East Cascades WORKS
Connecting Talent To Opportunity

Executive Committee Minutes
September 9, 2024 from 12:30pm-1:30pm
Virtual Meeting Via Zoom or Phone

Attendees: K'Lynn Lane, Laurie Chesley, Heather Ficht, Jessica Fitzpatrick, Teresa Cummings-Weir, Nickelle Haffey

Quorum reached and meeting called to order at 12:34 pm.

12:30pm: Consent Agenda – K'Lynn Lane, Chair

- Check-in
  - Everyone shared something they're looking forward to as fall approaches.
- Minutes from August 2024 Executive Committee Meeting – *vote required*
  - Laurie moved to approve the minutes as presented; K'Lynn seconded. Motion passed unanimously.

12:45pm: Policy Updates – Jessica Fitzpatrick, Staff

- Grievance & Complaints – *vote required*
  - Jessica explained that this update simply changes the access/alternative access phone number. The former online relay system is no longer effective and is being replaced with a 1-800 relay phone number. Our website and new print communications have been updated to reflect this change.
- Incident Reporting – *vote required*
  - Jessica explained that this update changes our incident reporting policy to match new federal requirements. Previously, if there was an incident involving misuse of funds, it would be reported directly to the local grievance officer (Jessica) who would work with Heather and the Board to determine the best course of action. Now, incidents are reported directly to the Office of the Inspector General through an online portal. However, the report will eventually make its way back to us as it is subsequently delegated to the appropriate department within the State of Oregon, then to the local agency overseeing the funds.
- Laurie moved to approve both policies as presented; K'Lynn seconded. Motion passed unanimously.

1:00pm: Updates & Planning – Heather Ficht, Staff

- Untapped Movie – info & feedback
  - Background info: the film "Untapped," which is about closing America's opportunity gap and utilizing skills-based hiring rather than requiring a degree, will be released mid-October. In the July survey, board members said events were one of the top ways they would like to engage, so we thought they may be interested in attending a screening of the film and facilitating a brief discussion afterward. We would host a showing in each subregion, offer food (pizza/popcorn), and invite legislators, board members, community leaders,

policymakers, those who hire (businesses), those who have influence on processes, and other stakeholders to attend. One goal is to remind legislators of our existence before the legislative session.

- Heather sought feedback from the committee on whether there might be interest in the proposed event, and if so the best way to move forward.
  - Laurie said COCC would be able to host and could connect Nickelle with their event coordinator.
  - K'Lynn shared her belief that a different type of event might be better to engage our legislators.
    For example:
    - Facilitating a debrief after attendees have watched the movie on their own time.
    - Adding more networking.
    - Hosting a listening/talking session that could be framed as an opportunity for policymakers to talk to their constituents.
  - Laurie noted that we should have a specific ask; what do we want from those we're inviting?
    - Heather said that we still need to figure out the details of our ask, but it will center around legislation supporting Prosperity 10k and Reentry funding.
  - K'Lynn noted that it's important to get an invite out as soon as possible, then build our agenda around the ask we'll be developing. She said we need a strong narrative to tell our story.

- October Executive Committee Meeting
  - Because it will be such a busy month, the committee agreed to cancel the October executive committee meeting.
- Review Draft October Board Meeting Agenda
  - Heather shared an overview of the draft agenda and discussed the following sections in detail:
    - Performance: All funds, not just WIOA, will be shared. Teresa and her team are working on that now.
    - Baseline data for strategic plan: Teresa's team has been working hard to collect baseline data. It will require a vote of the board to change but We'd like to propose small changes to three outcomes, which we will share with the board along with our rationale:
      - We will clarify that all data reported is from our investments only by adding the statement "Our Outcomes as measured by the efficacy of our investments" to the top of the plan alongside our target industries and priority populations.
      - Regarding the Prepare the Emergent Workforce priority, we learned OED does not calculate labor market participation by youth, so we'd have to wait for Census data every four years; this is too infrequent to be meaningful. We also encountered

discrepancies in defining "access." Research says a young person who works or completes an internship before graduating high school or completing GED has a higher level of success/lifetime earnings, so we recommend measuring youth placed in an internship or a job before completing high school. Therefore, we propose changing the outcomes to the following:
    - "Increase the number of young people across the 10 counties placed in an internship before completing high school or equivalent."
    - "Increase the number of young people who are enrolled in post-secondary education or placed in employment following engagement in services."
- Change the Address Employer Talent Needs outcome to include our EAP grants: "Increase utilization of employer programs coordinated by EC Works."
- Laurie expressed support for the changes, understanding the need to adapt.
- Nickelle will create a presentation template that includes each goal, action, outcome, and baseline. We will report annually each October. The ECW Program Team will provide an update on our actions each July.

