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ABSTRACT

The Washington State Employment Security Department and Columbia Basin Community College have been partners in delivering training, education, and re-employment services at the Re-Employment Opportunity Center (ROC). The ROC targets dislocated workers, especially those affected by downsizing at the Department of Energy, and provides retraining, readjustment, and placement services. Workers participate in a 20- to 40-hour classroom activity delivered by community college staff that includes career assessment and planning, job seeking skills, personal support, and personal assessment and planning. Job postings, personal development seminars, relocation and pre-employment interview services, and onsite unemployment insurance services are also offered. ROC staff participate monthly as active members of advisory boards for various agencies, businesses, and community resources. In addition, the center provides a resource room which offers participants use of a computer lab, access to job postings on the Internet, college catalogs, telephones, and interview rooms for local employers. Area employers participate in all phases of planning and development of employment and training services in the community. Between April and December 1995, visits to the ROC totaled 13,757. Materials on ROC facilities, services, and outcomes are appended. (TGI)

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Re-Employment Opportunity Center

by

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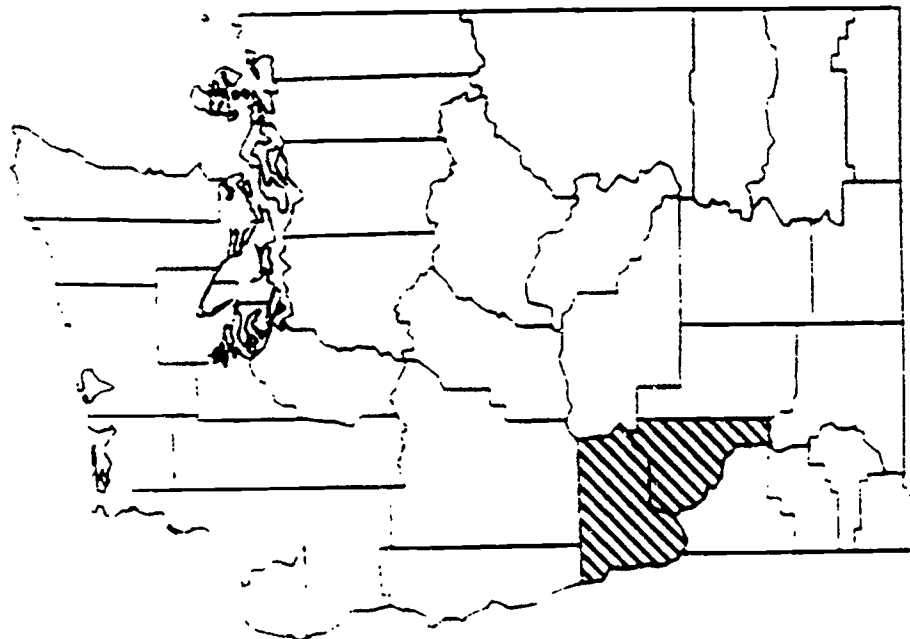


