

## Summary of Workforce Services

EOWB works closely with area workforce development and other community partners, to maintain the ability to provide services that satisfy business needs of in-demand industries in eastern Oregon.

### Business Services

An initial assessment determines what the business needs are to best determine which services will be offered to assist the business with finding candidates that have the right skills, abilities and education to meet the unique employment needs of each business.

- Job postings and recruitment assistance
- Customized business services
- Career pathways
- Use of technology to improve services
- Labor market information

**Sector Partnerships** – Regional, industry-focused approaches to building skilled workforces and are one of the most effective ways to align public and private resources to address the needs of employers. They are convened by EOWB and involve area employers, economic development, and multiple area support partners.

**On-the-Job Training** - Training by an employer that is provided to a paid customer while engaged in productive work in a job that provides knowledge or skills essential to the full and adequate performance of the job; provides reimbursement to the employer of up to 50 percent of the wage rate of the customer, for the extraordinary costs of providing the training.

**Incumbent Worker Training** - A program designed to meet the special requirements of an employer (including a group of employers) to retain a skilled workforce or to avert the need to lay off employees by assisting the workers in obtaining the skill necessary to retain employment.

**Customized Training** - Training that is designed to meet the special requirements of an employer (or group of employers); that is conducted with a commitment by the employer to employ an individual upon successful completion of the training; and for which the employer may pay for all or a portion of the training, depending on eligibility of the individual for assistance.

**Work Opportunity Tax Credit (WOTC)** is a federal tax credit available to employers who hire and retain individuals from target groups with significant employment barriers (e.g., veterans, ex-felons, etc.). Employers can claim about \$9,600 per employee in tax credits per year under the WOTC program.

**National Farmworkers Job Program (NFJP)** provides funding to help migrant and seasonal farmworkers and their families achieve economic self-sufficiency by offering supportive services to them while they work in agriculture or by helping them to acquire new skills for jobs offering better pay.

**Internships** – Paid or unpaid work experience

## Workforce Assessment Activities

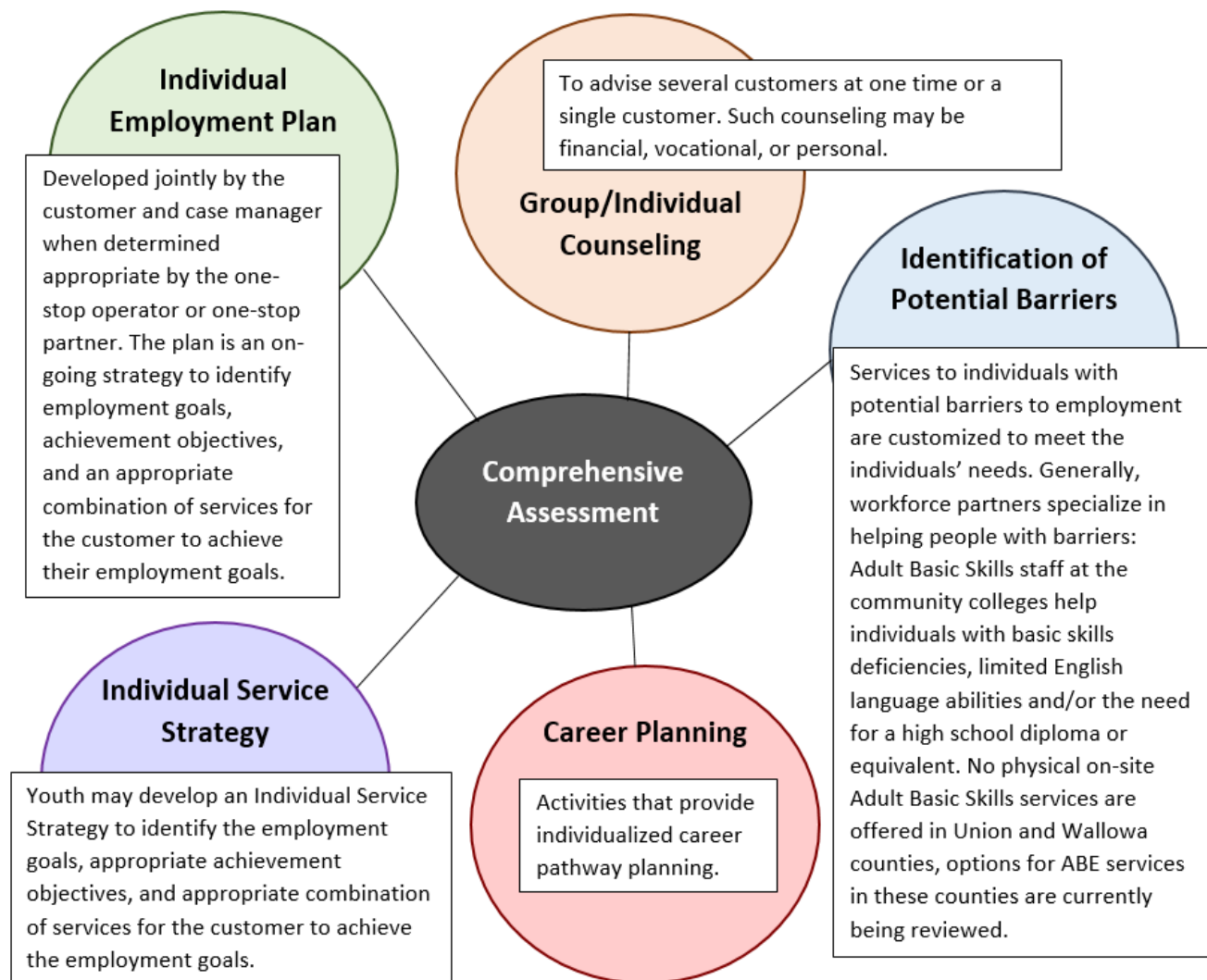
### ONE-STOP CENTER CUSTOMER “WELCOME”

