSRV GPO and WSRV Bartlett TI-RC -1) WOMIS is completed. Based on need staff completes assessment with clients, refers as needed or helps at WSRV TI - OEDG - 3) Direct Technological Linkage - WorkSource Oregon Registration (WOMIS). Provide supports to customers in Resource Room. Review information during Welcome and REA Conversations.	TIV-VR - TBD for all categories DHS -The future state would be a general understanding of all programs, so that, clients can receive several other options when working with SSP staff. The SSP Family Coach would be a part of the WSRV family and would be seen as "one of them" providing the same services. Those that are most vulnerable due to circumstances beyond their control, would be looked at first to determine priority service. TI- RC-Medford WSRV to be co-located - more co-location with all partners. TI - OEDG- 3) Direct Technological Linkage - WorkSource Oregon Registration (WOMIS). Provide supports to customers in Resource Room. Review information during Welcome and REA Conversations.		
Greeting, Outreach & Orientation	Greeting, outreach, intake and orientation (including worker profiling) to information and services available through the WSPM system.	TIV-VR -2) Co-location & referral - 1 staff available in each county on an intermittent basis 3) Direct Technological - VR staff are available during current business hours to answer questions about services and schedule intakes for services. DHS -SSP Family coaches greet clients as they are guided over to staff members for them. They are not in the greeter position at the WSRV. Services are shared as needed or asked of someone with more information. TI-RC -1) all staff at WSRV assist in these services. Oakdale staff on greeters schedule in Medford and Bartlett trained to assist Oakdale. OED staff and ResCare staff share in FSW, JOBS orientation, Monday check in and Intro to Workforce. Title I -OEDG- 1) Co-location and Integrated Service Delivery. Provide Exploratory service. Co-facilitate Introduction to Workforce Services. Provide MSFW and Veteran Outreach Services	TIV-VR-Physical presence and direct link through tech DHS-Family Coaches would be able to perform all necessary functions with ease and understanding TI-RC- Medford WSRV to be co-located TI -OEDG -1) Co-location and Integrated Service Delivery. Provide Exploratory service. Co-facilitate Introduction to Workforce Services. Provide MSFW and Veteran Outreach Services.		
Initial Assessment	Of skill levels including literacy, numeracy and English language proficiency, as well as aptitudes and abilities (including skill gaps), and supportive service needs.	TIV-VR-5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6 ) Contracted Service through AFP - may be contracted if VR is unable to complete on their own. DHS - Family Coaches are able to do an initial assessment at the WSRV using 7823 A&B. They are able to determine eligibility for programs under SSP DHS. TI-RC2)Conduct NCRC, CASA and pre GED. Based on need with skills utilize GED Academy, JOBS Tutor or Penn Foster, if needs supported or classroom environment we refer to SOGI, RCC or other community partner TI- OEDG - 1)Co-location and Integrated Service Delivery. Referral to on-line resources, NCRC, GED, ABE, OPAC, and other services	DHS -Family Coaches would be able to perform an assessment using a mutual tool to assist in navigating a customer to all eligible programs. TI-RC-TBD TI -OEDG 1) Co-location and Integrated Service Delivery. Referral to on-line resources, NCRC, GED, ABE, OPAC, and other services		
Labor Exchange Services	Includes job search, placement, job listings, referrals, information on in-demand jobs and occupations, non-traditional employment	TIV-VR- Either referred to WSO-RV or 6) Contracted Service through AFP - The VR Job Development contract contains all of the services related to job search/ placement & retention DHS- Referral to programs that we currently contract for. TI-RC - 1 & 3) Utilization of OLMIS to assist in career guidance with participants. Up to date strategies with resume development, interviewing skills and needs of local employers are discussed, specifically in FSW and one on one interactions. TI -OEDG- 1) Co-location and Integrated Service Delivery. Promote iMatchskills for job seekers and job listings. Provide information during Job Net and other activities.	DHS - Strong partnership in understanding our roles and helping assist with the purpose of helping those who identify as living under the poverty level or having obstacles towards employment. TI-RC-TBD TI -OEDG-1) Co-location and Integrated Service Delivery. Promote iMatchskills for job seekers and job listings. Provide information during Job Net and other activities.		
Referrals	Provision of referrals to and coordination of activities with other programs and services within WSRV and beyond.	TIV-VR- 5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility DHS -The service involves referrals to and coordination of activities with other programs and services, including programs and services within the WSO - OSO delivery system and, when appropriate, other workforce development programs; TI-RC - 2) Partners are working to limit need of location hand offs and are working to integrate service delivery. OED and ResCare have launched some partners are coordinated in differing ways, no consistent process in place. TI OEDG - 2) Co-location and Referral. Make referrals to WIOA, JOBS, VR, RCC, etc. TI-RCC - Referrals to WIOA partners for help with job search and training.	DHS -5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility TI-RC -Medford WRSV to be co-located with the hope that other partners will be part of the co-location. TI OEDG -1) Co-location and Integrated Service Delivery TI-RCC -4. Referral Future - integrated with our course and study options		

SERVICE	DESCRIPTION (Refer to WIOA and WSO Standards for more details)	DELIVERY METHOD - CURRENT SERVICES	DELIVERY METHOD* - FUTURE SERVICES	VISION - END STATE	FUND SOURCE(S)**
Labor Market Statistics	Job vacancies, required job skills to obtain the local jobs listed, local in-demand jobs and earnings, skill requirements and opportunities for advancement.	TIV - VR -5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6 ) Contracted Service through AFP - may be contracted if VR is unable to complete on their own. DHS - Not currently doing at staff level TI-RC -1) Use OLMS to run reports for a variety of areas and positions, IEP, NCRC and placement into ITA, OJT, JOBS Plus and WEX as well as referral to further skills through education/certification TI OEDG- 1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Economist and Workforce Analyst assist WIB, Community and Employers. Integrated Service Delivery in teaching FSW-Labor Market Information <b>TII-RCC--Career and College Awareness Class and workshops.</b>	TIV-VR -Affiliate- LMI newsletter (Economic Indicators) TI-RC-TBD TI OEDG-1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Economist and Workforce Analyst assist WIB, Community and Employers. 1) Integrated Service Delivery in teaching FSW-Labor Market Information <b>TII-RCC--4. Referral Future - imbedded in RCC ABS courses and/or offered at our partner locations.</b>		
Program Performance and Cost Information (ETPL)	Information regarding program performance and cost information on eligible providers of training services by program and type of provider.	TIV - VR 5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility DHS - Not currently doing at staff level TI-RC - 1) utilization of ETPL info TI -OEDG 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Primarily refer to Bartlett for ETPL/Training consideration. <b>TII-RCC - Referral Guide</b>	TI-RC - Better feedback on experience, expanded ETPL TI OEDG-- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Primarily refer to Bartlett for ETPL/Training consideration. <b>TII-RCC-4. Referral</b>		
Support Service Information	Information related to the availability of supportive services, including child care, medical assistance (Medicaid and CHIP), HUD, SNAP, Earned Income Tax Credit, TANF, etc.	TIV-VR - 2) Co-location & referral / 3) Direct Technological linkage / 4) Referral to partner facility DHS -SSP holds these programs and currently does eligibility for all programs except HUD. We refer and give out brochures for the Tax Credit program. TI-RC -1) WSRV provides services to referred TANF participants and are well trained on resources or access to finding resources TI OEDG- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Make referrals to other agencies. <b>TII-RCC-Referral Guide</b>	DHS-Same - Self Sufficiency is the lead who holds the expertise in poverty in the community and would be of support to the one stop but be the holder of contracts for this population and services. TI-RC -TBD TI OEDG-2) Co-location and Referral. One-on-one coaching during Welcome, REA Conversations and follow-up appointments. Make referrals to other agencies. <b>TII-RCC-ABS - 4. Referral</b>		
Unemployment Insurance Claim Filing and Information	Meaningful assistance in filing an unemployment insurance claim.	TIV-VR -Not a function of OR VR and would be served through the Support Information Service Above. DHS - Referral TI-RC- 2) Warm hand off to OED. Coordination of services into Rethinking Job Search. TI OEDG- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer customers to UI Centers.	DHS- Referral TI-RC- TBD TI OEDG -1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome and REA Conversations. Refer customers to UI Centers. Would like to have local to have a local UI Navigator.		
Financial Aid Availability	Assistance in establishing eligibility for programs of financial aid not provided under WIOA.	TIV-VR -5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility DHS-Referral TI-RC -4) Referral TI OEDG- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Referrals to Colleges and Training Centers. <b>TII-RCC-ABS-TRIO FAFSA workshops</b>	DHS- Referral TI-RC-TBD TI OEDG -1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome and REA Conversations. Refer customers to UI Centers. Would like to have local to have a local UI Navigator. <b>RCC- 4. Referral Future - can hold workshops at partner location</b>		
<b>INDIVIDUALIZED CAREER SERVICES</b>					
Comprehensive Assessment	May include diagnostic testing, and use of other assessment tools, and depth interviewing to identify employment barriers and appropriate employment goals.	TIV-VR-5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6) contracted service through AFP - may be contracted by VR if unable to complete with current information DHS -Currently there is a form used to conduct assessments for families who enter DHS for services. Based on the needs described we assist with case management or referrals to appropriate organizations for assistance. TI-RC-2) WSRV conducts IEP and interview however, may need to refer based on needed to Mental Health, VR, DHS, SOGI, etc. TI OEDG- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations and follow-up appointments. Complete REA Plans to establish employment goals. <b>TII-RCC-Orientation and advising</b>	DHS -Would like to see one assessment used across organizations that clients complete periodically to adjust situation but not complete at all locations. TI-RC-TBD TI OEDG - 1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Plans, SNAP Plans, and follow-up appointments. <b>TII-RCC 4. Referral Future - can hold orientations at partner locations.</b>		
Individual Employment Plan	To identify employment goals, achievement objectives, combination of services.	TIV-VR -5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility DHS-Currently doing this at WSRV and other locations in the community as well as our departments TI-RC -1) WSRV reviews IEP assessments with participants to identify goals and steps to execute. TI OEDG- 1)Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Create IEP for OJT customers. <b>TII-RCC -Orientation and advising</b>	DHS-Same TI-RC -TBD TI OEDG-1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Plans, SNAP Plans, and follow-up appointments. <b>TII-RCC-4. Referral future - RCC ABS transition advisor available at partner locations.</b>		
Career Planning	Customer centered approach that includes the development of appropriate service strategies, support services and other workforce activities necessary to obtain and retain employment.	TIV-VR -5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility DHS-Initial assessment made and referred to other organizations as identified. TI-RC-1) Use IEP as road map with one on one conversations, addressing barriers, use FSW, ITAs, OJTS WEX and JOBS Plus to build experience, steps to the end goal. TI OEDG- 1)Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. <b>TII-RCC-Career and College Awareness Class and workshops</b>	DHS-Same TI-RC -TBD TI OEDG-1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Plans, SNAP Plans, and follow-up appointments. <b>TII-RCC 4. Referral Future - can hold workshops at partner location</b>		

