

East Cascades Works



Board & COWC Joint Meeting Agenda

July 22, 2020; 11:30 am – 1:30 pm

Virtual Meeting Only: Dial: (669) 900- 6833 Meeting ID: 8710336109743

To Join By Video/Zoom: [Join Zoom Meeting](#)

Topic	Time	Discussion/Action/Motion
Welcome, Consent Agenda & Board Member Transitions	11:30-12pm	<p>Lisa Dobey, EC Works Chair</p> <ul style="list-style-type: none">Approval of minutes from April- Board Vote RequiredApproval of PPP Application Summary & Submission- Vote by Board and COWC RequiredRatify Budget- Board Vote RequiredWelcome New Board Members: Trevor Janeck, John Hanner <p>Heather Ficht, EC Works Executive Director</p> <ul style="list-style-type: none">Farewell to Exiting Members: Teri Hockett, Robbie Smith, Jon Irvine, Molly JoubertRecognition for outgoing Chair: Lisa DobeyElection of Officers: Board Chair, Vice Chair, Secretary-Treasurer- Board Vote Required <p><u>Motions:</u></p>
WorkSource Ready to Hire Curriculum	12-12:25pm	<p>Mel Barrett, EC Works Program Manager</p> <ul style="list-style-type: none">WorkSource Ready Hire Training PhilosophyPreview of WorkSource Ready to Hire Guide <p><u>Actions:</u></p>
Industry/Sectors Update	12:25-12:50pm	<p>Board Member Industry Representatives Provide Updates on:</p> <ul style="list-style-type: none">Technology: Stefanie & Mike (Board Member Vacancies)Manufacturing: Mike & SamHealthcare: Lisa & TrevorConstruction & Building Trades: Gary, Dave, Robbie, & John <p><u>Actions:</u></p>
Strategic Industry Engagement Model & Economic Investment	12:50-1:20pm	<p>Stefanie and Jessica, EC Works Program Directors</p> <ul style="list-style-type: none">Regional Business ServicesInvestments in Training and Creating a PipelineEconomic Expansion Investments

		<u>Actions:</u>
General Updates & Public Comment	1:20-1:30pm	Heather Ficht, EC Works Executive Director & NEWLY APPOINTED CHAIR, EC Works Chair <ul style="list-style-type: none"> • Thoughts about timing of the quarterly meetings • Closing conversation and adjournment • Request: Please complete the Expectations Agreement and Annual Conflicts of Interest Questionnaire and return to Jessica

Attachments:

1. Minutes from the April 22, 2020 Board Meeting
2. PPP Application Summary
3. EC Works 20-21 Adopted and Approved Budget
4. WorkSource Ready to Hire Workbook
5. Expectations Agreement and Annual Conflicts of Interest Questionnaire

East Cascades Works



Board Meeting Agenda

April 22, 2020; 11:30 am - 1:30 pm

Virtual Meeting Only: Dial: (669) 900- 6833 Meeting ID: 919 1101 6876

To Join By Video/Zoom: [Join Zoom Meeting](#)

Attendees: Lisa Dobey (chair), Martin Campos-Davis, David Burger, Jon Irvine, Mike Graham, Teri Hockett, Lisa Farquharson, Nicole Hough, Sam Meir, Jennifer Newby, Julie Matthews, Heather Tramp, Derrick Degroot and Steve Kramer (COWC); staff: Heather Ficht, Jessica Fitzpatrick, Jamie Kendellen, Stefanie Siebold, Melissa Barrett, Guests: Damon Runberg, John Asher

Meeting Called to Order: 11:31am

Topic	Time	Discussion/Action/Motion
Welcome & Consent Agenda	11:30-11:40am	<p>Lisa Dobey, EC Works Chair</p> <ul style="list-style-type: none">• Welcome Mike Graham, Real Carbon, Board Member• Form 990 Tax Return June 2019-<i>Information Only</i>• Final State Monitoring Report- <i>Information Only</i>• Adoption of January 22, 2020 Board Meeting Minutes – <i>vote required</i> <p><u>Motion:</u> Jon Irvine moves to approve the consent agenda as presented, Mike Graham seconds, unanimously approved.</p>
Labor Market Update & COVID-19 Impact	11:40-12:35pm	<p>Damon Runberg, Regional Economist, Oregon Employment Department provided a compelling data presentation entitled: “Who are the COVID Unemployed?”</p> <p><u>Key elements</u> showed how the current unemployment crisis, thought of as the “Great Lockdown” is unprecedented, even compared to the most recent “Great Recession” of 2007-2012.</p> <p>By the end of the first 4 weeks of the COVID crisis, 15-16% of the Labor Force within our regions has filed for unemployment.</p> <p>Rural, less populated areas do not have as many UI claims:</p> <ul style="list-style-type: none">• Fewer healthcare or leisure and hospitality related jobs, which were impacted hardest• Rely heavily on population hubs• Agriculture employment jobs are not represented in the current UI numbers <p>Median Hourly \$15 average per hour workers have been impacted most. Those ages 24-34 have been disproportionately impacted. Lower educational attainment impacted hardest.</p>

