

SOUTH CENTRAL OKLAHOMA WORKFORCE BOARD, INC.

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Telephone Relay Service is available by dialing 711 or 800-722-0353



SUBJECT: SOUTH CENTRAL OKLAHOMA WORKFORCE BOARD INTEGRATION POLICY

PURPOSE: To provide guidance to the Oklahoma Works American Job Centers in South Central Oklahoma

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)
- Title II of the Americans with Disabilities Act, which applies to state and local governments (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) 3
- Oklahoma Works Workforce System Access for All (https://www.ok.gov/abletech/Workforce_for_All/index.html)
- OWDI #07-17 Certification of comprehensive and affiliate Oklahoma Works (One Stop) Centers

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POLICY:

Oklahoma Works One Stop Centers

The South-Central Oklahoma Workforce Board (SCOWB) has designated one comprehensive workforce center and two affiliates throughout the eight county area.

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:

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- (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-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.

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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 SCOWB will examine lease agreements and property holdings throughout the one-stop delivery system in order to use property in an efficient and effective manner. Where necessary and appropriate, the SCOWB 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 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 South-Central 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 SCOWB Regional and Local Plans. The geographical coverage area for the South-Central Workforce Board is comprised of eight counties with three Centers located in: Lawton, Duncan and Chickasha.

The local board may establish additional roles of the one stop operator, including, but not limited to:

- Coordinating service providers within the Center and across the one-stop system;
- Being the primary provider of services within the Center;
- Providing some of the services within the Center; or
- Coordinating service delivery in a Multi-Center area;

The One-Stop Operator coordinates, facilitates, promotes, designs, and expedites services for the workforce boards in designated Workforce Centers. The scope of operations involves the delivery of the full array of Workforce Innovation and opportunity Act (WIOA) services, including WIOA mandated and non-mandated partner organizations to all interested job seekers and employers in the Workforce Centers. In addition, the One-Stop Operator provides management and oversight of the partnership of agencies that

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complies with the Workforce Center system. The primary goal of the Operator is to create a seamless system of partners among workforce development, economic development, business, and community agencies in order to meet the needs of employers and job seekers in the South-Central region. The Operator will oversee the development of a workforce that meets the employers' needs in the region. The One-Stop Operator will work closely with workforce board staff to effectively implement an integrated system for employers and job seekers.

- The Operator shall insure that Oklahoma Works partners, on an ongoing basis, deliver quality and timely career services;
- The Operator shall provide information and access to training services, including serving as the point of access to training services for participants under WIOA;
- The Operator shall provide access to the labor market data, information, and analysis and all job search, placement, recruitment, and other labor exchange services authorized by Wagner-Peyser. Wagner-Peyser services are mandated to co-locate within the Works Centers; and
- The Operator shall insure that all Center services and outreach materials are Americans with Disabilities Act (ADA) and Equal Opportunity Employment Act (EOE) compliant.
- The Operator will work in close partnership with the workforce board staff to provide guidance and leadership to the Oklahoma Works system to achieve the following outcomes:
 - Deliver a high-quality, consistent set of services to job seekers and employer customers.
 - Ensure a mix of services that allow the system to serve a diverse customer base.
 - Coordinate services and funding to support customer access to and success in postsecondary education.
 - Support job seekers and workers progress toward economic self-sufficiency.
 - Promote business and industry sector and employer-driven skill development strategies.
 - Maintain and consistently improve the integration of services and service providers within Oklahoma Works.
 - Ensure high levels of accountability, cost-efficiency, and innovation to maximize resources and customer satisfaction.

The Operator is responsible for implementing and managing the Oklahoma Works system under policies and guidelines established by the Workforce Boards, the State and the Department of Labor. Under this component, the Operator is responsible for coordinating with the Workforce Boards to ensure

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system-wide standards are achieved and to utilize continuous quality improvement assessment tools to document positive change and to systemize standards and their usage across the system.

Integrated Services

- Work with Workforce Board staff to manage resource sharing and allocation in Oklahoma Works sites;
- Management of universal core services;
- Coordinating with the state on local rapid response teams and activities;
- Supporting system communications;
- Coordinating staff competency training.

Business Services

- Providing quality services to businesses;
- Identifying and integrating business services best practices into Oklahoma Works;
- Coordinating events based on local labor market needs and job seeker assessments;
- Participating in statewide planning activities related to business services.

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.

Priority of Services

Eligibility for Priority of Service: Veterans and eligible spouses, including widows and widowers as defined by each partner agency, are eligible for priority of service.

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."

SCOWB has a priority of services policy for the title I WIOA Program. Each partner agency has their own legislative policies for serving veterans.

“Access for All”

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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 South-Central Area 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 SCOWB's One-Stop Operator ADA coordinator and staff will assure that job seekers with disabilities have programmatic access to all services.

The SCOWB 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.

Functions and Customer Flow within the center

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 South-Central Oklahoma will be provided through an integrated approach.