▪ Two agenda items have been shifted to January: K'Lynn's Childcare Toolkit and Dave Baiocchi's Future of Work/Visa Outlook Explorer presentation.

- There were no additional questions or feedback regarding the agenda.

1:25: Announcements – All

- Heather shared our decision not to pursue a funding opportunity for youth internships due to several concerns:
    - The contract wouldn't be awarded until January and funds would have to be spent by the end of June; in addition to being a very short timeline, this is when kids are in school and not a good time to focus on internships.
    - It would not pay for staffing and other essential costs.
    - Instead, Heather sent an email to HECC leadership suggesting how funds could be better utilized in the future. Some of our LWDB peers who had previously wanted to go after the funding agreed with us.
- Laurie shared that Heather is part of the COCC presidential search committee!
- K'Lynn brought up the lack of emergency services in rural communities where first responders are unpaid volunteers. She wondered why these are not paid positions, how this issue could be addressed at the state level, and how this could fit into our Healthcare priority.

- Jessica suggested looking into how emergency services are funded. Sometimes if a population is under a certain size, they don't get state funding. It is important to understand how Oregon is funded.
- Heather will dig into the question and follow up. She is part of a workgroup for the CORE3 site in Redmond, which focuses on disaster preparedness and will be the center of many state emergency services. This could be a good resource to leverage for regular first responder job training, not just anticipated disasters such as the Cascadia subduction zone earthquake.
- Teresa mentioned that there is a paramedic apprenticeship being offered in The Dalles.

- We will soon have a new Healthcare representative on the board from St. Charles to replace Emma Jenkins, who is moving away.

1:30pm: Adjourn – K'Lynn Lane, Chair

- Meeting adjourned at 1:22 pm.

Attachments:

- Draft August 2024 Executive Committee Minutes
- Risk Management Policy: Incident Reporting
- Risk Management Policy: Grievance & Complaints
- Draft October 2024 Board Meeting Agenda

East Cascades WORKS
Connecting Talent To Opportunity

Risk Management Policy

TITLE: Incident Reporting

POLICY APPROVED BY:

Heather Ficht — **EC Works Executive Director**

K'Lynn Lane — **EC Works Board Chair**

Previous Policy Approval Date:
January 9, 2023

Current Policy Effective Date:
July 1, 2024

Revision Approved:
September 9, 2024

PURPOSE:
The purpose of this policy is to provide guidance for reporting allegations of fraud, program abuse or criminal conduct and to ensure compliance of programs receiving funds from the Department of Labor Employment and Training Administration (ETA).

POLICY:
Any incident of suspected fraud, abuse, or other program-related criminal misconduct or activity involving recipients, subrecipients or contractors of any federal ETA award or awardee must be immediately documented and reported in accordance with the procedures set forth in Training and Employment Guidance Letter (TEGL) No. 15-23 and summarized below.

1. **Reporting the Incident to the OIG Hotline Portal** – Incidents and allegations involving ETA recipients and programs should be reported to the OIG by completing the relevant fields contained in the OIG Hotline Portal (https://www.oig.dol.gov/hotline.htm).

Grantees and subrecipients must promptly disclose whenever, in connection with the federal award (including any activities or subawards thereunder), it has credible evidence of the commission of a violation of federal criminal law involving fraud, conflict of interest, bribery, or gratuity violations found in Title 18 of the United States Code, or a violation of the civil False Claims Act (31 U.S.C. 3729-3733).

While all incidents should be reported as expeditiously as possible, situations involving imminent health or safety concerns, or the imminent loss of funds exceeding an amount larger than $50,000 are considered emergencies and must immediately be reported to the OIG and ETA no later than one working day after the emergency was discovered.