		<ul style="list-style-type: none"> Some assumptions can be made that this is due to the ability to absorb the duties of mid-level positions within other roles. <p><u>Discussion</u> focused on the delays in the process claims and how this impacts the number- it is estimated that the number of claims processed is around 60% of the actual number of those who have filed.</p> <p>Dave shared that commercial construction jobs and larger jobs have been able to maintain momentum. However, 1200 contracted workers at datacenters in Prineville were recently laid off.</p> <p>Mike shared that many of the manufacturing employers have been able to maintain social distancing and were deemed essential.</p> <p>Martin shared that there is an urgent need to address farm worker/agriculture worker's basic needs.</p> <p><u>Action:</u> Staff to continue to keep the board informed as it relates to the tools and resources to support employers in our region.</p>
EC Works Rapid Response & Layoff Aversion Activities	12:35-12:50pm	<p>Stefanie Siebold, EC Works Staff</p> <ul style="list-style-type: none"> Overview of Rapid Response efforts and investments made to prevent layoffs within our region, including the following highlights: <ul style="list-style-type: none"> Our RR teams have already supported regional employers (202) through near 13,000 reported lay-offs since March 14. Food Services, Retail and Health have been the hardest hit, as well as other services (personal care). EC Works has invested in Layoff Aversion support to employers in the amount of \$150,000 to date, preventing 183 layoffs, focused on employers who are small, women owned, or minority owned. <p><u>Action:</u> Staff to continue to update the report and inform the board as work continues to happen as it relates to this work.</p>
East Cascades Works Bylaws & Board Member Expectations Agreement	12:50-1:05pm	<p>Nicole Hough, EC Works Board Member & Jessica Fitzpatrick, EC Works Staff</p> <ul style="list-style-type: none"> Review final revision of Bylaws – <i>vote required</i> Review expectations agreement – <i>vote required</i> <p><u>Motions:</u> Martin moves to approve the Bylaws as presented, Mike seconds, unanimously approved.</p> <p>Dave moves to approve the Expectations Agreement as presented, Mike seconds, unanimously approved.</p> <p><u>Action:</u> Jessica to send the Board Member Expectations Agreement with the July packet, in a fillable form.</p>

General Updates & Public Comment	1:05-1:30pm	Heather Ficht, EC Works Executive Director & Lisa Dobey, EC Works Chair <ul style="list-style-type: none"> • Central WIOA Title 1 Provider Procurement • Update on Incumbent Worker Procurement • State & Federal Resources • Closing conversation and adjournment
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Attachments:

- Form 990 Tax Return
- Final Monitoring Report
- Minutes from January Board Meeting
- Rapid Response & Layoff Aversion Report
- Revised Bylaws
- Board Expectations Agreement



PAYCHECK PROTECTION PROGRAM LOAN AND LOAN FORGIVENESS APPLICATION

BACKGROUND

The Paycheck Protection Program (PPP) is part of the federal CARES Act passed in response to the current economic crisis in the United States created by the novel coronavirus pandemic. PPP is a loan designed to provide for small businesses and not-for-profits to keep their workers on the payroll with loan forgiveness if the money is used in accordance with the regulations. PPP loan amounts are based on average monthly gross payroll costs and the funds must be used for payroll, rent, mortgage interest or utilities within 24 weeks of receipt or by December 31, 2020, whichever comes first.

DISCUSSION

EC Works anticipates increased demands on current staffing levels now and into the future as a result of COVID-19's effects on the economy. However, due to the uncertainty of continued state funding critical to our ongoing operations and amidst ever changing federal and state regulations and policies, we seek to secure additional resources to support staffing at the board level so that we may continue to be rigorous stewards of public dollars.

The maximum eligible loan amount is \$111,353. EC Works previously submitted the loan application based on approval of the Executive Committee, and the loan is ready to finalize if approved by the full EC Works Board of Directors and Central Oregon Workforce Consortium. One hundred percent (100%) of the loan amount will be utilized on payroll costs on or before December 31, 2020.

EC Works will apply for loan forgiveness, as the program allows. Should EC Works not be granted loan forgiveness, the loan carries a one percent (1%) interest rate over a 60-month term for total payments including interest of approximately \$114,200. EC Works staff and Executive Committee members do not feel this is a substantial risk in terms of repayment should forgiveness not be granted. No collateral or personal guarantees are required.

RECOMMENDATION

For the Board of Directors and Central Oregon Workforce Consortium to approve of EC Works staff proceeding with and obtaining all necessary signatures to finalize the Paycheck Protection Program Loan in the amount of \$111,353.

EC Works BUDGET 2020 - 2021

05.01.20 rev

RESOURCES	2020 - 2021 Budgeted	2019 - 2020 Projected	Variance	
Carry In Resources				
Adult	151,150	443,707	(292,557)	
Dislocated Worker	175,081	544,508	(369,427)	
Youth	193,253	501,528	(308,275)	
WIOA Admin	378,068	276,834	101,234	
WIOA - Future Ready	-	186,377	(186,377)	
DOL - American Apprenticeship Initiative	15,681	-	15,681	
DOL - Apprenti	20,635	-	20,635	
WIOA - RR Layoff Aversion COVID	-	206,760	(206,760)	
State - TWIP	143,009	-	143,009	
State - Industry Engagement (Sectors)	106,017	-	106,017	
State - Competitiveness Strategies (Board Supp)	104,640	-	104,640	
State - GED Wrap	-	17,276	(17,276)	
Local - COHC Health Careers	60,000	-	60,000	
	<u>1,347,534</u>	<u>2,176,990</u>	<u>(829,456)</u>	
Current Year Resources				
Adult	733,471	733,471	-	
Dislocated Worker	822,703	822,703	-	
Youth	794,548	794,548	-	
WIOA Admin	261,191	261,191	-	
WIOA - High Concentration of Eligible Youth	-	11,250	(11,250)	
DOL - American Apprenticeship Initiative	-	36,000	(36,000)	
DOL - Apprenti & TAO Nat'l Apprenti	-	290,020	(290,020)	
DOL - IQor	-	291,150	(291,150)	
State - TWIP	-	286,018	(286,018)	
State - Industry Engagement (Sectors)	-	212,034	(212,034)	
State - Competitive Strategies (Board Supp)	-	209,280	(209,280)	
State - PY19 TANF Summer Jobs	-	134,574	(134,574)	
Local - YCC (Tykeson, Ford, etc.)	-	100,000	(100,000)	
Local - COHC Health Careers	-	90,000	(90,000)	
Local - Facebook	-	200,000	(200,000)	
County - Lake County	14,500	14,500	-	
	<u>2,626,413</u>	<u>4,486,739</u>	<u>(1,860,326)</u>	
Total Resources	3,973,947	6,663,729	(2,689,782)	-40.36%
EXPENDITURES				
Board Expenses				
Staffing				
Salaries	524,149	503,050	21,100	
Employer Taxes	52,415	50,305	2,110	
Employee Benefits	138,900	130,793	8,107	
Total Staffing	<u>715,464</u>	<u>684,147</u>	<u>31,317</u>	4.58%
Operating Expenses				
Professional Services	10,000	-	10,000	
Legal Services	1,500	1,500	-	
Audit Services	18,746	18,025	721	
Fees/Taxes	7,300	7,000	300	
Phone & Internet	14,100	13,500	600	
Insurance	8,000	5,100	2,900	
Facilities	31,000	30,350	650	
Office Supplies/Expenses	5,700	5,700	-	
Memberships	14,500	14,000	500	
Printing	2,600	2,000	600	
Postage	500	500	-	
Staff/Board Travel	20,000	24,000	(4,000)	
Meetings	7,000	7,000	-	
Staff Development	5,000	8,000	(3,000)	
Total Operating Expenses	<u>145,946</u>	<u>136,675</u>	<u>9,271</u>	6.78%
Board expense as % of revenue	22%			
Program Expenses				
ITrac Database	29,988	30,622	(634)	
WSO Expenses - Leases, Phone/Int, Technology, etc...	47,000	57,500	(10,500)	
Program Outreach	-	429	(429)	
One Stop Operator	15,000	32,961	(17,961)	
Program General Expenses ***	219,702	1,307,590	(1,087,888)	
Total Program Expenses	<u>311,690</u>	<u>1,429,102</u>	<u>(1,117,412)</u>	-78.19%
Total Board Expenses	1,173,100	2,249,924	(1,076,824)	-47.86%

