

# SOUTHERN WORKFORCE BOARD, INC.



## SOUTHERN WORKFORCE BOARD OKLAHOMA WORKS INTEGRATION POLICY

**SWB - #124**

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**Revised August 25, 2017 by Staff for Compliance**

**Ratified by SWB 10-18-17**



SWB is an Equal Opportunity Employer/Program and Activities. Auxiliary aids and services are available upon request to individuals with disabilities.

BABEL NOTICE (29 C.F.R. § 38.9(g) (3)): This document contains vital information. If English is not your preferred language, contact One Stop Operator, ososouthern@gmail.com, 1414 E. Wade Watts Ave. McAlester, Ok. 74501 (580)634-1853 TTD/TTY: 711 or 800-722-0353 to obtain translation and/or interpretation services for the content of this document

## Background

The Workforce Innovation and Opportunity Act (WIOA) envisions high-quality one-stop-center systems that are business driven, customer-centered, integrated, and tailored to meet the needs of regional economies. The law emphasizes the need for partnerships and strategies that align workforce development, education, and economic development programs with regional needs.

High-quality, one-stop centers are designed to:

1. Serve jobseekers and workers by increasing access to, and opportunities for, employment, education, training, and support services that help them overcome barriers and succeed in the labor market; and
2. Serve businesses by, at a minimum, developing (including the provision of education and training for their current workforce) and/or finding (internally and through access to other supports) workers possessing the skills required to keep their companies globally competitive.

## References

- The Workforce Innovation and Opportunity Act (WIOA) Sections 101(d)(6), 121(e)(2), 121(g)(1), 121(g)(3)
- Training and Employment Guidance Letter (TEGL) 16-16
- 20 CFR 678.800 (a)(3), and 188 CFR 678 Subpart F; 20 CFR 678.400-430; 20 CFR 678.800(b)); 20 CFR 361.400-430; 29 CFR 38; 34 CFR 463.410-430; 20 CFR 678.300(d)(3)
- Title I of the Americans with Disabilities Act, which applies to employment settings ([http://www.ada.gov/ada\\_title\\_I.htm](http://www.ada.gov/ada_title_I.htm))
- Title II of the Americans with Disabilities Act, which applies to state and local governments ([http://www.ada.gov/ada\\_title\\_II.htm](http://www.ada.gov/ada_title_II.htm))
- Title III of the Americans with Disabilities Act, which applies to private places of public accommodation ([http://www.ada.gov/ada\\_title\\_III.htm](http://www.ada.gov/ada_title_III.htm)) 3
- Oklahoma Works Workforce System Access for All ([https://www.ok.gov/abletech/Workforce\\_for\\_All/index.html](https://www.ok.gov/abletech/Workforce_for_All/index.html))
- OWDI #07-17 Certification of comprehensive and affiliate Oklahoma Works (One Stop) Centers

## Oklahoma Works One Stop Centers

The Southern Workforce Board has designated one comprehensive workforce centers and five affiliates with several specialized throughout the seventeen county area at this time.

**Comprehensive Center:** A comprehensive one-stop center is a physical location where job seeker and employer customers can access the programs, services, and activities of all required one-stop partners.

The comprehensive one-stop center must provide:

- (1) Career services, described in 20 CFR 678.430 and TEGL 16-16;
- (2) Access to training services described in 20 CFR 680.200;

- (3) Access to any employment and training activities carried out under sec.134(d) of WIOA;
- (4) Access to programs and activities carried out by one-stop partners listed in 20 CFR 678.400 through 678.410, including the Employment Service program authorized under the Wagner-Peyser Act, as amended by WIOA title III (Wagner-Peyser Act Employment Service program); and
- (5) Workforce and labor market information.

Customers must have access to these programs, services, and activities during regular business days and hours at a comprehensive one-stop center. Times to accommodate the schedules of individuals who work on regular business days will be provided on an individual basis upon a request to the center staff and approval by the center manager or one-stop operator. Reasonable accommodations to adhere to the request will be made. Prior approval for hourly staff to work overtime must be authorized by the provider's supervisor. If customer feedback indicates extended hours are needed then the workforce system improvement committee may extend hours of operation.

“Access” to each partner program and its services means:

- (1) Having a program staff member physically present at the one-stop center;
- (2) Having a staff member from a different partner program physically present at the one-stop center appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
- (3) Making available a direct linkage through technology to program staff who can provide meaningful information or services.

A “direct linkage” means providing direct connection at the one-stop center, within a reasonable time, by phone or through a real-time Web-based communication to a program staff member who can provide program information or services to the customer.

A “direct linkage” cannot exclusively be providing a phone number or computer website that can be used at an individual's home; providing information, pamphlets, or materials; or making arrangements for the customer to receive services at a later time or on a different day. If the direct linkage is provided via telephone, access must be a phone line dedicated to serving one- 4 stop customers in a timely manner. If the direct linkage is provided via technology, access must enable trained staff to provide remote assistance through technology such as live web chat (e.g. Skype, Facetime), video conference, or other similar technology that involves a form of one-on-one assistance. As applicable and practical, one-stop partners should make services accessible to individuals electronically in a way that improves efficiency, coordination, and quality in the delivery of one-stop partner services.

All comprehensive one-stop centers and the technology they provide to Job Seekers must be accessible to individuals with disabilities, as described in 29 CFR part 38, the implementing regulations of WIOA sec.188. Oklahoma's Access for All was developed as a system-wide effort and includes two parts to the Access for All Certification in Oklahoma. One considers accessibility in the physical space and the other considers accessibility in technology. Both focus on the environments that Job Seekers interact with when participating in services provided by the Oklahoma Works Workforce System Partners. In the end, Oklahoma Works Workforce System

Partners and Workforce Areas work through an Access for All Accessibility Process to achieve certification.

**Affiliate Center:** An affiliated site, or affiliate one-stop center, is a site that makes available to job seeker and employer customers one or more of the one-stop partners' programs, services, and activities with a physical presence of combined staff more than 50 percent of the time the center is open. An affiliated site does not need to provide access to every required one-stop partner program. The frequency of program staff's physical presence in the affiliated site will be determined at the local level. Affiliated sites are access points in addition to the comprehensive one-stop center(s) in each local area. If used by local areas as a part of the service delivery strategy, affiliate sites must be established in a manner that supplements and enhances customer access to services. All affiliated sites must be accessible to individuals with disabilities, as described in 29 CFR part 38, the implementing regulations of WIOA sec. 188.

