Clackamas Workforce Partnership (CWP) and **Northwest Family Services** (NWFS) are excited to invite your organization to participate as a partner in the *Clackamas Community Resource Hub* (CCRH or the Hub). The Hub is a resource for service providers working with residents of Clackamas County who may be experiencing circumstances or barriers related to education and job training; employment; and economic stability.

Hub partners can connect the individuals they serve to additional community resources, including financial assistance through the Hub's flexible use funding. These funds may be used to resolve issues impacting someone's ability to:

- Access and utilize local workforce system resources and employment supports
- Enter into and/or remain enrolled in a training or education program
- Successfully completing a training or education program
- Obtain and/or maintain employment (current or prospective)
- Advance in their career and/or increase their wage

Please Note: There are eligibility requirements for interested individuals, limitations for how Hub funds may be used, a process for determining participant eligibility, and a process for the administration of this funding. This information is outlined below and will be covered in detail during the partner orientation.

General Overview

Clackamas Workforce Partnership (CWP), through *Future Ready Oregon/Prosperity 10,000* funding, has contracted with Northwest Family Services (NWFS) to operate the Clackamas Community Resource Hub.

NWFS Resource Hub Coordinator: NWFS's-Resource Hub Coordinator, will be responsible for: assessing applications for Hub assistance, making referrals to other resources to help meet individuals' needs, and coordinating with other service providers to ensure all required participant enrollment data is complete and all resource referrals are completed, capture testimonials from partner agencies and individual participants, and the administration of flexible use funds for financial assistance (including making direct payments on behalf of individuals).

The Hub Coordinator can assist service providers in completing enrollment processes and the collection of required participant data. **Contact information pending.**

CWP Project Manager: CWP's Communication's Director, Amanda Wall, will provide technical assistance and support to the Hub Coordinator, Hub partners, and members of the community. This will include management of the online Hub enrollment form,

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management of the Hub webpage on CWP's website, creation and distribution of Hub-related communications/promotional materials and assist with data collection and partner/participant testimonials.

Contact Amanda Wall at:
Cell: 503-805-6456 (text friendly) **Email: info@clackamasworkforce.org**

Resource Hub Information

Information about the Resource Hub will be available online at CWP's website including the online enrollment form, information and materials for Hub partners, and information for community members interested in assistance.

In addition to CWP's website, it is anticipated that NWFS will have a page on their website, and other Hub partners are encouraged to include basic information on the Hub on their websites.

Currently, all materials are available in English, only. Spanish-language materials will be available by mid-February 2026.

Visit the Resource Hub online – click here!

Resource Hub Structure and Process

If a community member (participant) has a circumstance that is impacting their ability to access, engage in, complete, maintain, or advance in their education, training, and/or employment, they may be eligible for Hub assistance. The process is outlined below.

Note: Community members cannot apply for Hub assistance directly.
They must apply through a Hub partner organization.

Step 1: The Hub partner will complete the participant's application on their behalf or work with them in real-time to ensure all required information is provided.

- The Hub partner will be the primary point of contact for the Resource Hub Coordinator (NWFS) and/or CWP Project Manager. The Hub Coordinator or CWP may also contact the individual, as needed.

- Some individuals may have multiple requests on one application, some of which can be met with external resources and some which may require Hub assistance.

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- They may already be actively receiving services from a Hub partner. This includes individuals who are members or participants in a structured program or service. (Example: a program at the community college).

- This also includes individuals receiving less formal assistance from a Hub partner. (Example: resume help from Goodwill Job Connections).

- This also includes individuals who are not currently engaged with a Hub partner or any service provider but are doing so to access Hub support.

Step 2: The Hub Coordinator will review the application and determine if there are other existing resources available to assist with the need.

- **If YES there are existing external resources to meet that need,** and the individual is eligible for them, the Resource Hub Coordinator will refer that individual to the existing resources/service provider.

    - The Coordinator will follow up with the individual and the organization receiving the referral, to ensure it is received and acted on.

    - If the referral is not received, is not acted on, the resource is no longer available, or the individual is not actually eligible for them, then Hub assistance may be provided.

    - If external resources do exist but have a wait-list or will take too long for someone to access them, then Hub assistance may be provided.

    - If external resources do exist but require an individual to meet certain requirements or make certain commitments, they are not able to or not interested in, then Hub assistance may be provided.

- **If NO, there are NOT existing external resources to meet that need, then the Coordinator moves on to Step 3.**

- The Hub Coordinator will reach out to the referring Hub partner, to inform them of the eligibility status of the request and next steps.

Step 3: The Resource Hub Coordinator will move forward with processing the request internally.

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- The Hub Coordinator will reach out to the referring Hub partner, to inform them of the eligibility status of the request and next steps.