*** See attached schedule of 2020-2021 budgeted Program General Expenses

EC Works BUDGET 2020 - 2021

	2020 - 2021 Budgeted	2019 - 2020 Projected	Variance	
Program Provider Contracts				
Adult	590,000	767,500	(177,500)	-23.1%
Dislocated Worker	590,000	720,000	(130,000)	-18.1%
Youth	720,000	891,000	(171,000)	-19.2%
PY 19 DHS Summer Jobs	-	119,963	(119,963)	-100.0%
GED Wraparound	-	15,687	(15,687)	-100.0%
TWIP	125,398	125,398	-	0.0%
Future Ready	-	71,200	(71,200)	-100.0%
DOL Apprenti	-	57,000	(57,000)	-100.0%
DOL IQor	-	284,020	(284,020)	-100.0%
Lake County - WSO Center	10,000	14,500	(4,500)	-31.0%
Total Program Provider Contracts	2,035,398	3,066,268	(1,030,870)	-33.62%
Contingency Fund	10,000	-	10,000	#DIV/0!
Total EC Works Expenses	3,218,498	5,316,192	(2,097,694)	-39.46%
Fiscal Year 2021-2022 Quarter 1 Resources	755,449	1,347,537	(592,088)	-43.94%
Targeted Carry In	3 Months	810,114		

	2020 - 2021 Budgeted	2019 - 2020 Projected	Variance	
Program Provider Contracts				
Adult	590,000	767,500	-177,500	-23.1%
Dislocated Worker	590,000	720,000	-130,000	-18.1%
Youth	720,000	891,000	-171,000	-19.2%
PY 19 TANF Summer Jobs	0	119,963	-119,963	-100.0%
GED Wraparound	0	15,687	-15,687	-100.0%
GF WEX	125,398	125,398	0	0.0%
Future Ready	0	71,200	-71,200	-100.0%
DOL Apprenti	0	57,000	-57,000	-100.0%
DOL IQor	0	284,020	-284,020	-100.0%
Lake County - WSO Center	10,000	14,500	-4,500	-31.0%
Total Program Provider Contracts	2,035,398	3,066,268	-1,030,870	-33.6%
Historical - Program Provider Contracts	2016 - 2017 = \$2,911,261 2017 - 2018 = 2,339,259 2018 - 2019 = 2,733,464			

Program General Exp account tracking
acct # 8185

	Adult	DW	Youth	Sectors	Totals
YCC Data System			24,000.00		24,000.00
Field Training (Super LLT \$6k)	2,000.00	2,000.00	2,000.00		6,000.00
Sectors Projects (EDCO \$5k)				11,502.00	11,502.00
Ranemaker Institute	4,733.00	4,733.00	4,734.00		14,200.00
Incumbent Worker	32,500.00	32,500.00		10,000.00	75,000.00
COHC & Match - COCC				60,000.00	60,000.00
Project Waterfall - KCEDA Econ Dev				15,000.00	15,000.00
WorkSource Branding	1,334.00	1,333.00		1,333.00	4,000.00
Reserve for Future Projects	3,333.00	3,333.00	3,334.00		10,000.00
Balance	43,900.00	43,899.00	34,068.00	97,835.00	\$ 219,702.00

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The Value of the Ready to Hire Program

WorkSource East Cascades' **Ready to Hire** program is designed to identify and promote VIP job seekers directly to employers to expedite their employment. This program will help you **Get Connected** to valuable resources, help create a job seeker profile that will make sure you **Get Noticed**, and will help you **Get Hired** by local employers!

By participating in the **Ready to Hire** program and completing this workbook, you will identify and outline short term goals and career objectives, register and create a job seeker profile in iMatchSkills®, and design a personalized resume that will wow prospective employers. This program will also help you understand the success skills employers desire most in their employees, prepare you for your interviews and help you achieve your career objectives!

