Clackamas Workforce Partnership
WORKFORCE DEVELOPMENT BOARD

365 Warner Milne Rd, Suite 202
Oregon City, OR 97045
(503) 657-6644
www.clackamasworkforce.org

POLICY #: **P-00**
One-Stop Center (or American Job Center) Certification Policy

ISSUED: **May 18, 2017**

PURPOSE:
To provide guidance in certifying the Clackamas One Stop Comprehensive and Affiliate Centers (also called American Job Centers) every three years.

REFERENCES

- State of Oregon One-Stop Center Certification Policy
- State of Oregon One-Stop Operator Procurement Policy
- WSO Operational Standards
- TEGL WIOA No. 16-16
- WIOA sec. 116
- WIOA sec. 121 (b)(1)(B),(e), and (g)
- WIOA sec. 188 and the Americans with Disabilites Act of 1990 (42 U.S.C. 12101 et seq.)

POLICY
Clackamas Workforce Partnership must certify all Comprehensive and Affiliate One-Stop Centers by June 30, 2017, and at least once every three years afterwards. Partner sites and specialized centers are not subject to certification.

This certification process is to assess the effectiveness (as yet to be defined by the State of Oregon), physical and programmatic accessibility, and continuous improvement (as yet to be defined by the State of Oregon) of the Clackamas One Stop Comprehensive and Affiliate Centers.

The certification process must include an on-site in-person evaluation of each Center. This on-site evaluation will include completing an ADA checklist assessing for physical accessibility; a WSO Standards checklist assessing adherence to WSO standards; and a customized, local rating and review tool assessing effectiveness and continuous improvement.

Clackamas Workforce Partnership must submit documentation of the certification review and the outcome for all local Comprehensive and Affiliate Centers to the Higher Education Coordinating Commission in accordance with the State of Oregon One-Stop Center Certification policy.

Approved:

Tina Irvine 5-18-2017

Clackamas Workforce Partnership Board Chair Date

WorkSource Clackamas Comprehensive WSO (One-Stop) Center Certification Tool
PY 2017 to PY 2019

WorkSource Clackamas WSO Center
506 High Street, Oregon City, OR 97045
Hours: 8AM – 5PM, Monday - Friday

Partners:

WIOA Title 1B

Clackamas Workforce Partnership – liaison between WSC and the LWB (15 hrs per week)
Clackamas Community College - rapid response and employment services for adults and dislocated workers (45 hrs per week)
Immigrant and Community Refugee Organization (IRCO) - employment services for non-English language speakers (32 hrs per week)
Northwest Family Services - job search and career advancement workshops for adults and dislocated workers (6 hrs per week)

WIOA Title II

Clackamas Community College – exploratory services and any other services as needed (2 hrs per week)

WIOA Title III

OED - placement services for youth, adult and dislocated workers; employment services to Veterans (45 hrs per week)

WIOA Title IV

Vocational Rehabilitation - exploratory services and any other services as needed (3 hrs per week)

Easter Seals - employment services for 55 and older (45 hrs per week)

Job Corps - employment services for youth ages 16 to 24 (45 hrs per week)

DHS – exploratory services and any other services as needed (3 hrs per week)

Evaluator Name: **Date:**

WorkSource Clackamas is a <u>location</u> that:

		Yes	No	Comments
1.	Is clearly identified as a WorkSource Oregon Center through external signage located near the main entrance (whether utilizing WSO as primary brand or as a co-brand). External signage will utilize the generic WorkSource Clackamas logo rather than a version that identifies the location as the site of a single partner.			
2.	Creates an environment that is focused on needs of the business community and the importance of preparing individuals to become successful employees.			
3.	Utilizes a Resource Room as the core of its service delivery strategy. A resource room must make available to job seeker customers the following: □ Phones □ Internet access □ Staff to assist with job search □ Printers □ Faxes □ Copiers □ Scanner □ Printed/hard copy resource information			
4.	Provides the following: □ Accessibility for all populations (this includes access to ADA accommodations, appropriate signage, the availability of materials in languages that are predominant in the community, etc.) – see ADA Standards checklist □ Regular business hours of operation that allow job seekers to access services as conveniently as possible □ Current copies of EEO, Minimum Wage and Workman's Compensation posters are in view. □ An integrated phone system so that call-in customers can efficiently reach a live person when they need to do so □ Private meeting space(s) to facilitate the sharing of confidential information when needed (e.g. employer interviews, Vocational Rehabilitation staff consultation with clients, etc.)			
5.	Is easy to locate and to get to either by public or private transportation			