SERVICE	DESCRIPTION (Refer to WIOA and WSO Standards for more details)	DELIVERY METHOD - CURRENT SERVICES	DELIVERY METHOD* - FUTURE SERVICES	VISION - END STATE	FUND SOURCE(S)**
Pre-Vocational Services	Short term, includes learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.	TIV-VR -5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6) Contracted service through AFP - DHS-Referral TI-RC -1) Strongly integrated approach to conducting FSW, mock interviewing, and Job Net (having employers message this). TI OEDG - 1)Co-location and Integrated Services. Co-facilitation for Foundational Skills Workshops. TII-RCC -Career and College Awareness class and workshops	TI-RC-TBD TI OEDG-1) Co-location and Integrated Service Delivery. Co-facilitation of Foundational Skills Workshops. TII-RCC -4. Referral future - can hold workshops at partner location		
Internships/Work Experiences	Linked to careers	TIV-VR 6) Contracted service through AFP - DHS -Referral TI-RC-1) Currently conduct WEX, JOBS Plus and OJT to build work experience. TI OEDG- 2) Co-location and Referral. Referral to WIOA, JOBS, SCEPT Programs.	TI-RC -TBD TI OEDG- 2) Co-location and Referral to WIOA, JOBS, SCEPT Programs.		
Financial Literacy Services	Youth - to help achieve long term financial stability.	TIV-VR - 4) VR refers to IL organizations for service as part of a cooperative agreement. 5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6) Contracted service through AFP - DHS- Referral after assessment TI-RC -2) Conduct finance classes to all participants, one on one tips. Also refer as needed. TI OEDG- 2) Co-location and Referral. Referral to WIOA or community services. TII-RCC -SALT money management online tools	Title I - RC -Utilization of money skills TI-OEDG - 2) Co-location and Referral. Refer to WIOA or community services. TII-RCC - 4. Referral		
Relocation Support	Out-of-area job search assistance and relocation assistance.	TIV-VR -5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6) Contracted service through AFP - DHS- does have assistance for domestic survivors and those who have secured employment outside the area TI-RC- 2) support as can, refer TI OEDG- 2) Co-location and Referral. Trade Act Programs provide relocation supports.	DHS- A mutual understanding of all services available TI-RC - TBD TI OEDG- 2) Co-location and Referral. Trade Act Programs provide relocation supports.		
ESL	English language acquisition and integrated education and training programs.	TIV-VR - 4) Referral to Partner Facility - 6) Contracted service through AFP DHS -Referral TI-RC-2) WSRV has taken integrated approach to setting up FSW in Spanish, classes to launch this summer. TI OEDG- 4) Referral to Partner Facility. Referral to RCC ESL classes TII-RCC - ELA classes, EL Civics, VESL (early childhood education)	DHS- Same TI-RC -More full scale services as we build Spanish speaking curriculum and see more demand for services. TI OEDG- 4) Referral to Partner Facility. Referral to RCC ESL classes. TII-RCC -4. Referral - can contract to offer contextualized instruction		
Skill Validation		TIV-VR -4) Referral to Partner Facility - 5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6) Contracted service through AFP DHS-Referral TI-RC-2) Conduct NCRC, document certifications, if needs supported or classroom environment we refer to SOGI, RCC or other community partner. TI OEDG- 2) Co-location and Integrated Service Delivery. Use iMatchSkills to validate work history and skills. Refer to NCRC, OPAC and FSW.	DHS-Same TI-RC-TBD TI OEDG- 1) Co-location and Integrated Service Delivery. Use iMatchSkills to validate work history and skills. Refer to NCRC, OPAC and FSW. Prove It?		
Follow-Up Services	Must be provided as appropriate, including counseling for up to 12 months after first day of employment.	TIV-VR -5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6) Contracted service through AFP - DHS- does retention services for families who have found employment up to six months after. TI-RC- 1) Follow up as required per program and agreement with participant TI OEDG- 2) Co-location and Referral. Follow-up services provided by WIOA programs.	DHS-1 year after TI-RC-TBD TI OEDG- 2) Co-location and Referrals. Follow-up services provided by WIOA programs.		
DM					
Adult Education and Literacy	Instruction to address deficiencies in basic academic skills, including reading, writing, mathematics. Also includes English language acquisition.	TIV-VR-4) Referral to Partner Facility - 6) Contracted service through AFP DHS-Referral TI-RC-2) Conduct NCRC, document certifications, if needs supported or classroom environment we refer to SOGI, RCC or other community partner. TI-OEDG-4) Referral to Partner Facility. Refer to RCC. TII-RCC-ABS GED and ELA classes and guided study labs, direct instruction, tutoring and online tools	DHS -Same TI-RC-TBD TI-OEDG-4) Referral to Partner Facility. Refer to RCC. TII-RCC-4. Referral		
On-the-Job Training	A hire first program that reimburses employers for the extraordinary cost of training employees.	TIV-VR-6) Contracted service through AFP - DHS-Referral TI-RC-1) WSRV iBOTS team has coordinated services in coordination reaping over a hundred OJTS this PY with a majority being in a sector strategy. TI OEDG-- 1)Co-location and Integrated Service Delivery. Integrated business team members assist with OJT services.	DHS-Same TI-RC-Further coordination of other community partners outside OED & ResCare. TI OEDG- 1)Co-location and Integrated Service Delivery. Integrated business team members assist with OJT services.		
ITAs/Scholarships	An account linked to in-demand employment opportunities to support individuals to obtain occupational training.	TIV-VR-6) Contracted service through AFP - DHS-Referral TI-RC-1) WSRV utilizes labor market info, IEP and aptitude/career interest assessments to place participants in an ITA TI -OEDG 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments.	DHS -Same TI-RC- Hope for more funding in next PY and expanded ETPL TI OEDG- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA.		