If Wagner-Peyser Act employment services are provided at an affiliated site, there must be at least one or more other partners in the affiliated site with a physical presence of combined staff more than 50 percent of the time the center is open. Additionally, the other partner must not be the partner administering local veterans' employment representatives, disabled veterans' outreach program specialists, or unemployment compensation programs. If Wagner-Peyser Act employment services and any of these 3 programs are provided at an affiliated site, an additional partner or partners must have a presence of combined staff in the center more than 50 percent of the time the center is open.

The SWB will examine lease agreements and property holdings throughout the one-stop delivery system in order to use property in an efficient and effective. Where necessary and appropriate, the SWB will take expeditious steps to align lease expiration dates with efforts to consolidate one-stop operations

**Specialized Center:** Any network of one-stop partners or specialized centers, as described in 20 CFR 678.300(d)(3), must be connected to the comprehensive one-stop center and any appropriate affiliate one-stop centers, for example, by having processes in place to make referrals to these centers and the partner programs located in them.

## **One Stop Operator**

The one-stop operator must coordinate the service delivery of required one-stop partners and service providers in the Oklahoma Works one-stop centers and affiliate offices throughout the Southern Development Area. Additionally, the one-stop operator is responsible for ensuring the service delivery system at the one-stop centers and affiliate offices fully integrate the products, protocols, and quality standards that conform to the SWB Regional and Strategic Plans.

### **A. Compliance**

1. Ensure SWB policies and procedures are followed.
2. Ensure compliance with WIOA, WIOA regulations, state and local policies, and the U. S. Department of Labor Statement 29 CFR 38 Implementation of Nondiscrimination and Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act; Final Rule

3. Coordinate the provision of services to eliminate or minimize duplication
4. Ensure One Stop partners are utilizing the common intake, case management, referral process and client tracking systems appropriately.

In the event of a conflict between such laws and regulations and the terms of this agreement, precedence will be given to the laws and regulations.

#### **B. Management**

1. Management of the day-to-day operations of the Oklahoma Works centers and access sites;
2. Coordinate Service Delivery among Core and Required Partners including physical and electronic sites;
3. Coordinate Oklahoma Works system performance measures and deliverables established by the SWB;
4. Annually report physical, programmatic and technology accessibility ensuring accommodations and accessibility for all;
5. Serve as the Accessibility Compliance Representative (ACR) to comply with Oklahoma Works Access for All Certification.
6. Administer the customer database system currently in operation at the One Stop which allows One Stop staff to track and report on customer usage of the One Stop and services. Provider will use the system to track and report on customer activities as requested by the SWB and administrative entity. To the extent possible, Provider will attempt to minimize duplication created by the presence of two database systems by moving toward a more unified, simplified tracking methodology with direction from the SWB and with input from the state and the administrative entity;
7. Contractor is expected to ensure that the one-stop partners adhere to the MOU agreements and reporting procedures.
8. Coordinate and participate in Workforce System Improvement Committee meeting

#### **C. Community/ Partner Relations**

1. Establish and maintain key relationships with workforce system partners
2. Implement quality and continuous improvement principles within the system
3. Responsible for capacity building within the system and staff
4. Promote Workforce programs and educate local community and faith based organizations about the Workforce System
5. Convene quarterly meetings of the One Stop Partners throughout the 17 Counties.

#### **D. Business Services**

1. Develop, offer and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy
2. Address immediate and long term skilled workforce needs of in demand industries and address critical skill gaps within and across industries
3. Oversee the job posting information from businesses to the statewide employment database and assist employers who prefer to enter data directly
4. Direct center staff on the screening and recruiting of candidates for job openings for area employers
5. Respond to employers' requests including providing interview space, job fairs,

and other services offered by Oklahoma Works

6. Coordinate with the Rapid Response (RR) Coordinator to align system partners local RR services for workers who have or will be dislocated from their jobs due to a business or plant closure, a major employer downsizing, or natural disasters
7. Collaborate with system partners to facilitate and participate in special projects such as job fairs, business driven workshops, and be responsible for communicating employers' needs to the Oklahoma Works staff

#### **E. Jobseeker Services**

1. Ensure job seeking customers are served through an integrated, seamless process related to the various services/functions offered in order to reduce duplication of resources, minimize number of contacts, and streamline processes
2. Verify that all customers have access to Oklahoma Works services
3. Research, identify, and report in writing to SWB any ADA compliance discrepancies for all customers at each Oklahoma Works location
4. Outreach and Recruitment of customers

### **Center Managers**

The center manager will oversee day to day operations under the guidance from the One-Stop Operator. The center manager position is a non-compensated position. The center manager for each Oklahoma Works One-Stop Center will be determined through a competitive process by the One-Stop Oversight Committee consisting of an application and interviewing process. If only one staff member in the center applies for the job the oversight committee has the authority to designate the staff as the center manager.

### **Priority of Services**

**Eligibility for Priority of Service:** Veterans and eligible spouses, including widows and widowers as defined in the statute and regulations, are eligible for priority of service. For the purposes of implementing priority of service, the Final Rule requires that program operators use the broad definition of veteran found in 38 U.S.C. 101(2). Under this definition, the term "veteran" means a person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable, as specified in 38 U.S.C. 101(2). Active service includes full-time Federal service in the National Guard or a Reserve component. This definition of "active service" does not include full-time duty performed strictly for training purposes (i.e., that which often is referred to as "weekend" or "annual" training), nor does it include full-time active duty performed by National Guard personnel who are mobilized by State rather than Federal authorities (State mobilizations usually occur in response to events such as natural disasters). "Eligible spouse" as defined at section 2(a) of the JVA (38 U.S.C. 4215[a]) means the spouse of any of the following:

- a. Any veteran who died of a service-connected disability;
- b. Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
  - i. Missing in action;
  - ii. Captured in the line of duty by a hostile force; or

- iii. Forcibly detained or interned in the line of duty by a foreign government or power;
- c. Any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs; or
- d. Any veteran who died while a disability was in existence. A spouse whose eligibility is derived from a living veteran or service member (i.e., categories b. or c. above) would lose his or her eligibility if the veteran or service member were to lose the status that is the basis for the eligibility (e.g. if a veteran with a total service-connected disability were to receive a revised disability rating at a lower level). Similarly, for a spouse whose eligibility is derived from a living veteran or service member, that eligibility would be lost upon divorce from the veteran or service member.