6.	Public parking is adequate to accommodate customers and staff			
7.	Website functionality is user friendly, updated and links maintained on a regular basis.			

The certified WSO Center provides the following <u>minimum level of services</u>:

Exploratory Services

		Yes	No	Comments
1.	A team member greets customers in a warm and friendly manner			
2.	The first contact person is knowledgeable about onsite program and services			
3.	A team member directs customers to the services they need via a brief assessment to identify possible benefit from participation in other services, in order to make a value-added referrals to partner agencies			
4.	Bilingual staff is available if needed			
5.	Staff reflects the demographics of the community in terms of: □ Race/ethnicity □ Disability status □ Veteran status			
6.	Based on your perception, staff present on-site are engaged in providing quality services to the community, based on customer need			
7.	Staff are clearly identifiable as part of the WSC Center, rather than separate organizations. (For example, they wear name tags with the WSC logo)			
8.	The complaint process is posted and been made aware to you.			

Career Services

		Yes	No	Comments
1.	Determination of eligibility and/or information of other partner services is available on-site			
2.	Access to unemployment insurance information/phones			
3.	Access to labor market information			
4.	Access to the labor exchange system (iMatchSkills)			
5.	Career assessment, career counseling, education, planning, and occupational training, contracted work experience, internships, and OJTs are available			
6.	Computerized, automated and staff assisted job search assistance is available			
7.	Workshops intended to help individuals succeed in the job search are available			

8.	Skills testing including the National Career Readiness Certificate (NCRC) is available			
9.	Assessment to identify possible benefit from participation in other services, in order to make a value-added referrals to partner agencies is being done			

Business Services (available on-site, via phone or by referral)

		Yes	No	Comments
1.	Labor exchange system (iMatchSkills) is available			
2.	Labor market information is available			
3.	Assistance with employee recruitment is available			
4.	Center serves as a brokerage function to help businesses access other services. Examples include, but are not limited to: □ Community college customized training departments, etc □ Early intervention, lay off aversion, and Rapid Response			

FOR OFFICE USE ONLY

The certified WSO Center has partners who work together to support the service delivery of the center, regardless of the organization for which they work demonstrated by:

		Yes	No	Comments
1.	WIOA and partner organizations are available on site based on community needs and the availability of space			
2.	Information sharing/confidentiality agreements exist to allow staff to work together			
3.	Information sharing/confidentiality agreements exist to allow staff to share customer information			
4.	Staff are aware of how customer complaints will be handled through their organization, through WSC, and through the LWB			
5.	Staff development is available to on-site staff and partners			
6.	Staff is involved in identifying and implementing service delivery improvements based on customer feedback			

5/22/17

May/June 2017 WSO Certification Tool – Improvement Feedback

1. Issues re: wheelchair access
    a. Resource area tight
    b. Adjustable desks needed
    c. Parking
        i. Wheelchair van spot taken by a car. Spot should be designated "wheelchair van only."
        ii. Tight parking space. "Not sure if a wheelchair van could get in there."
    d. Path to building is not wheelchair friendly
2. Complaint process not explained or addressed to secret shopper (3)
3. Private meeting spaces needed, private conversations were heard by secret shopper (2)
4. "Customers have to ask the right questions," and "It can be hard to know what to ask for if you don't know the questions to ask." (2)
5. "Print on posters could be larger for visually impaired," and "Unsure of access for the blind and deaf." (2)
6. Website isn't user friendly
7. No assessment to identify possible benefit from participation in other services
8. A list of partners was given to secret shopper but was outdated (change Reboot contact and add C-TEC)
9. Brochures in lobby not organized and some missing. Create a way to categorize brochures and a system to replenish.