- The Hub partner may be required to assist in next steps (as needed, and dependent on the request).

    - Some individuals may have multiple requests on one application, some of which can be met with external resources and some which may require Hub assistance.

    - Requests qualifying for Hub assistance will be approved and processed. Requests that can be met by external resources will be referred out.

Step 4: The Hub Coordinator may follow-up during the resource referral process and/or after the provision of assistive services to do one or more:

- Offer additional services or information to the individual and/or Hub partner

- Obtain any additional data needed from the participant or Hub partner, including participant and/or Hub partner testimonials/success stories.

- Request assistance or collaboration from the Hub partner for certain activities.

Distribution of Payments for Hub Assistance

Individuals are eligible for up to $800 of financial assistance from the Hub, between now and June 30th, 2026. Note: This is not a guarantee of $800 per individual, it is the limit of support dollars available to a single person.

- This can be through a one-time application and payment for a single request.
- This can be through a one-time application which contains multiple requests.
- This can be through multiple requests for assistance, with additional needs surfacing after the initial application.

The full $800 may not be available to an individual due to:

- If an individual's initial request is for less than $800, and later they have a new request, but at that time there are not enough funds left to provide them with the amount of the new request.

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- An individual makes a request for $800, but at that time there are not enough Hub funds left to provide them with the amount of the request.

Distribution of Funds:

The Hub Coordinator will distribute funds. The referring Hub partner may be asked to assist in connecting to or communicating with any third-party entities, as needed.

Some Examples:

- **An individual who needs one or more items from a single source**
    - An individual is enrolled in a training program at Clackamas Community College, and they need specific textbooks or learning materials to participate. All of the required items are sold on campus.

    - A direct payment of the exact dollar amount would be made to Clackamas Community College.

- **An individual needs multiple items from multiple sources**
    - An individual is enrolled in a training program at Clackamas Community College, and they need specific materials to participate (uniforms/attire and tools). These are sold by separate entities.

    - A direct payment of the exact dollar amount would be made to each entity for the item(s) they sell.

- **An individual who needs a single service from a single source**
    - An individual needs emergency rent assistance.

    - A direct payment of the exact dollar amount would be made to the verified property management company or landlord.

- **An individual who needs multiple services from a multiple source**
    - An individual needs assistance with their monthly phone bill and their monthly internet bill.

    - These services are provided by different entities. A direct payment of the exact dollar amount would be made to each entity.

Other scenarios and circumstances may arise that require variation on how payments are made to meet a participant's needs.

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Participant Eligibility

Flexible support dollars are intended to be used when all other resources have been exhausted. They are meant to address circumstances and barriers which may prevent or disrupt an individual's ability to:

- Access and utilize local workforce system resources and employment supports
- Enter into and/or remain enrolled in a training or education program
- Successfully completing a training or education program
- Obtain and/or maintain employment (current or prospective)
- Advance in their career and/or increase their wage

The participant must meet the following criteria to be eligible:

1. Referred by a Hub partner or community organization/agency
2. Be age 18 or older
3. Legally able to work in the United States
4. Currently resides in Clackamas County, Oregon
    a. This includes individuals residing in temporary shelter, such as domestic violence shelters; homeless shelters; temporary housing; housing with family or friends; unhoused but with a usable address or PO Box
    b. All addresses must be within Clackamas County.

Additionally, the participant <u>must meet one or more</u> of the following criteria:

1. **Training and/or Education Programs**
    a. Currently enrolled in a training or education program and at risk of leaving or failing the program, not completing it as planned, and/or difficulty participating in the program due to the barrier or circumstance for which they are seeking Hub assistance.

    b. Interested in and committed to participating in a specific training or education program, but unable to due to a barrier or circumstance for which they are seeking Hub assistance.

2. **Employment Support Programs and Workforce Services**
    a. Currently enrolled in an employment support program and at risk of unwillingly exiting a program, not completing it as planned, and/or experiencing difficulty participating due to a barrier or circumstance

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b. Interested in and committed to participating in a specific employment support program, but unable to do so due to a barrier or circumstance

c. Interested in accessing employment-related support and workforce services, but unable to do so due to a barrier or circumstance

3. **Employment and Employability**
   a. Is unemployed and/or under-employed and interested in employment

   b. Is employed (part- or full-time) and at risk of losing their job due to a barrier/circumstance, for which they need Resource Hub assistance.

   c. Is employed and interested in increasing their income and/or advancing their career through skills development and training opportunities (or similar) for which they need assistance accessing, utilizing, etc.

4. **Economic Stability**
   a. Is currently involved in and/or interested in (and committed to) engaging in activities, programs, or services that lead to, promote, and sustain economic stability, but face a barrier or circumstance that hinders the opportunity, for which they need Resource Hub assistance.

