

SOUTHERN WORKFORCE BOARD
DURANT, OKLAHOMA



ONE STOP OVERSIGHT COMMITTEE

SOUTHERN WORKFORCE BOARD
INTEGRATION POLICY

#SWB - 024

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Background

In July 2005 the Oklahoma Employment Security Commission (OESC) implemented a comprehensive reorganization of its state-level staff to move from a focus on the operation of silo programs to a focus on quality integrated service delivery. Wagner-Peyser (WP) and Workforce Investment Act (WIA) Title I Adult programs were no longer separate divisions, but were integrated into functional units.

This policy is in response to Oklahoma Employment and Training Issuance #3-2007 and will ensure quality access for workforce development customers in the Southern Workforce Area. The Board's central mission is to be the policy and oversight entity responsible for organizing a comprehensive, community-wide response to the challenges of building a demand driven, highly skilled workforce. The Southern Workforce Board believes that quality access, at a minimum, requires the integration of Workforce Investment Act programs and the OESC workforce programs, and anticipates integration of other One Stop partners. This policy is the work of the Southern Workforce Board, Board Staff and One Stop Oversight Committee.

Comprehensive Centers and Office Managers

The Southern Workforce Board has designated three comprehensive workforce centers in the ten county area. All centers consist of integrated WIA Adult, WIA Dislocated Worker and Wagner-Peyser services as well as others which are specific to that area. In making the designations, the Southern Workforce Board considered virtual service opportunities, anticipated future ES and WIA funding levels and ensured that adequate WIA and ES Staff were available for the designated Center. During the procurement process for WIA services, not only were WIA services included, but the Request for Proposal also included integrated services as well.

Ada Center

The One Stop delivery system for the Pontotoc-Garvin area is administered through the Ada One Stop Center. The One Stop Delivery System for this labor market area consists of one comprehensive center (full-service) located in Ada. Complimenting the full-service center in Ada, is one satellite center located in Pauls Valley. The Center Manager for the Ada Center, as designated by the Board, is the E.S. Office Manager. He has been given functional supervision over all Center staff as stated in the Quality Workforce Initiative Policy approved by the Board.

Ardmore Center

The One Stop delivery system for the Carter-Love-Murray area is administered through the Ardmore One Stop Center. The One Stop Delivery System for the labor market area consists of one comprehensive center (full-service) located in Ardmore. Complimenting the full-service center is one satellite center located in Sulphur. The Center Manager for the Ardmore Center, as designated by the Board, is the E.S. Office Manager. He has been given functional supervision over all Center staff as stated in the Quality Workforce Initiative Policy approved by the Board.

Durant Center

The One Stop delivery system for the Bryan-Atoka-Johnston-Marshall-Coal area is administered through the Durant One Stop Center. The One Stop Delivery System for the labor market area consists of one comprehensive center (full-service) located in Durant. Complimenting the full-service center are two satellite centers located in Tishomingo and Atoka. The Center Manager for the Durant Center, as designated by the Board, is the E.S. Office Manager. He has been given functional supervision over all Center staff as stated in the Quality Workforce Initiative Policy approved by the Board.

Functional Units and Customer Flow

All activities are, and will continue to be, conducted in accordance with federal, state and local regulations, policies, procedures and memorandums. The "customer flow" model below provides an illustration of the transition from one level of services to the next. The narrative below explains the details of each level or component of service.

Services in Southern Oklahoma will be provided through an integrated "Team" approach. It is important to understand that the Teams were not designed to be all inclusive but were designed according to the customer flow model for easier, quicker, and more professional service delivery.

Services will be divided into three functional teams with the Center Manager having the authority to organize staff by function and will designate functional unit supervisors in their area. The three Teams responsible for the delivery of services are; (1) Customer Solutions Team, (2) Skill Development Team, and (3) Staffing Solutions Team. The chart below provides a visual description of the integrated Teams, as well as the services to be provided by each Team. The Customer Flow model has been developed to demonstrate the general concept and basic principles for "customer flow" for those individual job seekers physically entering a Workforce Oklahoma Center. The Customer Flow model is not all inclusive and will be transformed as the OESC and WIA Title I staff make the transitions – documenting what works and what does not.

Each comprehensive, integrated Center will utilize a single customer flow model based on customer need, not program requirements with the following services and actions occurring at the comprehensive, integrated Centers.

- 1) All customers will receive prompt service with no future scheduling of appointments for initial welcoming functions.
- 2) Oklahoma Service Link will be used to gather non-repetitive data in real time in each appropriate functional unit.
- 3) Every customer's computer comfort level must be ascertained with some plan to accommodate their lack of comfort via tutorials or pencil and paper assessments.
- 4) Every new customer will receive an initial skills assessment in the welcoming unit as a required staff assisted service.

(5) Every new customer will receive career counseling which results in a Basic Employment Plan which is based on their interests, initial assessment, and labor market demand as a required staff assisted service.

(6) Every Skills Unit customer must be offered remediation for any deficiencies identified in their initial assessment.

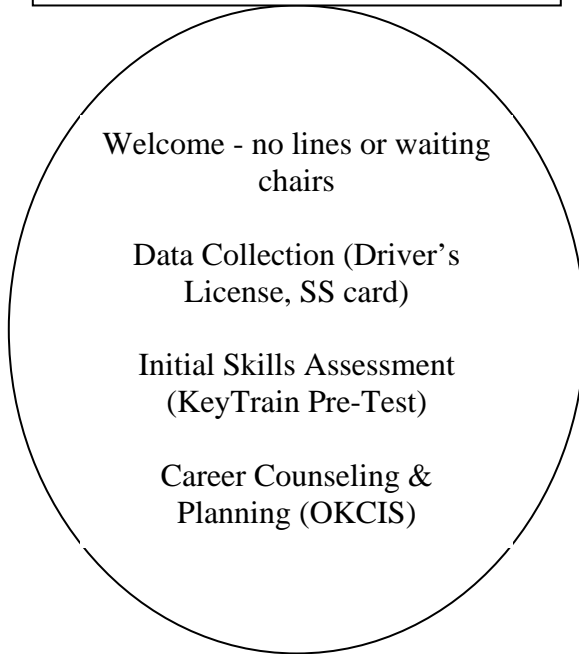
Integrated Teams:

Services will begin with an initial skill assessment by the *Customer Solutions Team*. Demand skill sets have been created based upon the needs of the businesses for their workforce. There will be a need to expand that responsibility in some areas. While this may result in fewer people actually going into an occupational or technical training program, those who do should expect that their time in training is productive.