WorkSource Clackamas Comprehensive WSO (One-Stop) Center Certification Tool
PY 2017 to PY 2019

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Partners:

WIOA Title 1B

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DHS – exploratory services and any other services as needed (3 hrs per week)

Evaluator Name: [redacted] **Date:**

WorkSource Clackamas is a <u>location</u> that:

		Yes	No	Comments
1.	Is clearly identified as a WorkSource Oregon Center through external signage located near the main entrance (whether utilizing WSO as primary brand or as a co-brand). External signage will utilize the generic WorkSource Clackamas logo rather than a version that identifies the location as the site of a single partner.	Yes		
2.	Creates an environment that is focused on needs of the business community and the importance of preparing individuals to become successful employees.	Yes		There are flyers demonstrating job openings/job fairs, but it is otherwise hard to see how WSC is focused on business needs from an outsider perspective
3.	Utilizes a Resource Room as the core of its service delivery strategy. A resource room must make available to job seeker customers the following: □ Phones □ Internet access □ Staff to assist with job search □ Printers □ Faxes □ Copiers □ Scanner □ Printed/hard copy resource information	Yes		
4.	Provides the following: □ Accessibility for all populations (this includes access to ADA accommodations, appropriate signage, the availability of materials in languages that are predominant in the community, etc.) – see ADA Standards checklist □ Regular business hours of operation that allow job seekers to access services as conveniently as possible □ Current copies of EEO, Minimum Wage and Workman's Compensation posters are in view. □ An integrated phone system so that call-in customers can efficiently reach a live person when they need to do so	Yes		-I didn't see the Workman's Compensation poster -Private meeting spaces are mostly open cubes, which can be difficult for some -The posters are predominately small print and in English. Few were in Spanish. It'd be helpful to have larger print and more language options

	□ Private meeting space(s) to facilitate the sharing of confidential information when needed (e.g. employer interviews, Vocational Rehabilitation staff consultation with clients, etc.)			
5.	Is easy to locate and to get to either by public or private transportation	Yes		

6.	Public parking is adequate to accommodate customers and staff	Yes		
7.	Website functionality is user friendly, updated and links maintained on a regular basis.	Yes		Website isn't super user-friendly. It can take some digging to find what you need, and the set up is a little confusing. Links are up to date.

The certified WSO Center provides the following <u>minimum level of services</u>:

Exploratory Services

		Yes	No	Comments
1.	A team member greets customers in a warm and friendly manner	Yes		
2.	The first contact person is knowledgeable about onsite program and services	Yes		
3.	A team member directs customers to the services they need via a brief assessment to identify possible benefit from participation in other services, in order to make a value-added referrals to partner agencies	Yes		
4.	Bilingual staff is available if needed	Yes		Spanish only?
5.	Staff reflects the demographics of the community in terms of: □ Race/ethnicity □ Disability status □ Veteran status	Yes		It would be great to have more diverse communities represented in direct service and management levels
6.	Based on your perception, staff present on-site are engaged in providing quality services to the community, based on customer need	Yes		Yes, but it is a little too customer-driven. The customer has to ask the right questions, and it can be hard to know what to ask for
7.	Staff are clearly identifiable as part of the WSC Center, rather than separate organizations. (For example, they wear name tags with the WSC logo)	Yes		
8.	The complaint process is posted and been made aware to you.	Yes		It is posted, but it wasn't explained

Career Services

		Yes	No	Comments
1.	Determination of eligibility and/or information of other partner services is available on-site	Yes		