SERVICE	DESCRIPTION (Refer to WIOA and WSO Standards for more details)	DELIVERY METHOD - CURRENT SERVICES	DELIVERY METHOD* - FUTURE SERVICES	VISION - END STATE	FUND SOURCE(S)**
Current Worker Training	Training provided to currently employed workers to advance or retain employment.	TIV-VR -6) Contracted service through AFP - DHS - provides this service internally but not at WSRV TI-RC 1) We offer computer classes, FWS, incumbent worker OJTs and finance classes. TI OEDG- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA. TII-RCC GED and ELA classes and guided study labs, direct instruction, tutoring and online tools	DHS-Same but inclusion of training for all partners TI-RC-TBD TI OEDG- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA. TII-RCC-4. Referral		
Work-based Training	Including registered apprenticeship, and joint apprenticeship training programs.	TIV-VR -6) Contracted service through AFP - DHS-Referral TI-RC- 2) WSRV offers WEX, Jobs Plus, OJTs as in house opportunities but also refers to community apprenticeship programs as needed. TI OEDG - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA and Apprenticeship Training Resources.	DHS-Inclusion of all TI-RC-TBD TI OEDG- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA.		
Customized Training	Conducted with a commitment of an employer to employ an individual upon successful completion of the training.	TIV-VR-6) Contracted service through AFP - TI-RC-1) WEX, JOBS Plus and OJTs services all aim to do this. WSRV has assisted in the promoted and placement of many WSRV customers, helping both businesses and participants. TI OEDG- 2)Co-location and Referral. Refer to WIOA.	TI-RC-TBD TI OEDG- 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA.		
<b>BUSINESS SERVICES</b>					
Sector Partnerships	Develop, convene and implement sector partnerships.	TIV-VR-?????? DHS-Yes TI-RC-1) Working with various sector strategy employers to place WEX, JOBS Plus, OJTs and direct placements. RWP helps in making connections as well. TI OEDG- 2)Co-location and Referral. Refer to RWP sector strategy efforts. TII-RCC-Local Leadership Team, Title II Subcommittee	TI-RC-TBD TI OEDG- 2)Co-location and Referral. Refer to RWP sector strategy efforts.		
Customized Screening and Referrals	Referrals of qualified participants in training services to employers.	TIV-VR-6) Contracted service through AFP - DHS-Yes TI-RC-1) Work in partnership with OED to provide services TI OEDG- 1)Co-location and Integrated Service Delivery. Business team members provide customized screening and referrals.	TI-RC-TBD TI OEDG- 1)Co-location and Integrated Service Delivery. Business team members provide customized screening and referrals.		
Customized Recruitments	Customized recruitment events including targeted job fairs.	TIV-VR-?????? DHS-Referral TI-RC-1) WSRV does this in business outreach and connections TI OEDG- 1)Co-location and Integrated Service Delivery. Business team members provide customized recruitments and job fairs. TII-RCC -Literacy events	TI-RC-TBD TI OEDG- 1)Co-location and Integrated Service Delivery. Business team members provide customized recruitment and job fairs. TII-RCC-4. Referral		
Customized LMI	For specific employers, sectors, industries or clusters.	TIV-VR -?????? DHS-Referral TI-RC-3) Use OLMIS to run reports for a variety of areas and positions TI OEDG- 1)Co-location and Integrated Service Delivery. Refer to Economist or Workforce Analyst. Business team members provide customized LMI basic information to businesses using Quality Info.	TI-RC-TBD TI OEDG- 2)Co-location and Referral. Refer to Economist or Workforce Analyst. Business team members provide customized LMI basic information to businesses using Quality Info.		
Rapid Response	Assistance in managing reduction in workforce, including responding to the announcement of a closure or layoff or natural or other disaster which results in mass job loss.	TIV-VR -?????? DHS - Referral TI-RC-1) Coordinated effort from OED, ResCare and RWP TI OEDG- 1)Co-location and Integrated Service Delivery. Provide Rapid Response Coordinator and WSRV staff support for Rapid Response Informational Sessions.	TI-RC-TBD TI OEDG- 1)Co-location and Integrated Service Delivery. Provide Rapid Response Coordinator and WSRV staff support for Rapid Response Informational Sessions.		
Tax Credits	Assistance in accessing tax credits	TIV-VR-5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility DHS-Referral TI-RC -2) IBOTs team strongly promotes WOTC, also utilizes SOREDI as a SME TI OEDG- 1)Co-location and Integrated Service Delivery. Integrated business team members promote WOTC services to businesses.	TI-RC-TBD TI OEDG - 1)Co-location and Integrated Service Delivery. Business team members promote WOTC services to businesses.		
Outreach Services	To promote the benefits of working with the WSRV system.	TIV-VR?????? DHS-Referral TI-RC-1) Word of mouth, community events, industry tours and business visits. TI OEDG - 1)Co-location and Integrated Service Delivery. Participate in community events, job fairs and other outreach efforts to promote benefits of WSRV services.	TI-RC-More coordinated effort with budget available TI OEDG- 1)Co-location and Integrated Service Delivery. Participate in community events, job fairs and other outreach efforts to promote benefits of WSRV services.		
<b>OTHER SERVICES (Describe)</b>					
<b>*Delivery Method:</b>					
1) <b>Co-location &amp; Integrated Service Delivery</b> - Your program staff are physically present at WSRV & provide these services as a fully integrated team with other partner(s). Please indicate number of staff.					
2) <b>Co-location &amp; Referral</b> - Your program staff are physically present at WSRV & customers are referred to your staff to receive services from your programs. Please indicate number of staff.					
3) <b>Direct Technological Linkage</b> : Making available a direct linkage through technology to your program staff that can provide meaningful information or services. A "direct linkage" means providing direct connections at the one-stop, within a reasonable time by phone or a real-time Web-based communication to a program staff member					
4) <b>Referral to Partner Facility</b> - WSRV staff refer customers to you facility for services. Describe the process for referring shared and co-enrolled customers to program/service.					
<b>**Fund Source:</b>					
<b>Key:</b> TIV-VR = Title IV - Vocational Rehabilitation; DHS= Department of Human Services SSP; TI-RC = Title I - ResCare; TI-OEDG= Title I OED Grants Pass; TII-RCC = Rogue Community College - Adult Basic Skills					

**PARTNER NAME:**

Date:

**WSRV LOCATION:** Medford Bartlett Medford Oakdale Grants Pass

SERVICE	DESCRIPTION (Refer to WIOA and WSO Standards for more details)	DELIVERY METHOD - CURRENT SERVICES	DELIVERY METHOD* - FUTURE SERVICES	VISION - END STATE	FUND SOURCE(S)**
<b>WSO RV Services</b>					
<b>BASIC CAREER SERVICES</b>					
Eligibility	Eligibility determination for Core Workforce Programs	5) Conducted at VR-partner facility - Services are coordinated/provided for at partner agency facility	TBD for all categories		All funding is based on "110-services" state grant.
Greeting, Outreach & Orientation	Greeting, outreach, intake and orientation (including worker profiling) to information and services available through the WSPM system.	2) Co-location & referral - 1 staff available in each county on an intermittent basis / 3) Direct Technological - VR staff are available during current business hours to answer questions about services and schedule intakes for services.	Physical presence and direct link through tech		
Initial Assessment	Of skill levels including literacy, numeracy and English language proficiency, as well as aptitudes and abilities (including skill gaps), and supportive service needs.	5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6) Contracted Service through AFP - may be contracted if VR is unable to complete on their own.			
Labor Exchange Services	Includes job search, placement, job listings, referrals, information on in-demand jobs and occupations, non-traditional employment	Either referred to WSO-RV or 6) Contracted Service through AFP - The VR Job Development contract contains all of the services related to job search/placement & retention			
Referrals	Provision of referrals to and coordination of activities with other programs and services within WSRV and beyond.	5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility			
Labor Market Statistics	Job vacancies, required job skills to obtain the local jobs listed, local in-demand jobs and earnings, skill requirements and opportunities for advancement.	5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6) Contracted Service through AFP - may be contracted if VR is unable to complete on their own.	Affiliate- LMI newsletter (Economic Indicators)		
Program Performance and Cost Information (ETPL)	Information regarding program performance and cost information on eligible providers of training services by program and type of provider.	5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility			
Support Service Information	Information related to the availability of supportive services, including child care, medical assistance (Medicaid and CHIP), HUD, SNAP, Earned Income Tax Credit, TANF, etc.	2) Co-location & referral / 3) Direct Technological linkage / 4) Referral to partner facility			
Unemployment Insurance Claim Filing and Information	Meaningful assistance in filing an unemployment insurance claim.	Not a function of OR VR and would be served through the Support Information Service Above.			
Financial Aid Availability	Assistance in establishing eligibility for programs of financial aid not provided under WIOA.	5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility			
<b>INDIVIDUALIZED CAREER SERVICES</b>					
Comprehensive Assessment	May include diagnostic testing, and use of other assessment tools, and in depth interviewing to identify employment barriers and appropriate employment goals.	5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6) contracted service through AFP - may be contracted by VR if unable to complete with current information			
Individual Employment Plan	To identify employment goals, achievement objectives, combination of services.	5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility			
Career Planning	Customer centered approach that includes the development of appropriate service strategies, support services and other workforce activities necessary to obtain and retain employment.	5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility			
Pre-Vocational Services	Short term, includes learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.	5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6) Contracted service through AFP -			
Internships/Work Experiences	Linked to careers	6) Contracted service through AFP -			
Financial Literacy Services	Youth - to help achieve long term financial stability.	4) VR refers to IL organizations for service as part of a cooperative agreement. 5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6) Contracted service through AFP -			