What our job seekers say:

"This was the best experience I've had in a long, long time. I feel more valuable, happy and really excited to start a new job as a medical aide. I can never thank you enough for sponsoring me. I'm so grateful."

"When I lost my job of 19 years due to business closure, I was stunned and paralyzed. I was clueless how to navigate a job search or create a resume. WorkSource was a lifeline for me, as were the computer and job search workshops. The staff were incredibly supportive and encouraging during a very difficult time. With the support of WorkSource I was able to secure a new position within 6 weeks! I attribute my success in acquiring my new position to the invaluable help I received from the staff."

What our employers say:

"Worksource has been a great partner in finding quality employees. We are grateful for their consistent communication and thoroughness when providing us with good quality candidates. Through the hiring process, their team was focused on assisting us and listened to our needs. We have had continued success working with Worksource, and they have exceeded our expectations."

Yvette Wahl, Human Resources for Centratel

"Worksource is a great way to make connections in the community to find candidates that you might not encounter elsewhere. The on-the-job training program is a wonderful way to share the cost burden of training so that businesses can reduce the risk of hiring and hire faster!"

Dawn Bernhardt, Chief Human Resources Officer for Laird Superfood

**Get Connected.
Get Noticed.
Get Hired.**



Ready to Hire Participant Workbook

The following workbook is designed to help registered WorkSource participants get Ready to Hire. The recommendations, checklists, and activities contained herein will walk you through the necessary requirements. Let's get started!

Being Ready to Hire means candidates:

- Have the work skills and competencies that businesses are looking for
- Have demonstrated a commitment to finding work
- Actively collaborate with WorkSource to find placement

The benefits of being identified as Ready to Hire are:

- Direct promotion to employers
- Priority consideration for on-the-job training opportunities
- Priority consideration for occupational training scholarships within our target sectors of healthcare, manufacturing, construction, and technology
- Invitations to valuable networking opportunities to meet local recruiters and Human Resource professionals
- Priority notification of the most current employment opportunities

Not everyone is Ready to Hire. Qualified candidates will need:

- A reasonable and clear career objective
- An iMatchSkills profile that supports the outlined career objective
- An error-free resume that lists education, training, and experience relevant to the career objective
- A high school diploma, GED, or equivalent from another country
- The necessary success skills that employers desire
- To be interview ready
- To be ready to go to work

What can you expect from WorkSource Ready to Hire experts?

- Feedback, coaching, and support in achieving your employment goals
- Expert job search assistance
- A dedicated Business Services Team member to champion your skills and experience with local employers
- Direct referrals to open positions

What does WorkSource expect from Ready to Hire candidates?

- Completion of this workbook
- Honesty, realistic goals and follow through
- Timeliness for all appointments and workshops
- Communication regarding changes in scheduling or employment status
- Active participation and collaboration with WorkSource staff