2.	Access to unemployment insurance information/phones	Yes		
3.	Access to labor market information	Yes		Offered if you ask for it. It's also displayed on the TV up front and available online
4.	Access to the labor exchange system (iMatchSkills)	Yes		
5.	Career assessment, career counseling, education, planning, and occupational training, contracted work experience, internships, and OJTs are available	Yes		
6.	Computerized, automated and staff assisted job search assistance is available	Yes		I'm not sure what "automated" means
7.	Workshops intended to help individuals succeed in the job search are available	Yes		
8.	Skills testing including the National Career Readiness Certificate (NCRC) is available	Yes		
9.	Assessment to identify possible benefit from participation in other services, in order to make a value-added referrals to partner agencies is being done	Yes		

Business Services (available on-site, via phone or by referral)

		Yes	No	Comments
1.	Labor exchange system (iMatchSkills) is available	Yes		
2.	Labor market information is available	Yes		
3.	Assistance with employee recruitment is available	Yes		
4.	Center serves as a brokerage function to help businesses access other services. Examples include, but are not limited to: □ Community college customized training departments, etc □ Early intervention, lay off aversion, and Rapid Response	Yes		

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The certified WSO Center has partners who work together to support the service delivery of the center, regardless of the organization for which they work demonstrated by:

		Yes	No	Comments
1.	WIOA and partner organizations are available on site based on community needs and the availability of space			

2.	Information sharing/confidentiality agreements exist to allow staff to work together			
3.	Information sharing/confidentiality agreements exist to allow staff to share customer information			
4.	Staff are aware of how customer complaints will be handled through their organization, through WSC, and through the LWB			
5.	Staff development is available to on-site staff and partners			
6.	Staff is involved in identifying and implementing service delivery improvements based on customer feedback			

5/22/17

Additional comments/observations:

- The welcome and interview process would benefit from integrating trauma informed practices.
- A more thorough orientation to the WSC and the welcome process is needed. For example, while I was greeted in a warm and friendly way immediately, I was not informed of the actual intake process. It was assumed that I knew what was happening, why these processes were important, and how long the process would take. It would be helpful if the jobseeker was greeted, told in detail what the intake/welcome process is, estimated time spent going through this process, and given an introduction to the space (for example: "Bathrooms are down the hall," "This is the resource room. These computers are used for ___ purpose, and staff will be here to assist you," "We need to go through these online systems so we can get you set up to xyz. This will take 15 minutes," etc).
- It would also be helpful to ask the jobseeker what items/resources they brought with or had available, so time is not wasted duplicating efforts. I had access to a resume I could upload to iMatch Skills, but it was saved on the cloud. After spending a few minutes trying to work around this, I discovered the computers wouldn't let me download or save the file. I had to ask for help in order to borrow a flash drive to save the resume on. If I hadn't thought to ask for help, I would have spent an extra 20 minutes typing in my work experience into the system. The process would have been quicker for everyone if I had been asked about this upfront.
- More attention to individual privacy is needed. For example, I was not told whether or not my resume would be deleted, who has access to this information, etc. I wasn't told who would have access to my SSN when I was entered into the system. I could overhear conversations in the cubicles which included some personal details.
- The welcome process is very dependent on the idea that the jobseeker knows exactly what they need, and they don't mind asking for help. Without a formal orientation to the process, I had to ask for help from staff I was not introduced to at every stage in order to move on to the next step. Asking for help can be difficult for many people, particularly those who are in already in a vulnerable position.
- Since I was not sure what types of services I needed, it was difficult for staff to find ways to help me. An overview of the types of service provided would be helpful for jobseekers who are not sure where to start.

- It would be helpful to review TrainOregon.org. I specifically mentioned my work schedule as a barrier to accessing course/skills building activities, but this resource wasn't shared with me.
- Staff seemed a bit stumped at how to help me due to my education level. It might be helpful to review how to help jobseekers from a larger variety of educational/experience backgrounds.