Re-Employment Opportunity Center

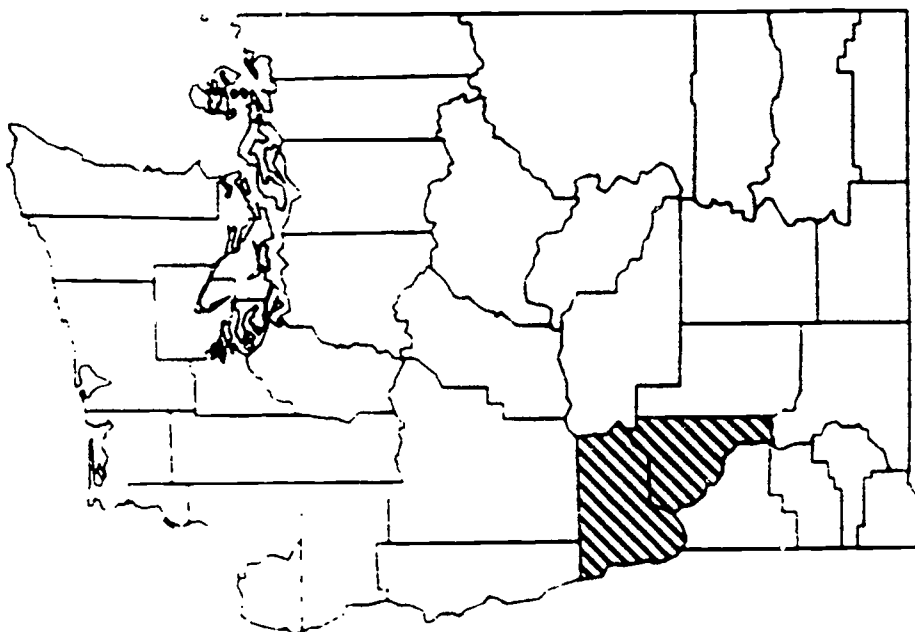
Together we make a world of difference

3311 West Clearwater Ave Suite 1201 Kennewick, WA 99336 • phone: (509) 734-7050 Fax (509) 734-7083

Benton Franklin



Benton Franklin



Reemployment Opportunity Center (ROC)

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Phone: (509)735-7050 Fax: (509)735-7082

For the past six years the Washington State Employment Security Department and Columbia Basin Community College have been partners in delivering PIC funded programs for Job Training and Partnership in our community. These two entities have co-located at the ROC to establish a training, education, and re-employment partnership with Westinghouse Hanford, Pacific Northwest Laboratories, Bechtel, ICF Kaiser, Boeing Computer Services, Hanford Environmental Health Foundation, and the Department of Energy. Organized labor is also represented and is an active participant. All partners provide substantial services in the community to assist affected workers to achieve educational opportunities and obtain re-employment. Partners furnish and share staff, facilities, equipment, and the responsibility for assisting workers to become re-employed.

Participant and Community Targeting

The Re-employment Opportunity Center(ROC) targets dislocated workers who have lost their jobs as a result of the Department of Energy downsizing at the Hanford Nuclear Reservation. Affected workers from Westinghouse Hanford, Pacific Northwest Labs, ICF Kaiser, Boeing Computer Services, Hanford Environmental Health Foundation, and the Department of Energy and, numerous sub-contract employees of various companies that performed work at the Hanford site, are provided retraining, readjustment, and placement services. Dislocated workers not affected by the Department of Energy downsizing are also provided these at the ROC.

Career Transitions Workshop

Workers participate in a 20 to 40 hour classroom activity delivered by community college staff that includes career assessment and planning, job seeking skills, personal support, and personal assessment and planning. Students finish the class with a firm plan of the next step, whether it be educational retraining or direct placement and potential relocation assistance. Students of the class will begin the resume process, begin networking activities, and begin the process of exploring employment activities and career alternatives. Students are furnished a workbook that forms the basis of developing a personal portfolio and re-employment action plan. Follow-up activities to this class are both on an individual and group basis depending on the need of the participant. individual. Participants needs and specialized services not avsilable at the ROC are coordinated with other community resources as needed.

Job Development and Job Placement

The ROC maintains well established linkages with both public and private sector employers. Job postings are received daily and posted according to date received. Personal development seminars for workers are held to enhance their motivational skills and to improve their communication skills with employers. Job development is a comprehensive activity with currently established networks of employers and employer organizations. The OASYS data base, JOBNET, INTERNET, and various tools are used to identify employers that utilize the skills of program participants for placement purposes.

Relocation and Pre-Employment Interview Assistance

Relocation and pre-employment interview services are offered to participants who have found employment outside the area where the new employer does not cover moving expenses.

Unemployment Insurance Services(UI)

Washington State Employment Security Department provides onsite UI services at the ROC.

Employer Participation

The Washington State Employment Security Department(ESD) Job Service Employer Committee(JSEC) participates in all phases of planning and development of employment and training services in the community. Members include the PIC, CBC, and Hanford area employers. The committee also includes other private and public sector employers as well as TRIDEC, our local economic development partner. During the past program year this group has been developing an integrated service delivery plan that provides a computerized database of workers skills that TRIDEC actively utilizes to encourage employers considering relocating their business to the community. The database is also used to form the basis of communication between area employers, educational facilities, and re-employment service providers. Information is shared on a wide area network between participating partners. ESD also employs a local labor market analyst that compiles monthly information on local employers, the wages and skills needed, and the long term demand for various industries and occupations. The above tools are an integral part of individual planning for short and long term goals. During the coming year, this information will be utilized to identify industry specific training opportunities for workers accessing services at the ROC.

