

ECOS Board of Directors
Planning Meeting – June 25, 2003 – 1 PM to 5 PM

Participating: Patti Swanson, Ruthanne Cox-Carothers, Charlotte Dorsey, Maren Peterson, Karen Cusick, Debbie Foote, Brenda Butler, Victoria Libov, Jesse Kappel, David Dragavon, Chris Bekemeier, Joan Pasco

What Is Success? What does success for ECOS as a collaborative partnership look like?

- Partnership results in helping people find resources in the community; helping business find good people; finding businesses that are a good fit for the community
- Identification and creation/delivery of services that meet the needs of the community and of ECOS' partners
- Helping partners provide excellent services and finding the funds to sustain these services
- Research on "greatest needs" of the system results in partners directing a greater percentage of their budgets to meet these gaps/needs of underserved people
- Maintaining a spirit of collaboration and meeting the challenge and ability to coordinate resources – no matter how scarce.
- Utilizing all means of communication available to convey information on resources that are available – what and how to access
- Increasing the number of partners that will apply for grants through the ECOS umbrella – especially grants that would not be possible without use of the ECOS non-profit
- Our problem solving network and the results we are getting
- Multnomah County would be more involved
- A good understanding of each other, what we do, how we connect; an understanding and appreciation that no one partner/agency has to be all things
- A reliance on our partners – a trusting relationship
- Going the extra mile – not taking "no" for an answer
- Sustainability – helping clients become self-sufficient
- Support for "ready to work" support to bring people to employability
- The sharing of resources and service to get more customer access to services
- Cost effective use of energy, time, and resources – no duplication
- A stronger political connection – a single voice for the community needs in East County
- An understanding of the connections – how we all fit together
- National recognition for work being done – attention from federal funders
- Collection of data for all to use when writing grants
- Synergy
- Ability to serve all clients – especially the hardest to serve
- Success is people/customer driven, not program driven
- Flexibility – the ability to respond quickly to change
- Good communication and exchange of information between partners

What sets ECOS apart from other workforce development efforts:

- Decentralized
- Longevity
- Consistent group – same people come to meetings – over 7 years
- Less territorialism in ECOS – more partnerships
- ECOS creates the agenda, rather than respond to someone else's agenda
- Virtual nature – working together without walls
- Administration of ECOS is not a direct service provider – nor does ECOS as a group provide direct service – does not compete with partners
- Takes advantage of collective resources better than others
- Large, vast and deep knowledge – collective expertise that is used and drawn upon
- Action oriented – working on solutions, not just talking about problems
- Identification of gaps and strategies to remove barriers
- ECOS thinks and acts like a system
- More democratic group – less of a dictatorship

- Partners are all equal – regardless of size of agency
- Better services are provided to customers as a result of working together
- Getting things done – action oriented – don't all have to vote yes in order to do something
- Finding solutions and resources rather than competing with each other

Unmet system needs:

- Adequate services to provide health care, medications, elder care,
- Housing – section 8 vouchers going unused due to inadequate eligible units and persons with backgrounds that section 8 will not accept
- Drug and Alcohol treatment services
- Mental Health services
- Expungement of criminal records for those who qualify
- Transition services from treatment/prison to self-sufficiency
- Addressing jobs that over time create physical disabilities – how to prevent this
- SSI Eligible – assistance with the process
- Advocacy – email campaigns around special issues and means for a “call to action”
- Jobs for youth
- Match strategies: match capable persons with persons with needs – asset identification
- Match those needed in-home help with persons needing a home
- How to find work history for those that do not recall this
- How to help those without the capacity to get a GED or HS diploma
- Housing - Lack of section 8 vouchers for low income apartment seekers as opposed to inadequate eligible units.
- Criminal history is a significant barrier for apartment seekers.

Action issues:

- Address attendance problem: why haven't people been attending meetings? And how can the problem be addressed? It is a time or lack of interest issue?
- Active board members will each call on inactive board members to try to get them back to the table – each person in attendance at the retreat volunteered to meet with one other person prior to the July 17th meeting.
- Find out how ECOS can be supportive for each partner – what do they expect/need to received from their involvement? What can they offer and what can ECOS do to help them find new resources or solutions to problems?
- Communication strategy: information flow – to whom? For what purpose? To achieve what result?
- Determine funding priority strategies as individual agencies and as a collective whole
- Add people to ECOS roster: more diversity – Asian and Native American representation

Parking lot issues:

Computer upgrades for partners – seek new ways to help find updated hardware.

