



Executive Committee Minutes
June 14, 2022 from 8:30am-9:30am
Virtual Meeting Via Zoom or Phone

Called to order at 8:32am

Attendees: Martin Campos Davis, Gary North, Marta Cronin, Kendall Lenhares, Heather Ficht, Jessica Fitzpatrick, Tony Debone

1) 8:30am: Call to Order – Gary North, Chair

a) Consent Agenda: Minutes from May Executive Committee Meeting – *vote required*
Martin Moves to accept minutes as drafted/ Marta seconds/ Unanimously approved.

2) 8:35am: WSO Center Certification –

a) One Stop Operator - Kendall Lenhares, OMEP - *information only*

- i) (See presentation.) Certification of centers is really about accessibility and meeting standards. Accessibility can be thought of as both physical accessibility and equal access to services.
- ii) All seven centers were certified between February and May. Each center passed although there were some gaps in accessibility which will be addressed in Technical Assistance.
- iii) Continuous Improvement Efforts- LLT roadshows will begin in July to address the deficiencies noted in the Center Certification evaluations.
- iv) Center Certification is where the boards and our CLEOs are empowered to make notations around partner deficiencies in complying with the WSO standards and the WIOA standards.
- v) Executive committee would really like to see more reports back to this group via Kendall regarding the continuous improvement and the technical aspects of meeting the needs

b) One Stop Certification Policy – Jessica Fitzpatrick, Staff – *vote required*

- i) Jessica presented the key changes to the policy and the attachment, which included refining the deadline for recertification to every three years, expanding the accessibility assessment to include equity in addition to physical access, and to refine the documentation required for performance.

Marta moves to approve the policy as presented/ Martin seconds/ Unanimously approved.

3) 8:55am: Staffing and Operations Update – Heather Ficht and Jessica Fitzpatrick, Staff

a) Update on Administrative Rights for Human Resources and Fiscal Duties, including Insurance, ADP and QuickBooks - *vote required.*

Marta moves to add Matt Brown and Christine Frazer to the organization accounts as points of contact and administrators as requested/Martin seconds/Unanimously approved.

b) Juneteenth service/training for comp days – *vote required*



Martin moves to have this day as a service day rather than an additional vacation day. /Marta seconds/Unanimously approved.

4) 9:15am: Executive Session – Gary North, Chair

- a) Recommendation of Heather Ficht’s 2021-2022 Merit Bonus – *vote required*
Merit Bonus range of 0% to 5%

Marta moves to award Executive Director a 3.5% bonus. Gary seconds/Martin Abstains/Unanimously Approved

5) 9:25am: Other Updates – All

Attachments:

- Draft February Executive Committee Meeting Minutes
- WorkSource Oregon Center Certifications
- One Stop Operator Presentation
- One Stop Certification Policy



**Program Management Policy
Attachment A**

TITLE: One-Stop Certification Assessment/Checklist

OVERVIEW:

In compliance with EC Works policy all East Cascades WorkSource Oregon one-stop centers shall be certified no less than every three years, beginning June 30, 2022, with an effective date of July 1, 2022. The following Certification Assessment/Checklist must be completed in its entirety, signed by an authorized individual as outlined in the One-Stop Center Certification Policy and kept on file along with all required attachments, in accordance with applicable records retention rules and regulations. Any technical assistance or corrective action must also be documented to include the actions to be taken, as well as dates by which actions must be taken. Please refer to the EC Works One-Stop Center Certification Policy for further details.

Center Name:	WorkSource Oregon Bend
Center Address:	1645 NW Forbes Rd., #100, Bend, OR 97701
Center/Site Type:	<input checked="" type="checkbox"/> Comprehensive Center <input type="checkbox"/> Affiliated Center <input type="checkbox"/> Partner/Specialized Site
Certification Period:	July 1, 2022 – June 30, 2025
Outcome of Review:	<input checked="" type="checkbox"/> Certified <input type="checkbox"/> Technical Assistance Required <input type="checkbox"/> Corrective Action Required *more than one box may be checked
Name of Reviewer:	Kendall Lenhares, One-Stop Operator
Signature of Reviewer:	<i>Kendall K. Lenhares</i>
Date of Review:	March 31st, 2022

Part I: Programmatic Access

The following list includes the required One-Stop Partners, in accordance with East Cascades one-stop Infrastructure Funding Agreement (IFA). Each required partner/program and its agreed-upon level of access is listed. Evaluators are to assess compliance with the agreed-upon level of access and indicate results in the table below. Compliance indication defined as “Yes”, “No”, or “N/A”.