The OKCIS O'NET profiler and other tools may be used for determination of interests and abilities. The Key Train pre-test will be utilized in conjunction with the individual's profile to determine if s/he has the needed skills for that particular, or a similar occupation. This initial assessment will be conducted with very little staff assistance.

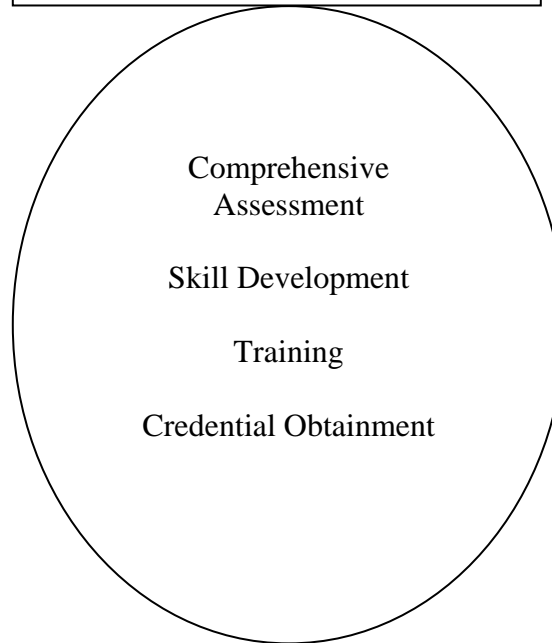
INTEGRATED TEAMS BY SERVICE

Customer Solutions Team



Outreach, Intake, Orientation
 Initial Assessment of Skills – Key Train Pre-Test
 Provision of Labor Market Information
 Information on Filing for UI Claim
 Career Counseling and Planning
 Information on Partner Services
 Information on availability of Supportive Services
 Profiling Orientation
 Referrals for Food Stamps, TANF, etc.
 Veterans Career Planning & Assessment
 Individuals with Disabilities Career Planning & Assessment
 Eligibility and Information on Programs of Financial Aide Assistance

Skill Development Team



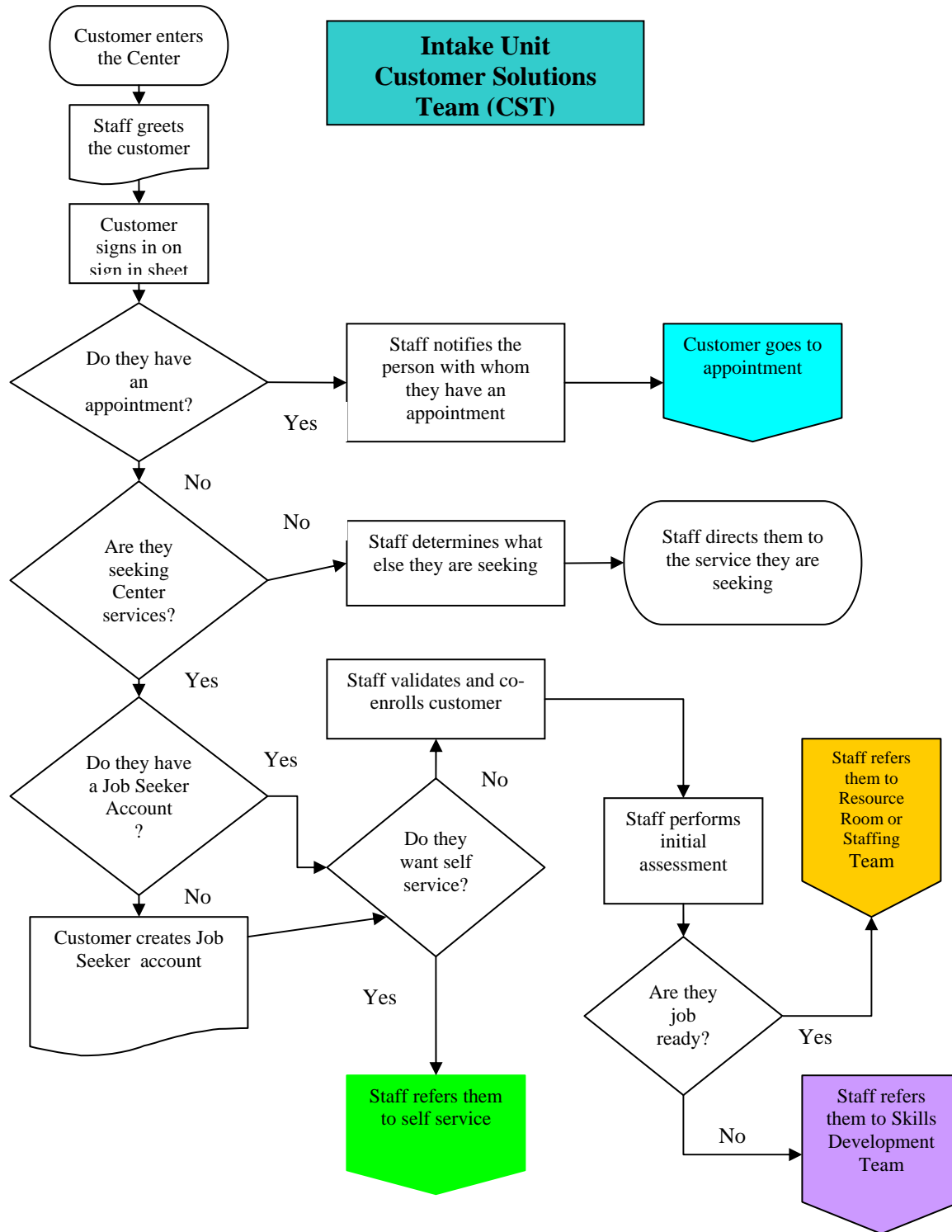
Local Performance & Costs on Training Providers
 Eligibility Determination for WIA I
 Comprehensive Assessments
 Development of Employment Plan
 Short-Term Prevocational Training
 On-the-Job Training
 Work Keys Assessment for CRC
 Key Train Upskilling
 Customized & Occupational Training
 Work Experience
 Youth Services
 Internships
 Rapid Response
 TAA/TRA

