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# PROGRAM GUIDE

For further information about EOWB's activities and services and to find other Eastern Oregon WORKS materials, please contact us at: [internships@eowb.org](mailto:internships@eowb.org) or visit [www.eowb.org](http://www.eowb.org).

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## **Eastern Oregon Works (EO WORKS): Based on the Oregon WORKS Model**

**The EO WORKS program exists to grow, support, and sustain a skilled workforce in eastern Oregon that contributes to individual, community, and business prosperity.**

The EO WORKS Internship Program was created because in eastern Oregon, local businesses have been telling us that they are unable to find candidates with key basic work skills to fill roles in their companies. We created the program to fill this need by using the Oregon WORKS internship program model.

What sets the Eastern Oregon WORKS internship program apart is its unwavering commitment to community engagement. Through our program, interns not only gain valuable skills and experience but also actively contribute to the betterment of our communities. We empower our interns to take part in impactful projects, support local causes, and make a meaningful difference during their internship journey. It's about more than just work; it's about building a generation of socially responsible leaders who are dedicated to the well-being of their communities.

### **Key characteristics of the Oregon WORKS Internship Program model**

- A focus on the “triple bottom line” of benefits to employers, students, and the community
- It is industry-led
- Interns may be direct hires or third-party
- Students participate in professional development workshops as a cohort
- Internships may be interviewed and selected by host sites or assigned by the schools
- The Internship Coordinator manages outreach to local businesses and schools, job postings and program management - taking the burden from employers and providing a streamlined, centralized internship hub for eastern Oregon communities
- The host organizations manage student applications for their positions only
- Community connections (e.g., networking) are offered through mentors and workshops
- Interns may be offered or paired with mentors

EO WORKS started in Summer 2022, using the Oregon WORKS model and Summer 2021 Malheur Works program as a guide. Year two what was learned was used to expand and improve the program, and build and sustain new relationships. Year three we are seeking new partners and expansion opportunities, and to secure steady, long-term growth and viability in program funding and management. The results of the Summer program are being used to evaluate the potential for a future school year program.

### **Project Based Internships**

Oregon WORKS internships are, by and large, project-based internships. Project-based internships provide students with the opportunity to own a clear deliverable, or deliverables, by the end of their internship experience. Host sites may assign one large project or multiple smaller projects to a student throughout the course of the internship. It's important that each project adds value to the company so that the internship is a win-win for the student and the host site.

## Five Roles for the EO Works Internship Program

There are five key components to EO WORKS. These roles create a strong foundation for the program:

- 1) Program Coordinators and/or Local Liaisons
- 2) Host Sites (steering committees & hosting interns)
- 3) Interns
- 4) Training and Education Partners (Area Schools and Community Partners)
- 5) Mentors

### 1. Local Liaison/Program Coordinator

The Program Coordinator is responsible for managing the internship program. The Coordinator communicates and coordinates the program with the steering committee, works with the committee, and arranges steering committee meetings. They oversee all program logistics and share the increased responsibility each term with a Program Intern. The Program Coordinator will:

- Plan and staff the steering committee meetings (we recommend the same time each month)
- Manage host site recruitment (primarily done by Program Coordinator, Steering Committee, and WorkSource Oregon partners)
- Communicate and coordinate decisions with program stakeholders
- Market the program to potential interns via college career sites, high schools, host sites, community business directories, chamber newsletters, social media, etc. (with assistance from the Eastern Oregon Workforce Board Community Outreach Coordinator)
- Develop Orientations and Professional Development Workshop plans
- Load internship application information on college and career sites (via Applicant Manager)
- Collect and forward intern applications to host sites (via Applicant Manager aka AM)
- Develop applicant packets for each host site (ie., application, cover letter and resume via AM)
- Communicate deadlines to all parties (via AM)
- Track host site projects, job descriptions, and hiring forms (via AM)
- Track the intern, conduct surveys and interviews, and any needed paperwork throughout the Summer
- Direct hire the Program Intern to assist with the program during the Summer, if applicable
- Mentor the Program Intern, if applicable

### 2. Host Sites

Most host sites employ interns through a direct-hire relationship. EO WORKS host sites pay the equivalent of at least minimum wage to interns. We seek out a wide variety of host sites and welcome all types, sizes, and sectors of business. Testimonials and introductions from host sites will be used to recruit new host sites. Preference will be given to internship opportunities that align with career pathways, have high wages, and/or are high in-demand jobs in eastern Oregon.

Host sites are responsible for generating a project or projects for their intern. The Program Coordinator works with host sites to help them generate project ideas, if they need support.

#### Host site recruitment, retention, and success strategies

- Plug and play support provided (e.g., templates, examples of intern projects)
- Companies are encouraged to recruit other companies to be host sites

- Basic requirements to be a host site are provided - space, supervisor, project, minimum wage
- The host site application is designed to help businesses decide if the internship program is the right fit
- The internship Program Coordinator takes care of all logistics around school outreach, student recruitment, applications and intern access to networking and professional development
- Host site questions are answered timely

**EO WORKS programs will be uniquely driven and shaped by local industry leaders.** The host sites will perform the following duties:

- Vet new program concepts,
- Approve local program components,
- Recruit additional host sites (and mentors where applicable),
- Speak to elected officials and stakeholders, and
- Identify areas for improvement.