Kiosks for employment/job search information – located in partner agency offices

ECOS Board of Directors
Second Strategic Planning Session: Thursday, July 17th 1 PM to 6:30 PM

Participants: Ivan Cortes – Multnomah County Community Corrections – Rockwood Safety Officer, Brenda Butler – Rockwood Weed and Seed Coordinator, Gwen Nothwang – MHCC/Workforce Connections, Ruthanne Cox Carothers, Cares Oregon/EasterSeals, Charlotte Dorsey – ECOS Web master, Maren Peterson – Portland Habilitation Center, Karen Cusick – Gresham Employment Office, Debbie Foote – DHS Self Sufficiency, Fran Weicke – Human Solutions, Khadim Chisti – FamilyWorks, Joan Pasco – ECOS Project Manager and Faciliator

ECOS Board action items:

Approve invoices: M/S to approve - passed

\$180 – ECOS Unrestricted funds to AWASCO for web service – 6 months

\$2700 – Joan Pasco – Marketplace – RIM Grant

Framing issues and thought provoking questions – refresher from June 25th

- Successful community problem solving collaborations tend to have three things in common – individual empowerment, bridging social ties, and synergy. Community problem solving can be considered to be successful when people and organizations in a community are able to work together to identify, understand and solve complex, interrelated problems. Factors that currently prevent this from happening include (1) the politics of interest groups, (2) the eroding sense of community, and (3) the limited involvement of people who are most affected by problems.
- How does a collaborative process, involving different kinds of people and organizations, strengthen the group’s capacity to identify, understand and solve complex problems?
- What do the leaders, managers, and funders of partnerships need to do to successfully involve a broad and diverse array of people and organizations in collaborative problem solving?
- How can communities use collaboration effectively to give voice to people who have had little influence in decision-making, and to enable a broad array of community members to work together constructively to address issues they care about?

Collective and Urgent Need:

Written document that supports how we all work together in a collaborative fashion. This is the culture in East County and we need to be able to demonstrate it. How we work together, why, document results and testimonials to the effectiveness of working in a collaboration rather than solo. Joan will draft something for us to look at – final review will be at the August 28th board meeting. Document will include:

- How it has been possible to break down barriers – youth to aging, all populations – through relationships and knowing each other
- Connections to resources
- Solutions to problems
- Factual information and contacts
- Savings of time and money
- Why a systemic approach works better than going it alone
- Dignity and respect for client time and energy – reducing barriers to getting service
- Honest relationships of respect rather than competition with each other
- Information sharing – correct and current – all using the same data and quantifiers

Planning exercise: Discussion on grants and funding areas:

System-wide funding needs: Areas of support that will benefit all partners

Secure funds for at least three vans that can be shared by all partners to transport kids\

F/T person to assist all partners with clients needing expungement - setting aside arrests and convictions

Mortgage and rental assistance for persons about to be evicted - cheaper in the long run to help them keep their current housing

Creative solutions for shared living options – roommates, shared housing, in-home assistance in exchange for lodging
 Community asset development – mapping what people can share and creating a time trader program in East County
 Funds to set up a fee-for-service structure for Workforce Connections

Planning Exercise:

Calendar of events: collective and kept current on website to avoid scheduling conflicts – to be addressed at August 28th meeting – plan to bring all calendar entries and planning meeting dates to discuss how to coordinate dates – especially for meetings that all partners will likely be invited or expected to participate.

August 28th board meeting – 8:15 AM at Portland Habilitation Center –

Create calendar for year – post on web site
 List research/type of work that many of the partners do – create a way to share or divide creation of resources rather than all doing the same compilation of data
 Complete the collaboration tool – draft will be sent out prior to the meeting

Planning exercise: Gots and Wants Analysis: What do we have to contribute to the partnership and what do we want to get out of the partnership?