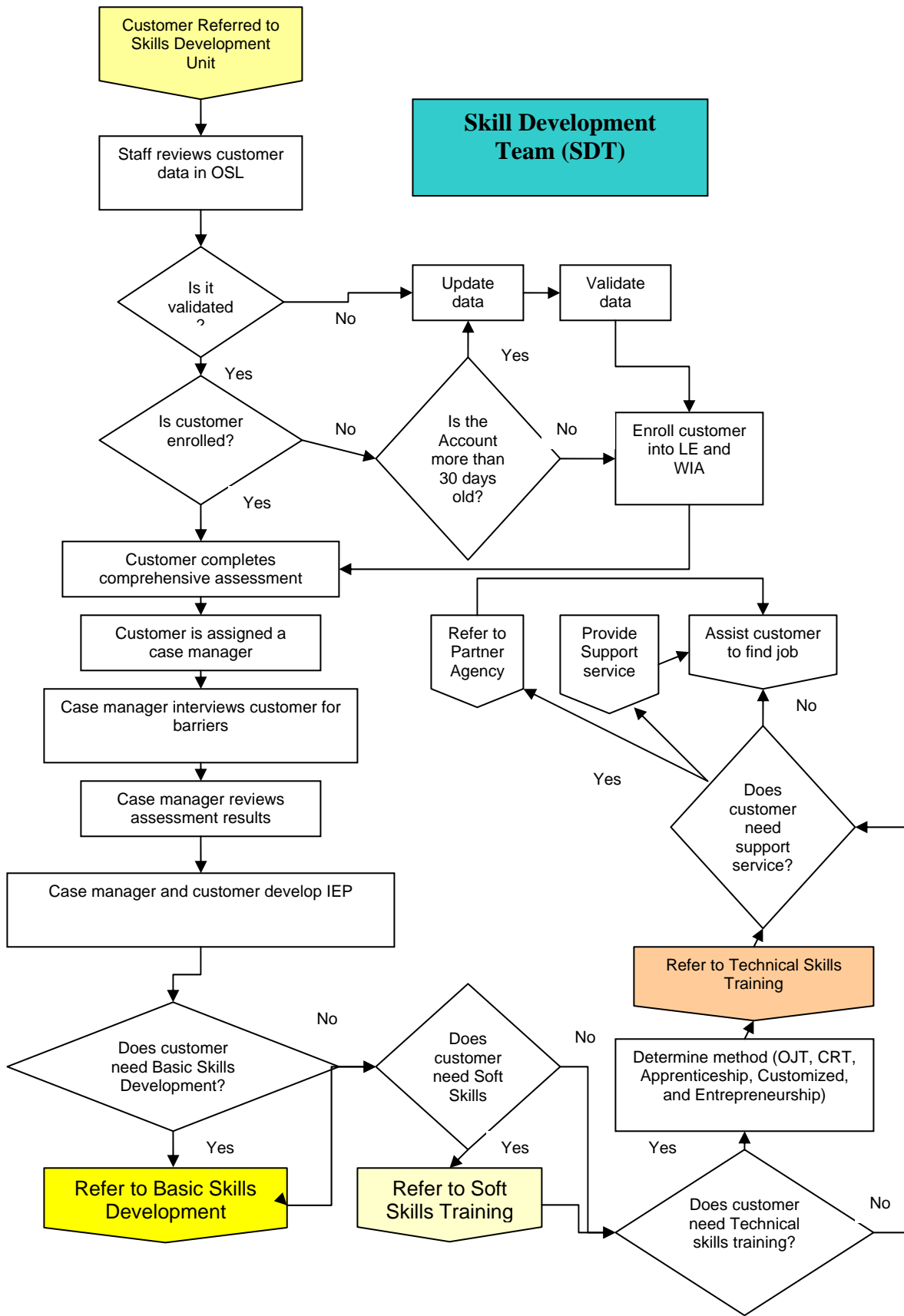
Staffing Solutions Team

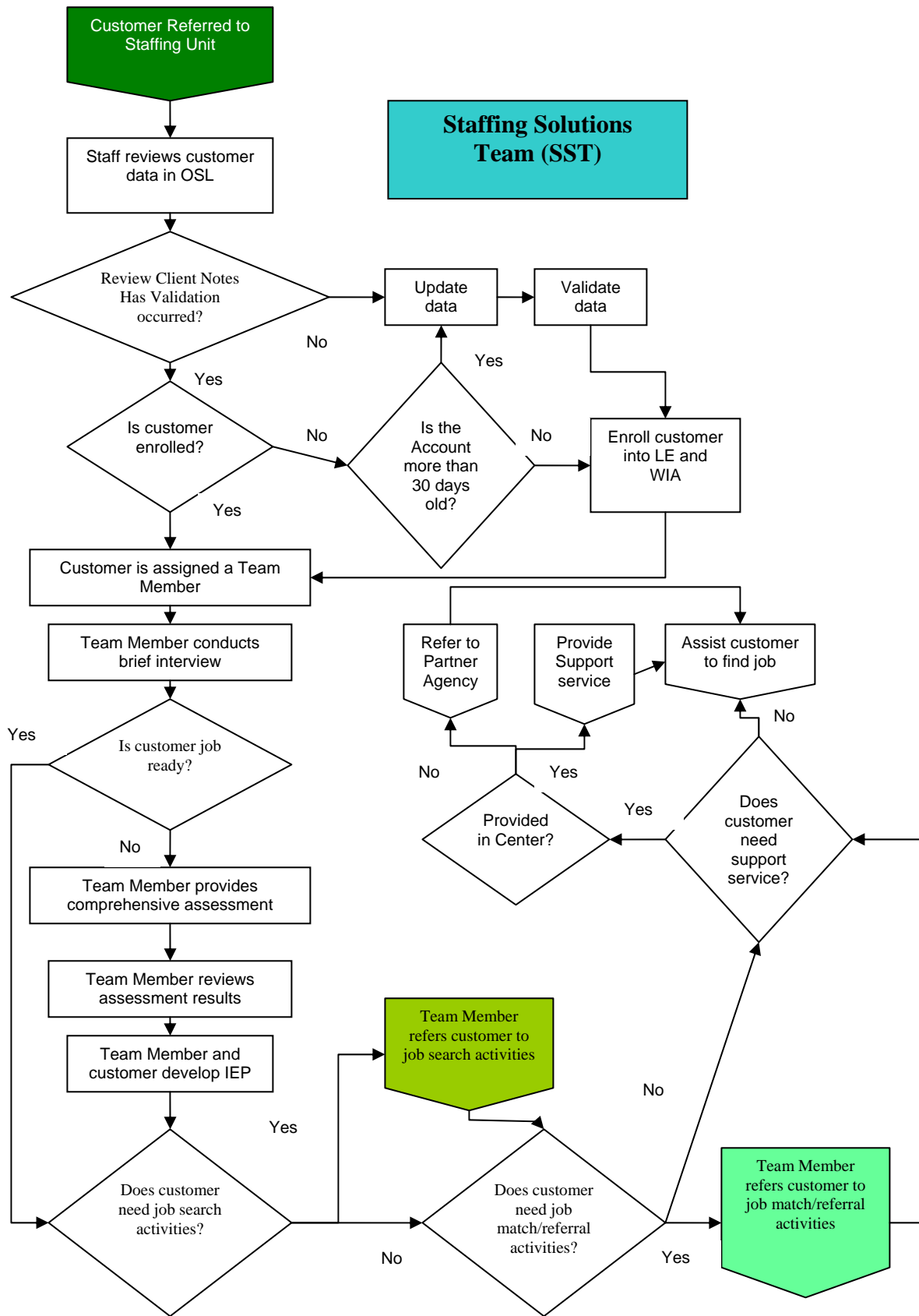


Job Readiness Workshops
 Incumbent Worker Training
 Entrepreneurial Training
 Specialized Business Service Training
 Business Service for Employee Recruitment
 Business Service for ADA Training
 Business Retention / Plant Closing Diversion
 Business Services Business Plan Development
 Job Search, Referral, Development & Placement
 Job Retention & Follow-up Services
 Out of Area Job Search and Relocation Assistance

INTEGRATED CUSTOMER FLOW CHART







The Customer Solutions Team (CST) will be responsible for the first contact with customers as they enter the Workforce Center. This Team will perform three major functions: Welcome; Data Collection; and Initial Skills Assessment. The Team will be apprised of the processes for making determinations for the individual's customer flow specific to that individual's skills, education, work history and career needs. With almost 25% of Oklahoma's available workforce lacking essential basic skills needed for current jobs, it is critical that an initial skills assessment component be integrated into the overall career assessment and job matching/ referral process. Information from this initial evaluation will provide for more appropriate referrals to targeted jobs, services, education and training that address the specific skills needed by the individual. The initial skills assessment system is directly based on the articulated needs of local employers, the customer, and the local labor market. Those specific services provided by this team are included but not limited to:

- **Outreach**, intake (which may include worker profiling referrals) and orientation to the information and other services available through the One-Stop delivery system
- **Initial assessment** of skill levels, aptitudes, abilities and supportive service needs
- Provision of **employment statistics information**, including the provision of job vacancy listings, job skill requirements for job listings and information relating to local, regional, and national labor market area occupations in demand and the earnings and skill requirements for such occupations
- Provision of accurate information relating to the **availability of supportive services** (including child care and transportation), and referral to such services