Support Services

Support service needs identified to obtain or maintain employment or attend training are purchased directly from local vendors or arranged through community coordination. The local United Way agency provides part time staff at the ROC.

Coordination and Ancillary Services

ROC staff participate monthly as active members of advisory boards for various agencies, businesses, and community resources. Agencies are contacted as necessary to access services according to individual need. New services are identified ongoing as needed. United Way staff are located in the ROC facility to assist this process.

Resource Room

A full range of services provided by the various partners and consolidated into one location to include:

- * Computer lab - maintained on site for development of cover letters, resume preparation, and word processing activities related to job finding activities.
- * Job postings - we are currently maintaining in excess of 350 job postings received daily by facsimile from all over the country.
- * JOBNET - from our Employment Security Department partner
- * INTERNET - for national and local job listings
- * OASYS - a computerized skills transfer job analysis tool
- * Access and direct entry to Department of Energy JOBBS job openings
- * Resource library - multiple books and video tapes related to job finding skills development, stress management, resume preparation, job finding directories, CD-ROM access to nationwide addresses and road atlas
- * Typewriters - for applications and other job finding related activities
- * Microfiche Viewer - with job listings from major newspapers from all areas of the country with copying capability
- * Local and nationwide labor market information
- * College and vocational school catalogs
- * Multiple copier machines and resume quality paper
- * Facsimile machines that can be utilized to send resumes and cover letters to the destination of their choice at no cost to them.
- * Phone bank for phone calls to line up interviews out of the area at no cost to them
- * Private interview rooms for employers to utilize for onsite interview purposes
- * Staff to support and assist individuals from;
 - PIC funded Dislocated Worker staff
 - Hanford contractors outplacement staff
 - Washington State Employment Security
 - Columbia Basin Community College
 - Washington State University
 - United Way for community services referral

In February, three agencies were operating three separate facilities for residents who had been laid off

- ¥ Columbia Basin College operated the WorkForce Training Program
 - Housed on CBC campus
 - Computer resources in college placement center/library
 - Staff involved half-time coordinator
 - In February and March, 160 FTE serviced for Winter quarter '95

- ¥ Washington State operated the Dislocated Worker Program
 - Staff housed at Job Service Center
 - Resources included one computer for client use
 - Staff consisted of 1 counselor, 1 intake specialist, and a manager
 - By February and March, provided tuition assistance for ~140 dislocated workers. (Small portion were Hanford related.)

- ¥ Westinghouse Hanford operated an Outplacement Center
 - 660 square foot facility
 - Resources included 6 computers, 3 telephones, 1 fax machine and 1 copier
 - Staff included 3 Westinghouse recruiters, 3 clerical, and a manager
 - In February and March, 134 employees made 609 visits to the Center

Re Employment
Opportunity
Center
The ROC

And then, we went beyond the expectation

"Eleven groups collaborated to provide nearly all of the services you need in one location... the ReEmployment Opportunity Center. We call it the ROC."

Cherie Smith, Westinghouse Hanford Company, Manager of ReEmployment Opportunities, Activities and Resources
in orientation meetings conducted for all affected WHC/BCSR/ICF Kaiser employees

The ROC was initially staffed by

- ¥ Washington State Employment Security
- ¥ Columbia Basin College
- ¥ Westinghouse Hanford, Boeing Computer Services Richland, and ICF - Kaiser

675 Westinghouse, Boeing and Kaiser employees visited the ROC in the first 5 days.

Four contractors later followed

- ¥ Battelle Pacific Northwest Laboratory
- ¥ Bechtel Hanford
- ¥ Hanford Environmental Health Foundation
- ¥ Mactec