SERVICE	DESCRIPTION (Refer to WIOA and WSO Standards for more details)	DELIVERY METHOD - CURRENT SERVICES	DELIVERY METHOD* - FUTURE SERVICES	VISION - END STATE	FUND SOURCE(S)**
Relocation Support	Out-of-area job search assistance and relocation assistance.	5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6) Contracted service through AFP -			
ESL	English language acquisition and integrated education and training programs.	4) Referral to Partner Facility - 6) Contracted service through AFP			
Skill Validation		4) Referral to Partner Facility - 5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6) Contracted service through AFP			
Follow-Up Services	Must be provided as appropriate, including counseling for up to 12 months after first day of employment.	5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility 6) Contracted service through AFP -			
<b>TRAINING SERVICES</b>					
Adult Education and Literacy	Instruction to address deficiencies in basic academic skills, including reading, writing, mathematics. Also includes English language acquisition.	4) Referral to Partner Facility - 6) Contracted service through AFP			
On-the-Job Training	A hire first program that reimburses employers for the extraordinary cost of training employees.	6) Contracted service through AFP -			
ITAs/Scholarships	An account linked to in-demand employment opportunities to support individuals to obtain occupational training.	6) Contracted service through AFP -			
Current Worker Training	Training provided to currently employed workers to advance or retain employment.				
Work-based Training	Including registered apprenticeship, and joint apprenticeship training programs.				
Customized Training	Conducted with a commitment of an employer to employ an individual upon successful completion of the training.				
<b>BUSINESS SERVICES</b>					
Sector Partnerships	Develop, convene and implement sector partnerships.	???????			
Customized Screening and Referrals	Referrals of qualified participants in training services to employers.	6) Contracted service through AFP -			
Customized Recruitments	Customized recruitment events including targeted job fairs.	???????			
Customized LMI	For specific employers, sectors, industries or clusters.	???????			
Rapid Response	Assistance in managing reduction in workforce, including responding to the announcement of a a closure or layoff or natural or other disaster which results in mass job loss.	???????			
Tax Credits	Assistance in accessing tax credits	5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility			
Outreach Services	To promote the benefits of working with the WSRV system.	???????			
<b>OTHER SERVICES (Describe)</b>					
<b>*Delivery Method:</b>					
1) <b>Co-location &amp; Integrated Service Delivery</b> - Your program staff are physically present at WSRV & provide these services as a fully integrated team with other partner(s). Please indicate number of staff.					
2) <b>Co-location &amp; Referral</b> - Your program staff are physically present at WSRV & customers are referred to your staff to receive services from your programs. Please indicate number of staff.					
3) <b>Direct Technological Linkage</b> : Making available a direct linkage through technology to your program staff that can provide meaningful information or services. A "direct linkage" means providing direct connections at the one-stop, within a reasonable time by phone or a real-time Web-based communication to a program staff					
4) <b>Referral to Partner Facility</b> - WSRV staff refer customers to your facility for services. Describe the process for referring shared and co-enrolled customers to program/service.					
5) <b>Conducted at partner facility</b> - Services are coordinated/provided for at partner agency facility					
6) <b>Contracted Service</b> - WSRV_VR contracts for these services through vendor agreements; are pre-authorized and based on the client individual plan of employment (IPE).					
<b>**Fund Source:</b>					
Identify the resources used to support the indicated service; list by funding stream.					

**PARTNER NAME:**

Date:

**WSRV LOCATION:** Medford Bartlett Medford Oakdale Grants Pass

SERVICE	DESCRIPTION (Refer to WIOA and WSO Standards for more details)	DELIVERY METHOD - CURRENT SERVICES	DELIVERY METHOD* - FUTURE SERVICES	VISION - END STATE	FUND SOURCE(S)**
<b>BASIC CAREER SERVICES</b>					
Eligibility	Eligibility determination for Core Workforce Programs	Currently we have two DHS staff members participating in the WSRV locations. These two positions go over 1.5 days week or as needed. They are responsible to do all activities that are included in the local branches. This included obtaining and documenting information about an individual's circumstances and comparing that information with the SSP eligibility criteria to decide if the individual qualifies for services. They attend classes and are available to serve clients as directed and needed. WSRV GPO and WSRV Bartlett	The future state would be a general understanding of all programs, so that, clients can receive several other options when working with SSP staff. The SSP Family Coach would be a part of the WSRV family and would be seen as "one of them" providing the same services. Those that are most vulnerable due to circumstances beyond their control, would be looked at first to determine priority service.		Title I - shared
Greeting, Outreach & Orientation	Greeting, outreach, intake and orientation (including worker profiling) to information and services available through the WSPM system.	SSP Family coaches greet clients as they are guided over to staff members for them. They are not in the greeter position at the WSRV. Services are shared as needed or asked of someone with more information.	Family Coaches would be able to perform all necessary functions with		
Initial Assessment	Of skill levels including literacy, numeracy and English language proficiency, as well as aptitudes and abilities (including skill gaps), and supportive service needs.	Family Coaches are able to do an initial assessment at the WSRV using 7823 A&B. They are able to determine eligibility for programs under SSP DHS.	Family Coaches would be able to perform an assessment using a mut		
Labor Exchange Services	Includes job search, placement, job listings, referrals, information on in-demand jobs and occupations, non-traditional employment	Referral to programs that we currently contract for.	Strong partnership in understanding our roles and helping assist with th		
Referrals	Provision of referrals to and coordination of activities with other programs and services within WSRV and beyond.	The service involves referrals to and coordination of activities with other programs and services, including programs and services within the WSO - OSO delivery system and, when appropriate, other workforce development programs;	5) Conducted at partner facility - Services are coordinated/provided for at partner agency facility		
Labor Market Statistics	Job vacancies, required job skills to obtain the local jobs listed, local in-demand jobs and earnings, skill requirements and opportunities for advancement.	Not currently doing at staff level			
Program Performance and Cost Information (ETPL)	Information regarding program performance and cost information on eligible providers of training services by program and type of provider.	Not currently doing at staff level			
Support Service Information	Information related to the availability of supportive services, including child care, medical assistance (Medicaid and CHIP), HUD, SNAP, Earned Income Tax Credit, TANF, etc.	SSP holds these programs and currently does eligibility for all programs except HUD. We refer and give out brochures for the Tax Credit program.	Same - Self Sufficiency is the lead who holds the expertise in poverty in the community and would be of support to the one stop but be the holder of contracts for this population and services.		
Unemployment Insurance Claim Filing and Information	Meaningful assistance in filing an unemployment insurance claim.	Referral .	Referral		
Financial Aid Availability	Assistance in establishing eligibility for programs of financial aid not provided under WIOA.	Referral	Referral		
<b>INDIVIDUALIZED CAREER SERVICES</b>					
Comprehensive Assessment	May include diagnostic testing, and use of other assessment tools, and in depth interviewing to identify employment barriers and appropriate employment goals.	Currently there is a form used to conduct assessments for families who enter DHS for services. Based on the needs described we assist with case management or referrals to appropriate organizations for assistance	Would like to see one assessment used across organizations that clients complete periodically to adjust situation but not complete at all locations.		
Individual Employment Plan	To identify employment goals, achievement objectives, combination of services.	Currently doing this at WSRV and other locations in the community as well as our departments	Same		
Career Planning	Customer centered approach that includes the development of appropriate service strategies, support services and other workforce activities necessary to obtain and retain employment.	initial assessment made and referred to other organizations as identified.	Same		
Pre-Vocational Services	Short term, includes learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.	Rerral			
Internships/Work Experiences	Linked to careers	referral			
Financial Literacy Services	Youth - to help achieve long term financial stability.	Referral after assessment			
Relocation Support	Out-of-area job search assistance and relocation assistance.	DHS does have assistance for domestic survivors and those who have secured employment outside the area	A mutual understanding of all services available		
ESL	English language acquisition and integrated education and training programs.	Referral	Same		
Skill Validation		Referral	Same		
Follow-Up Services	Must be provided as appropriate, including counseling for up to 12 months after first day of employment.	DHS does retention services for families who have found employment up to six months after.	1 year after		
<b>TRAINING SERVICES</b>					
Adult Education and Literacy	Instruction to to address deficiencies in basic academic skills, including reading, writing, mathematics. Also includes English language acquisition.	Referral	Same		
On-the-Job Training	A hire first program that reimburses employers for the extraordinary cost of training employees.	Referral	Same		
ITAs/Scholarships	referrals of qualified participants in training services to employers.	Referral	Same		
Current Worker Training	Training provided to currently employed workers to advance or retain employment.	DHS provides this service internally but not at WSRV	Same but inclusion of training for all partners		
Work-based Training	Including registered apprenticeship, and joint apprenticeship training programs.	Referral	Inclusion of all		
Customized Training	Conducted with a commitment of an employer to employ an individual upon successful completion of the training.				
<b>BUSINESS SERVICES</b>					
Sector Partnerships	Develop, convene and implement sector partnerships.	Yes,			
Customized Screening and Referrals	Referrals of qualified participants in training services to employers.	Yes			
Customized Recruitments	Customized recruitment events including targeted job fairs.	Referral			
Customized LMI	For specific employers, sectors, industries or clusters.	referral			

SERVICE	DESCRIPTION (Refer to WIOA and WSO Standards for more details)	DELIVERY METHOD - CURRENT SERVICES	DELIVERY METHOD* - FUTURE SERVICES	VISION - END STATE	FUND SOURCE(S)**
Rapid Response	Assistance in managing reduction in workforce, including responding to the announcement of a closure or layoff or natural or other disaster which results in mass job loss.	Referral			
Tax Credits	Assistance in accessing tax credits	Referral			
Outreach Services	To promote the benefits of working with the WSRV system.	Referral			
OTHER SERVICES (Describe)					
<b>*Delivery Method:</b>					
1) <b>Co-location &amp; Integrated Service Delivery</b> - Your program staff are physically present at WSRV & provide these services as a fully integrated team with other partner(s). Please indicate number of staff.					
2) <b>Co-location &amp; Referral</b> - Your program staff are physically present at WSRV & customers are referred to your staff to receive services from your programs. Please indicate number of staff.					
3) <b>Direct Technological Linkage</b> . Making available a direct linkage through technology to your program staff that can provide meaningful information or services. A "direct linkage" means providing direct connections at the one-stop, within a reasonable time by phone or a real-time Web-based communication to a program staff					
4) <b>Referral to Partner Facility</b> - WSRV staff refer customers to you facility for services. Describe the process for referring shared and co-enrolled customers to program/service.					
<b>**Fund Source:</b>					
Identify the resources used to support the indicated service; list by funding stream.					