**Initial Assessment** - May require measuring to determine if customers are required to increase core workplace skills:

- Skill levels (including literacy, numeracy, and English language proficiency),
- Aptitudes, abilities (including skills gaps), and
- Supportive Service needs.

**Exploratory Services** - Assistance in determining the type and level of services needed/desired. Labor market information is provided.

**Connection to Other Programs** - Provision of referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system, such as filing a claim for unemployment insurance compensation, and in appropriate cases, other workforce development programs. Provision of information relating to the availability of supportive services or assistance, and referrals to those services.



## Workforce Development Activities for All

**Labor Exchange Services** - Job search and placement assistance and, when needed, career counseling, including provisions of information on in-demand industry sectors and occupations; provisions of information on nontraditional employment; appropriate recruitment and other business services on behalf of the employers, including small employers, in the local area, and providing information and referral to specialized business services not traditionally offered through the One-Stop delivery system.

### CAREER SOLUTIONS

**Workforce Preparation** - Workforce preparation activities include activities, programs, or services designed to help an individual acquire a combination of skills to meet business needs, including basic academic skills, critical thinking skills, digital literacy skills, self-management skills, and other employability skills that increase an individual's preparation for the workforce.

**Short-Term Pre-Vocational Services** - Workshops designed to develop learning skills, communications skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.

**Licensing and Certifications** – Assistance may be offered with obtaining licensing and certifications that enable individuals to get jobs.

**Internships and Work Experiences** - Planned, structured learning experiences that take place in a workplace for a limited period of time. Work experience may be paid or unpaid, as appropriate. (Paid by employer.)

**Occupational Skills Training** - Occupational skills training is an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. Individual Training Accounts paid for by service providers.

**Workplace Training and Cooperative Education** - A combination of training and education, which may include both employer-based and classroom-based training elements operated either concurrently or sequentially or an employer-based program combining vocational and educational elements for which academic credit is received.

**Skills Upgrading and Retraining** - Training designed to enhance the skills of currently employed customers who are working at less than their skill potential and have minimal or no advancement capability without gaining the skills needed to upgrade and retrain them to move them to self-sufficiency.

**Entrepreneurial Skills Training** - Referral is made to the local Small Business Development Center (SBDC) to provide the basics of starting and operating a small business. Treasure Valley Community College, Blue Mountain Community College and Eastern Oregon University have Small Business Development Centers to assist entrepreneurs with their business plans.

**Job Readiness Training** - Job Readiness training is a formal classroom activity providing instruction in job seeking and job holding skills that can be augmented with such curriculum as business math and business communications. Local employers may also suggest additional curriculum based on identified shortcomings of job applicants.

**Adult Education and Literacy** – Adult Education and Literacy activities may include activities of English language acquisition and integrated education and training programs.

**Pre-Apprenticeships** - A program or set of strategies designed to enter and succeed in a registered apprenticeship program, and has a documented partnership with at least one, if not more, registered apprenticeship programs. Pre-Apprenticeship services and programs are designed to prepare individuals to enter and succeed in Registered Apprenticeship programs.

**Registered Apprenticeship** - A program registered under the National Apprenticeship Act as a “Registered Apprenticeship”. Employers are directly involved in the development of the programs and are the provider of the on-the-job requirements for licensed and non-licensed apprenticeship programs. Community colleges provide support services to apprenticeship programs by developing curriculum and offering related training apprenticeship courses.

**Financial Aid Information and Assistance** - Assistance in establishing eligibility for programs of financial aid assistance for training and education programs that are not provided under WIOA.

**Out-of-Area Job Search Assistance and Relocation Assistance** - Customers who are seeking employment within the United States and cannot be reasonably expected to find satisfactory employment within the commuting area are offered assistance.

**Support Services** - Transportation, childcare, housing, medical care, uniforms, tools, and equipment that is necessary to enable an individual to participate in education and training may be offered. Post-employment services may also be provided to ensure success at a worksite.

**Financial Literacy** - Financial services may be offered to help customers gain the knowledge, skills, and confidence to make informed financial decisions. Examples are activities that support the customer’s ability to create budgets, initiate checking and savings accounts, managing spending, credit and debt, and learn the significance of credit reports.