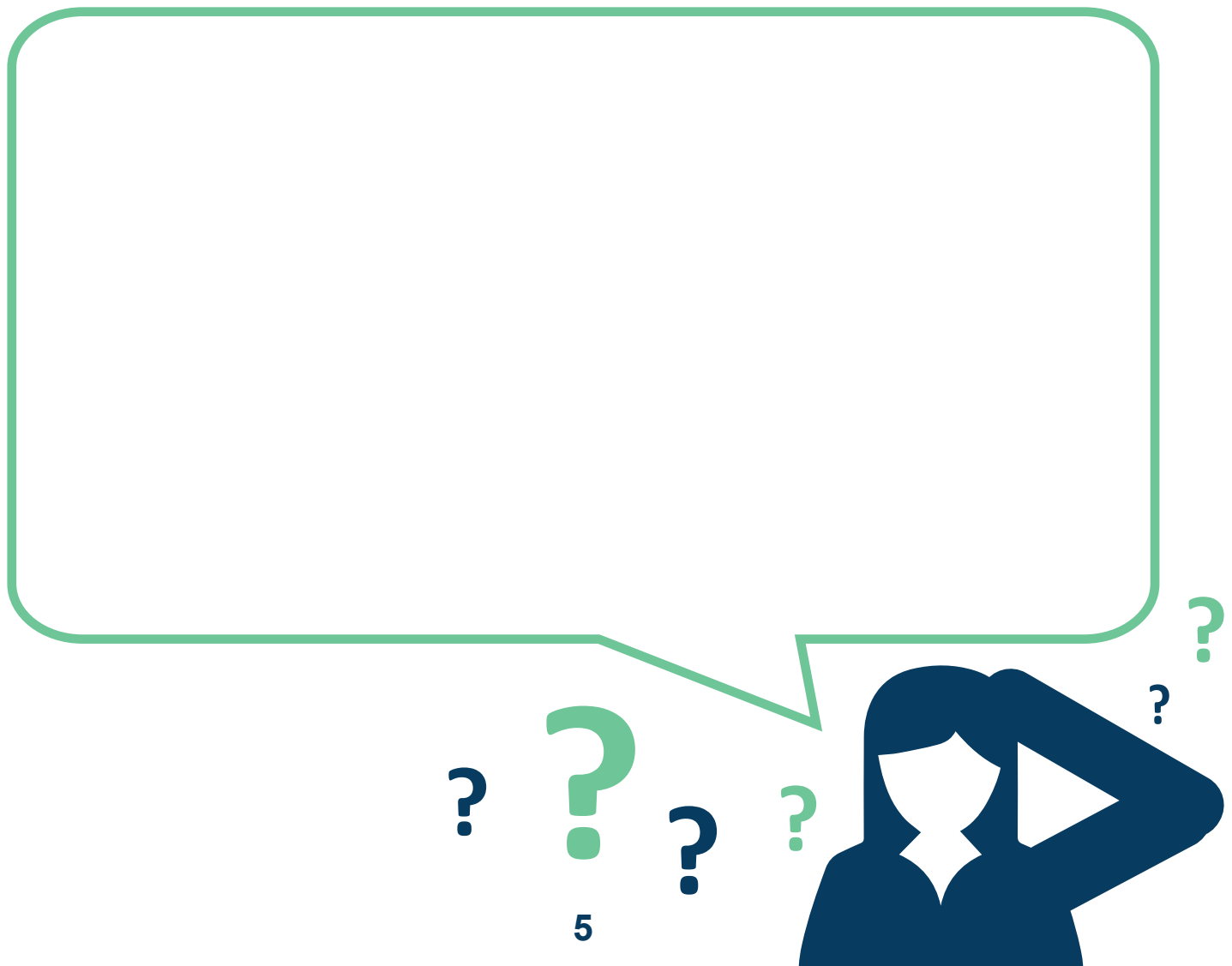
Identifying a Career Objective

Identifying a career objective is the first step to creating a clear path and focusing job search efforts. When thinking about a career objective, it is important to be reasonable. Choose one that is generally related to your existing education and experience and focused on a professional or functional level of interest or industry.

An example of a reasonable career objective could be:

- I would like to work in health care
- I would like a marketing position with a technology company

What is your career objective? (fill in the bubble)



A large, empty green-outlined bubble with rounded corners is positioned in the upper half of the page. A line extends from the bottom right corner of this bubble, pointing towards a dark blue silhouette of a person with long hair, who has their right hand on their head in a thinking or confused pose. Surrounding the person and the bubble are several question marks in both dark blue and green colors. At the bottom center of the page, below the question marks, is the number 5.

5

Does your career objective:

Clearly identify the type of position or work you are interested in? Think administrative, manual labor, etc.

- Focus on a specific industry, job discipline or both? Think the field of accounting or the healthcare industry
- Describe the role you want to play in the industry or discipline? Think marketing vs. sales roles
- Reflect the level of responsibility you wish to attain? Think specialist, supervisor, or director level

Need help identifying your career objective? Answer the following questions:

Think about what excites you, but also consider what you are good at (skills and experience).

Make a list and find the overlap of a few things that will help you narrow your focus.

Take career assessments – your local WorkSource staff can help you identify resources. Write what you learned here.

Time to network! Who do you know that is working in a field you are interested in?

“The best way to predict the future is to create it.”

Abraham Lincoln

Now that you have identified your networking partners, who can you ask for an informational interview? Your local WorkSource staff can help you with informational interview questions.

List some people who could be a mentor to you. Schedule a time to meet with them to discuss your career goals and support needs.

“Find out what you like doing best and get someone to pay you for doing it.”

Katherine Whitehorn

iMatchSkills® Checklist

Now that short-term career goals and objectives have been identified, it is important that your **iMatchSkills® profile** is complete and current. Your profile will be used to match you to open positions with businesses that you qualify for. Use the checklist below to ensure that your profile stands out as **Ready to Hire!**



iMatchSkills®

- ☐ iMatchSkills® profile is marked as “Active”

Demographics

- ☐ Phone number, email and mailing address are current and correct

Education

- ☐ Highest level of education is indicated

Occupational Goals

- ☐ At least three occupations of interest are listed
- ☐ Work history outlined in profile supports the occupations of interest
- ☐ Education in profile supports the occupations of interest

Work History

- ☐ The work history experience generally relates to the occupations of interest
- ☐ If the work history does not generally relate to the occupations of interest, list any education and training experiences that may
- ☐ Work history entries are free of spelling and grammatical errors
- ☐ Each work history entry thoroughly lists all job responsibilities and/or duties
- ☐ Each work history entry details the specific length of time served in the role

Language

- ☐ Indicate ability to read, write or speak any languages

Job Specifics

- ☐ Lowest acceptable wage indicated
- ☐ Availability to work specific shifts is indicated
- ☐ Geographic locations are indicated for availability to work

Licensure & Certificates

- ☐ Highest, valid driver's license classification is listed
- ☐ All driver's license issued endorsements are listed
- ☐ All professional licenses and certificates relevant to occupations of interest are listed

Computer Skills

- ☐ All computer or technical skills relevant to the occupations of interest are listed

Resume

- ☐ A current, error-free Word or PDF version of resume is uploaded

HELPFUL TIP

A clean, error-free profile is the first step to ensure that you have the information required to be **Ready to Hire** compiled in one place. If you have questions or need assistance, reach out to your local WorkSource office to speak with a representative or to schedule time for an in-person meeting.

Resume Checklist

A resume is your first opportunity to make a first impression on a prospective employer. A well written, error-free resume is critical. The following checklist will help with organizing content and developing format.



CONTENT

Demographics

- ☐ Email address is professional and one that would not be offensive to a prospective employer
- ☐ Name, phone number and email address are all listed accurately
- ☐ LinkedIn profile address/link is listed correctly

Summary of Qualifications

- ☐ Qualifications are highlighted
- ☐ Strengths and credentials are listed
- ☐ Key words from the job description/posting are included
- ☐ If relevant, expiration dates for current certifications and licensure are listed

Experience

- ☐ All work history outlined in resume is relevant to the previously selected career objective
- ☐ All skills listed match those required in the job description/posting
- ☐ All sentences begin with a strong action verb
- ☐ Quantitative accomplishments are assigned specific numbers, dollar signs or percentages

Education

- ☐ All education and training experience related to position being applied for are listed

STYLE & PRESENTATION

Typeface

- ☐ The same font style and size (11 – 12 point font) is used throughout the body of the resume
- ☐ The font is simple and easy to read (Times New Roman, Arial or Calibri)
- ☐ Any bold face type, capitalization, underlines, and italics are used consistently and sparingly

Layout

- ☐ The margins are a standard 1 inch
- ☐ All headings stand out and are consistent throughout the document
- ☐ If using bullets, ensure the same bullet style is consistent throughout the document

Error-free

- ☐ Resume is free of spelling and grammatical errors
- ☐ Resume has been reviewed by a second party to catch any potential errors
- ☐ Resume has been saved with a naming convention that is professional and easily located by a prospective employer (i.e. Lastname.Positiontitle)

HELPFUL TIP #1

WorkSource staff are the employment experts! Whether you are looking for help building a resume, curious about interview skills, or brushing up on basic computer skills, we have the workshops to help you get Ready to Hire!