**PARTNER NAME:**

Date:

**WSRV LOCATION:**  **Medford Bartlett**  **Medford Oakdale**  **Grants Pass**

SERVICE	DESCRIPTION (Refer to WIOA and WSO Standards for more details)	DELIVERY METHOD - CURRENT SERVICES	DELIVERY METHOD* - FUTURE SERVICES	VISION - END STATE	FUND SOURCE(S)**
<b>BASIC CAREER SERVICES</b>					
Eligibility	Eligibility determination for Core Workforce Programs	1)WOMIS is completed. Based on need staff completes assessment with clients, refers as needed or helps at WSRV.	Medford WSRV to be co-located, more co-location with all partners.		
Greeting, Outreach & Orientation	Greeting, outreach, intake and orientation (including worker profiling) to information and services available through the WSPM system.	1) All staff at WSRV assist in these services. Oakdale staff on greeters schedule in Medford and Bartlett trained to assist Oakdale. OED staff and ResCare staff share in FSW, JOBS orientation, Monday Check In and Intro to WorkForce.	Medford WSRV to be co-located		
Initial Assessment	Of skill levels including literacy, numeracy and English language proficiency, as well as aptitudes and abilities (including skill gaps), and supportive service needs.	2) Conduct NCRC, CASA and pre GED. Based on need with skills utilize GED Academy, JOBS tutor or Penn Foster, if needs supported or classroom environment we refer to SOGI, RCC or other community partner.	TBD		
Labor Exchange Services	Includes job search, placement, job listings, referrals, information on in-demand jobs and occupations, non-traditional employment	1 & 3) Utilization of OLMIS to assist in career guidance with participants. Up to date strategies with resume development, interviewing skills and needs of local employers are discussed, specifically in FSW and one on one interactions.	TBD		
Referrals	Provision of referrals to and coordination of activities with other programs and services within WSRV and beyond.	2) Partners are working to limit need of location hand offs and are working to integrate service delivery. OED and ResCare have launched some partners are coordinated in differing ways, no consistent process in place.	Medford WRSV to be co-located with the hope that other partners will be part of the co-location.		
Labor Market Statistics	Job vacancies, required job skills to obtain the local jobs listed, local in-demand jobs and earnings, skill requirements and opportunities for advancement.	1) Use OLMIS to run reports for a variety of areas and positions, IEP, NCRC and placement into ITA, OJT, JOBS Plus and WEX as well as referral to further skills through education/certification.	TBD		
Program Performance and Cost Information (ETPL)	Information regarding program performance and cost information on eligible providers of training services by program and type of provider.	1) Utilization of ETPL info.	Better feedback on experience, expanded ETPL.		
Support Service Information	Information related to the availability of supportive services, including child care, medical assistance (Medicaid and CHIP), HUD, SNAP, Earned Income Tax Credit, TANF, etc.	1) WSRV provides services to referred TANF participants and are well trained on resources or access to finding resoruces.	TBD		
Unemployment Insurance Claim Filing and Information	Meaningful assistance in filing an unemployment insurance claim.	2) Warm hand off to OED. Coordination of services into Rethinking Job Search.	TBD		
Financial Aid Availability	Assistance in establishing eligibility for programs of financial aid not provided under WIOA.	4) Referral	TBD		
<b>INDIVIDUALIZED CAREER SERVICES</b>					
Comprehensive Assessment	May include diagnostic testing, and use of other assessment tools, and in depth interviewing to identify employment barriers and appropriate employment goals.	2) WSRV conducts IEP and interview however, may need to refer based on needed to Mental Health, VR, DHS, SOGI, etc.	TBD		
Individual Employment Plan	To identify employment goals, achievement objectives, combination of services.	1) WSRV reviews IEP assessments with participants to identify goals and steps to execute.	TBD		
Career Planning	Customer centered approach that includes the development of appropriate service strategies, support services and other workforce activities necessary to obtain and retain employment.	1) Use IEP as road map with one on one conversations, addressing barriers, use FSW, ITAs, OJTS WEX and JOBS Plus to build experience, steps to the end goal.	TBD		
Pre-Vocational Services	Short term, includes learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.	1) Strongly integrated approach to conducting FSW, mock interviewing, and Job Net (having employers message this).	TBD		
Internships/Work Experiences	Linked to careers	1) Currently conduct WEX, JOBS Plus and OJT to build work experience.	TBD		
Financial Literacy Services	Youth - to help achieve long term financial stability.	2) Conduct finance classes to all participants, one on one tips. Also refer as needed.	Utilization of Money Skills		
Relocation Support	Out-of-area job search assistance and relocation assistance.	2) Support as can, refer.	TBD		
ESL	English language acquisition and integrated education and training programs.	2) WSRV has taken integrated approach to setting up FSW in Spanish, classes to launch this summer.	More full scale services as we build Spanish speaking curriculum and see mre demand for servies.		
Skill Validation		2) Conduct NCRC, document certifications, if needs supported or classroom environment we refer to SOGI, RCC or other community partner.	TBD		
Follow-Up Services	Must be provided as appropriate, including counseling for up to 12 months after first day of employment.	1) Follow up as required per program and agreement with participant.	TBD		
<b>TRAINING SERVICES</b>					
Adult Education and Literacy	Instruction to to address deficiencies in basic academic skills, including reading, writing, mathematics. Also includes English language acquisition.	2) Conduct NCRC, document certifications, if needs supported or classroom environment we refer to SOGI, RCC or other community partner.	TBD		
On-the-Job Training	A hire first program that reimburses employers for the extraordinary cost of training employees.	1) WSRV iBOTS team has coordinated services in coordination reaping over a hundred OJTS this PY with a majority being in a sector strategy.	Further coordination of other community partners outside OED & ResCare.		
ITAs/Scholarships	An account linked to in-demand employment opportunities to support individuals to obtain occupational training.	1) WSRV utilizes labor market info, IEP and aptitude/career interest assessments to place participants in an ITA	Hope for more funding in next PY year and exanded ETPL		
Current Worker Training	Training provided to currently employed workers to advance or retain employment.	1) We offer computer classes, FWS, incumbent worker OJTs and finance classes.	TBD		
Work-based Training	Including registered apprenticeship, and joint apprenticeship training programs.	2) WSRV offers WEX, Jobs Plus, OJTs as in house opportunities but also refers to community apprenticeship programs as needed.	TBD		
Customized Training	Conducted with a commitment of an employer to employ an individual upon successful completion of the training.	1) WEX, JOBS Plus and OJTs services all aim to do this. WSRV has assisted in the promoted and placement of many WSRV customers, heling both businesses and participants.	TBD		
<b>BUSINESS SERVICES</b>					
Sector Partnerships	Develop, convene and implement sector partnerships.	1) Working with various sector strategy employers to place WEX, JOBS Plus, OJTs and direct placements. RWP helps in making connections as well.	TBD		
Customized Screening and Referrals	Referrals of qualified participants in training services to employers.	1) Work in partnership with OED to provide services.	TBD		

SERVICE	DESCRIPTION (Refer to WIOA and WSO Standards for more details)	DELIVERY METHOD - CURRENT SERVICES	DELIVERY METHOD* - FUTURE SERVICES	VISION - END STATE	FUND SOURCE(S)**
Customized Recruitments	Customized recruitment events including targeted job fairs.	1) WSRV does this in business outreach and connections.	TBD		
Customized LMI	For specific employers, sectors, industries or clusters.	3) Use OLMIS to run reports for a variety of areas and positions	TBD		
Rapid Response	Assistance in managing reduction in workforce, including responding to the announcement of a a closure or layoff or natural or other disaster which results in mass job loss.	1) Coordinated effort from OED, ResCare and RWP.	TBD		
Tax Credits	Assistance in accessing tax credits	2) IBOTs team strongly promotes WOTC, also utilizes SOREDI as a SME	TBD		
Outreach Services	To promote the benefits of working with the WSRV system.	1) Word of mouth, community events, industry tours and business visits.	More coordinated effort with budget available		
<b>OTHER SERVICES (Describe)</b>					
<b>*Delivery Method:</b>					
1) <b>Co-location &amp; Integrated Service Delivery</b> - Your program staff are physically present at WSRV & provide these services as a fully integrated team with other partner(s). Please indicate number of staff.					
2) <b>Co-location &amp; Referral</b> - Your program staff are physically present at WSRV & customers are referred to your staff to receive services from your programs. Please indicate number of staff.					
3) <b>Direct Technological Linkage</b> : Making available a direct linkage through technology to your program staff that can provide meaningful information or services. A "direct linkage" means providing direct connections at the one-stop, within a reasonable time by phone or a real-time Web-based communication to a program staff					
4) <b>Referral to Partner Facility</b> - WSRV staff refer customers to you facility for services. Describe the process for referring shared and co-enrolled customers to program/service.					
<b>**Fund Source:</b>					
Identify the resources used to support the indicated service; list by funding stream.					