What we have/can contribute to system	What we need/want from the system/collaboration
<p>Cares Oregon/Easter Seals: Laptop for others to use if needed IT person and Grant Writers that can be shared Customer Service training Market training to employers Assistance with fund raisers Job connections and one-on-one support for disabled individuals</p>	<p>More collaborative partners to share grant opportunities Resources for the disabled Information and connections to disabled people that need workforce services Partners to use our services Funds for non-eligible persons – who cannot be documented through VR Certified for WIA training/eligibility To me more involved with the re-entry issue for ex-felons returning to their community Support for home-based and small business start-ups Political advocacy at state, local and federal level</p>
<p>Child Care Development Services – Metro Childcare Resource and Referral</p>	

What we have/can contribute to system	What we need/want from the system/collaboration
<p>Community Corrections – County Coordination of Rockwood Back to School Fair Connections to law enforcement and social work, Parole and Probation officers Crime prevention events Support for Rockwood area – classes, help with success and supervision Access to data – law enforcement data system List of jobs that will/can hire ex-felons</p>	<p>Information sharing to reduce duplication of efforts Opportunity to use Spanish speaking and cultural background to help partners A place to teach and where to put programs Transportation for youth</p>
<p>DHS – Self-sufficiency Lots of clients with lots of needs; Big hearts, not enough money to support them Programs funded by TANF funds – that can connect to jobs Resources for testing for learning disabilities Food Stamps Employment related day care support funds Domestic Violence Fund – help for persons fleeing from abuse Domestic violence counselors No wrong office, not geographically specific All open late – until 7 PM at least one night a week Outreach to community partners - Orientation to DHS Services – will come to your office to make a presentation</p>	<p>To build relationships with other partner staff More mental health services Drug and Alcohol services/resources Public relations to change perception and negative public attitude F/T expungement assistance Help with post employment transition – when losing benefits Practical items: hygiene products, jobs they can do to get work experience – paid or not paid Clothing and furniture Community warehouse – help with transporting furnishings Shelter Central – one phone number to call when seeking emergency shelter Sharing of resources Support of agency with clients and public</p>
<p>ECOS Web Master – Charlotte Dorsey Experience and help with web design or internet access – if you have questions, she can help – trouble shooting, etc. Grants from foundations that require a web presence – she can set one up for you</p>	<p>Information exchange Help with bringing on-line R&R services together to integrate information and reduce redundancy Convene a meeting of Washington county, United Way, county 2-1-1- and state 3-1-1 and Community Resource Directory – state employment dept.</p>
<p>El Programa Hispano</p>	
<p>FamilyWorks Physical Space – conference rooms – small rooms for one-on-one meetings with clients (to reserve call July Weber at 256-2330 Staff Expertise – Youth and family issues, community organization, targeted area projects Ethnic diversity outreach Multi-cultural resources and expertise Summer programs for youth Services: youth counseling, early child – birth to 3, family case management, programs for youth aged 11-18, School retention services, skill building groups for youth</p>	<p>Issue of interest: serving children of parent who are/have been incarcerated – helping them achieve educational success Support in county and regional RFP processes – especially with the School Aged Framework community hub issues – more than just letters of support is needed – proof of collaboration and assistance Van for transporting youth Strategic and collaborative thinking – working together – mutual support Ability to share our success stories with the public and the media – collective success and results from all of our services Awards, recognition, celebrations, group</p>