**Follow-Up Services** - Counseling regarding the workplace may be available for customers in workforce development activities authorized under WIOA who are placed in unsubsidized employment for up to 12 months after the first day of employment.

## **Workforce Development Activities for Youth**

**Education/Workforce Preparation Activities/Training** – Integrated education and training that occur concurrently and contextually with workforce preparation activities and workforce training.

**Tutoring, Study Skills, & Instruction** - Tutoring, study skills training and instruction that lead to completion of the requirements for a secondary school diploma or its recognized equivalent.

**Alternative Secondary School Services, or Dropout Recovery Services** - Services are provided to youth by a separate program within a K-12 public school district or charter school through a specialized, structured curriculum.

**Transition to Post-Secondary Education and Training** - Campus visits to area colleges are arranged, Labor Market Information is given, assistance with a Free Application for Federal Student Aid (FAFSA) and/or Office of Student Access and Completion (OSAC) scholarship applications are offered.

**Comprehensive Guidance and Counseling** - Comprehensive guidance and counseling provides individualized counseling to customers. This includes career and academic counseling, drug and alcohol abuse counseling, mental health counseling, and referral to partner programs, as appropriate.

**Youth Work Experiences (Paid or Unpaid)** - Youth with no work history, limited or poor work history or those youth interested in career development in a specific occupation are placed in a Work Experience for a limited time. Length of work experience varies between 120-240 hours. The goal is to assist all Youth customers with a work experience opportunity if appropriate.

**Occupational Skills Training** - Occupational skills training is an organized program of study that provides specific vocational skills that lead to proficiency in performing actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. (Out of school youth only)

**Leadership Development Opportunities** - Leadership development opportunities may include community service and peer-centered activities encouraging responsibility and other positive social behaviors. Examples are exposure to post-secondary educational possibilities, community and service learning projects, and peer-centered activities.

**Serving Youth with Disabilities** - Youth case managers work closely with local education and community support partners to assist youth who have disabilities with education, training and job placement.

**Mentoring** - Mentoring must be a formal relationship between a youth customer and an adult mentor that includes structured activities where the mentor offers guidance, support, and encouragement. The mentor should be an adult other than the youth case manager. Mentoring may include workplace mentoring. Mentoring must last at least 12 months. Programs such as Aspire and Big Brother/Big Sister are utilized for mentoring. Finding mentors is challenging due to the limited mentoring programs available in the area.

## Career Pathways

A Career Pathway is a series of connected education and training programs that enable individuals to secure a job or advance in a high demand industry or occupation. They are designed to be student-centered and demand-driven to proactively adapt to the dynamically changing needs of students and employers. Oregon's community colleges are developing programs that realign curriculum, provide alternative delivery methods as well as flexibility for individuals to gain skills and advance in the labor market more quickly to address employer and student needs. Career Pathways focus on easing and facilitating a student's transition whether from high school to community college; from pre-college courses to credit postsecondary programs; and from community college to university or employment.



## Support Services and Follow-Up

**Support Services** - Transportation, childcare, housing, medical care, uniforms, tools, and equipment that is necessary to enable an individual to participate in education and training may be offered. Post-employment services may also be provided to ensure success at work.

**Financial Literacy** - Financial services may be offered to help customers gain the knowledge, skills, and confidence to make informed financial decisions. Examples are activities that support the customer's ability to create budgets, initiate checking and savings accounts, managing spending, credit and debt, and learn the significance of credit reports.

**Follow-Up Services** - Counseling regarding the workplace may be available for customers in workforce development activities authorized under WIOA who are placed in unsubsidized employment for up to 12 months after the first day of employment.

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## EASTERN OREGON EDUCATION PROVIDERS

**Treasure Valley Community College (TVCC)** serves Harney and Malheur counties. TVCC provides an Associate of Arts Oregon Transfer degree (AAOT), multiple Associate of Applied Science degrees and currently has 17 career pathways TVCC needs a minimum of about 10 students to hold a class.

**Blue Mountain Community College (BMCC)** serves Baker, Umatilla, Grant, Union and Morrow counties. BMCC provides an AAOT degree, multiple Associate of Applied Science (AAS) degrees and currently has 25 career pathways. BMCC also offers one-year certificates where students are placed on-site with employers for cooperative work experience.

**Baker Technical Institute (BTI)** serves all counties in Eastern Oregon. BTI currently offers training in six career pathways. BTI works with industry leaders across the region to expand programs and classes to meet the needs of employers. BTI is currently unable to provide college credits for training but may partner with other post-secondary institutions to provide college credits.

**Eastern Oregon University (EOU)** provides academic programs offered through the College of Arts, Humanities and Social Sciences, College of STM and Health Science and the Colleges of Business and Education. In addition, programs in Agriculture, in cooperation with Oregon State University, and the baccalaureate degree in Nursing through the Oregon Health & Sciences University are offered

**Stateline Truck Driving School** provides CDL training in Hermiston in as little as four weeks.

**Central Oregon Community College** is occasionally attended by students in Burns.

**Walla Walla Community College** - is occasionally attended by students in Burns.

**Klamath Community College** - is occasionally used for its industry-recognized welding program.