**PARTNER NAME:** Oregon Employment Department

Date: 3/26/17 Sherri Stratton

**WSRV LOCATION:** Medford Bartlett Medford Oakdale  Grants Pass

SERVICE	DESCRIPTION (Refer to WIOA and WSO Standards for more details)	DELIVERY METHOD - CURRENT SERVICES	DELIVERY METHOD* - FUTURE SERVICES	VISION - END STATE	FUND SOURCE(S)**
<b>BASIC CAREER SERVICES</b>					
Eligibility	Eligibility determination for Core Workforce Programs	Title I - 3) Direct Technological Linkage - WorkSource Oregon Registration (WOMIS). Provide supports to customers in Resource Room. Review information during Welcome and REA Conversations.	Title I - 3) Direct Technological Linkage - WorkSource Oregon Registration (WOMIS). Provide supports to customers in Resource Room. Review information during Welcome and REA Conversations.		Title I Funding
Greeting, Outreach & Orientation	Greeting, outreach, intake and orientation (including worker profiling) to information and services available through the WSPM system.	Title I - 1) Co-location and Integrated Service Delivery. Provide Exploratory service. Co-facilitate Introduction to Workforce Services. Provide MSFW and Veteran Outreach Services	Title I - 1) Co-location and Integrated Service Delivery. Provide Exploratory service. Co-facilitate Introduction to Workforce Services. Provide MSFW and Veteran Outreach Services.		
Initial Assessment	Of skill levels including literacy, numeracy and English language proficiency, as well as aptitudes and abilities (including skill gaps), and supportive service needs.	Title I - 1)Co-location and Integrated Service Delivery. Referral to on-line resources, NCRC, GED, ABE, OPAC, and other services.	Title I - 1) Co-location and Integrated Service Delivery. Referral to on-line resources, NCRC, GED, ABE, OPAC, and other services.		
Labor Exchange Services	Includes job search, placement, job listings, referrals, information on in-demand jobs and occupations, non-traditional employment	Title I - 1) Co-location and Integrated Service Delivery. Promote iMatchskills for job seekers and job listings. Provide information during Job Net and other activities.	Title I - 1) Co-location and Integrated Service Delivery. Promote iMatchskills for job seekers and job listings. Provide information during Job Net and other activities.		
Referrals	Provision of referrals to and coordination of activities with other programs and services within WSRV and beyond.	Title I - 2) Co-location and Referral. Make referrals to WIOA, JOBS, VR, RCC, etc.	Title I - 1) Co-location and Integrated Service Delivery		
Labor Market Statistics	Job vacancies, required job skills to obtain the local jobs listed, local in-demand jobs and earnings, skill requirements and opportunities for advancement.	Title I - 1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Economist and Workforce Analyst assist WIB, Community and Employers. Integrated Service Delivery in teaching FSW-Labor Market Information	Title I - 1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Economist and Workforce Analyst assist WIB, Community and Employers. 1) Integrated Service Delivery in teaching FSW-Labor Market Information		
Program Performance and Cost Information (ETPL)	Information regarding program performance and cost information on eligible providers of training services by program and type of provider.	Title I - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Primarily refer to Bartlett for ETPL/Training consideration.	Title I - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Primarily refer to Bartlett for ETPL/Training consideration.		
Support Service Information	Information related to the availability of supportive services, including child care, medical assistance (Medicaid and CHIP), HUD, SNAP, Earned Income Tax Credit, TANF, etc.	Title I - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Make referrals to other agencies.	Title I - 2) Co-location and Referral. One-on-one coaching during Welcome, REA Conversations and follow-up appointments. Make referrals to other agencies.		
Unemployment Insurance Claim Filing and Information	Meaningful assistance in filing an unemployment insurance claim.	Title I - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer customers to UI Centers.	Title I - 1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome and REA Conversations. Refer customers to UI Centers. Would like to have local to have a local UI Navigator.		
Financial Aid Availability	Assistance in establishing eligibility for programs of financial aid not provided under WIOA.	Title I - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Referrals to Colleges and Training Centers.	Title I - 2) Co-location and Referral.		
<b>INDIVIDUALIZED CAREER SERVICES</b>					
Comprehensive Assessment	May include diagnostic testing, and use of other assessment tools, and in depth interviewing to identify employment barriers and appropriate employment goals.	Title I - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations and follow-up appointments. Complete REA Plans to establish employment goals.	Title I - 1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Plans, SNAP Plans, and follow-up appointments.		
Individual Employment Plan	To identify employment goals, achievement objectives, combination of services.	Title I - 1)Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Create IEP for OJT customers.	Title I - 1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Plans, SNAP Plans, and follow-up appointments.		
Career Planning	Customer centered approach that includes the development of appropriate service strategies, support services and other workforce activities necessary to obtain and retain employment.	Title I - 1)Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments.	Title I - 1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Plans, SNAP Plans, and follow-up appointments.		
Pre-Vocational Services	Short term, includes learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.	Title I - 1)Co-location and Integrated Services. Co-facilitation for Foundational Skills Workshops.	Title I - 1) Co-location and Integrated Service Delivery. Co-facilitation of Foundational Skills Workshops.		
Internships/Work Experiences	Linked to careers	Title I - 2) Co-location and Referral. Referral to WIOA, JOBS, SCEPT Programs.	Title I - 2) Co-location and Referral to WIOA, JOBS, SCEPT Programs.		
Financial Literacy Services	Youth - to help achieve long term financial stability.	Title I - 2) Co-location and Referral. Referral to WIOA or community services.	Title I - 2) Co-location and Referral. Refer to WIOA or community services.		
Relocation Support	Out-of-area job search assistance and relocation assistance.	Title I - 2) Co-location and Referral. Trade Act Programs provide relocation supports.	Title I - 2) Co-location and Referral. Trade Act Programs provide relocation supports.		
ESL	English language acquisition and integrated education and training programs.	Title I - 4) Referral to Partner Facility. Referral to RCC ESL classes.	Title I - 4) Referral to Partner Facility. Referral to RCC ESL classes.		
Skill Validation		Title I - 2) Co-location and Integrated Service Delivery. Use iMatchSkills to validate work history and skills. Refer to NCRC, OPAC and FSW. Prove It?	Title I - 1) Co-location and Integrated Service Delivery. Use iMatchSkills to validate work history and skills. Refer to NCRC, OPAC and FSW. Prove It?		
Follow-Up Services	Must be provided as appropriate, including counseling for up to 12 months after first day of employment.	Title I - 2) Co-location and Referral. Follow-up services provided by WIOA programs.	Title I - 2) Co-location and Referrals. Follow-up services provided by WIOA programs.		
<b>TRAINING SERVICES</b>					
Adult Education and Literacy	Instruction to address deficiencies in basic academic skills, including reading, writing, mathematics. Also includes English language acquisition.	4) Referral to Partner Facility. Refer to RCC.	4) Referral to Partner Facility. Refer to RCC		
On-the-Job Training	A hire first program that reimburses employers for the extraordinary cost of training employees.	Title I - 1)Co-location and Integrated Service Delivery. Integrated business team members assist with OJT services.	Title I - 1) Co-location and Integrated Service Delivery. Integrated business team members assist with OJT services.		
ITAs/Scholarships	An account linked to in-demand employment opportunities to support individuals to obtain occupational training.	Title I - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments.	Title I - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA.		
Current Worker Training	Training provided to currently employed workers to advance or retain employment.	Title I - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA.	Title I - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA.		
Work-based Training	Including registered apprenticeship, and joint apprenticeship training programs.	Title I - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA and Apprenticeship Training Resources.	Title I - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA.		
Customized Training	Conducted with a commitment of an employer to employ an individual upon successful completion of the training.	Title I - 2)Co-location and Referral. Refer to WIOA.	Title I - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA.		