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	<p>recognition – help tell these stories so the public can see return on investment</p> <p>Site for food bank semi-truck – will come to east county to distribute food</p>
<p>Gresham Employment Office</p> <p>Labor Market Information for job seekers, agencies, employers</p> <p>Demographic data on area</p> <p>Computers for work searches</p> <p>2 Internet computers</p> <p>Help with work search and resumes</p> <p>Jobs Plus program – employer tax credits</p> <p>Work search assistance</p> <p>Worker Profiling for UI claimants to include Self employment assistance</p> <p>Numbers served, placed, etc.</p> <p>How much money goes back into community as a result of services</p> <p>Ability to file UI claims</p> <p>Self employment assistance</p>	<p>Help with information on the agency reorganization and strategic planning process – 4 hubs rather than each office providing UI help</p> <p>50% of the office will be vacant – need partners that want to lease space and co-locate services in Rockwood</p> <p>Continued updates on what everyone does – orientations for new staff</p> <p>Three hubs</p>
<p>Human Solutions</p> <p>Housing for disabled and low income families</p> <p>Energy Assistance</p> <p>The Closet – free clothing</p> <p>Holiday store for gifts</p> <p>Computer lab – open to public Mon-Fri,8-5</p> <p>Free Bread</p> <p>Summer lunch program at the Pines</p> <p>Information on summer programs</p>	<p>Information on what everyone else does (go to ECOS webpage: www.eastcountyonestop.org and click on resources – look at partner directory)</p> <p>Funding for rent and mortgage assistance for persons facing eviction or loss of home</p>
<p>IRCO (Immigrant and Refugee Community Organization)</p>	

What we have/can contribute to system	What we need/want from the system/collaboration
<p>Janus Youth Programs Eastwind Center Skill development services for children, birth to 3, 3 to 5, school age children and teens- 6 through 18; Parenting education and support groups Information and referral services Alcohol and drug prevention/intervention services Preteen pregnancy prevention services Youth gang outreach Family mediation services Job seekers access to resume development software Culturally appropriate services for Latino families and children Volunteer opportunities Volunteer coordinator for Tutoring program Trainings in the following topics: Asset development/fostering resiliency team building, management skill development, career identification through True Colors - getting to know your personal strengths</p>	<p>Office space in Rockwood area Participants for a community needs assessment and program development focus group Support and commitment of partners for the School Age Services framework RFP coming in the fall. Anyone interested in being a part of this collaborative for East County, let me know Development of services for children of ex-offenders Partner in developing an intergenerational project joint training in professional development (topics open at this time) for staff Public relations campaign to let the community know of the collaborative culture in East County and the ECOS vision ESL instructors for classes through Eastwind</p>
<p>MC Aging and Disability Services</p>	
<p>Mercy Corps Enterprise NW</p>	
<p>MHCC – Workforce Connections Federal funds fro job search and training services for dislocated workers that are on UI Individual job search assistance Core services free and open to public – no eligibility requirements Workshops – resumes, interviewing, Internet, computer lab ESL training – industry specific – health services, food services, medical office On-the-job ESL training – pilot with distribution industry Steps to Success Project YESS Can help with transitional services for clients that are enrolled – help them keep the job</p>	<p>Assistance with non-native speakers – 30 to 40% of clients Increasing numbers of ex-felons and persons with multiple disabilities – share resources for these populations – lack of expertise on staff List of industries/sites with hiring prohibitions for ex-felons Help with expungement More one-on-one time to serve people – capacity is maxed out Social service support for individual case management More prep for work experience and work ethic – ready for work training Help with mortgage assistance – huge unmet need Assistance with producing forms in multiple languages Translators and interpreters that can be shared by the system/partners</p>
<p>Oregon Human Development</p>	
<p>Portland Habilitation Center</p>	<p>Help getting apartments filled – currently have 50%</p>

What we have/can contribute to system	What we need/want from the system/collaboration
Janitorial and Landscape training Employment for persons with disabilities Affordable apartments – open to all Self supporting – not dependent upon government funding – can be more creative	vacancy rate Meeting on housing issues with Jim Fransiconi on August 15 th – get the right people there to discuss issues System that can draw people together to be roommates – more affordable than living alone – find “best practices” where this is being tried Want to grow production and clerical depts..
Project YESS	
Rockwood Weed and Seed Connections to law enforcement Safe havens for youth Collaborations to services Data – Rockwood demographics Technical Assistance on Juvenile issues	An understanding of what we have and what we can provide Connections – neighborhood restoration, business vitality, re-entry issues Asset Mapping for Rockwood – time trading, use of skills and resources
School-to-work coordinators: Corbett, David Douglas, Centennial, Gresham-Barlow, Reynolds, Parkrose	
SMS Services	
Springdale Job Corps	
Steps to Success	
Vocational Rehabilitation	
Youth Employment Initiative	