- Provision of information regarding filing claims for **unemployment insurance**
- Assistance in establishing eligibility for programs of **financial aid** for training and education programs available in the local area
- Individual counseling and career planning

The first function of CST is to have the customer sign in on the Sign-in Sheet and then to determine the customer's Participant Status. Every customer's computer level will be ascertained with a plan to accommodate their lack of comfort via tutorials or referral to another team member for assistance. Some of the people who come to our location will be returning customers. Some of them will be completely new. All customers, whether new or returning, will need an established Job Seeker Account in OJL (Registered with the labor exchange system) in order to receive any services (both self serve and staff assisted). Therefore, it is important for the team member to determine if the customer has an established Job Seeker Account in OJL. What services the customer can access will be based on whether the customer has a current Job Seeker Account and whether eligibility validation has occurred.

Individuals who do not have a current job seeker account in the OSL system should be referred to the Resource Room and asked to create a Job Seeker Account. If the client is already registered, the team member must require that the client up-date all information in the demographics page of OSL.

The next challenge for the team member is to determine whether the individual is seeking to use the self-service features of the Center or whether the individual requires staff-assisted services. If the customer indicates they would like to use a self-service feature of the Center, then the team member should direct them to the self-service area. However, before providing this direction, the team member should ask the customer if s/he would like to complete the validated registration process.

Self-Service/Informational Activities (Dual Enrollment is not required at this point)

Self service occurs when customers serve themselves in accessing workforce investment system information and activities in either a physical location, such as a Workforce Center or partner agency, or

remotely via the use of electronic technologies. No staff assistance will be provided with this function, other than general instruction on how to use or access the self service tools.