SERVICE	DESCRIPTION (Refer to WIOA and WSO Standards for more details)	DELIVERY METHOD - CURRENT SERVICES	DELIVERY METHOD* - FUTURE SERVICES	VISION - END STATE	FUND SOURCE(S)**
<b>BUSINESS SERVICES</b>					
Sector Partnerships	Develop, convene and implement sector partnerships.	Title 1 - 2)Co-location and Referral. Refer to RWP sector strategy efforts.	Title 1 - 2)Co-location and Referral. Refer to RWP sector strategy efforts.		
Customized Screening and Referrals	Referrals of qualified participants in training services to employers.	Title 1 - 1)Co-location and Integrated Service Delivery. Business team members provide customized screening and referrals.	Title 1 - 1)Co-location and Integrated Service Delivery. Business team members provide customized screening and referrals.		
Customized Recruitments	Customized recruitment events including targeted job fairs.	Title 1 - 1)Co-location and Integrated Service Delivery. Business team members provide customized recruitments and job fairs.	Title 1 - 1)Co-location and Integrated Service Delivery. Business team members provide customized recruitment and job fairs.		
Customized LMI	For specific employers, sectors, industries or clusters.	Title 1 - 1)Co-location and Integrated Service Delivery. Refer to Economist or Workforce Analyst. Business team members provide customized LMI basic information to businesses using Quality Info.	Title 1 - 2)Co-location and Referral. Refer to Economist or Workforce Analyst. Business team members provide customized LMI basic information to businesses using Quality Info.		
Rapid Response	Assistance in managing reduction in workforce, including responding to the announcement of a closure or layoff or natural or other disaster which results in mass job loss.	Title 1 - 1)Co-location and Integrated Service Delivery. Provide Rapid Response Coordinator and WSRV staff support for Rapid Response Informational Sessions.	Title 1 - 1)Co-location and Integrated Service Delivery. Provide Rapid Response Coordinator and WSRV staff support for Rapid Response Informational Sessions.		
Tax Credits	Assistance in accessing tax credits	Title 1 - 1)Co-location and Integrated Service Delivery. Integrated business team members promote WOTC services to businesses.	Title 1 - 1)Co-location and Integrated Service Delivery. Business team members promote WOTC services to businesses.		
Outreach Services	To promote the benefits of working with the WSRV system.	Title 1 - 1)Co-location and Integrated Service Delivery. Participate in community events, job fairs and other outreach efforts to promote benefits of WSRV services.	Title 1 - 1)Co-location and Integrated Service Delivery. Participate in community events, job fairs and other outreach efforts to promote benefits of WSRV services.		
<b>OTHER SERVICES (Describe)</b>					
<b>*Delivery Method:</b>					
1) <b>Co-location &amp; Integrated Service Delivery</b> - Your program staff are physically present at WSRV & provide these services as a fully integrated team with other partner(s). Please indicate number of staff.					
2) <b>Co-location &amp; Referral</b> - Your program staff are physically present at WSRV & customers are referred to your staff to receive services from your programs. Please indicate number of staff.					
3) <b>Direct Technological Linkage</b> : Making available a direct linkage through technology to your program staff that can provide meaningful information or services. A "direct linkage" means providing direct connections at the one-stop, within a reasonable time by phone or a real-time Web-based communication to a program staff					
4) <b>Referral to Partner Facility</b> - WSRV staff refer customers to you facility for services. Describe the process for referring shared and co-enrolled customers to program/service.					
<b>**Fund Source:</b>					
Identify the resources used to support the indicated service; list by funding stream.					

**PARTNER NAME:** Oregon Employment Department

Date: 3/26/17 Sherri Stratton

**WSRV LOCATION:** Medford Bartlett  Medford Oakdale Grants Pass

SERVICE	DESCRIPTION (Refer to WIOA and WSO Standards for more details)	DELIVERY METHOD - CURRENT SERVICES	DELIVERY METHOD* - FUTURE SERVICES	VISION - END STATE	FUND SOURCE(S)**
<b>BASIC CAREER SERVICES</b>					
Eligibility	Eligibility determination for Core Workforce Programs	Title 1 - 3) Direct Technological Linkage - WorkSource Oregon Registration (WOMIS). Provide supports to customers in Resource Room. Review information during Welcome and REA Conversations.	Title 1 - 3) Direct Technological Linkage - WorkSource Oregon Registration (WOMIS). Provide supports to customers in Resource Room. Review information during Welcome and REA Conversations.		Title I Funding
Greeting, Outreach & Orientation	Greeting, outreach, intake and orientation (including worker profiling) to information and services available through the WSPM system.	Title 1 - 2) Co-location and referral. Provide Exploratory service. Co-facilitate Introduction to Workforce Services. Provide MSFW and Veteran Outreach Services	Title 1 -1) Co-location and Integrated Service Delivery. Provide Exploratory service. Co-facilitate Introduction to Workforce Services. Provide MSFW and Veteran Outreach Services.		
Initial Assessment	Of skill levels including literacy, numeracy and English language proficiency, as well as aptitudes and abilities (including skill gaps), and supportive service needs.	Title 1 - 2)Co-location and referral. Referral to on-line resources, NCRC, GED, ABE, OPAC, and other services.	Title 1 -1) Co-location and Integrated Service Delivery. Referral to on-line resources, NCRC, GED, ABE, OPAC, and other services.		
Labor Exchange Services	Includes job search, placement, job listings, referrals, information on in-demand jobs and occupations, non-traditional employment	Title 1 - 2)Co-location and Referral. Promote iMatchskills for job seekers and job listings. Provide information during Job Net and other activities.	Title 1 -1) Co-location and Integrated Service Delivery. Promote iMatchskills for job seekers and job listings. Provide information during Job Net and other activities.		
Referrals	Provision of referrals to and coordination of activities with other programs and services within WSRV and beyond.	Title 1 - 2) Co-location and Referral. Make referrals to Bartlett Office, VR, RCC, etc.	Title 1 -1) Co-location and Integrated Service Delivery		
Labor Market Statistics	Job vacancies, required job skills to obtain the local jobs listed, local in-demand jobs and earnings, skill requirements and opportunities for advancement.	Title 1 - 2) Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Economist and Workforce Analyst assist WIB, Community and Employers. Integrated Service Delivery in teaching FSW-Labor Market Information	Title 1 -1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Economist and Workforce Analyst assist WIB, Community and Employers. 1) Integrated Service Delivery in teaching FSW-Labor Market Information		
Program Performance and Cost Information (ETPL)	Information regarding program performance and cost information on eligible providers of training services by program and type of provider.	Title 1 - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Primarily refer to Bartlett for ETPL/Training consideration.	Title 1 - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Primarily refer to Bartlett for ETPL/Training consideration.		
Support Service Information	Information related to the availability of supportive services, including child care, medical assistance (Medicaid and CHIP), HUD, SNAP, Earned Income Tax Credit, TANF, etc.	Title 1 - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Make referrals to other programs or agencies.	Title 1 -2) Co-location and Referral. One-on-one coaching during Welcome, REA Conversations and follow-up appointments. Make referrals to other programs or agencies.		
Unemployment Insurance Claim Filing and Information	Meaningful assistance in filing an unemployment insurance claim.	Title 1 - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer customers to UI Centers.	Title 1 -1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome and REA Conversations. Refer customers to UI Centers.		
Financial Aid Availability	Assistance in establishing eligibility for programs of financial aid not provided under WIOA.	Title 1 - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Referrals to Colleges and Training Centers.	Title 1 -2) Co-location and Referral.		
<b>INDIVIDUALIZED CAREER SERVICES</b>					
Comprehensive Assessment	May include diagnostic testing, and use of other assessment tools, and in depth interviewing to identify employment barriers and appropriate employment goals.	Title 1 - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations and follow-up appointments. Complete REA Plans to establish employment goals.	Title 1 - 1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Plans, SNAP Plans, and follow-up appointments.		
Individual Employment Plan	To identify employment goals, achievement objectives, combination of services.	Title 1 - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Create IEP for OJT customers.	Title 1 -1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Plans, SNAP Plans, and follow-up appointments.		
Career Planning	Customer centered approach that includes the development of appropriate service strategies, support services and other workforce activities necessary to obtain and retain employment.	Title 1 - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments.	Title 1 -1) Co-location and Integrated Service Delivery. One-on-one coaching during Welcome, REA Plans, SNAP Plans, and follow-up appointments.		
Pre-Vocational Services	Short term, includes learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.	Title 1 - 2)Co-location and Referral. Co-facilitation for Foundational Skills Workshops.	Title 1 -1) Co-location and Integrated Service Delivery. Co-facilitation of Foundational Skills Workshops.		
Internships/Work Experiences	Linked to careers	Title 1 - 2) Co-location and Referral. Referral to WIOA, JOBS, SCEPT Programs.	Title 1 - 2) Co-location and Referral to WIOA, JOBS, SCEPT Programs.		
Financial Literacy Services	Youth - to help achieve long term financial stability.	Title 1 - 2) Co-location and Referral.	Title 1 - 2) Co-location and Referral.		
Relocation Support	Out-of-area job search assistance and relocation assistance.	Title 1 - 2) Co-location and Referral.	Title 1 - 1) Co-location and Integrated Service Delivery.		
ESL	English language acquisition and integrated education and training programs.	Title 1 - 2) Co-location and Referral. Referral to RCC ESL classes.	Title 1 - 2) Co-location and Referral to RCC ESL classes.		
Skill Validation		Title 1 - 2) Co-location and Referral. Use iMatchSkills to validate work history and skills. Refer to NCRC, OPAC and FSW.	Title 1 - 1) Co-location and Integrated Service Delivery. Use iMatchSkills to validate work history and skills. Refer to NCRC, OPAC and FSW. Prove It?		
Follow-Up Services	Must be provided as appropriate, including counseling for up to 12 months after first day of employment.	Title 1 - 2) Co-location and Referral.	Title 1 - 1) Co-location and Integrated Service Delivery.		
<b>TRAINING SERVICES</b>					
Adult Education and Literacy	Instruction to address deficiencies in basic academic skills, including reading, writing, mathematics. Also includes English language acquisition.	4) Refer to Partner Facility. Refer to RCC.	4) Refer to Partner Facility. Refer to RCC		
On-the-Job Training	A hire first program that reimburses employers for the extraordinary cost of training employees.	Title 1 - 2)Co-location and Referral. Integrated business team members assist with OJT services.	Title 1 -1) Co-location and Integrated Service Delivery. Integrated business team members assist with OJT services.		
ITAs/Scholarships	An account linked to in-demand employment opportunities to support individuals to obtain occupational training.	Title 1 - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments.	Title 1 - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA.		
Current Worker Training	Training provided to currently employed workers to advance or retain employment.	Title 1 - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA.	Title 1 - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA.		
Work-based Training	Including registered apprenticeship, and joint apprenticeship training programs.	Title 1 - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA and Apprenticeship Training Resources.	Title 1 - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA.		
Customized Training	Conducted with a commitment of an employer to employ an individual upon successful completion of the training.	Title 1 - 2)Co-location and Referral. Refer to WIOA. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA.	Title 1 - 2)Co-location and Referral. One-on-one coaching during Welcome, REA Conversations, and follow-up appointments. Refer to WIOA.		
<b>BUSINESS SERVICES</b>					
Sector Partnerships	Develop, convene and implement sector partnerships.	Title 1 - 2)Co-location and Referral. Refer to RWP sector strategy efforts.	Title 1 - 2)Co-location and Referral. Refer to RWP sector strategy efforts.		