The priority of service regulations refer to those veterans and spouses who are eligible for priority of service as "covered persons" and refer to those not eligible for priority of service as "non-covered persons." In the interest of specificity, this guidance refers to those eligible as "veterans and eligible spouses." However, in the interest of brevity, this guidance also adopts the regulatory terminology by referring to those who are not eligible as "non-covered persons."

The **Title I Adult program** is an employment and training program for adults age 18 and over, with priority given to recipients of public assistance, other low-income individuals, and individuals that are basic skills deficient. Southern's Policy #119 establishes Priority of Service follows:

1. Veterans and eligible spouses who are also recipients of public assistance, low-income, or basic skills deficient.
2. Individuals who are not veterans or eligible spouses who are recipients of public assistance, low-income, or basic skills deficient.
3. Veterans and eligible spouses who are not recipients of public assistance, low-income, or basic skills deficient.
4. Residents that reside in the Choctaw nation "Promise Zone."
5. Eligible persons outside the groups given priority under this policy.

## **"Access for All"**

The Board is committed to complying with the requirements of WIOA section 188 and the Americans with Disabilities Act (ADA) to maximize access to services in the Southern Region for people with disabilities. We require entities within the one-stop delivery system (including one-stop operators and one-stop partners) to comply with WIOA section 188 and the ADA by implementing policies, procedures, protocols and practices for programmatic accessibility of facilities, programs and services. The One-Stop Centers will comply with the ADA by promoting inclusion, choice, and accessibility. The SWB Workforce Development Board's One-Stop Operator ADA coordinator and staff will assure that job seekers with disabilities have programmatic access to all services.

The SWB will utilize The Roadmap for Physical and Technology Accessibility Standards Certification Process to address physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities.

## **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 approach.

Services will be divided into three functional units with the One-Stop Operator in coordination with the Center Manager having the authority to organize staff by functions. The functional roles responsible for the delivery of services are; (1) Customer Solutions, (2) Skill Development, and (3) Staffing Solutions. The chart below provides a visual description of the integrated services. 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 Oklahoma Works Center. The Customer Flow model is not all inclusive and will be transformed as staff makes the transitions – documenting what works and what does not.

Each 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 integrated Centers.

- 1) All customers will receive prompt service with no future scheduling of appointments for initial welcoming functions.
- (2) OKJobMatch 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 assessment in the customer solutions unit
- (5) Every new customer will receive an orientation to services available throughout the workforce system and labor market
- (6) Every Skills Development Unit customer must be offered remediation for any deficiencies identified

### **Integrated Services:**

Services will begin with an assessment in the *Customer Solutions* Function. Demand skill sets have been created based upon the needs of the businesses for their workforce.

**Customer Solutions** will be responsible for the first contact with customers as they enter the Oklahoma Works Center. The three major services provided by this functional role are Welcome; Data Collection; and Assessment. The function 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 many of Oklahoma's available workforce lacking essential basic skills needed for current jobs, it is critical that an assessment component be integrated into the overall career assessment and job matching/ referral process. Information from this evaluation will provide for more appropriate referrals to targeted jobs, services, education and training that address the specific skills needed by the individual. The assessment system is directly based on the articulated needs of local employers, the customer, and the local labor market.

The One-Stop Operator will ensure all center staff receives EEO training on an annual basis. Each center must post “Equal Opportunity is the Law” in English and Spanish versions as well as “Nine in One” poster.

### **“§ 38.14 Reasonable Accommodations”**

(a) With regard to any aid, benefit, service, training, and employment, a recipient must provide reasonable accommodations to qualified individuals with disabilities who are applicants, registrants, eligible applicants/registrants, participants, employees, or applicants for employment, unless providing the accommodation would cause undue hardship. See the definitions of “reasonable accommodation” and “undue hardship” in § 38.4(rrr)(1).

(1) In those circumstances where a recipient believes that the proposed accommodation would cause undue hardship, the recipient has the burden of proving that the accommodation would result in such hardship.

(2) The recipient must make the decision that the accommodation would cause such hardship only after considering all factors listed in the definition of “undue hardship” in § 38.4(rrr)(1). The decision must be accompanied by a written statement of the recipient's reasons for reaching that conclusion. The recipient must provide a copy of the statement of reasons to the individual or individuals who requested the accommodation.

(3) If a requested accommodation would result in undue hardship, the recipient must, after consultation with an individual with a disability (or individuals with disabilities), take any other action that would not result in such hardship, but would nevertheless ensure that, to the maximum extent possible, individuals with disabilities receive the aid, benefit, service, training, or employment provided by the recipient.

(b) With regard to any aid, benefit, service, training, and employment, a recipient must also make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability, unless making the modifications would fundamentally alter the nature of the service, program, or activity. See the definition of “fundamental alteration” in § 38.4(z).

(1) In those circumstances where a recipient believes that the proposed modification would fundamentally alter the program, activity, or service, the recipient has the burden of proving that the modification would result in such an alteration.

(2) The recipient must make the decision that the modification would result in such an alteration only after considering all factors listed in the definition of “fundamental alteration” in § 38.4(z). The decision must be accompanied by a written statement of the recipient's reasons for reaching that conclusion. The recipient must provide a copy of the statement of reasons to the individual or individuals who requested the modification.

(3) If a modification would result in a fundamental alteration, the recipient must take any other action that would not result in such an alteration, but would nevertheless ensure that, to the maximum extent possible, individuals with disabilities receive the aid, benefits, services, training, or employment provided by the recipient.

**The Skill Development Function** will be responsible for the development of skills necessary to allow an individual the opportunity to participate in the labor market. The Skill Development 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 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 Function, Staffing Solutions Function.

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 SDF in coordination with the regularly scheduled workshops in each local area or by completing a career interest inventory.—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.

**The Staffing Solutions Function** will be responsible for job search, job development, job referrals, job placement and follow-up for job retention. Functions of this role include reviewing information, skills, qualifications and education to determine if the customer is job ready. If the customer is job ready, the staff 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 to the appropriate function or via "direct linkage" to the agency who is the best fit for the customer's needs. This Functional Role 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.