When submitting an incident to the OIG Hotline Portal, please note the following: Screen shots or photos must be taken of each of the three OIG Hotline Portal screens (Your Information, Alleged Violator Information, and Allegation Information) prior to clicking the “Next” button to be able to complete Step ii of

TITLE: Incident Reporting

the process (reporting the incident to ETA). This is important, as once the "Submit" button is clicked, the OIG Hotline Portal does not allow users to go back and review/capture what was submitted, nor print or download a copy of the incident report for the submitter's records.

The Your Information screen contains a field requesting the submitter's social security number (SSN). This is not a required field, and it is recommended that the submitter not provide it. However, if you decide to provide your SSN to the OIG, please ensure it is redacted before providing the screen shots or photos to ETA via email.

To ensure proper identification of your submission as an incident report, in the Allegation Description box on the Allegation Information screen, please start by entering "ETA Incident Report - " and then go on to describe the allegation.

2. **Reporting the Incident to ETA** – ETA takes allegations of any type of improper activity seriously and needs to have the same information that is being submitted to the OIG Hotline Portal for developing its oversight and monitoring strategies. Therefore, the individual filing the incident report should send the screen shots or photos taken of each of the three OIG Hotline Portal screens to ETA via email at: ETAIncidentReporting@dol.gov. The subject line of the email should contain: "ETA Incident Report – [State Name]" for easy identification of the ETA Regional Office that needs to be provided the information to evaluate as part of ETA's overall grant monitoring and oversight responsibilities.

Prohibition and Reprisals – No action should be taken against any individual for providing information in accordance with these procedures or disclosing information concerning criminal or improper activities or making an incident report to proper authorities. Individuals reporting incidents may remain anonymous if they choose.

Incident Referrals – When the OIG receives an incident report from any source, the OIG determines whether the allegations have merit and, when appropriate, conducts or arranges for an investigation and/or audit. However, in instances where the OIG determines that the incident report does not have investigative or audit merit, the incident report is referred to ETA for resolution. In these instances, depending on the circumstances, ETA will either forward the incident report to the recipient to research and report back, or ETA will work with the recipient to analyze and report on the incident. When an incident report is referred to a recipient, the recipient must prioritize this activity, so ETA can report the resolution to the OIG in a timely manner.

Reporting procedures do not supersede the responsibility to safeguard ETA funds by taking prompt and appropriate action. The reporting entity has the responsibility to take any action it deemed appropriate, including contacting the local law enforcement agency. Immediate action should be taken to prevent further financial loss, prevent further damage, or if recovery of funds or property may be impeded if immediate action is not taken.

REFERENCES:

East Cascades WORKS Connecting Talent To Opportunity	**Risk Management Policy**

TITLE: Incident Reporting

Higher Education Coordinating Commission, Office of Workforce Investments Policy: Incident Reporting
Workforce Innovation and Opportunity Act, Training and Employment Guidance Letter No. 15-23

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Risk Management Policy

TITLE: Grievance & Complaints

POLICY APPROVED BY:

Heather Ficht — **EC Works Executive Director**

K'Lynn Lane — **EC Works Board Chair**

Previous Policy Approval Date:
January 9, 2023

Current Policy Effective Date:
July 1, 2024

Revision Approved:
September 9, 2024

PURPOSE:
In accordance with the Workforce Investment and Opportunity Act (WIOA), this policy further establishes the guidelines for receiving grievances or complaints alleging violations of the Act. In addition, this policy establishes the requirements for making information available to participants and other affected parties, including one-stop partners and service providers.

POLICY:

I. Program Complaint/Grievance vs. Discrimination

Program Complaint: Any complaint not alleging discrimination
Discrimination: Any complaint that alleges discrimination under one of the following:

a. Race
b. Color
c. National Origin
d. Age
e. Disability
f. Sex
g. Religion
h. Political Affiliation
i. Citizenship
j. Participant Status

II. Common Types of Complaints/ Grievances Include:

Customer disputes, employee disputes, discipline, customer treatment, denial of services, policies and procedures, program, support services or training selection processes.