SERVICE	DESCRIPTION (Refer to WIOA and WSO Standards for more details)	DELIVERY METHOD - CURRENT SERVICES	DELIVERY METHOD* - FUTURE SERVICES	VISION - END STATE	FUND SOURCE(S)**
Customized Screening and Referrals	Referrals of qualified participants in training services to employers.	Title 1 - 2)Co-location and Referral. Business team members provide customized screening and referrals.	Title 1 - 1)Co-location and Integrated Service Delivery. Business team members provide customized screening and referrals.		
Customized Recruitments	Customized recruitment events including targeted job fairs.	Title 1 - 2)Co-location and Referral. Business team members provide customized recruitments and job fairs.	Title 1 - 1)Co-location and Integrated Service Delivery. Business team members provide customized recruitment and job fairs.		
Customized LMI	For specific employers, sectors, industries or clusters.	Title 1 - 2)Co-location and Referral. Refer to Economist or Workforce Analyst. Business team members provide customized LMI basic information to businesses using Quality Info.	Title 1 - 1)Co-location and Integrated Service Delivery. Refer to Economist or Workforce Analyst. Business team members provide customized LMI basic information to businesses using Quality Info.		
Rapid Response	Assistance in managing reduction in workforce, including responding to the announcement of a closure or layoff or natural or other disaster which results in mass job loss.	Title 1 - 2)Co-location and Referral. Provide Rapid Response Coordinator and WSRV staff support for Rapid Response Informational Sessions.	Title 1 - 1)Co-location and Integrated Service Delivery. Provide Rapid Response Coordinator and WSRV staff support for Rapid Response Informational Sessions.		
Tax Credits	Assistance in accessing tax credits	Title 1 - 2)Co-location and Referral. Integrated business team members promote WOTC services to businesses.	Title 1 - 1)Co-location and Integrated Service Delivery. Business team members promote WOTC services to businesses.		
Outreach Services	To promote the benefits of working with the WSRV system.	Title 1 - 1)Co-location and Integrated Service Delivery. Participate in community events, job fairs and other outreach efforts to promote benefits of WSRV services.	Title 1 - 1)Co-location and Integrated Service Delivery. Participate in community events, job fairs and other outreach efforts to promote benefits of WSRV services.		
OTHER SERVICES (Describe)					
<b>*Delivery Method:</b>					
1) <b>Co-location &amp; Integrated Service Delivery</b> - Your program staff are physically present at WSRV & provide these services as a fully integrated team with other partner(s). Please indicate number of staff.					
2) <b>Co-location &amp; Referral</b> - Your program staff are physically present at WSRV & customers are referred to your staff to receive services from your programs. Please indicate number of staff.					
3) <b>Direct Technological Linkage:</b> Making available a direct linkage through technology to your program staff that can provide meaningful information or services. A "direct linkage" means providing direct connections at the one-stop, within a reasonable time by phone or a real-time Web-based communication to a program staff					
4) <b>Referral to Partner Facility</b> - WSRV staff refer customers to you facility for services. Describe the process for referring shared and co-enrolled customers to program/service.					
<b>**Fund Source:</b>					
Identify the resources used to support the indicated service; list by funding stream.					

**PARTNER NAME:** **Rogue Community College Adult Basic Skills**

Revised 3/27/2017

Date:

**WSRV LOCATION:** **Medford Bartlett Medford Oakdale Grants Pass**

SERVICE	DESCRIPTION (Refer to WIOA and WSO Standards for more details)	DELIVERY METHOD - CURRENT SERVICES	DELIVERY METHOD* - FUTURE SERVICES	VISION - END STATE	FUND SOURCE(s)**
<b>BASIC CAREER SERVICES</b>					
Eligibility	Eligibility determination for Core Workforce Programs				Title I - shared
Greeting, Outreach & Orientation	Greeting, outreach, intake and orientation (including worker profiling) to information and services available through the WSPM system.				
Initial Assessment	Of skill levels including literacy, numeracy and English language proficiency, as well as aptitudes and abilities (including skill gaps), and supportive service needs.				
Labor Exchange Services	Includes job search, placement, job listings, referrals, information on in-demand jobs and occupations, non-traditional employment				
Referrals	Provision of referrals to and coordination of activities with other programs and services within WSRV and beyond.	Referrals to WIOA partners for help with job search and training.	4. Referral Future - integrated with our course and study options		
Labor Market Statistics	Job vacancies, required job skills to obtain the local jobs listed, local in-demand jobs and earnings, skill requirements and opportunities for advancement.	Career and College Awareness Class and workshops.	4. Referral Future - imbedded in RCC ABS courses and/or offered at our partner locations.		
Program Performance and Cost Information (ETPL)	Information regarding program performance and cost information on eligible providers of training services by program and type of provider.	Referral guide	4. Referral		
Support Service Information	Information related to the availability of supportive services, including child care, medical assistance (Medicaid and CHIP), HUD, SNAP, Earned Income Tax Credit, TANF, etc.	Referral guide	4. Referral		
Unemployment Insurance Claim Filing and Information	Meaningful assistance in filing an unemployment insurance claim.				
Financial Aid Availability	Assistance in establishing eligibility for programs of financial aid not provided under WIOA.	TRIO FAFSA workshops	4. Referral Future - can hold workshops at partner location		
<b>INDIVIDUALIZED CAREER SERVICES</b>					
Comprehensive Assessment	May include diagnostic testing, and use of other assessment tools, and in depth interviewing to identify employment barriers and appropriate employment goals.	Orientation and advising	4. Referral Future - can hold orientations at partner locations		
Individual Employment Plan	To identify employment goals, achievement objectives, combination of services.	Orientation and advising	4. Referral Future - RCC ABS transition advisor available at partner locations		
Career Planning	Customer centered approach that includes the development of appropriate service strategies, support services and other workforce activities necessary to obtain and retain employment.	Career and College Awareness Class and workshops.	4. Referral Future - can hold workshops at partner location		
Pre-Vocational Services	Short term, includes learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct to prepare individuals for unsubsidized employment or training.	Career and College Awareness Class and workshops.	4. Referral Future - can hold workshops at partner location		
Internships/Work Experiences	Linked to careers				
Financial Literacy Services	Youth - to help achieve long term financial stability.	SALT Money Management Online Tools	4. Referral		
Relocation Support	Out-of-area job search assistance and relocation assistance.				
ESL	English language acquisition and integrated education and training programs.	ELA classes, EL Civics, VESL (early childhood education)	4. Referral - can contract to offer contextualized instruction		
Skill Validation					
Follow-Up Services	Must be provided as appropriate, including counseling for up to 12 months after first day of employment.				
<b>TRAINING SERVICES</b>					
Adult Education and Literacy	Instruction to to address deficiencies in basic academic skills, including reading, writing, mathematics. Also includes English language acquisition.	ABS GED and ELA classes and guided study labs, direct instruction, tutoring and online tools	4. Referral		
On-the-Job Training	A hire first program that reimburses employers for the extraordinary cost of training employees.				
ITAs/Scholarships	An account linked to in-demand employment opportunities to support individuals to obtain occupational training.				
Current Worker Training	Training provided to currently employed workers to advance or retain employment.	ABS GED and ELA classes and guided study labs, direct instruction, tutoring and online tools	4. Referral		

SERVICE	DESCRIPTION (Refer to WIOA and WSO Standards for more details)	DELIVERY METHOD - CURRENT SERVICES	DELIVERY METHOD* - FUTURE SERVICES	VISION - END STATE	FUND SOURCE(S)**
Work-based Training	Including registered apprenticeship, and joint apprenticeship training programs.				
Customized Training	Conducted with a commitment of an employer to employ an individual upon successful completion of the training.				
<b>BUSINESS SERVICES</b>					
Sector Partnerships	Develop, convene and implement sector partnerships.	Local Leadership Team, Title II Subcommittee			
Customized Screening and Referrals	Referrals of qualified participants in training services to employers.				
Customized Recruitments	Customized recruitment events including targeted job fairs.	Literacy Events	4. Referral		
Customized LMI	For specific employers, sectors, industries or clusters.				
Rapid Response	Assistance in managing reduction in workforce, including responding to the announcement of a closure or layoff or natural or other disaster which results in mass job loss.				
Tax Credits	Assistance in accessing tax credits				
Outreach Services	To promote the benefits of working with the WSRV system.				
<b>OTHER SERVICES (Describe)</b>					
<b>*Delivery Method:</b>					
1) <b>Co-location &amp; Integrated Service Delivery</b> - Your program staff are physically present at WSRV & provide these services as a fully integrated team with other partner(s). Please indicate number of staff.					
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