Recently joined by United Way and Washington Public Power Supply System

The needs the ROC would be addressing changed overnight... and we responded

- ¥ The ROC began with 6,000 square feet and approximately 30 computers. It was expected that the ROC would serve approximately 50 people a day

- ¥ On April 13, the ROC received notice that all involuntarily laid off employees of Westinghouse, Boeing and Kaiser would be released to the Center to look for work beginning April 19

- ¥ In less than 24 hours, Westinghouse
 - Secured an additional 5,200 square feet
 - Delivered 100 computers for client use

- ¥ The new ROC
 - Approximately 10,000 square feet
 - Approximately 75 computers are available to laid off workers
 - Four Internet stations are operational. Additional stations are available with America's Job Bank
 - Extensive lending library ...and it's growing

We provide a wide range of resources for people to find a job

- ¥ Job search resources are a good first step
 - Classified advertising from more than 60 metropolitan newspapers nationwide
 - Trade journals and magazines
 - DOE JOBBS system
 - Internet
 - Computer equipment, copiers, phones, fax machines, typewriters

- ¥ Individual may need additional help
 - Assistance with development of resumes and writing cover letters
 - Interviewing tips and mock interviews
 - Self research skills
 - Networking skills
 - Referrals to other services as needed

- ¥ Courses delivered on an accelerated schedule to prepare people to find new work
 - Transitions Course
 - Engineering technology (variety of AutoCad)
 - Computer courses

Local news media covered the opening of the ReEmployment Opportunity Center

TRI-CITY HERALD • April 20, 1995

Forces mobilized to help unemployed

By DON McMANMAN
Herald staff writer

As 500 pink slips were delivered at Hanford Wednesday, officials from across the Mid-Columbia were putting the finishing touches on a center that will make unemployment and reemployment easier.

The reemployment Opportunity Center opened its doors last week and was finally brought up to speed Wednesday...

The center represents the best response to large-scale layoffs the Tri-Cities has ever staged, said Cherie Smith, manager of outplacement services for Westinghouse Hanford Co.

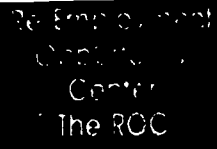
Agencies, contractors and educational institutions put it together in a process that

began before Christmas, when word of major Hanford cutbacks started filtering west from Washington, D.C.

"Some groups got together and said, 'We went through this in '88 and don't want to go through that again. There's plenty of things we can do,'" said Lisa Patrick, community retraining education director for Columbia College.

Cooperation was remarkable. Agencies and businesses donated people and equipment, Patrick said. Leadership and direction came together...

Prime sponsors of the center are Battelle-Northwest, Bechtel Hanford Inc., Benton-Franklin Private Industry Council, CBC, DOE, Employment Security, Hanford Environmental Health Foundation and Westinghouse Hanford.



Westinghouse advertised in newspapers nationwide and it brought results

- ¥ 99 local and nationwide companies responded with more than 500 openings in the first 3 days.
- ¥ More than 200 companies provided more than 1000 openings within the first week.
- ¥ They're still coming in

THIS ADVERTISEMENT WAS CARRIED IN
 Wall Street Journal (National)
 Washington Post
 Seattle Times
 Portland Oregonian
 Denver Post
 Salt Lake Tribune
 Boise Idaho Statesman
 Spokane Journal of Business
 Tri City Herald
 Yakima Republic
 Horizon Magazine

AN OPEN LETTER TO EMPLOYERS:

We know how difficult change is. However, in good times and bad, through constant change and discontinuity, excellent people always make the difference. In innovation. In technology. To customers and stakeholders. To the communities where they live and work.

Over the past 25 years, the Westinghouse mission at Hanford has changed a lot. The way we do business has changed. Even today, we're adjusting to the ever-changing interests and concerns of the public we serve in managing the nation's toughest defense waste problems.

But the excellence and determination of Hanford people stays the same. Always has. Always will.

