

CommunityWorks Project Key Success Indicators

CommunityWorks project (CWP) is a consortium representing the collaborative initiative of 6 community based organizations with a collective 100 years of experience providing employment and social services to help traditionally underserved individuals from diverse backgrounds find employment and become self-sufficient. The Immigrant and Refugee Community Organization (IRCO), Self-Enhancement, Inc. (SEI), Native American Youth and Family Center (NAYA), Urban League, Human Solutions, and El Programa Hispano are the six CBOs that constitute our project. From the very beginning, CommunityWorks Project (CWP) has created an innovative approach to serving TANF clients in the JOBS program in East Multnomah County.

Together we have developed new strategies for engaging and placing TANF clients in East County in jobs and opportunities that suit their needs and skill sets. The cornerstone of our project has been the one-on-one services we provide to all of our clients. Each client is assigned a workforce specialist who guides him/her through individually developed employment plan. This plan is based on DHS PDP and designed jointly by client and a workforce specialist to meet his/her employment needs to include work readiness skill development, job search, work experiences, career counseling, and many more individualized and group services. CWP Business Service Coordinators work tirelessly to bring local employers to our office for hiring events and selecting best candidates for their needs.

The CommunityWorks Project staff works together with each other, the client, and DHS to provide cohesive and well-rounded services to each client. The partnership CWP has fostered with DHS has been monumental in accomplishing contractual goals, while effectively supporting the client. We have the privilege of collocating in the same building with DHS and this proves to be an integral part of our service. By opening these lines of communication with each case manager and benefit worker, we are able to get a complete picture of the client's life and network, which allows us to meet each client where he or she is at, and to provide the most comprehensive services.

Another unique CWP fixture is each consortium partner's extensive reach in their communities. This connection to partners' "homes" provides our project with access to leveraged resources available through each community organization. We are able to contact individuals directly with client needs and get results. This in turn immensely and timely helps our clients in their journey to self-sufficiency.

Last but not least success indicator is CWP capacity to provide not only culturally specific services to diverse populations in the program, but also language specific services to clients whose first language is something other than English. In addition to having a multitude of Workforce Specialists that are bilingual in a variety of languages, we provide services in computer skills and workplace readiness training for non-native speakers.

Summary

As evidenced by our high percentage of placements in each core JOBS activity, we are continually growing and evolving in order to meet the needs of our clients. In working with one another and with DHS, CommunityWorks Project has been able to develop a new model for effective JOBS program

outreach and participation. Client engagement is high, as well as placement numbers, because of our unique one-on-one approach with the clients we serve. The diversity in our staff has allowed us to reach a more varied client population, and serve communities that may have not been served otherwise. Together we are collaborators with our clients so that each may reach their full potential.