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WIOA Title 1B

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Clackamas Community College – exploratory services and any other services as needed (2 hrs per week)

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Easter Seals - employment services for 55 and older (45 hrs per week)

Job Corps - employment services for youth ages 16 to 24 (45 hrs per week)

DHS – exploratory services and any other services as needed (3 hrs per week)

Evaluator Name: [redacted]

Date: May 31st, 2017

WorkSource Clackamas is a location that:

		Yes	No	Comments
1.	Is clearly identified as a WorkSource Oregon Center through external signage located near the main entrance (whether utilizing WSO as primary brand or as a co-brand). External signage will utilize the generic WorkSource Clackamas logo rather than a version that identifies the location as the site of a single partner.	X		Clear, clean, professional signage.
2.	Creates an environment that is focused on needs of the business community and the importance of preparing individuals to become successful employees.	X		Very productive and focused environment. Welcoming!
3.	Utilizes a Resource Room as the core of its service delivery strategy. A resource room must make available to job seeker customers the following: □ Phones □ Internet access □ Staff to assist with job search □ Printers □ Faxes □ Copiers □ Scanner □ Printed/hard copy resource information	X		All resources were made readily available and offered without hesitation. Staff members were willing to help navigate any questions or difficulties with any of the devices.
4.	Provides the following: □ Accessibility for all populations (this includes access to ADA accommodations, appropriate signage, the availability of materials in languages that are predominant in the community, etc.) – see ADA Standards checklist □ Regular business hours of operation that allow job seekers to access services as conveniently as possible □ Current copies of EEO, Minimum Wage and Workman's Compensation posters are in view. □ An integrated phone system so that call-in customers can efficiently reach a live person when they need to do so □ Private meeting space(s) to facilitate the sharing of confidential information when needed (e.g. employer interviews, Vocational Rehabilitation staff consultation with clients, etc.)	X		Materials were available in English, Spanish, and Russian. Building was wheelchair accessible. Hours posted on outside door in clear and bold type. Posters were in clear view immediately upon entering. Clients calling in were assisted via phone and meetings took place in private cubicles. Space itself was very clean, professional, organized – conducive to individual and community needs.
5.	Is easy to locate and to get to either by public or private transportation	X		

6.	Public parking is adequate to accommodate customers and staff	X		
7.	Website functionality is user friendly, updated and links maintained on a regular basis.	X		

The certified WSO Center provides the following <u>minimum level of services</u>:

Exploratory Services

		Yes	No	Comments
1.	A team member greets customers in a warm and friendly manner	X		I was immediately greeted and offered assistance. Team members were warm and friendly.
2.	The first contact person is knowledgeable about onsite program and services	X		Yes!
3.	A team member directs customers to the services they need via a brief assessment to identify possible benefit from participation in other services, in order to make a value-added referrals to partner agencies	X		Yes. A staff member asked a handful of questions to determine what exactly I needed at that time and to assess other services that could benefit.
4.	Bilingual staff is available if needed	X		
5.	Staff reflects the demographics of the community in terms of: □ Race/ethnicity □ Disability status □ Veteran status	X		
6.	Based on your perception, staff present on-site are engaged in providing quality services to the community, based on customer need	X		Absolutely. The staff were engaged and helpful. They assisted me and other individuals readily as they entered the building.
7.	Staff are clearly identifiable as part of the WSC Center, rather than separate organizations. (For example, they wear name tags with the WSC logo)	X		
8.	The complaint process is posted and been made aware to you.			