Access Definitions:

- A. Physical presence at the centers.
- B. Partner program staff physically staffed at the One-Stop are appropriately trained to provide information regarding programs, services, and activities available through partners.
- C. Direct and available linkage through technology to program staff that can provide meaningful information or services. This does not include providing phone numbers, website address, pamphlets, or materials.
- D. Not applicable. The program/partner is not offered in the local area and/or is not included in the MOU.

Program/Partner	Access	Compliant	Notes
WIOA Title I Adult Worker Services	Yes	Yes	
WIOA Title I Dislocated Worker Services	Yes	Yes	
WIOA Title I Youth Program Services	Yes	Yes	
WIOA Title I Job Corps	Yes	Yes	
WIOA Title I YouthBuild	Yes	Yes	
WIOA Title I Native American Programs	Yes	Yes	Would like to explore expanding access to services in the center.
WIOA Title I Migrant & Seasonal Farmworker Programs	Yes	Yes	
WIOA Title II Adult Education & Family Literacy Act	Yes	Yes	
WIOA Title III Wagner-Peyser Act	Yes	Yes	
WIOA Title IV Vocational Rehabilitation	Yes	Yes	Co-located
Senior Community Service Employment Program	Yes	Yes	Easterseals Oregon
Carl D. Perkins Career & Technical Education Programs	Yes	Yes	
Trade Adjustment Assistance	Yes	Yes	TAA Navigator available
Jobs for Veterans State Grants Programs	Yes	Yes	
Community Services Block Grant Training	Yes	Yes	
Department of Housing & Urban Development Training	Yes	Yes	
State Unemployment Compensation Programs	Yes	Yes	Phone access & support
Second Chance Act Programs	Yes	Yes	
Temporary Assistance for Needy Families	Yes	Yes	
Other:	Yes	Yes	
Other:			
Other:			

Part II: WorkSource Oregon Operational Standards

All WorkSource Oregon centers must be assessed for compliance with implementing the WorkSource Oregon Operational Standards. The following indicators are considered for center certification.

(X)	Indicator	Notes
	Center has been evaluated and HAS NOT met the minimum-level content/services required. ^[1] A copy of the technical assistance/corrective action report is included.	
X	Center has been evaluated and HAS met the minimum-level content/services required.	The current WorkSource Oregon Operational Standards are in the process of review and revision to reflect current state. The center meets the minimum requirement as they are written.
	Center has been evaluated and EXCEEDS the minimum-level content/services required.	
	Center has been evaluated and serves as a Continuous Improvement Partner.	

Part III: Physical Accessibility

All centers must be assessed for compliance with requirements of for physical. The following indicators are considered for center certification. More than one indicator may be selected.

(X)	Indicator	Notes
X	Center has been assessed for physical access within the last 3 years and resulted in satisfactory compliance with all requirements. A copy of the physical accessibility assessment is included.	See attached assessment. The minimum requirement assessment was completed to satisfy the requirements of re-certification. Due to the COVID-19 pandemic, a comprehensive assessment has not been conducted since 2017. It is recommended that the OSO and board staff work with OED facilities to ensure this is scheduled for the 2022-2023 program year.
	Physical assessment conducted within the last 3 years resulted in unsatisfactory results - technical assistance/corrective actions have been documented. A copy of the technical assistance/corrective action report is included.	
	Center has completed a Comprehensive ADA Assessment, in order to exceed standard. A copy of complete ADA Assessment is included.	

Part IV: Required Attachments:

Current Quarterly Performance Report Provided by EC Works Compliance Officer

^[1] State of Oregon: One- Stop Center Certification Policy Attachment B- One-Stop Center Certification Minimum Requirements



**Program Management Policy
Attachment A**

TITLE: One-Stop Certification Assessment/Checklist

OVERVIEW:

In compliance with EC Works policy all East Cascades WorkSource Oregon one-stop centers shall be certified no less than every three years, beginning June 30, 2022, with an effective date of July 1, 2022. The following Certification Assessment/Checklist must be completed in its entirety, signed by an authorized individual as outlined in the One-Stop Center Certification Policy and kept on file along with all required attachments, in accordance with applicable records retention rules and regulations. Any technical assistance or corrective action must also be documented to include the actions to be taken, as well as dates by which actions must be taken. Please refer to the EC Works One-Stop Center Certification Policy for further details.