### **Rules of thumb for Host Site Meetings**

- The meetings are informal
- The Program Coordinator(s) prepares an agenda and documents decisions
- Host site meetings are 60 minutes or less and are scheduled only as needed
- Meetings typically occur from Fall through Spring, and only as needed
- The EO WORKS host site meetings should include schools and community partners that are participating in and supporting the program
- Meetings have a mission – Meetings are a time to listen and learn from each other, discuss what is working well and what is not, and use input to make decisions.

### **The Eastern Oregon Workforce Board recommends:**

- Direct hire, paid internships (with third-party hires and wage assistance as an option for businesses who need it)
- Wage assistance priority goes to jobs that are likely to hire if the internship goes well, high wage job skilling, high demand jobs in eastern Oregon, strong mentorship from the host site, and/or aligns with the top career pathways in eastern Oregon. Some, if not all applicants are screened by our service provider for qualifying assistance as well
- Job descriptions for project-based internships
- Orientations for each role participating in the program (host sites, mentors & interns)
- At least one professional development workshop per internship season for interns with topics suggested by employers/host sites
- Mentors for program interns
- Community connections and networking as part of the program

### **3. Interns**

The EO WORKS internship program is available to applicants 16 years old and older, with the option for host sites to designate age qualifications as needed for the job duties. EO WORKS Program Coordinators will meet with leadership and career counselors from local schools to introduce the WORKS model so they can talk about this opportunity with their students. Program Coordinators will facilitate sharing of the intern application on school job boards and will advertise on social media and other communication outlets.

EO WORKS internship programs engage students in the application process by offering workshops on resumes, cover letters, and interviewing. We have learned that many students lack confidence and/or

knowledge in their resume writing, cover letter writing, and interview skills and decided to support students throughout the application process. These workshops not only serve applicants in the program, they also support all participants seeking to enter the workforce, and act as a marketing engine for EO WORKS.

### **Check-in Reports**

Methods for intern accountability are built into the program. Plans to hold interns accountable allow students to share their work and learning (without violating company privacy) and receive feedback from supervisors and program managers.

**EO WORKS** asks its interns to submit Check-in Reports as sent by the Program Coordinator. Check-in Reports should take less than five minutes to read, 15 minutes or less to write, and are expected to be submitted within a week it is sent. They are a great way to summarize accomplishments, struggles, learnings, and goals.

**EO WORKS Program Intern** - EO Works may hire an intern in a term to support the program by:

- Documenting the program as much as possible
- Taking photos of interns in professional development workshops and at work
- Conducting interviews with the interns
- Making a list of each intern project
- Creating profiles of each intern
- Sharing program updates on social media
- Issuing program evaluation surveys to students

### **Application Process**

EO WORKS will list the host sites and job descriptions for each internship opportunity in one location. Students can usually apply to multiple positions at one time to avoid a redundant application process.

### **4. Training and Education Partners (High Schools, WorkSource Oregon and other community partners)**

A variety of workshops will be offered before (at orientation, and in schools before applications are due, as requested) and midway through the program. Steering committee members and host sites will come up with the topic areas for intern workshops and will generate a list of potential workshop leaders from the local community. The Program Coordinator or subcommittee, along with the intern coordinator are responsible for organizing the professional development experiences and creating a professional development calendar. Host sites will be informed, in advance, when interns are participating in the workshop(s). The professional development workshop is considered an intern's paid work day.

At the end of each internship term, if the intern is not offered a job from their host site, WorkSource Oregon (WSO) staff will be available to help interns who have successfully completed their internships update their resumes, polish their interviewing skills, apply for jobs, and identify and explore any additional training and educational opportunities that may help them in their job search.

### **Best Practices**

- Experts will be recruited from the local community, when available (e.g., bankers can talk about credit, engineers can teach project management)
- WSO centers will be used for learning sites, or if unavailable, at local businesses
- We are always seeking ways to include industry and community tours if you want to host one
- Because not every speaker is comfortable "teaching" - support is offered for speakers to set them up for success

## 5. Mentors

Mentors will be recruited from the community and paired with interns by either the Program Coordinator or a subcommittee of the Steering Committee (to be decided by the Steering Committee and the Program Coordinator based on the capacity of both).

### Best Practices

- Mentors will be recruited from the local community, when available
- Acceptable background checks will be required for all mentor applicants
- An orientation will be provided for the mentors each year
- After the first year, previous mentors will be asked to participate in the orientation and help answer questions for new mentors

## To Learn More...

Call or email EOWB at (541) 963-3693 or [internships@eowb.org](mailto:internships@eowb.org) for more information or to get involved in one (or more!) of the six roles of the program.

### Program Materials

Program materials will be available on the EO WORKS webpage or email [internships@eowb.org](mailto:internships@eowb.org): [eowb.org/eoworks](http://eowb.org/eoworks)