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Allowable Uses of Funds

Flexible use funds can be used for the purposes listed below.
Please Note: These are examples of supportive services, not a comprehensive list. A participant who has a need included on this list is not guaranteed access to support funds. The individual must first go through the application process and be approved.

Eligible Use of Funds via the Clackamas Community Resource Hub:

- **Legal Aid Services**
  - Legal record analysis and expungement costs
  - ***Some*** Legal fines and fees

- **Housing Security and Utility Assistance**
  - Rental assistance
  - Temporary and emergency shelter (ex: hotel room)
  - Rental unit down payment
  - Eviction prevention counseling (and related services)
  - Home ownership education

- Insurance assistance
- Utility assistance

- **Transportation Assistance**
  - Bus pass
  - Auto insurance assistance
  - Driver's license (obtain, renewals, reinstatements*, testing, driving lessons)
    - **Note:** *Reinstitution of driver's license is **not** an allowable cost if the license was suspended for violation or fines*

- **Personal Identification**
  - Government issued ID (non-driving)
  - Social security card replacement
  - Birth certificate
  - Name changes

- **Technology**
  - Personal computer (or similar device)
  - Personal cell phone
  - Computer repair and/or cell phone repair
  - Software and upgrades
  - Internet or cellular service bill payment

- **Financial Wellness**
  - Debt reduction and financial counseling services

- **Employment Supports**
  - Professional attire and/or uniforms (for employment or related activities)
  - Equipment and Supplies (work related)
  - Personal/Miscellaneous (toiletries/hygiene)
  - Licensure (testing, application fees, renewal/reinstatement fees)

- **Education and Training**
  - Enrollment and tuition costs
  - Learning materials and academic support
  - ***Some*** items required for program participation (such as tools, attire, etc.)
  - Testing materials and fees

- **Assistance with childcare or dependent care**

- **Reasonable accommodation for individuals with disabilities**

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*****_Only the participant receiving the payment may sign a receipt of payment document (no spouses, family, etc). “Cash-like payments” (vouchers, gas cards, gift cards, bus tickets, and bus passes) may only be presented to the participant at the time of signature and may not be distributed via other means (electronic deposits, mail, etc). Checks made out directly to the vendor or participant may be distributed by other means with the endorsement of the check as documentation of receipt._

Restricted Use of Funds

Supportive services may NOT be used for the following:

- Child Support
- Fines or Citations
- State or Federal income taxes owed
- Retribution
- Bad debts (debts determined to be uncollectable), including losses (whether actual or estimated) arising from past due bills, uncollectable accounts and other claims, are unallowable. Related collection costs, and related legal costs, arising from such debts are also unallowable.
- Reinstitution of driver’s license (if suspended for violation or fines)
- Anything illegal under any Federal, State, local, or municipal law or statute
- Tobacco, Alcohol, and/or Cannabis Products

Expectations for Hub Partner Partners

As a partner, you will enter into a Partnership Agreement that outlines our shared commitments and establishes a formal connection between you and the Resource Hub.

Outlined below are general partner roles/responsibilities.

1. **Resource Referrals and Coordination:**
    - Identifying up to two (2) organizational representatives (points of contact) to receive referrals from the Resource Hub Coordinator
    - Providing an organizational one-pager (with logo) outlining programs and services offered by the partner (and eligibility requirements for individuals)
    - Referring eligible community members to the Resource Hub
    - Accepting referrals from the Hub Coordinator and Hub partner agencies
    - Supporting the Hub Coordinator in connecting with and maintaining contact with an individual being served by both the partner and the Hub
    - Assisting individuals in completion of the Resource Hub Enrollment Form

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- Assisting (as needed) the Resource Hub Coordinator in obtaining all required enrollment data, testimonials and success stories, etc.

2. **Branding & Visibility:**
    - Allowing the use of the organization's logo in Resource Hub materials (including promotional materials, success stories, Hub website, etc.)
    - Including the Resource Hub information and link to the enrollment form on the organization's website
    - Promoting the Resource Hub via social media and other community outreach channels
    - Actively sharing information on the Hub with community partners, program participants, and local stakeholders via distribution lists, social media, networking groups, and in-person events (using digital and print materials)
    - Providing partner testimonials and participant success stories to help demonstrate impact of the Hub and partnerships
3. **Information-Sharing and Event Participation:**
    - Participating in four (4) monthly, partner events (February – May)
    - Presenting or facilitating at relevant meetings, workshops, or similar partner forums upon mutual agreement
4. **Scope of Services**: Please note that the Resource Hub Coordinator will help connect individuals to Hub resources, but does not provide career coaching or case management services. Individuals referred to the Hub for assistive services will be redirected to the referring entity to provide these services, or will refer the individual to an appropriate resource for on-going support.

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