Center Name:	WorkSource Oregon Madras
Center Address:	281 SW 3rd St., Suite B, Madras, OR 97741
Center/Site Type:	<input type="checkbox"/> Comprehensive Center <input checked="" type="checkbox"/> Affiliated Center <input type="checkbox"/> Partner/Specialized Site
Certification Period:	July 1, 2022 – June 30, 2025
Outcome of Review:	<input checked="" type="checkbox"/> Certified <input type="checkbox"/> Technical Assistance Required <input type="checkbox"/> Corrective Action Required *more than one box may be checked
Name of Reviewer:	Kendall Lenhares, One-Stop Operator
Signature of Reviewer:	<i>Kendall K. Lenhares</i>
Date of Review:	April 26th. 2022

Part I: Programmatic Access

The following list includes the required One-Stop Partners, in accordance with East Cascades one-stop Infrastructure Funding Agreement (IFA). Each required partner/program and its agreed-upon level of access is listed. Evaluators are to assess compliance with the agreed-upon level of access and indicate results in the table below. Compliance indication defined as “Yes”, “No”, or “N/A”.

Access Definitions:

- A. Physical presence at the centers.
- B. Partner program staff physically staffed at the One-Stop are appropriately trained to provide information regarding programs, services, and activities available through partners.
- C. Direct and available linkage through technology to program staff that can provide meaningful information or services. This does not include providing phone numbers, website address, pamphlets, or materials.
- D. Not applicable. The program/partner is not offered in the local area and/or is not included in the MOU.

Program/Partner	Access	Compliant	Notes
WIOA Title I Adult Worker Services	Yes	Yes	Consistent connections Bend/Redmond comprehensive centers.
WIOA Title I Dislocated Worker Services	Yes	Yes	Consistent connections Bend/Redmond comprehensive centers.
WIOA Title I Youth Program Services	Yes	Yes	Consistent connections Bend/Redmond comprehensive centers.
WIOA Title I Job Corps	Yes	Yes	Consistent connections Bend/Redmond comprehensive centers.
WIOA Title I YouthBuild	Yes	Yes	Consistent connections Bend/Redmond comprehensive centers.
WIOA Title I Native American Programs	Yes	Yes	Would like to explore expanding access to services in the center.
WIOA Title I Migrant & Seasonal Farmworker Programs	Yes	Yes	Consistent connections Bend/Redmond comprehensive centers.
WIOA Title II Adult Education & Family Literacy Act	Yes	Yes	Consistent connections Bend/Redmond comprehensive centers.
WIOA Title III Wagner-Peyser Act	Yes	Yes	
WIOA Title IV Vocational Rehabilitation	Yes	Yes	Consistent connections Bend/Redmond comprehensive centers.
Senior Community Service Employment Program	Yes	Yes	Easterseals Oregon
Carl D. Perkins Career & Technical Education Programs	Yes	Yes	
Trade Adjustment Assistance	Yes	Yes	TAA Navigator available
Jobs for Veterans State Grants Programs	Yes	Yes	Consistent connections Bend/Redmond comprehensive centers.
Community Services Block Grant Training	Yes	Yes	Consistent connections Bend/Redmond comprehensive centers.
Department of Housing & Urban Development Training	Yes	Yes	Consistent connections Bend/Redmond comprehensive centers.
State Unemployment Compensation Programs	Yes	Yes	Phone access & support
Second Chance Act Programs	Yes	Yes	Consistent connections Bend/Redmond comprehensive centers.
Temporary Assistance for Needy Families	Yes	Yes	
Other:	Yes	Yes	

Part II: WorkSource Oregon Operational Standards

All WorkSource Oregon centers must be assessed for compliance with implementing the WorkSource Oregon Operational Standards. The following indicators are considered for center certification.

(X)	Indicator	Notes
	Center has been evaluated and HAS NOT met the minimum-level content/services required. ^[1] A copy of the technical assistance/corrective action report is included.	
X	Center has been evaluated and HAS met the minimum-level content/services required.	The current WorkSource Oregon Operational Standards are in the process of review and revision to reflect current state. The center meets the minimum requirement as they are written.
	Center has been evaluated and EXCEEDS the minimum-level content/services required.	
	Center has been evaluated and serves as a Continuous Improvement Partner.	