Unfortunately, as a result of workforces restructuring and federal budget cutbacks, several hundred of our talented people are, or will soon be, available to meet your staffing needs. These employees have experience in a demanding, disciplined work environment where safety and excellence in operations are essential. They bring to you proven expertise at:

- Analytical Laboratory Technicians
- Architects
- Chemical Engineers
- Chemists
- Civil Engineers
- Communications Specialists
- Computer Engineers, Analysts
- Construction Engineers
- Cost Estimators
- Designers and Drafters
- Electrical Engineers
- Environmental Engineers
- Finance & Accounting Specialists
- Health Physicists
- Human Resources & Training Specialists
- Industrial Engineers
- Instrumentation & Control Specialists
- Media Technicians
- Light- & Heavy-Duty Vehicle Drivers
- Maintenance Crafts Workers
- Mechanical Engineers
- Nuclear Engineers
- Nuclear Operators
- Office Professionals
- Physicians
- Planners & Schedulers
- Plant Systems Engineers
- Process Engineers
- Procurement & Material Control Specialists
- Project & Program Managers
- Quality Control Specialists
- Regulatory Compliance Specialists
- Safety Specialists
- Security Specialists
- Waste Treatment Specialists

If you need excellent employees who can make an immediate and positive contribution to your business success, call us!

Contact the Reemployment Opportunity Center at (509) 734-7070 or 734-7067 from 7:30 a.m. to 5 p.m. Pacific Daylight Time, or FAX your requirements to (509) 734-7083.

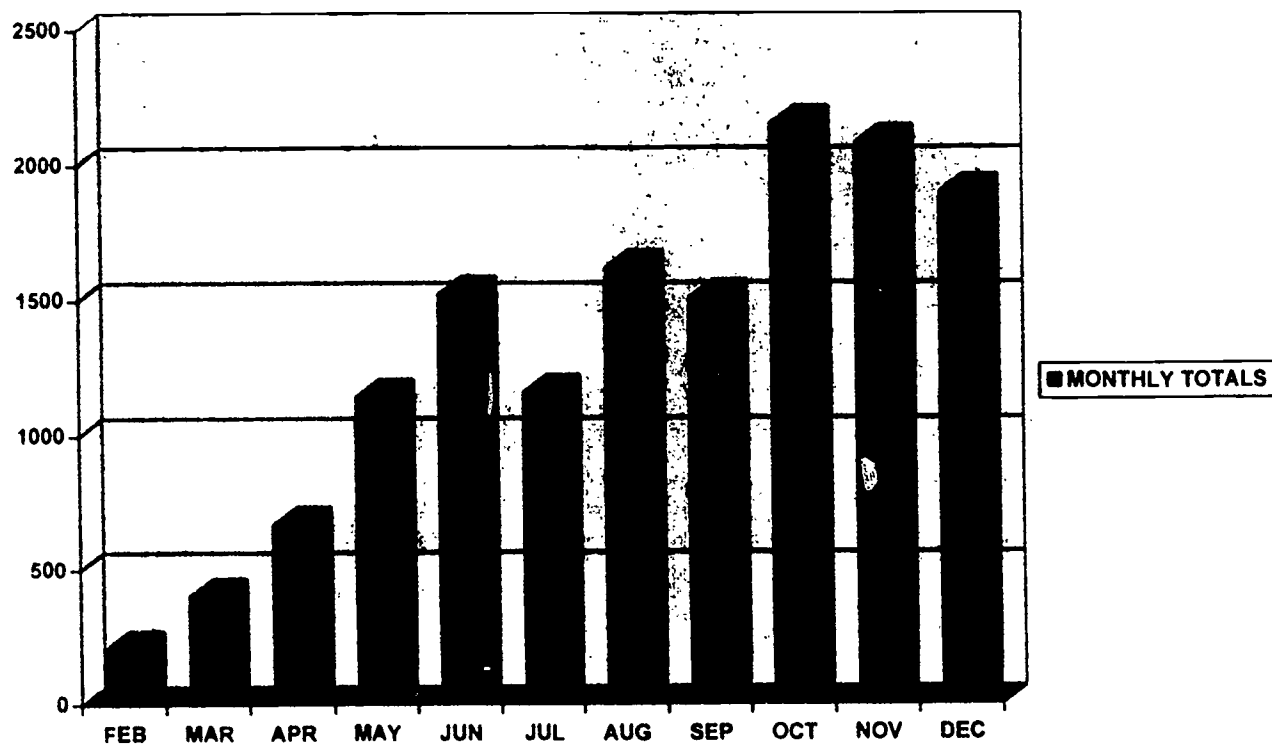
We proudly salute the spirit of our people—and thank the employees who've left us already this year, those who will be leaving us, and those who will remain to help carry out our important environmental mission at Hanford.