Career Services

		Yes	No	Comments
1.	Determination of eligibility and/or information of other partner services is available on-site	X		
2.	Access to unemployment insurance information/phones	X		
3.	Access to labor market information	X		

4.	Access to the labor exchange system (iMatchSkills)	X		I was immediately encouraged to sign-up with iMatch, and was assisted with loading my resume and other information.
5.	Career assessment, career counseling, education, planning, and occupational training, contracted work experience, internships, and OJTs are available	X		The career counselor who helped me was knowledgeable, thorough, understanding, and diligent. They spent an hour and a half asking questions about my passions and interests, concerns, and needs. They actively job-hunted with me, showing and discussing a wide range of opportunities. We discussed employment and higher education options. Calendars of classes and trainings were given, with highlighted offerings that applied specifically to my needs. The process was practical, grounding, and very useful. I left with excellent advice, direction, and tools to pursue next steps in my career. The meeting was incredibly empowering and I wish I had visited sooner. [The specialist who helped me was Kristine D. Deardorff]
6.	Computerized, automated and staff assisted job search assistance is available	X		Several computers and staff available to assist in job search.
7.	Workshops intended to help individuals succeed in the job search are available	X		Information about classes and workshops readily supplied and encouraged.
8.	Skills testing including the National Career Readiness Certificate (NCRC) is available	X		
9.	Assessment to identify possible benefit from participation in other services, in order to make a value-added referrals to partner agencies is being done	X		

Business Services (available on-site, via phone or by referral)

		Yes	No	Comments
1.	Labor exchange system (iMatchSkills) is available	X		
2.	Labor market information is available	X		
3.	Assistance with employee recruitment is available	X		

4.	Center serves as a brokerage function to help businesses access other services. Examples include, but are not limited to: □ Community college customized training departments, etc □ Early intervention, lay off aversion, and Rapid Response			

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		Yes	No	Comments
1.	WIOA and partner organizations are available on site based on community needs and the availability of space			
2.	Information sharing/confidentiality agreements exist to allow staff to work together			
3.	Information sharing/confidentiality agreements exist to allow staff to share customer information			
4.	Staff are aware of how customer complaints will be handled through their organization, through WSC, and through the LWB			
5.	Staff development is available to on-site staff and partners			
6.	Staff is involved in identifying and implementing service delivery improvements based on customer feedback			

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DHS – exploratory services and any other services as needed (3 hrs per week)

Evaluator Name: [redacted] **Date:**

WorkSource Clackamas is a <u>location</u> that:

		Yes	No	Comments
1.	Is clearly identified as a WorkSource Oregon Center through external signage located near the main entrance (whether utilizing WSO as primary brand or as a co-brand). External signage will utilize the generic WorkSource Clackamas logo rather than a version that identifies the location as the site of a single partner.	X		Welcome Bulletin Board Info. Apprenticeships & Trades, Transportation, Manufacturing Jobs; Energy Assistance, Healthcare Info, Veterans Info
2.	Creates an environment that is focused on needs of the business community and the importance of preparing individuals to become successful employees.	X		
3.	Utilizes a Resource Room as the core of its service delivery strategy. A resource room must make available to job seeker customers the following:			
	□ Phones	X		
	□ Internet access	X		
	□ Staff to assist with job search	X		
	□ Printers	X		
	□ Faxes	X		
	□ Copiers	X		
	□ Scanner	X		
	□ Printed/hard copy resource information	X		
4.	Provides the following:			
	□ Accessibility for all populations (this includes access to ADA accommodations, appropriate signage, the availability of materials in languages that are predominant in the community, etc.) – see ADA Standards checklist		X	Wheelchair assessable no other disabilities: blind, deaf, etc.
	□ Regular business hours of operation that allow job seekers to access services as conveniently as possible	X		
	□ Current copies of EEO, Minimum Wage and Workman's Compensation posters are in view.	X		
	□ An integrated phone system so that call-in customers can efficiently reach a live person when they need to do so	X		
	□ Private meeting space(s) to facilitate the sharing of confidential information when needed (e.g. employer interviews, Vocational Rehabilitation staff consultation with clients, etc.)	X		

5.	Is easy to locate and to get to either by public or private transportation	X		Bus schedules available at the front door
6.	Public parking is adequate to accommodate customers and staff	X		Handicapped spots available
7.	Website functionality is user friendly, updated and links maintained on a regular basis.	X		