Part III: Physical Accessibility

All centers must be assessed for compliance with requirements of for physical. The following indicators are considered for center certification. More than one indicator may be selected.

(X)	Indicator	Notes
X	Center has been assessed for physical access within the last 3 years and resulted in satisfactory compliance with all requirements. A copy of the physical accessibility assessment is included.	See attached assessment. The minimum requirement assessment was completed to satisfy the requirements of re-certification. Due to the COVID-19 pandemic, a comprehensive assessment has not been conducted since 2017. It is recommended that the OSO and board staff work with OED facilities to ensure this is scheduled for the 2022-2023 program year.
	Physical assessment conducted within the last 3 years resulted in unsatisfactory results - technical assistance/corrective actions have been documented. A copy of the technical assistance/corrective action report is included.	
	Center has completed a Comprehensive ADA Assessment, in order to exceed standard. A copy of complete ADA Assessment is included.	

Part IV: Required Attachments:

Current Quarterly Performance Report Provided by EC Works Compliance Officer

^[1] State of Oregon: One- Stop Center Certification Policy Attachment B- One-Stop Center Certification Minimum Requirements



**Program Management Policy
Attachment A**

TITLE: One-Stop Certification Assessment/Checklist

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Center Name:	WorkSource Oregon Prineville
Center Address:	457 NE Ochoco Plaza Drive, Prineville, OR 97754
Center/Site Type:	<input type="checkbox"/> Comprehensive Center <input checked="" type="checkbox"/> Affiliated Center <input type="checkbox"/> Partner/Specialized Site
Certification Period:	July 1, 2022 – June 30, 2025
Outcome of Review:	<input checked="" type="checkbox"/> Certified <input type="checkbox"/> Technical Assistance Required <input type="checkbox"/> Corrective Action Required *more than one box may be checked
Name of Reviewer:	Kendall Lenhares, One-Stop Operator
Signature of Reviewer:	<i>Kendall K. Lenhares</i>
Date of Review:	April 26th. 2022

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Access Definitions:

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WIOA Title I Youth Program Services	Yes	Yes	Consistent connections Bend/Redmond comprehensive centers.
WIOA Title I Job Corps	Yes	Yes	Consistent connections Bend/Redmond comprehensive centers.
WIOA Title I YouthBuild	Yes	Yes	Consistent connections Bend/Redmond comprehensive centers.
WIOA Title I Native American Programs	Yes	Yes	Would like to explore expanding access to services in the center.
WIOA Title I Migrant & Seasonal Farmworker Programs	Yes	Yes	Consistent connections Bend/Redmond comprehensive centers.
WIOA Title II Adult Education & Family Literacy Act	Yes	Yes	Consistent connections Bend/Redmond comprehensive centers.
WIOA Title III Wagner-Peyser Act	Yes	Yes	
WIOA Title IV Vocational Rehabilitation	Yes	Yes	Consistent connections Bend/Redmond comprehensive centers.
Senior Community Service Employment Program	Yes	Yes	Easterseals Oregon
Carl D. Perkins Career & Technical Education Programs	Yes	Yes	
Trade Adjustment Assistance	Yes	Yes	TAA Navigator available
Jobs for Veterans State Grants Programs	Yes	Yes	Consistent connections Bend/Redmond comprehensive centers.
Community Services Block Grant Training	Yes	Yes	Consistent connections Bend/Redmond comprehensive centers.
Department of Housing & Urban Development Training	Yes	Yes	Consistent connections Bend/Redmond comprehensive centers.
State Unemployment Compensation Programs	Yes	Yes	Phone access & support
Second Chance Act Programs	Yes	Yes	Consistent connections Bend/Redmond comprehensive centers.
Temporary Assistance for Needy Families	Yes	Yes	
Other:	Yes	Yes	

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**Program Management Policy
Attachment A**