## **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.

Employer Initiated Service Events:

1. Job Fairs-Basic types of job fairs include events that are solely for the employer, focused on an industry or open for all employers.
2. Mass Hiring Events-Any application process for a new employer or an employer expanding their workforce in a substantial fashion.
3. Continuous Application Management-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.

Upgrading for Incumbent Workers

Work Opportunity Tax Credit (WOTC) Processing

## “Internet Usage”

Oklahoma Works Internet Users Shall:

- Cooperate and follow instructions from Oklahoma Works staff members.
- Promptly relinquish the computer to a staff member when asked.
- Consult an Oklahoma Works staff person before inserting any thumb-drive or memory card into an Oklahoma Works Computer.

Oklahoma Works Internet Users Shall Not:

- Interfere with or disrupt network users, services, or equipment.
- Make any attempt to damage computer equipment or software.
- Make any attempt to alter software configurations.
- Make any attempt to cause degradation of system performance.
- Use any OESC work station for illegal or criminal purposes.
- Access pornographic or gambling sites.
- Violate copyright laws or software licensing agreements while using the Internet computer.
- Engage in any activity which is deliberately malicious, libelous or slanderous.
- Install or download any software.

Members of the public may use this Internet access to look for employment, obtain information concerning prospective employment, prepare resumes, and any other activity associated with searching for employment. A copy of this rule may be obtained from an Oklahoma Works representative. Internet users must comply with all policies and rules or risk losing their Internet privileges at Oklahoma Works.

Oklahoma Works computers are property of Oklahoma Works and will be monitored and checked randomly to determine if inappropriate material has been accessed by the Internet user. Oklahoma Works is not liable for any material that the user may find on the Internet that is inaccurate, incomplete, out of date, or personally offensive to the user. Oklahoma Works assumes no liability for damages, direct or indirect, that may occur to the user or the user’s data as a result of being connected to any Oklahoma Works Internet service. Use of the Internet at Oklahoma Works is a privilege, not a right. Minors must be supervised by a parent or responsible adult when using Oklahoma Works’ Internet service. Violation of the rules set forth above will result in imposition of the penalties set forth in OESC Rule 240:5-3-4 which can result in the following actions include cancellation of the Internet privileges in the Oklahoma Works office:

**If an Internet user is found to have violated any of the restrictions set out in 240:5-3-3, the user will receive a warning for the first violation, a 30 day suspension for the second violation, and an indefinite suspension for the third violation.**

## BUSINESS SERVICES

Serve as a single point of contact for businesses, responding to all requests in a timely manner	Provide information and services related to Unemployment Insurance taxes and claims	Assist with disability and communication accommodations, including job coaches
Conduct outreach regarding Local workforce system's services and products	Conduct on-site Rapid Response activities regarding closures and downsizings	Develop On-the-Job Training (OJT) contracts, incumbent worker contracts, or pay-for-performance contract strategies
Provide access to labor market information	Provide customized recruitment and job applicant screening, assessment and referral services	Provide employer and industry cluster-driven Occupational Skills Training through Individual Training Accounts with eligible training providers
Assist with the interpretation of labor market information	Conduct job fairs	Develop customized training opportunities to meet specific employer and/or industry cluster needs
Use of one-stop center facilities for recruiting and interviewing job applicants	Consult on human resources issues	Coordinate with employers to develop and implement layoff aversion strategies
Post job vacancies in the state labor exchange system and take and fill job orders	Provide information regarding disability awareness issues	Provide incumbent worker upgrade training through various modalities
Provide information regarding workforce development initiatives and programs	Provide information regarding assistive technology and communication accommodations	Develop, convene, or implement industry or sector partnerships
Provide information regarding Tax Credits	Provide Career Pathways	Provide Basic Skills Training

<b>JOB SEEKER SERVICES</b>		
<b><u>Basic Career Services</u></b>	<b><u>Individualized Career Services</u></b>	<b><u>Training</u></b>
Outreach, intake and orientation to the information, services, programs, tools and resources available through the Local workforce system	Comprehensive and specialized assessments of skills levels and service needs	Occupational skills training through Individual Training Accounts (ITAs)
Initial assessments of skill level(s), aptitudes, abilities and supportive service needs	Development of an individual employability development plan to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals	Adult education and literacy activities, including English language acquisition (ELA), provided in combination with the training services described above
In and out of area job search and placement assistance (including provision of information on in-demand industry sectors and occupations and non-traditional employment)	Referral to training services	On-the-Job Training (OJT)
Access to employment opportunity and labor market information	Group counseling	Incumbent Worker Training
Performance information and program costs for eligible providers of training, education, and workforce services	Literacy activities related to work readiness	Programs that combine workplace training with related instruction which may include cooperative education
Information on performance of the Local workforce system	Individual counseling and career planning	Training programs operated by the private sector
Information on the availability of supportive services and referral to such, as appropriate	Case management for customers seeking training services; individual in and out of area job search, referral and placement assistance	Skill upgrading and retraining
Information and meaningful assistance on Unemployment Insurance claim filing	Work experience, transitional jobs, registered apprenticeships, and internships	Entrepreneurial training
Determination of potential eligibility for workforce Partner services, programs, and referral(s)	Workforce preparation services (e.g., development of learning skills, punctuality, communication skills, interviewing skills, personal maintenance, literacy skills, financial literacy skills, and professional conduct) to prepare individuals for unsubsidized employment or training	Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training
Information and assistance in applying for financial aid for training and education programs not provided under WIOA	Post-employment follow-up services and support ( → <i>This is not an individualized career service, but listed here for completeness.</i> )	Other training services as determined by the workforce partner's governing rules

## YOUTH SERVICES

<p>Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential.</p>	<p>Alternative secondary school services, or dropout recovery services, as appropriate.</p>
<p>Paid and unpaid work experiences that have as a component academic and occupational education, which may include:          Summer employment opportunities and other employment opportunities available throughout the school year, pre-apprenticeship programs, internships and job shadowing, and on-the-job training opportunities.</p>	<p>Occupational skill training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in the local area involved.</p>
<p>Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.</p>	<p>Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate.</p>
<p>Supportive services.</p>	<p>Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months.</p>
<p>Follow-up services for not less than 12 months after the completion of participation, as appropriate.</p>	<p>Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate.</p>
<p>Financial literacy education.</p>	<p>Entrepreneurial skills training.</p>
<p>Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services.</p>	<p>Activities that help youth prepare for and transition to postsecondary education and training.</p>