HELPFUL TIP #2

The internet is your friend! There are countless online resources that may provide recruiter guidance or recommendations, easy to use templates for resume building and actual employer feedback about resume preferences. Unsure if your source is reliable? Ask WorkSource staff for resources!

HELPFUL TIP #3

Work on your social media presence!

Watch the video below for a quick tutorial about how to build a professional LinkedIn profile: **[www.youtube.com](https://www.youtube.com/watch?v=Hw0u0u0u0u0)** video How to Build a LinkedIn Profile – GREAT LinkedIn Profile Example

The internet is a wonderful and frightening thing! You can find anything and everything, and nothing is ever truly deleted. When hunting for a job, you want to put your best foot forward. Consider the following when posting to any public social media account that may be visible to prospective employers:

- 1) Do not make complaints about your former job, company, co-workers, or managers
- 2) Do not post photos of questionable behavior
- 3) Avoid engaging in political or religious topics
- 4) Refrain from using disrespectful, vulgar, or violent language
- 5) Keep private matters private

When in doubt ask yourself if you would be comfortable having your posts splashed across newspapers for all to see.

Resume Templates



The **Chronological Resume** allows you to list the positions you have had beginning with the most recent.

Edward T. Grinch

123-456-7890 | thegrinch@thegrinch.com

PROFILE

- Highly irritable individual with a skill for ruining holidays for local townspeople.
- Adaptable in situations where heartstrings may be pulled.

EXPERIENCE

The Town of Whoville
Whoville, MA

Stealer of Christmas 1957 – Present

- Open disdain for holidays
- Routine terrorization of townspeople
- Adept at breaking & entering as well as theft
- Ability to grow heart three sizes in one day

The Town of Whoville
Whoville, MA

Starbucks 1997 - 1998

- Regularly abused and turned customers away
- Delighted in getting orders wrong and making terrible drinks
- Overcharged customers



The **Functional Resume** allows for you to highlight your skills, experiences, and achievements.

Edward T. Grinch
Professional Crankypants
123-456-7890 | thegrinch@thegrinch.com

Highly irritable neighborhood curmudgeon with a talent for ruining fun. Skilled at employing many creative measures to create chaos.

SKILLS

SKILL NUMBER 1: Surliness

Notoriously bad-tempered. If you are having fun, I will ruin it!

SKILL NUMBER 2: Creativity

Successfully trained and employed pet dog to assist in trespassing, breaking and entry and theft.

SKILL NUMBER 3: Theft

Skillful thievery, packaging, and transport of a variety of items. Expert level diabolical planning skills.

EXPERIENCE

STEALER OF CHRISTMAS: Town of Whoville (Whoville, MA), 1957 - Present

Masterful commitment to terrorism and burglary of local townspeople.
Ability to pivot and feel remorse to grow heart three sizes in one day.

BARISTA: Starbucks (Whoville, MA), 1997 - 1998

Provided the worst possible customer service to local townspeople.

EDUCATION: Clown College (Venice, FL), 1974

Ringling Bros. and Barnum & Bailey Clown College



The **Combination Resume** allows for you to combine your work history with your specific skill set.

Edward T. Grinch
Professional Crankypants
123-456-7890 | thegrinch@thegrinch.com

Professional Profile

- Highly irritable neighborhood curmudgeon with a talent for ruining fun.
- Skilled at employing many creative measures to create chaos.

Skills

- Surliness
- Creativity
- Theft

Relevant Work Experience

February 2020 Stealer of Christmas
Town of Whoville (Whoville, MA)

- Masterful commitment to terrorism and burglary of local townspeople.
- Ability to pivot and feel remorse to grow heart three sizes in one day.

Education

1974 – 1976 Professional Clown
Ringling Bros. and Barnum & Bailey Clown College – Venice, FL

Which of these resumes makes the most sense for you?



Looking for even more help to build the perfect resume?

Check out these resources:

- Again, your local WorkSource staff are the employment experts! Participate in a resume writing workshop or make an appointment to meet with a specialist.
- Some industries prefer an industry specific resume.
Visit the following links to see resume template examples for different industries:
www.hloom.com, www.monster.com
- Search for a resume building template online through sites like Indeed.com:
www.indeed.com, www.resumegenius.com

Identifying Success Skills

In addition to your education, training and experience, there are another set of skills which are critical to employers. Success skills are the personal characteristics or attributes which allow one to interact positively and effectively with others. While we employ many success skills in our day-to-day relationships, employers have identified the success skills necessary for positive and effective relationships in the workplace.

Leadership Skills

Employers want employees who create positive relationships and can lead teams. Leaders are those that motivate, challenge, and encourage team members. They can resolve conflict and build productive teams.

Describe a time when you demonstrated leadership skills.

Teamwork

While your preference may be to work independently, it is important for employees to understand how to work as a team. Collaboration with others to find innovative, effective, and beneficial solutions demonstrates a value and appreciation for others and a desire to help the company achieve its goals.

Describe a time when you collaborated with others to achieve an outcome.

Communication Skills

Did you know there are five components to effective communication?

- Verbal communication is one's ability to speak clearly and concisely
- Nonverbal communication encompasses one's body language and facial expressions
- Aural communication is not only listening but hearing what another is saying
- Written communication is the ability to create anything from text and email messages to document creation and report generation
- Visual communication is the ability to relay information with the help of pictures or other visual aids

Describe a time when you experienced a communication breakdown or misunderstanding. How did you remedy the situation?