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Center Name:	WorkSource Oregon Redmond
Center Address:	2158 SE College Loop, Suite B, Redmond, OR 97756
Center/Site Type:	<input type="checkbox"/> Comprehensive Center <input checked="" type="checkbox"/> Affiliated Center <input type="checkbox"/> Partner/Specialized Site
Certification Period:	July 1, 2022 – June 30, 2025
Outcome of Review:	<input checked="" type="checkbox"/> Certified <input type="checkbox"/> Technical Assistance Required <input type="checkbox"/> Corrective Action Required *more than one box may be checked
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WIOA Title I YouthBuild	Yes	Yes	
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WIOA Title I Migrant & Seasonal Farmworker Programs	Yes	Yes	
WIOA Title II Adult Education & Family Literacy Act	Yes	Yes	
WIOA Title III Wagner-Peyser Act	Yes	Yes	
WIOA Title IV Vocational Rehabilitation	Yes	Yes	Co-located
Senior Community Service Employment Program	Yes	Yes	Easterseals Oregon
Carl D. Perkins Career & Technical Education Programs	Yes	Yes	
Trade Adjustment Assistance	Yes	Yes	TAA Navigator available
Jobs for Veterans State Grants Programs	Yes	Yes	
Community Services Block Grant Training	Yes	Yes	
Department of Housing & Urban Development Training	Yes	Yes	
State Unemployment Compensation Programs	Yes	Yes	Phone access & support
Second Chance Act Programs	Yes	Yes	
Temporary Assistance for Needy Families	Yes	Yes	In ODHS Building space
Other: Oregon Commission for the Blind (as a part of Vocational Rehabilitation)	Yes	Yes	Co-located

Part II: WorkSource Oregon Operational Standards

All WorkSource Oregon centers must be assessed for compliance with implementing the WorkSource Oregon Operational Standards. The following indicators are considered for center certification.

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Part III: Physical Accessibility

All centers must be assessed for compliance with requirements of for physical. The following indicators are considered for center certification. More than one indicator may be selected.

(X)	Indicator	Notes
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Part IV: Required Attachments:

Current Quarterly Performance Report Provided by EC Works Compliance Officer

^[1] State of Oregon: One- Stop Center Certification Policy Attachment B- One-Stop Center Certification Minimum Requirements

ONE-STOP OPERATOR UPDATE

WorkSource Oregon Center Certification



▶ **WSO Center Certification Overview**

- Why do we certify WSO centers?
- Accessibility
- Operational Standards

▶ **Regional WSO Center Certification Results**

- Centers that went through the recertification process
- Results

▶ **Continuous Improvement Efforts**

- What we learned

▶ **Questions**



Program Management Policy

TITLE: One-Stop Certification

POLICY APPROVED BY:

Heather Ficht

EC Works Executive Director

Gary North

EC Works Board Chair

Previous Policy Approval Date:

June 14, 2017

Current Policy Effective Date:

July 1, 2021

Revision Approval Date:

PURPOSE:

Under the Workforce Innovation and Opportunity Act (WIOA), local boards are required to establish criteria and procedures to assess the effectiveness, physical and programmatic accessibility, and continuous improvement of one-stop centers. The purpose of this policy is to establish these criteria, as well as the process for assessing and certifying the WorkSource Oregon (WSO) centers located within the East Cascades region.

POLICY:

- WSO centers in the East Cascades region will be formally assessed utilizing the One-Stop Assessment/Certification Checklist (Attachment A), at a minimum, of once every three years.
- EC Works staff will work in coordination with the Regional One-Stop Operator and sub-regional LLTs to conduct an on-site assessment of each center to determine if the center meets the certification requirements outlined in Attachment A.
- In the event that a comprehensive or affiliate center does not meet re-certification criteria, technical assistance and/or a corrective action plan will be documented that includes the actions to be taken and the allotted period of time to meet the conditions for certification.
- Attachment A shall be maintained, along with any referenced attachments including but limited to the Accessibility Assessment, by EC Works staff in accordance with EC Works Records Retention Policy.
- At the discretion of the EC Works Executive Director, a center may be certified/re-certified while concurrently receiving technical assistance or completing corrective action.
- At the discretion of the EC Works Executive Director, a new or enhanced center that meets the certification criteria may be certified at any time, following the process outlined in the One-Stop Certification policy.

REFERENCES:

Workforce Innovation and Opportunity Act, Training and Guidance Letter 16-16, January 18, 2017
 State of Oregon: WIOA 121 (g): One- Stop Center Certification Policy, June 9, 2017