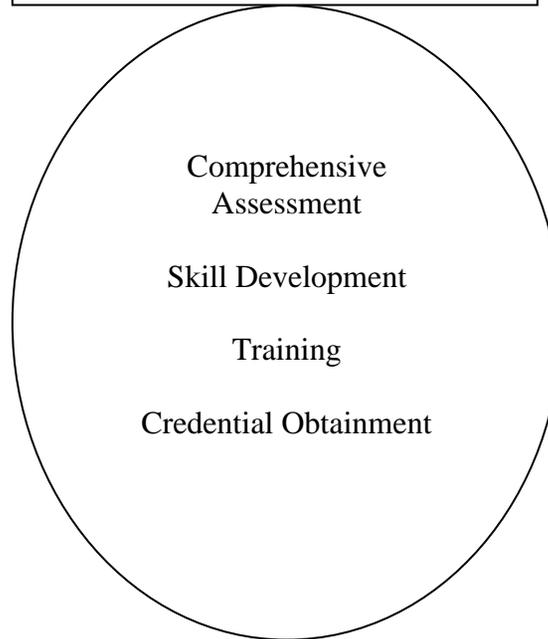
# INTEGRATED SERVICES FUNCTIONAL DELIVERY

## Customer Solutions



- Intake
- System Orientation
- Assessment
- Labor Market Information
- Information on Filing for UI Claim
- Career Counseling and Planning
- Information on System Partner Services
- Information on availability of Supportive Services
- Re-Employment Services
- Referrals
- Veterans Services
- “Access for All”
- Eligibility and Information on Programs of
- Financial Aide Assistance
- Career Pathway Information

## Skill Development



- Local Performance & Costs on
- Training Providers
- Eligibility Determination
- Comprehensive Assessments
- Development of Employment Plan
- Short-Term Prevocational Training
- On-the-Job Training
- Customized & Occupational Training
- Work Experience
- Youth Services
- Internships
- Rapid Response
- TAA/TRA
- Apprenticeships
- Entrepreneurial
- Financial Literacy

## Staffing Solutions



- 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
- Job Fairs/Hiring Events

## INCENTIVE AWARDS

The Southern Workforce Board may provide incentive awards to service providers for successful performance outcomes. The SWB will adhere to the State Incentive Award Policy.

### Program Measures

Primary Indicators of Performance. Under section 116(b)(2)(A) of WIOA, there are six primary indicators of performance:

A. Employment Rate – 2nd Quarter After Exit: The percentage of participants who are in unsubsidized employment during the second quarter after exit from the program (for title I Youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the second quarter after exit);

B. Employment Rate – 4th Quarter After Exit: The percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program (for title I Youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the fourth quarter after exit);

C. Median Earnings – 2nd Quarter After Exit: The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program;

D. Credential Attainment: The percentage of those participants enrolled in an education or training program (excluding those in on-the-job training (OJT) and customized training) who attain a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exit from the program. A participant who has attained a secondary school diploma or its recognized equivalent is included in the percentage of participants who have attained a secondary school diploma or its recognized equivalent only if the participant also is employed or is enrolled in an education or training program leading to a recognized postsecondary credential within one year after exit from the program;

E. Measurable Skill Gains: The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains, defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment. Depending on the type of education or training program, documented progress is defined as one of the following: a) Documented achievement of at least one educational functioning level of a participant who is receiving instruction below the postsecondary education level; b) Documented attainment of a secondary school diploma or its recognized equivalent; - 6 - c) Secondary or postsecondary transcript or report card for a sufficient number of credit hours that shows a participant is meeting the State unit's academic standards; d) Satisfactory or better progress report, towards established milestones, such as completion of OJT or completion of one year of an

apprenticeship program or similar milestones, from an employer or training provider who is providing training; or e) Successful passage of an exam that is required for a particular occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams.

F. Effectiveness in Serving Employers: WIOA sec. 116(b)(2)(A)(i)(VI) requires the Departments to establish a primary indicator of performance for effectiveness in serving employers. The Departments are piloting three approaches designed to gauge three critical workforce needs of the business community.