Problem Solving Skills

Speed bumps and failures are a part of life and work life! Problem solving skills are those that help one find answers or solutions to problems and the ability to navigate a new path when the current one is no longer viable.

Describe a time when you used a creative solution to tackle a job-related problem.

Work Ethic

Employees who are responsible, dependable, and committed are extremely valuable. Show up on time, meet your deadlines, take initiative, keep your commitments, and produce quality work!

How do you define work ethic? What does that mean to you?

Flexibility/Adaptability

Change is the only constant. The ability to shift gears or change directions as business needs change is critical. Understanding that a change needs to occur, a willingness to accommodate and being innovative and efficient in responding to those changes is key.

Describe a time when you were able to respond to an unforeseen situation at work?

“Soft skills get little respect, but they will make or break your career.”

Peggy Klaus

Interpersonal Skills

This can be a pretty broad set of skills. A successful individual can build positive relationships, be diplomatic, compromise, give and receive constructive criticism, and is respectful and empathetic.

What characteristics have you been praised and criticized for? Are those assessments valid?

These questions are designed to learn more about your success skills. You will be asked these or similar questions during an interview. Carefully consider how you embody and personify each of the success skills mentioned.

*"It is not the strongest or most intelligent who will survive,
but those who can best manage change."*

Charles Darwin

Interview Readiness Guide

Your resume is on point, you have wowed the prospective employer and have now been selected for an in-person interview! Ensuring you are prepared for the interview is the next step to getting that new job.

PREPARING FOR THE INTERVIEW

Know where you are going

Be very clear about where you are expected to be for the interview. Verify the address, the date and time and who you will be meeting with.

Do your research

Be prepared to answer, “What do you know about our company?” An informed response indicates an actual interest in the organization and a desire to contribute to their success. Go online to view the company website. Research what they do, who is their customer base, and what products or services they offer. If you know who you will be interviewing with, see if you can find professional information about them via LinkedIn or a company website profile.

Know your worth

While it is becoming less acceptable, and in some cases illegal, for employers to ask what your salary expectations are, you may still be asked. There are many online resources that will help you identify the pay range for a position given the economic location and your education and experience related to the position (see Payscale.com, Indeed.com or Glassdoor.com). Knowing the pay range for the position you are applying for and where you fall within that range, given your education and experience, may provide you with the confidence to provide a figure if it feels appropriate. It will also serve as useful information if/when you are negotiating a salary.

SHOW ME THE MONEY!

Using one of the sites mentioned above, find the salary range for the occupational goal you have chosen. What is the range and where do you fall within in that range given your skills and experience? _____

Put it together

Print a few copies of your most current resume so you may provide them to interviewers in case they do not have a copy with them. Be sure to bring a notepad and pen/pencil with a brief list of your own questions. Avoid questions about time off policies and pay during this initial interview. Your goal is to prove that you are the right candidate for this position!

Hygiene

Your resume wowed them - now they get to meet you! Just as your resume was clean and error-free, so should your personal appearance be:

- Get a good night's sleep
- Shower
- Shampoo your hair
- Brush your teeth & check them again before you walk into the interview
- Use deodorant or an antiperspirant, but keep the perfume or cologne to a minimum
- Use eye drops
- Trim your nails
- Brush/comb or style your hair
- Shave

Attire

Your rock band T-shirt or leggings may best represent your personal style, but it is best to play it conservative for most job interviews:

- Avoid trendy or overly flashy fashion – keep it neutral and professional
- Dress in the clothes that you think you would wear on the job (you may also call the HR Manager for the organization and ask what the dress code is for the workplace)
- Make sure clothing is clean and pressed
- Shine your shoes
- If wearing patterns, make sure they do not clash
- Avoid excessive jewelry
- Empty your pockets
- If chewing gum, dispose of it before making your way into the building

Confidence

You've got this:

- Arrive at least ten minutes early for your appointment time
- Smile
- Be pleasant, respectful, and professional to everyone you meet from reception to the executive level
- Greet your interviewer with a firm, but not aggressive handshake
- Consider the volume of your voice and the cadence of your speech
- Maintain eye contact and address everyone in the room
- Speak clearly and enunciate, and be confident in your responses
- Be thoughtful and positive in your responses to interview questions
- Be honest – if you don't know something just say so

Pull out your list of questions – here are a few examples:

- What does a typical day in this position look like?
- What does the training program for this role look like?
- What are the most challenging aspects of the job?
- How would you describe the company culture?
- What are your favorite things about working here?
- Will there be opportunities for advancement?
- What are the company's long-term goals?

Ask about the next steps in the interview process:

- When can you expect to hear from someone?
- When should you reach out?
- Who should you ask to speak with?

Collect business cards or contact information from everyone in the room

Thank everyone for their time and the opportunity to meet with them

HELPFUL TIP #1

Never participated in an interview or nervous about how you will present? Visit your local WorkSource location to participate in an Interview Skills workshop. You may also schedule a 1:1 Job Coaching appointment or request a mock interview with an area representative to get some practice before the actual interview.

HELPFUL TIP #2

Below are the top ten basic interview questions you can expect to be asked:

- 1 Tell me about yourself.
- 2 Why should we hire you?
- 3 What is your greatest strength/weakness?
- 4 What motivates you?
- 5 Why do you want to work for us?
- 6 Why did you leave your last job?
- 7 What is your greatest accomplishment?
- 8 Describe a difficult work situation and what you did to tackle it.
- 9 Where do you see yourself in 5 years?
- 10 Do you have any questions for me about the company?

After the Interview

You have completed the interview and have collected business cards or contact information for everyone in the room. Make some time for the following:

A deep breath!

Notes:

- What did you feel went well?
- What answers fell short?
- How do you feel about the people you met?
- How do you feel about the company?