Informational activities may include both self-services and staff-assisted services that are designed to inform and educate a participant about the labor market and to enable a customer to identify his or her individual employment strengths, weaknesses, and the range of services appropriate for the individual. If the team member provides the customer with readily available information that does not require an assessment of the customer's skills, education or career objectives, the customer is a recipient of informational activities. This includes information on businesses that are hiring or reducing their workforce, information on high-growth industries and occupations that are in demand. A customer is also a recipient of informational activities when a staff member provides the customer with information on how to access the variety of other services available in the Workforce Center, including the tools in the resource room. Referrals to services not located in the Workforce Center will occur by telephone and will be documented in the Universal Case Notes.

For UI verification, a case note should be entered in Universal Case Notes stating the documents used. These documents may also be used for data validation at a later time if appropriate documentation was obtained.

Staff Assisted Services

Upon completion of OSL registration, a customer may request a staff assisted service. OETI #01-2007 states that a participant must present "proof" of eligibility at the time any staff-assisted service is rendered. There are three general eligibility criteria that must be met. To be eligible for a staff-assisted service, the customer must:

- (1) Be at least 18 years of age;
- (2) Be a citizen or an eligible non-citizen who is permitted to work in the U.S.; and
- (3) Not be in violation of the Military Selective Service Act.

The process of general eligibility verification proceeds in the following order:

Age. The team member should ask the customer if s/he has a document that verifies the customer's age. Acceptable source documents include:

- Baptismal record;
- Birth Certificate;
- DD-214 (Report of Transfer or discharge Paper);
- Driver's License
- Federal, State or local government-issued ID card;
- Hospital record of birth;
- Passport;
- Public assistance/social security records;
- School records/identification;
- Work permit;
- Cross-match with Department of Vital statistics; or
- Tribal records.

If the customer's compliance with Age can be verified, then a case note should be entered in OSL Universal Case Notes describing:

- The eligibility criteria being validated (Age Verification);
- The date the verification occurred; and
- The form of documentary evidence that was presented.

Eligibility to Work in the United States. The team member should ask the customer if s/he is a United States citizen or an eligible non-citizen who is permitted to work in the United States.

If the customer answers “Yes” to this question, then the team member should ask the customer to produce a form of documentary evidence verifying that the customer meets this general eligibility requirement. The documents that may be used to verify the individual’s eligibility to work in the United States include:

- Birth Certificate;
- Social Security Card;
- Native American Tribal Documentation;
- Naturalization Certification;
- US passport;
- Verification document(s) that satisfy List A of the I-9;
- Verification document(s) that satisfy List B and C of the I-9.

If the customer’s compliance with Eligibility To Work can be verified, then a case note should be entered in OSL Universal Case Notes describing:

- The eligibility criteria being validated (US citizenship/eligible to work);
- The date the verification occurred; and
- The form of documentary evidence that was presented.

The team member will also record and/or verify US Citizenship/Eligible to Work status on the OSL Universal Demographic screen.

Compliance with the Military Selective Service Act. If the customer is a female or if the customer was born before January 1, 1960, then verifying compliance with the Military Selective Service Act is simple. It can be done by entering a Case Note in the OSL system indicating that the customer is “MSSA Exempt: Female” or “MSSA Exempt: Age.”

If the customer is a male who was born on or after January 1, 1960, then the team member should ask the customer if he is in compliance with the Military Selective Service Act. A customer is considered to be in compliance with the MSSA if he registered for the military draft at the time of his 18th birthday. SEE OETI #20-2001, change 1, for an exact description of the requirements of the Military Selective Service Act as it applies to participation in the programs of the Workforce Investment Act. If the customer indicates that he is in compliance with the MSSA, then the team member should attempt to verify compliance by one of two methods:

- Ask the customer to present his Selective Service registration card or other documentary evidence of compliance; or
- Seek to verify the customer’s Selective Service registration status by using the online verification system at: <https://www.sss.gov>

If the customer’s compliance with MSSA can be verified by one of these two methods, then a case note should be created in OSL Universal Case Notes describing:

- The eligibility criteria being validated (selective service);
- The date the verification occurred; and
- The form of documentary evidence that was reviewed.

Having met the requirements of OETI 01-2007, OETI 06-2006 and OETI 04-2006, the team member will then enter a dual enrollment for Labor Exchange and WIA Title I into OSL for that customer.

This means that data validation for the customer has occurred, been documented and that a staff assisted service other than informational has occurred. The first staff assisted service should be co-enrolled in both Labor Exchange and WIA. For example, initial assessment should be set up in Service and Training or Quick Service for Labor Exchange and Adult Title I. This is considered a one day service. The service will be opened and closed in the same day. In other words, for every enrollment date, we must see a staff assisted service date in the service plan that is the same as the enrollment date. An enrollment for Labor Exchange must be created and the service entered. Every service that a customer receives should be documented in the Quick Service or Service and Training Field. However, only the first staff assisted service is required to be entered in both LE and WIA. This process will change as OSL is upgraded and allows for the system to automatically co-enroll services/activities.

Employment & Veteran Status

The demographic page of OSL will be verified and updated as necessary to ensure employment and veteran status information is up to date and entered correctly.

Examples of Data Validation

Data validation should be entered in Universal Case Notes in the following format:

Verified By: List the Team Member that verified the document.

Age

Source Document:

Date of Verification:

Date of Birth:

U.S. Citizenship/Eligible to Work

Source Document:

Date of Verification:

Selective Service:

Source Document:

Date of Verification:

Selective Service Number:

Demographics page of OSL has been reviewed and updated:

Yes or No

INITIAL ASSESSMENT

Initial Assessment is the process that provides preliminary a validated, measurable appraisal of an individual's foundational skill levels. Foundational skills are the skills needed to some degree by essentially every job – skills such as reading and mathematics. The initial skills assessment results will determine if the individual has the necessary foundational skills needed for their employment/career goal. The initial skills assessment does not need to be repeated unless there has been a change in the individual's career goals or skills. The initial assessment for the Southern Workforce area will be the Key Train Pre-Assessment. No staff assisted services may be given until the Key Train has been completed. Key Train Pre-Assessments will be given in Reading for Information, Locating Information and Mathematics.

In certain instances, the initial skills assessment is not required.