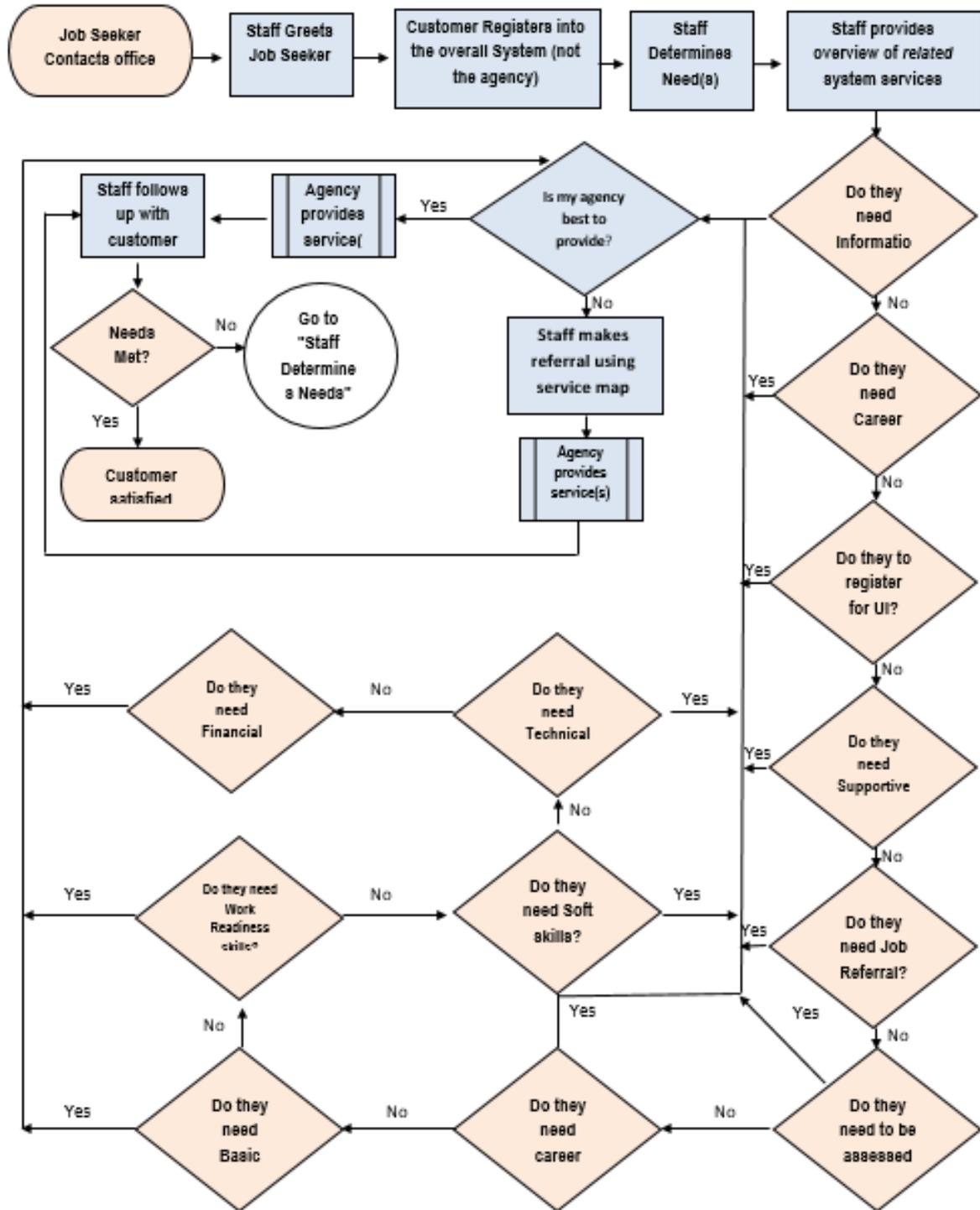
- Approach 1 – Retention with the same employer – addresses the programs’ efforts to provide employers with skilled workers;
- Approach 2 – Repeat Business Customers – addresses the programs’ efforts to provide quality engagement and services to employers and sectors and establish productive relationships with employers and sectors over extended periods of time; and
- Approach 3 – Employer Penetration Rate – addresses the programs’ efforts to provide quality engagement and services to all employers and sectors within a State and local economy.

## **CUSTOMER/ISSUE/COMPLAINTS PROCESS:**

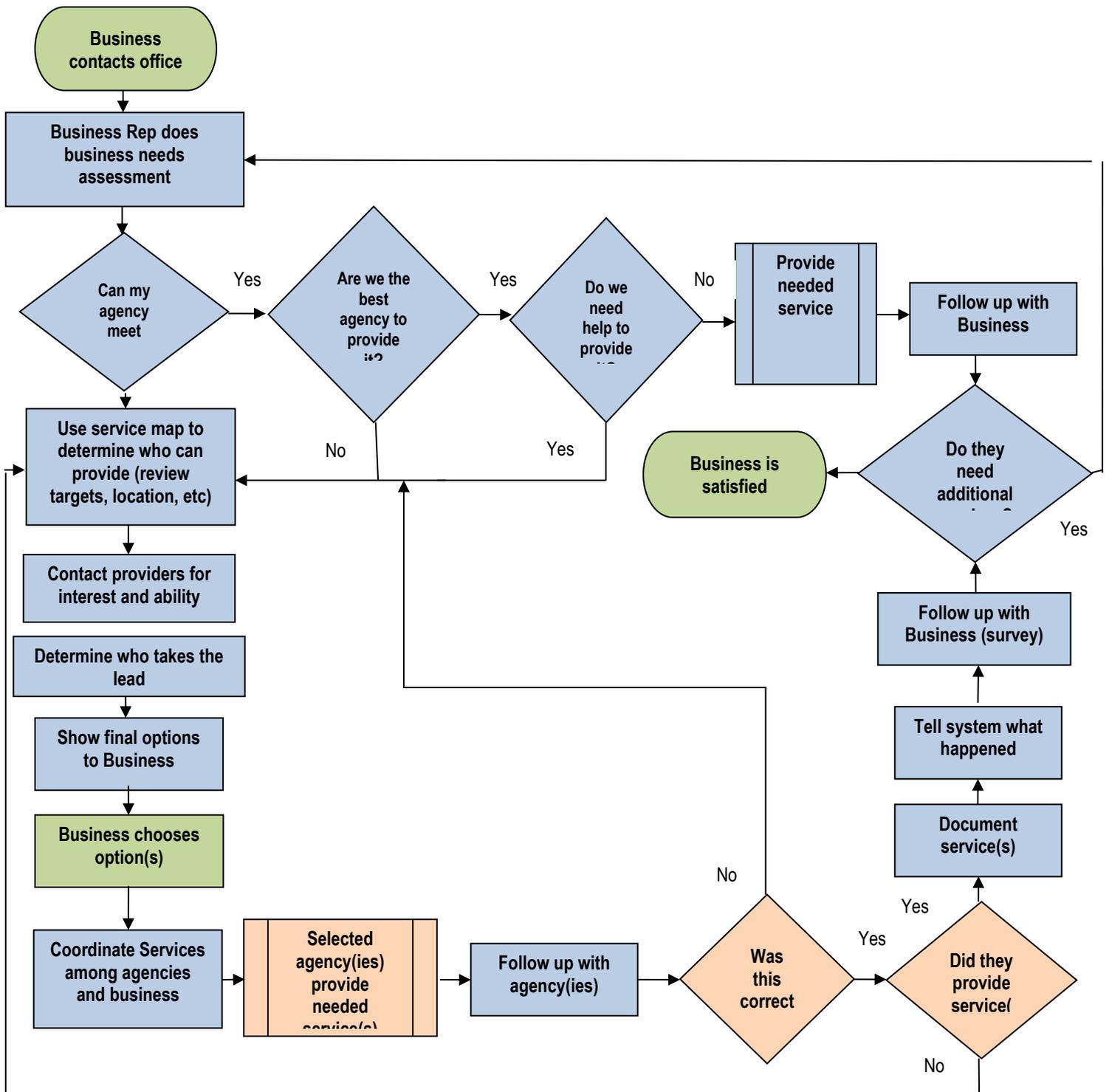
Customers who have been denied services due to lack of documentation and/or determined self-sufficient, may be referred back to informational services for further self-service. Any formal complaint, comments, or suggestions may be submitted in writing and will be signed by the complainant or his authorized 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 and One-Stop Operator. The Center Manager and One-Stop Operator 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 744, Durant, OK 74702, within one (1) week of the complaint. All comments and suggestions should be reviewed by the Center Manager and One Stop Operator 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.