A thank you note via email the same day to all who participated in your interview:

- Thank them again for the opportunity to meet with them
- Recap your strengths and how they relate to the position
- Point out something interesting you learned about the people or the company
- Express your hope for continued conversations

Now that you have implemented all the tips and tricks needed to **Get Noticed**, let us help you **Get Connected** so you are ready to **Get Hired!**

To become a member of the VIP Ready to Hire group, the following tasks must be completed:

- Your final resume has been reviewed and approved by a WorkSource staff member
Staff Initials/Date: _____ / _____
- Your iMatchSkills profile has been reviewed and approved by a local WorkSource staff member
Staff Initials/Date: _____ / _____
- You have scheduled and successfully completed at least one mock interview with a local WorkSource staff member **Staff Initials/Date:** _____ / _____
- You have been identified and marked as **Ready to Hire** in iMatchSkills®
Staff Initials/Date: _____ / _____

Congratulations!



WorkSource East Cascades Locations

WorkSource Hood River 1730 College Way Hood River, OR 97031	WorkSource The Dalles 700 Union Street, Suite 105 The Dalles, OR 97058	WorkSource Redmond 2158 SE College Loop, Suite B Redmond, OR 97756
WorkSource Bend 1645 NE Forbes Road, Suite 101 Bend, OR 97701	WorkSource Madras 281 SW 3rd Street, Suite B Madras, OR 97741	WorkSource Prineville 457 NE Ochoco Plaza Drive Prineville, OR 97754
WorkSource Klamath Falls 801 Oak Avenue Klamath Falls, OR 97601	The Dalles, Redmond, Bend and Klamath Falls are comprehensive centers with full service. Hood River, Madras, Prineville and Lakeview are affiliate centers with limited service.	WorkSource Lakeview 516 Center Street Lakeview, OR 97630

Support for workforce services in the East Cascades area are primarily funded through the Workforce Innovation and Opportunity Act (WIOA), the U.S. Department of Labor and Oregon's Higher Education Coordinating Commission. EC Works is an Equal Opportunity and Affirmative Action employer/program and does not discriminate in its hiring, employment, contracting, or business practices. EC Works is committed to complying with the Americans with Disability Act of 1990 (ADA) and does not discriminate on the basis of disability in admission to, access to, or operation of its programs, services, or activities. Auxiliary aids and services are available upon request to persons with disabilities. For telecommunications relay, services are available by dialing 711 from any telephone or mobile device. Auxiliary aids and services, and alternate formats are available to individuals with limited English proficiency free of cost upon request.

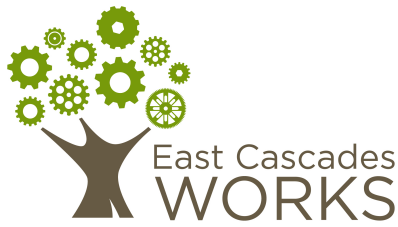
Notes:

[illegible]

Notes:

[illegible]

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Connecting Talent To Opportunity

Board Member Expectations Agreement

East Cascades (EC) Works connects talent to opportunity throughout a 10-county region east of the Cascades mountains, by supporting the talent needs of employers; and by maximizing and aligning investments in the career goals of individuals. We achieve results through partnership with state agencies, community-based organizations, employers, community colleges, universities, and local government.

EC Works envisions a region with thriving communities where residents have access to education and training which lead to living-wage jobs; and where businesses find the qualified talent they need to succeed.

Serving as a volunteer member of the board means that I, _____, am an East Cascades Works Ambassador and expected to uphold the following values:

- We embrace equity and inclusion.
- We are trusted experts in workforce development and rigorous stewards of public funds.
- We are collaborative neutral conveners.
- We inspire a call to action.
- We are results- driven.
- We are innovative problem solvers.

As a volunteer member, I also understand that I am expected to:

1. Adhere to the Bylaws established by East Cascades Works.
2. Attend and actively participate in all quarterly board meetings (January, April, July, October), as well as monthly Executive Committee Meetings if applicable. Should I be unable to attend, I understand that I will provide advance notice of my absence to the Executive Director.
3. Actively participate in the review and evaluation of critical organization documents, especially those requiring board vote.
4. Participate in board voting, except where I am conflicted.
5. Adhere to the East Cascades Works Conflicts of Interest Policy.
6. Recuse myself in the affirmative, from discussion and from vote, where real or perceived conflict of interest is present.
7. Sign letters of support for East Cascades Works as appropriate.
8. Provide input, expertise, and advice at the request of the Executive Director and/or Chair.
9. Actively recruit new members to join the Board of East Cascades Works.
10. Speak on behalf of East Cascades Works, as requested by the Executive Director and/or Chair.
11. Volunteer to serve on sub-committees, action teams or industry groups as appropriate, and as recommended by the Executive Director and/or Chair.

Signature: _____

Date: _____

ANNUAL QUESTIONNAIRE



Conflicts of Interest and Executive Compensation Policy Disclosure and Acknowledgement Statement

[Each Central Oregon Workforce Consortia member, East Cascades Works Board Member, Officer and Employee should sign and submit this form annually.]

Disclosure

Please report any conflicts of interest or potential conflict of interest between the corporation and you, a family member or a business or corporation with which you are connected within the meaning of the Conflicts of Interest and Executive Compensation Policy.

You have an ongoing obligation to notify the Board promptly of any such conflicts of interest that subsequently arise.

List of Conflicts or Potential Conflicts

Please list and explain any known or potential conflicts here:

Acknowledgement

I have received, read, understand and will comply with the Conflicts of Interest and Executive Compensation Policy of the corporation. I affirm that, other than the interests reported, I am aware of no conflicts of interest that I have or may have within the meaning of the Conflicts of Interest and Executive Compensation Policy.

Signature

Title

Print Name

Date