Scenario 1 – A new customer that has already taken a skill assessment that measures foundational skills from a Workforce Center or another entity (e.g., Department of Rehabilitative Services) and these results are already documented or can be shared and then documented by the Welcome Unit staff and used to develop a Basic Employment Plan (BEP) need not retake the initial skills assessment unless there has been a change in the individual's career goals or skills. This does not preclude the customer from going through the other facets of the Welcoming Unit Initial Assessment process.

Scenario 2 – A new customer who does not have adequate English-speaking skills is not required to take the initial skills assessment. Since KeyTrain pre-tests are not offered in Spanish or other languages at this point, non-English speaking customers should go through the Welcome Unit process but not be required to take the KeyTrain pre-test. This does not preclude the customer from going through the other facets of the Welcoming Unit Initial Assessment process and must be documented by staff in the basic employment plan.

Results of the Key Train Assessment should be entered as follows:

- OSL Universal Information
- Testing Information
- Other Test
- Name of Test
- Notes: Should include all information that applies to Key Train Pre-Assessment
- Date: Should state the day Key Train was completed
- Contact Person: Should state team member that administered pre-test.

If the customer's score is below "3", they will be considered basic skills deficient and referred to the Skills Development Unit for assistance.

Following co-enrollment, the team member will document in the Universal Client notes that the initial assessment has taken place and that a review of the needs and barriers, work history and key train assessment have been completed.

The end result of the initial assessment and career planning is the development of the basic employment plan "BEP". It is an informal plan providing preliminary information about a customer's employability based on the initial assessment, the customer interview with the team member and the customer's work history. The "BEP" will indicate how the results of the initial assessment and career planning activities impact on his/her choice of services to be pursued. The "BEP" should be simple and concise and should describe the path the customer will take through the workforce system. The Team Member will record the completed Basic Employment Plan through Case Notes in the Universal Page of OSL and also entered as a Quick Service in the Service and Training Plan. Upon completion of the Basic Employment Plan, the customer will be referred to the next appropriate Team.

The Skill Development Team (SDT) will be responsible for the development of skills necessary to allow an individual the opportunity to participate in the labor market. The Skill Development Team's (SDT) purpose is to provide skill development services, on an individualized or group basis in the fastest and least expensive manner that will ensure the highest earnings possible for the individual customer based on his/her individual needs, skills, education, work experience and motivation. All customers received by this team will be through referrals from another agency, through assistance or referral of the Customer Solutions Team (CST), or through the back-referral from the Staffing Solutions Team (SST).

The Customer Solutions Team (CST) should have already worked with the customer to complete the “Demographics Information” section of the “Universal Information” section of OSL prior to the customer being referred to the SDT or the SST.

The SDT is responsible for the following activities, as applicable to the individual customer and may provide additional services or activities as required by the customer:

- a. For customer’s showing a need for job search and job readiness skills, Job Search workshops will be scheduled by a member of the SDT in coordination with the regularly scheduled workshops in each local area or by completing the Job Search and Keep That Job Section of OKCIS. Lack of job readiness and job search skills would be determined when the customer shows a need for assistance under “Poor work history or prospects” in the “Needs and Barriers” of the “Demographics Information” section of the “Universal Information” section of the OSL.
- b. A Team Member may schedule the ACT-Work Keys assessments for customers who have scored at least a 3 or higher on the Applied Mathematics, Locating Information and Reading for Information Key Train pre-assessments and/or who also desire to obtain their CRC (Career Readiness Certificate). Scheduling will be in coordination with facility availability on operator’s weekly schedule sheet. The assessment will be administered in accordance with the ACT-Work Keys Administrator’s Manual.
- c. Customers scoring less than a three (3), or scoring below the level for his/her desired CRC, on the Key Train pre-assessment, may request up-skilling through the Key Train curriculum. The SDT will assist with setting up and initiating assignments for up-skilling according to the customer’s individual pre-assessment and/or skill levels for his/her desired occupation.
- d. Additional assessments of the customer’s skills, abilities, interests and barriers may be conducted as determined through the results obtained utilizing various assessment tools, interviews, and/or evaluation of other information gathered.
- e. If information and/or assessment results reveal that the customer is lacking a GED / High School Diploma, or to have inadequate workplace English, he/she may be referred by paper, phone call, email to ABE or ESL for those services. The SDT will contact the customer and/or the referred agency to monitor the customer’s progress and administer follow-up services. The initial referral must be documented in the “Client Notes” section of the “Universal Information” section of the OSL.
- f. After completion of additional assessments, an Individual Employment Plan (IEP) must be developed by the Team Member jointly with the customer, for any customer who is entering a training program, prior to an ITA being established, as in accordance with the Southern Workforce Board’s IEP and ITA policies.
- g. If the IEP indicates that a Work Experience activity would be advantageous for the customer to obtain workplace skills and the customer can not locate a worksite on his/her own, the Team Member would refer the customer to the SST for assistance in obtaining a worksite in accordance with the Board’s Work Experience policy. The referral must be documented in the “Client Notes” section of the “Universal Information” section of the OSL.