III. Who May File a Complaint?

a. General public.
b. Any WIOA applicant.

c. Employee.
d. East Cascades Works (EC Works) Funded Program Participant.
e. Service Provider.
f. Partners.
g. Program Recipient.
h. An individual or a group of individuals may file a grievance or complaint regarding WIOA programs, policies, or activities.

IV. Filing a Complaint:

The complainant may file the complaint directly via email to the EC Works Equal Opportunity Officer (EO Officer). The complaint shall be in writing and shall include the complaint form, filled out to the best of the complainant's ability. In lieu of the form, the following will also be accepted:

a. name, address, phone, email, or best form of written contact for complainant.
b. name of individual or organization complaint/grievance is brought against.
c. statement of allegation(s) and date of occurrence(s).
d. synopsis of the informal resolution efforts; and
e. satisfaction being sought.

It is the sole duty of the EC Works EO Officer to process the complaint, therefore the complainant should never be coerced or asked any questions regarding their complaint by any contracted staff or any other unauthorized individual. All complaints/grievances must be directed to: jessica@ecworks.org. In the circumstance where the EO Officer is the person whom the complaint or grievance is being brought against, the complainant may file with the EC Works Executive Director or board officer.

V. Complainant Expectations:

The complainant will receive written notice of receipt from the EC Works EO Officer within five (5) business days from the date of filing the grievance/complaint. At this time, the EO will also include details regarding the process toward resolution.

To the extent possible, complaints will be resolved amicably and as close to the point of service as possible within sixty (60) days of filing. However, should a decision not be reached or should either party be dissatisfied with the decision after 60 days of filing with the EC Works EO Officer, a request for state review can be submitted to:

Workforce Programs Director
Office of Workforce Investments
3225 25th Street SE
Salem, Or 97302

VI. Other Options for Filing Suspected Discrimination Complaints:

An individual may file a suspected discrimination complaint directly with the U.S. Department of Labor (USDOL) when:

a. their complaint is within 180 days of the incident
b. no action has been taken after filing with the EC Works EO Officer
c. they are dissatisfied with the decision after filing with EC Works EO Officer or with the Office of Workforce Investments

Complaints made directly to the USDOL should be directed to:

Civil Rights Center
U.S. Department of Labor
Room N4123
200 Constitution Ave. NW
Washington, DC 20210

VII. Access/ Alternative Access:

The information outlined within this policy must be made available to every participant of WIOA Title 1B Services, therefore it will be the sole duty of the contracted services providers to ensure that this policy is always made readily available to participants of WorkSource and Youth Compass Programs.

Auxiliary aids, services, and alternate formats are available to individuals with disabilities upon request. Language services are available at no cost to individuals with limited English proficiency upon request. Access Oregon Relay Services toll free by dialing 711 / 1-800-735-1232.

REFERENCES:

Office of Workforce Investments, Grievance Procedure Policy
20 CFR 683.600
29 CFR 37.35

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EC Works Board Meeting Agenda
October 16, 2024 from 11:30am-1:30pm
Location: In Person by Subregion

- **Central: TBD**
- **North: TBD**
- **South: TBD**

I. **11:30am: Call to Order – K'Lynn Lane, Chair**
   - Consent Agenda:
     - Minutes from July 2024 EC Works Board meeting – *vote required*

II. **11:45am: System Performance Review – Teresa Cummings-Weir, Staff**

III. **12pm: Strategic Plan Baseline Data – Heather Ficht, Staff**
   - Share baseline data on Strategic Plan outcomes

IV. **12:45pm: Social Media and Communications Strategy – Kristyn Fix & Nickelle Haffey, Staff**
   - Goals, metrics of success, target audience, and asks

V. **1:15pm: Policy Updates – Jessica Fitzpatrick, Staff**
   - Policy Update: Priority of Services – Jessica Fitzpatrick – *vote required*
   - Policy Update: Incumbent Worker – Jessica Fitzpatrick – *vote required*
   - Employee Advancement Grant Funding (Micro Grants) – Jessica Fitzpatrick and Teresa Cummings-Weir

VI. **Announcements**
   - WORKing Together Conference next week

VII. **1:30pm: Adjourn**

Attachments:

- Minutes from July 24, 2024
- Priority of Service Policy
- Incumbent Worker Policy
- Social Media one-pager