Lamar Tringo
 President
 Westinghouse Hanford Company

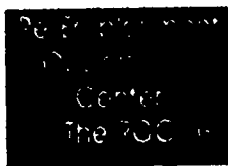
This ad provided by Westinghouse Hanford Company and our partners, BCS Rickland, Inc., and ICF Kaiser Hanford Company



Visits to the ROC totaled more than 13,700 between April and December 31, 1995.



Feb	(209)	Temporary center opens for first wave of lay-offs
Mar	(402)	
Apr	(670)	ROC opens - Large lay-off occurs at Hanford May 19th.
May	(1143)	
Jun	(1524)	April lay-offs ending 60 day job search status.
Jul	(1159)	
Aug	(1619)	Another wave of lay-offs at Hanford.
Sep	(1509)	
Oct	(2153)	Large lay-off effective Sept 30th.
Nov	(2083)	
Dec	(1897)	



We've been successful because together, we make a difference

- ¥ We are partners in the job search process
 - No single "Director" for the ROC

- ¥ We each contribute our strengths
 - Each is financially accountable to a different agency
 - Each brings different talents and resources

- ¥ We look for ways to help people
 - We look for program fits
 - We serve the greatest number of folks we can

- ¥ We care

**RE-EMPLOYMENT OPPORTUNITY CENTER
SERVICE DELIVERY DESIGN**

*Bechtel - Benton Franklin Private Industry Council - Boeing Computer Services - Columbia Basin
Community College - Department of Energy - Employment Security Department - Hanford Environmental
Health Foundation - ICF Kaiser Engineers - Pacific Northwest Labs - Westinghouse Hanford Company*

Common Intake

Application for Re-Employment Services
Assessment Begins
Financial Resources Identified
Support Services
Client Tracking Begins
Application for Unemployment Benefits (UI)

To CBC Classroom Activities

Planning Career Options/Transitions/Job Search
Stress Management
Financial Management
Change Coping Skills
Education Goals and Planning
Computer Training
Basic Skills

To Placement Resources

Labor Market Information
Newspapers/Microfiche
Employer Information
Resume Assistance
Job Referrals
Job Placement/Job Search
Job Clubs
Job Fairs

To Individual Counseling

Occupational Counseling
Educational Counseling
Personal Intervention
Tuition Assistance
Commissioner App. Training
Job Development/OJT
Placement/Job Search Activities
Educational Resources

Staff and resources available in each program component are as follows:

Placement/Resource Staff

Job Referrals/Placement
Resume Preparation
Interview Preparation
Relocation Assistance
Support Services
Job Fairs
JOBNET/OASYS Job Listings
Resource Library
Clerical Support

CBC Staff

Curriculum
Counseling
Planning
Testing
Support Services
Job Clubs
CBC Access
Resource Library
Financial Aide

Counseling Staff

Career Planning
Education Linkages
Tuition Assistance
Financial Assistance
Support Services
Assessment/OASYS
Relocation Assistance
Resource Library
Clerical Support

Fiscal/Administrative Staff

Program Planning/Monitoring
Client Fiscal Tracking
Vendor Payments
Staff Development
Clerical Support

Intake Staff

Intake Application
Skills Assessment (OASYS)
Support Services
Job Placement/Referral
UI Services

Statement of Omission

The following newspaper articles were not included with the document to avoid copyright infringement:

1. McManman, D. "Forces mobilized to help unemployed".
2. McManman, D. "Re-employment center open to all". April 20, 1995.
3. Briggs, W. "500 lose jobs at Hanford".
4. Swarts, W. "Center helps laid-off Hanford workers".