- h. If applicable, the Team Member will direct the customer to the community resource guide and may provide additional assistance to help customers obtain supplementary information as needed. WIA Title I Adult or Dislocated Worker participants may be eligible to receive supportive services, as determined on an individual basis, and in accordance with the Board's policy.
- i. Those customers **who have met the WIA eligibility requirements for Intensive Services and who are unable to obtain or retain employment through such services and that show a benefit for** On-the-Job Training will be referred to the SST by paper, phone call, or email for OJT placement services. The Team Member will contact the customer and/or the OJT employer to monitor the customer's progress and administer follow-up services. The initial referral to the SST must be documented in the "Client Notes" section of the "Universal Information" section of the OSL.
- j. A Key Train pre-assessment of Reading and Locating information level score of 4 and a Math level score of 3 and/or a *Bronze CRC* utilizing the ACT-Work Keys assessments should be reached by the customer prior to customer referrals to an educational training provider or to the SST for OJT or job placement.
- k. The Team Member will coordinate with financial aid officers using the Coordination of Training Funds form in determining financial aid resources available. The Team Member should be familiar with determining potential awards to financial aid; i.e., FAFSA, EOC, OKCIS, Upward Bound, Gear Up, TRIO, etc.
- l. The Team Member must be familiar with the eligible training provider's requirements and programs including admission requirements, length of programs, composition of programs, etc.
- m. Team Members are responsible for comparing results and outcomes of the customer's individual assessments with his/her desired training program. The customer's selected training program must be verified as one being on the State's Eligible Training Provider list as well as verified as being a high demand occupation. Documentation of both must be printed off and submitted to the WIA Administrative office for permanent records. All occupational, classroom, OJT or customized training must be provided in a Demand Occupation.
- n. Once a customer has met all WIA Title I Adult or Dislocated Worker eligibility and suitability requirements, an ITA may be established for those customers who have been determined to benefit from training services as determined by the SDT's Team Member. Eligibility is to be determined in accordance with Board policy. Suitability is determined by the SDT's Team Member through review of the customer's aptitudes, interests, skills, abilities to complete his/her selected training program and review of his/her selected career field.
- o. The Team Member will assist and prepare customers in resume preparation skills, interviewing skills, and other skills needed for successful employment and training outcomes.
- p. Short-term Prevocational Training is an intensive service and does not require the development of an IEP. However, the provision of Short-term Prevocational Training is determined by the SDT's Team Member. The service must be one needed to assist the customer in his/her ability to successfully complete long-term training programs or for successful gain of employment at a rate of self-sufficiency. Payment of Short-term Prevocational Training is obtained through

competitive small purchase procurement, coordination of other resources, utilizing web-based, DVD, or CD interactive tools, or other mechanisms as selected by the SDT.

- q. The SDT Team Member is responsible for the collection and validation of documentation for **“Priority of Services”** as defined and activated, or deactivated, by the Board.
- r. All SDT services **must be noted in OSL** in the specific location for that activity, or the “Universal Information Client Notes” section for those referrals or activities that are not allocated a specific section in OSL, including: Key Train, Work Keys, workshops, referrals; written and verbal communications, information and provision of universal services and other activities.
- s. Career exploration and guidance should have been provided and/or activities conducted through the CST. However, the SDT may also conduct such activities if determined necessary for the benefit of successful employment and/or training outcomes.
- t. Labor Market information, Eligible Training Provider performance information, Workforce Center and system performance information will be posted in the Center’s Resource areas. Career exploration and other information will be posted through links on the Resource area computer desktops. The SDT may provide, or review the information with the customer as determined necessary.
- u. SDT members will participate in the weekly meetings with the Center’s Operator to review service delivery processes, Common Measure’s performance, Center performance, as well as any new initiatives, processes or projects.

All services and activities provided through the Workforce Center must be documented in OSL either through the “Client Notes” section of the “Universal Information” section of the OSL or through the activity’s specific OSL section.

The Staffing Solutions Team (SST) will be responsible for job search, job development, job referrals, job placement and follow-up for job retention. This Team will be apprised of all jobs in the local area. Team members will review information, skills, qualifications and education to determine if the customer is job ready. If the customer is job ready, the team member will refer and place qualified customers into appropriate employment. If the customer is found unable to obtain or retain employment, the customer will be referred back to the appropriate team.

This Team will also be responsible for providing rapid response services when area businesses announce lay offs or closure to be coordinated with the Southern Workforce Board.

The Team will find solutions to working with the large employers in the area that do not have job orders with the Workforce Center. The Team will be organized by (1) a Team Leader, (2) by **Industry Representative** for specific targeted local industries, and (3) by specific special populations. An **Industry Representative** for each labor market area will be required for (1) Health Care and (2) Manufacturing. It is also anticipated that one should be assigned to TDL for the Ardmore area. (TDL = Transportation, Distribution and Logistics.)

Those specific services provided by this team are included but are not limited to:

- **Job search** and placement assistance, and where appropriate, career counseling
- **Follow-up Services**, including, but not limited to the following:
 - Guidance regarding the workplace
 - Additional career planning and counseling
 - Contact with the participant’s employer
 - Assistance with work-related problems
- **Rapid Response Services**

The Staffing Solutions Team will also serve special populations. A veteran, TANF recipient, older youth, persons with disabilities and other populations will have opportunities for services, just as all individuals that enter the workforce system for services. However, “preference” for veterans for all United States Department of Labor programs will be given. All workforce system staff will adhere to state and local policies and strategies regarding the Veterans Priority Compliance. Priority of service for veterans and other eligible persons is integrated into the system in accordance with the Jobs for Veterans Act, (U.S.C. 38, section 4215), and through the guidance provided by the Training & Employment Guidance Letter (TEGL) 5-03. Veteran customers are provided a full array of services, and they are empowered with customer choice and customized access to those services. Veterans receive priority in all E&T programs for which they qualify. Priority of service to veterans is the responsibility of all Workforce staff and WIA partners.

EMPLOYER INITIATED SERVICES

An Employer Initiated Service Event focuses on the specific workforce event or need of an employer. Requests from employers for assistance as described below will allow staff to serve both the job seeker and employer by exempting job seekers from enrollment in Oklahoma Service Link (OSL). However, all job seekers should be encouraged to create an account and complete the Self Register with Job Service section in Oklahoma Job Link (OJL) allowing them to search for other jobs. Job seekers should also be given the opportunity to take advantage of staff assisted services which may help them with finding and retaining other employment. While this policy does permit certain exemptions, it should be noted that if resources and capacity allow, normal protocols should be followed even for these events.