## Appendix 4: Job Seeker Initial Services/Intake Process Map



## Appendix 6: Business Services Initial Services/Intake Process Map



**SOUTHERN WORKFORCE AREA  
OKLAHOMA WORKS  
ONE STOP CENTER MANAGER  
JOB DESCRIPTION**

**Position Summary**

The Oklahoma Works One-Stop Center Manager is responsible for the day to day operations of the One-Stop Center and the provision of integrated career services according to the Southern Workforce Board One-Stop Integration Policy. The Center Manager will serve as the point of contact for the center. The Center Manager will take direction and be functionally supervised by the One-Stop Operator.

**Essential Duties and Responsibilities**

1. Coordinate and conduct regular Center meetings with One-Stop Center Staff and Functional Supervisors to ensure Center service policy and procedures are implemented and maintained and verify that the One-Stop partners are delivering career services as outlined in the Memorandum of Understanding, Boards Strategic Plans, and the One-Stop Integration Policy;
2. Track system and programmatic performance and prepare center reports for the Southern Workforce Board's Oversight Committee, One-Stop Operator, and/or SWB staff as needed;
3. The Center Manager will assist One-Stop Staff in learning the Center Policy and Procedures, provide training relating to the operations of the delivery of services, customer flow, customer referral, performance measures, system measures, and other relevant areas;
4. The Center Manager will verify that the One-Stop Partners are utilizing the appropriate assessment tool; that appropriate data validation documentation is being provided and documented appropriately for referral, follow-up, and customer tracking procedures;
5. The Center Manager will be responsible for overseeing any computer hardware and software that is used in the One-Stop Center Resource Area; this includes inventory and frequent checks of center equipment and additional software recommendations and submitting requests to the One-Stop Operator.
6. The Southern Workforce Board or One Stop Operator may periodically identify training that will be beneficial to the Center Manager; in this event, the Center Manager will be expected to participate in such training;
7. The Center Manager will perform additional duties as identified by the One Stop

Operator.

**The One-Stop Career Center Manager will provide oversight and coordination that does not interfere with the individual's existing employer/employee relationship. All partner personnel will retain the direct employer/employee relationship with his/her federal, state, or local agency. In the absence of a designated One-Stop Center Manager, the One-Stop Operator will assume the role of the One-Stop Career Center Manager.**

**NAME: \_\_\_\_\_  
SWB Chairman One Stop Committee**

**DATE:**

**NAME: \_\_\_\_\_  
One Stop Operator**

**DATE:**

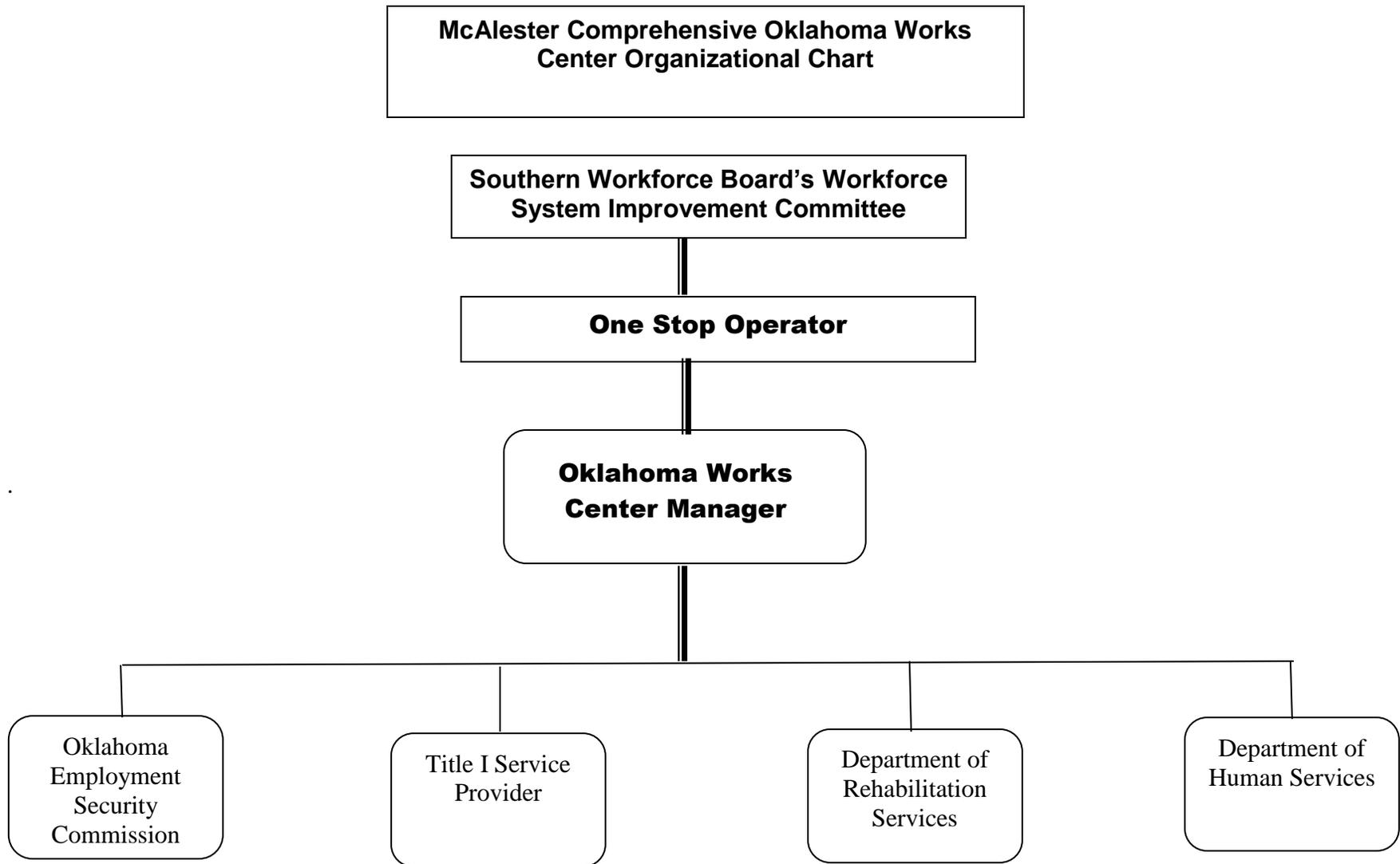
**I have read and understand the above written job description and I agree to adhere to the contents of this document.**