The certified WSO Center provides the following <u>minimum level of services</u>:

Exploratory Services

		Yes	No	Comments
1.	A team member greets customers in a warm and friendly manner .	X		
2.	The first contact person is knowledgeable about onsite program and services	X		Somewhat, had to ask about some programs and services as areas were not clearly marked
3.	A team member directs customers to the services they need via a brief assessment to identify possible benefit from participation in other services, in order to make a value-added referrals to partner agencies	X		
4.	Bilingual staff is available if needed. ***Language Line Interpreter Services is used for other languages*** (https://www.languageline.com/)	X		Spanish, Chinese, Russian onsite
5.	Staff reflects the demographics of the community in terms of: □ Race/ethnicity □ Disability status □ Veteran status	X		 It was not obvious It was not obvious
6.	Based on your perception, staff present on-site are engaged in providing quality services to the community, based on customer need	X		
7.	Staff are clearly identifiable as part of the WSC Center, rather than separate organizations. (For example, they wear name tags with the WSC logo)	X		
8.	The complaint process is posted and been made aware to you.	X		

Career Services

		Yes	No	Comments
1.	Determination of eligibility and/or information of other partner services is available on-site	X		
2.	Access to unemployment insurance information/phones	X		
3.	Access to labor market information	X		

4.	Access to the labor exchange system (iMatchSkills)	X		
5.	Career assessment, career counseling, education, planning, and occupational training, contracted work experience, internships, and OJTs are available	X		
6.	Computerized, automated and staff assisted job search assistance is available	X		
7.	Workshops intended to help individuals succeed in the job search are available Free Workshops: http://worksourceoregon.org/home/documents/worksource-center-events/clackamas	X		Good source or skills and work readiness training. All classes are free.
8.	Skills testing including the National Career Readiness Certificate (NCRC) is available	X		At Clackamas Community College
9.	Assessment to identify possible benefit from participation in other services, in order to make a value-added referrals to partner agencies is being done. Veteran Service; Easter Seals; Job Corps - Kaitlin Sage; OR Voc Rehab; ReBoot, - Tom Brown	X		**Add C-TEC to list**

Business Services (available on-site, via phone or by referral)

		Yes	No	Comments
1.	Labor exchange system (iMatchSkills) is available	X		
2.	Labor market information is available	X		
3.	Assistance with employee recruitment is available	X		
4.	Center serves as a brokerage function to help businesses access other services. Examples include, but are not limited to: □ Community college customized training departments, etc □ Early intervention, lay off aversion, and Rapid Response	X		

FOR OFFICE USE ONLY

The certified WSO Center has partners who work together to support the service delivery of the center, regardless of the organization for which they work demonstrated by:

		Yes	No	Comments
1.	WIOA and partner organizations are available on site based on community needs and the availability of space			
2.	Information sharing/confidentiality agreements exist to allow staff to work together			
3.	Information sharing/confidentiality agreements exist to allow staff to share customer			

	information			
4.	Staff are aware of how customer complaints will be handled through their organization, through WSC, and through the LWB			
5.	Staff development is available to on-site staff and partners			
6.	Staff is involved in identifying and implementing service delivery improvements based on customer feedback			

5/22/17

WorkSource Clackamas Comprehensive WSO (One-Stop) Center Certification Tool
PY 2017 to PY 2019

WorkSource Clackamas WSO Center
506 High Street, Oregon City, OR 97045
Hours: 8AM – 5PM, Monday - Friday

Partners:

WIOA Title 1B

Clackamas Workforce Partnership – liaison between WSC and the LWB (15 hrs per week)
Clackamas Community College - rapid response and employment services for adults and dislocated workers (45 hrs per week)
Immigrant and Community Refugee Organization (IRCO) - employment services for non-English language speakers (32 hrs per week)
Northwest Family Services - job search and career advancement workshops for adults and dislocated workers (6 hrs per week)