Permissible Employer Initiated Service Events:

1. Customized Recruitment Events – The following customized recruitment events are permissible exemptions; however, taking and working a job order or any type of screening or assessment of a job seeker’s application/qualifications would negate this exemption.
 - a. Job Fairs
 - i. Basic types of job fairs include events that are solely for the employer, focused on an industry or open for all employers.
 - a. Mass Hiring Events
 - i. Any application process for a new employer or an employer expanding their workforce in a substantial fashion.
 - c. Continuous Application Management
 - i. This type of event is for employers who have hiring issues beyond their normal application process. Continuous Application Management is only to be used for managing applications following specific guidelines worked out between a center or office and the employer.
2. KeyTrain Skills Upgrading for Incumbent Workers

- a. Note that KeyTrain Skills Upgrading is not the KeyTrain Pre-assessment given as part of the Initial Assessment for job seekers. Rather, KeyTrain Skills Upgrading is the curriculum given to incumbent workers who have been directed to the center by employers as a requirement of their current position.
3. WorkKeys Certification for Incumbent Workers
 - a. A WorkKeys test may be administered to incumbent workers who have been directed to the center by employers as a requirement of their current position in order to obtain a WorkKeys certificate.
4. Work Opportunity Tax Credit (WOTC) Processing
 - a. This only applies to WOTC Processing for new hires and job seekers with offers of hire completing forms ETA 9062 or ETA 8850 at a center or office.

INCENTIVE AWARDS

The Southern Workforce Board will adhere to the State Incentive Award Policy as described in OETI #08-2008 and is as follows:

- A. This policy establishes 3 new Integrated Service Measures that apply to the WIA Adult, Dislocated Worker and Labor Exchange combined customer pool. USDOL Common Measures for Adults will also be used, but for incentive purposes, the Adult measures will apply to a combined customer pool.
- B. The eligibility to receive an incentive award for meeting any Integrated Service Measure *is independent* of meeting performance on any Program Measure.
- C. The eligibility to receive an incentive award for meeting any one Program Measure *is dependant* upon Integrated Service outcomes.
- D. This policy establishes a goal for each measure. The goals outlined in this policy are for incentive purposes only and will not be used to determine sanctions for poor performance.
- E. This policy outlines how those funds may be utilized.

Integrated Service Measures

1. Skills Development Services – Goal – 30%

Methodology:

Of those customers receiving a staff assisted service during the program year:

The number of those who receive a skills development service.

Operational Parameters:

- Program year is July 1 through June 30.
- Staff assisted service refers to those services taking place in a physical location.
- Customer refers to co-enrolled WIA Adults, Dislocated Worker and Labor Exchange clients.

- A skills development service is a short term prevocational service, occupational skill training, on-the-job training, work experience or apprenticeship.
- Oklahoma Service Link will be the vehicle used to determine those that received a staff assisted service and those that received a skills development service.

2. Career Readiness Certificates – Goal – 15%

Methodology:

Of those customers receiving a staff assisted service during the program year:

The number of those who obtain a Career Readiness Certificate.

Operational Parameters:

- Program year is July 1 through June 30.
- Staff assisted service refers to those services taking place in a physical location.
- Customer refers to co-enrolled WIA Adults, Dislocated Workers and Labor Exchange clients.
- Oklahoma Service Link will be the vehicle used to determine obtainment of a Career Readiness Certificate.

3. Repetitive Center Service – Goal - 50%

Methodology:

Of those customers receiving their first staff assisted service during the program year:

The number of those who receive an additional staff assisted service in a center within 60 days.

Operational Parameters:

- Program year is July 1 through June 30.
- Staff assisted service refers to those services taking place in a physical location.
- Customer refers to co-enrolled WIA Adults, Dislocated Workers and Labor Exchange clients.
- Oklahoma Service Link will be the vehicle used to determine that additional services were given within 60 days.

Program Measures

1. Adult Entered Employment Rate – State Negotiated Level

Methodology:

Of those who are not employed at the date of participation:

The number of adult participants who are employed in the first quarter after the exit quarter divided by the number of adult participants who exit during the quarter.

Operational Parameters:

- “Adult” refers the integrated customer pool that encompasses WIA Adult, Dislocated Worker and Labor Exchange.
- **See TEGl 17-05 for additional operational parameters.**

2. Adult Employment Retention Rate – State Negotiated Level

Methodology:

Of those who are employed in the first quarter after the exit quarter:

The number of adult participants who are employed in both the second and third quarters after the exit quarter divided by the number of adult participants who exit during the quarter.

Operational Parameters:

- “Adult” refers to the integrated customer pool that encompasses WIA Adult, Dislocated Worker and Labor Exchange.
- **See TEGL 17-05 for additional operational parameters.**

3. Average Earnings –State Negotiated Level

Methodology:

Of those adult participants who are employed in the first, second, and third quarters after the exit quarter:

Total earnings in the second quarter plus total earnings in the third quarter after the exit quarter divided by the number of adult participants who exit during the quarter.

Operational Parameters:

- “Adult” refers the integrated customer pool that encompasses WIA Adult, Dislocated Worker and Labor Exchange.
- **See TEGL 17-05 for additional operational parameters.**

Incentive funds may be used to foster coordination and integration of Workforce Development Services.

CUSTOMER/ISSUE/COMPLAINTS PROCESS:

Customers who have been denied core registered and/or intensive services due to lack of documentation and/or determined self-sufficient, may be referred back to informational services for further self-service. Any formal complaint, comments, or suggestions may be submitted in writing and will be signed by the complainant or his authorized representative. The complaint must contain the complainant’s name, address and description of the complaint, to the Center Manager. Customer complaints which include service denials due to eligibility determinations should be reviewed by the Center Manager. The Center Manager will prepare a response to the customer which should explain the current policy and reason for denial. If eligibility has been determined incorrectly, the Center Manager will notify the customer immediately and offer services. The customer’s complaint and the Center Manager’s summary of the complaint and corrective action should be submitted to the Southern Workforce Board, C/O Kerry Manning, P.O. Box 1577, Durant, OK 74701, within one (1) week of the complaint. All comments and suggestions should be reviewed by the Center Manager and included in the Center Manager’s Report.

The Southern Workforce Board is an equal opportunity employer/program and auxiliary aids and services are available upon request to individuals with disabilities.

Approved by the Southern Workforce Investment Board this _____ day of May, 2009.

Keith Buelow, Chairman