**NAME: \_\_\_\_\_  
Center Manager**

**DATE:**

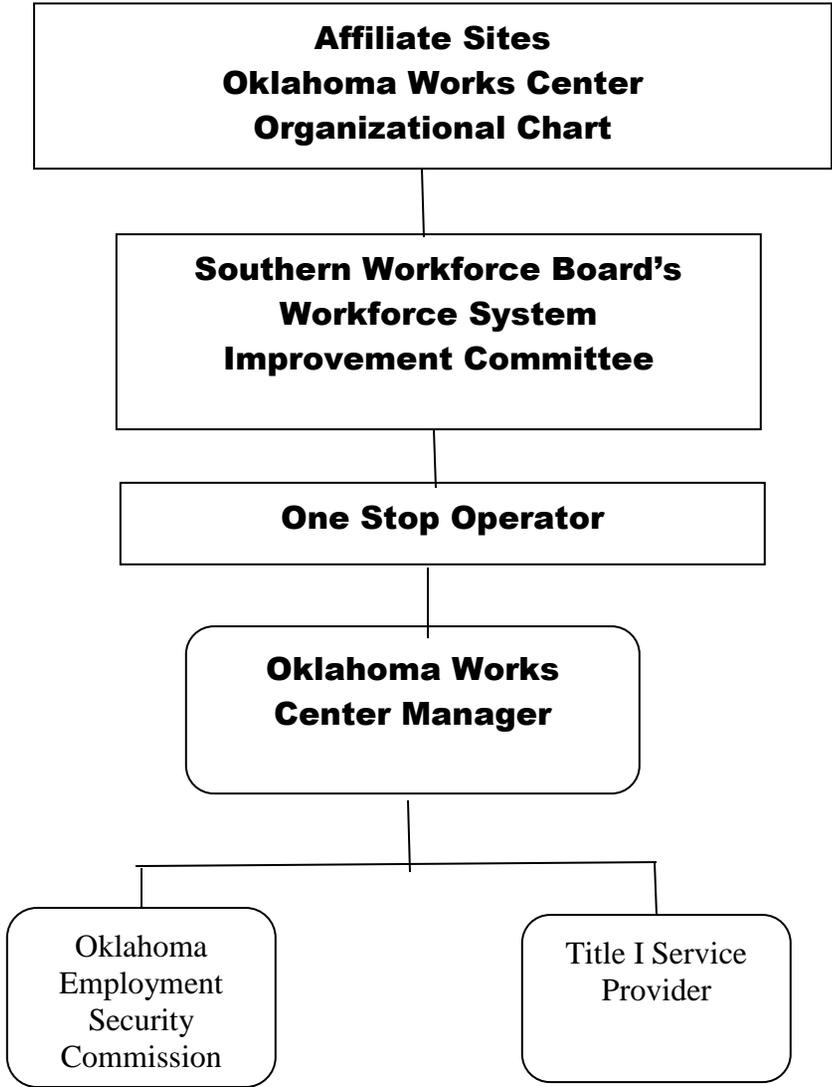
**NAME: \_\_\_\_\_  
Direct Supervisor**

**DATE:**



Virtual Presence Partners – Adult Basic Education, Carl Perkins, AARP, and ORO.

NOTE: This chart represents functional supervision. All employees will retain the direct Employee / Employer Supervision relationship with their agency that they have always had. Services will be delivered in a functional process not programmatic.



SHOULD BE PUT ON MARQUEE AND RESOURCE ROOM COMPUTERS

## **Welcome to Oklahoma Works**

### **Please read this before using computers!**

OESC Rule 240:5-3-3

Oklahoma Works Internet Users Shall:

- Cooperate and follow instructions from Oklahoma Works staff members.
- Promptly relinquish the computer to a staff member when asked.
- Consult an Oklahoma Works staff person before inserting any thumb-drive or memory card into an Oklahoma Works Computer.

Oklahoma Works Internet Users Shall Not:

- Interfere with or disrupt network users, services, or equipment.
- Make any attempt to damage computer equipment or software.
- Make any attempt to alter software configurations.
- Make any attempt to cause degradation of system performance.
- Use any OESC work station for illegal or criminal purposes.
- Access pornographic or gambling sites.
- Violate copyright laws or software licensing agreements while using the Internet computer.
- Engage in any activity which is deliberately malicious, libelous or slanderous.
- Install or download any software.

Members of the public may use this Internet access to look for employment, obtain information concerning prospective employment, prepare resumes, and any other activity associated with searching for employment. A copy of this rule may be obtained from an Oklahoma Works representative. Internet users must comply with all policies and rules or risk losing their Internet privileges at Oklahoma Works.

Oklahoma Works computers are property of Oklahoma Works and will be monitored and checked randomly to determine if inappropriate material has been accessed by the Internet user. Oklahoma Works is not liable for any material that the user may find on the Internet that is inaccurate, incomplete, out of date, or personally offensive to the user. Oklahoma Works assumes no liability for damages, direct or indirect, that may occur to the user or the user's data as a result of being connected to any Oklahoma Works Internet service. Use of the Internet at Oklahoma Works is a privilege, not a right. Minors must be supervised by a parent or responsible adult when using Oklahoma Works' Internet service. Violation of the rules set forth above will result in imposition of the penalties set forth in OESC Rule 240:5-3-4 which can result in the following actions include cancellation of the Internet privileges in the Oklahoma Works office:

**If an Internet user is found to have violated any of the restrictions set out in 240:5-3-3, the user will receive a warning for the first violation, a 30 day suspension for the second violation, and an indefinite suspension for the third violation.**