WIOA Title II

Clackamas Community College – exploratory services and any other services as needed (2 hrs per week)

WIOA Title III

OED - placement services for youth, adult and dislocated workers; employment services to Veterans (45 hrs per week)

WIOA Title IV

Vocational Rehabilitation - exploratory services and any other services as needed (3 hrs per week)

Easter Seals - employment services for 55 and older (45 hrs per week)

Job Corps - employment services for youth ages 16 to 24 (45 hrs per week)

DHS – exploratory services and any other services as needed (3 hrs per week)

Evaluator Name: [redacted] **Date:**

WorkSource Clackamas is a location that:

		Yes	No	Comments
1.	Is clearly identified as a WorkSource Oregon Center through external signage located near the main entrance (whether utilizing WSO as primary brand or as a co-brand). External signage will utilize the generic WorkSource Clackamas logo rather than a version that identifies the location as the site of a single partner.	✓		
2.	Creates an environment that is focused on needs of the business community and the importance of preparing individuals to become successful employees.			
3.	Utilizes a Resource Room as the core of its service delivery strategy. A resource room must make available to job seeker customers the following: ☐ Phones ☒ Internet access ☒ Staff to assist with job search ☒ Printers ☐ Faxes ☐ Copiers ☐ Scanner ☐ Printed/hard copy resource information	✓		No private Rm Heard others discuss their issues
4.	Provides the following: ☒ Accessibility for all populations (this includes access to ADA accommodations, appropriate signage, the availability of materials in languages that are predominant in the community, etc.) – see ADA Standards checklist ☒ Regular business hours of operation that allow job seekers to access services as conveniently as possible ☒ Current copies of EEO, Minimum Wage and Workman's Compensation posters are in view. ☐ An integrated phone system so that call-in customers can efficiently reach a live person when they need to do so ☒ Private meeting space(s) to facilitate the sharing of confidential information when needed (e.g. employer interviews, Vocational Rehabilitation staff consultation with clients, etc.)	✓		
5.	Is easy to locate and to get to either by public or private transportation	✓		

6.	Public parking is adequate to accommodate customers and staff	✓		
7.	Website functionality is user friendly, updated and links maintained on a regular basis.			

The certified WSO Center provides the following <u>minimum level of services</u>:

Exploratory Services

		Yes	No	Comments
1.	A team member greets customers in a warm and friendly manner	✓		
2.	The first contact person is knowledgeable about onsite program and services	✓		
3.	A team member directs customers to the services they need via a brief assessment to identify possible benefit from participation in other services, in order to make a value-added referrals to partner agencies	✓		
4.	Bilingual staff is available if needed			
5.	Staff reflects the demographics of the community in terms of: ☐ Race/ethnicity ☐ Disability status ☐ Veteran status	✓		
6.	Based on your perception, staff present on-site are engaged in providing quality services to the community, based on customer need	✓		
7.	Staff are clearly identifiable as part of the WSC Center, rather than separate organizations. (For example, they wear name tags with the WSC logo)	✓		
8.	The complaint process is posted and been made aware to you.		✓	

Career Services

		Yes	No	Comments
1.	Determination of eligibility and/or information of other partner services is available on-site		✓	
2.	Access to unemployment insurance information/phones		✓	
3.	Access to labor market information		✓	
4.	Access to the labor exchange system (iMatchSkills)	✓		
5.	Career assessment, career counseling, education, planning, and occupational training, contracted work experience, internships, and OJTs are available	✓		
6.	Computerized, automated and staff assisted job search assistance is available	✓		
7.	Workshops intended to help individuals succeed in the job search are available	✓		

8.	Skills testing including the National Career Readiness Certificate (NCRC) is available	✓		
9.	Assessment to identify possible benefit from participation in other services, in order to make a value-added referrals to partner agencies is being done		✓	

Business Services (available on-site, via phone or by referral)

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2.	Labor market information is available		✓	
3.	Assistance with employee recruitment is available	✓		
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