Services will be provided with the One-Stop Operator in coordination with the Center Manager having the authority to organize staff by functions. 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) Customers will receive an orientation to services available throughout the workforce system and labor market
- (5) Customers must be offered or referred for remediation for any deficiencies or barriers to employment identified

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Integrated Services will begin with a needs evaluation with initial contact of the One Stop Center. Integrated Services should provide a seamless customer flow without a customer being able to distinguish the staff member's agency.

Customer Solutions as the first point of contact, will greet 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.

"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

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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 Skills Development function is a level of services leading to 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 SDF 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 is a level of services 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 SCOWB.

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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.

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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

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JOB SEEKER SERVICES		
<u>Basic Career Services</u>	<u>Individualized Career Services</u>	<u>Training</u>
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	Other training services as determined by the workforce partner's governing rules

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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>

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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; 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.

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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

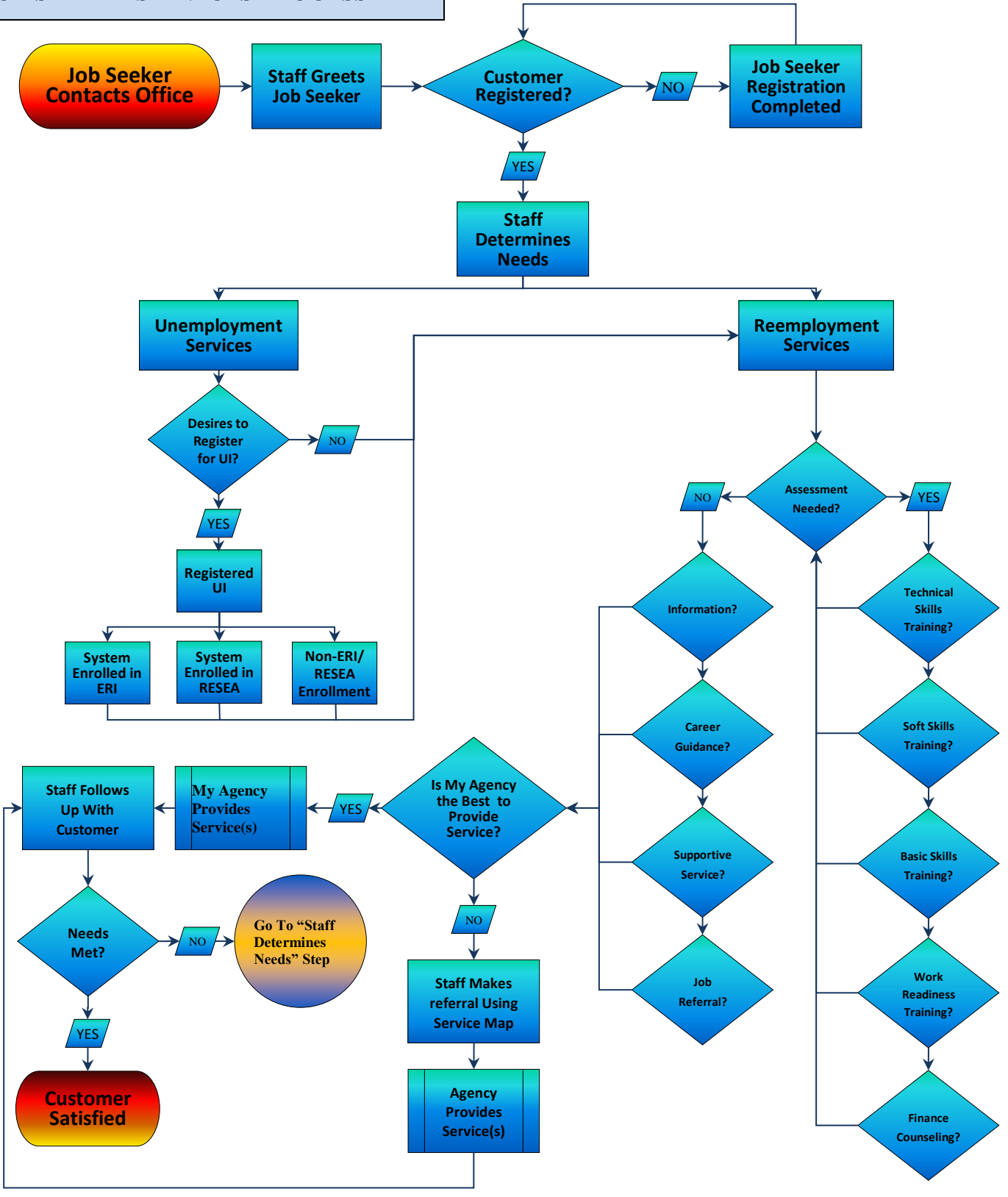
Customers who have been denied services due to lack of documentation and/or determined self-sufficient, may be referred back to informational services for further self-service. Any formal complaint, comments, or suggestions may be submitted in writing and will be signed by the complainant or his authorized 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 SCOWB, C/O Jana Farmer, 1711 SW 11th, Lawton, OK 73501, 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.

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

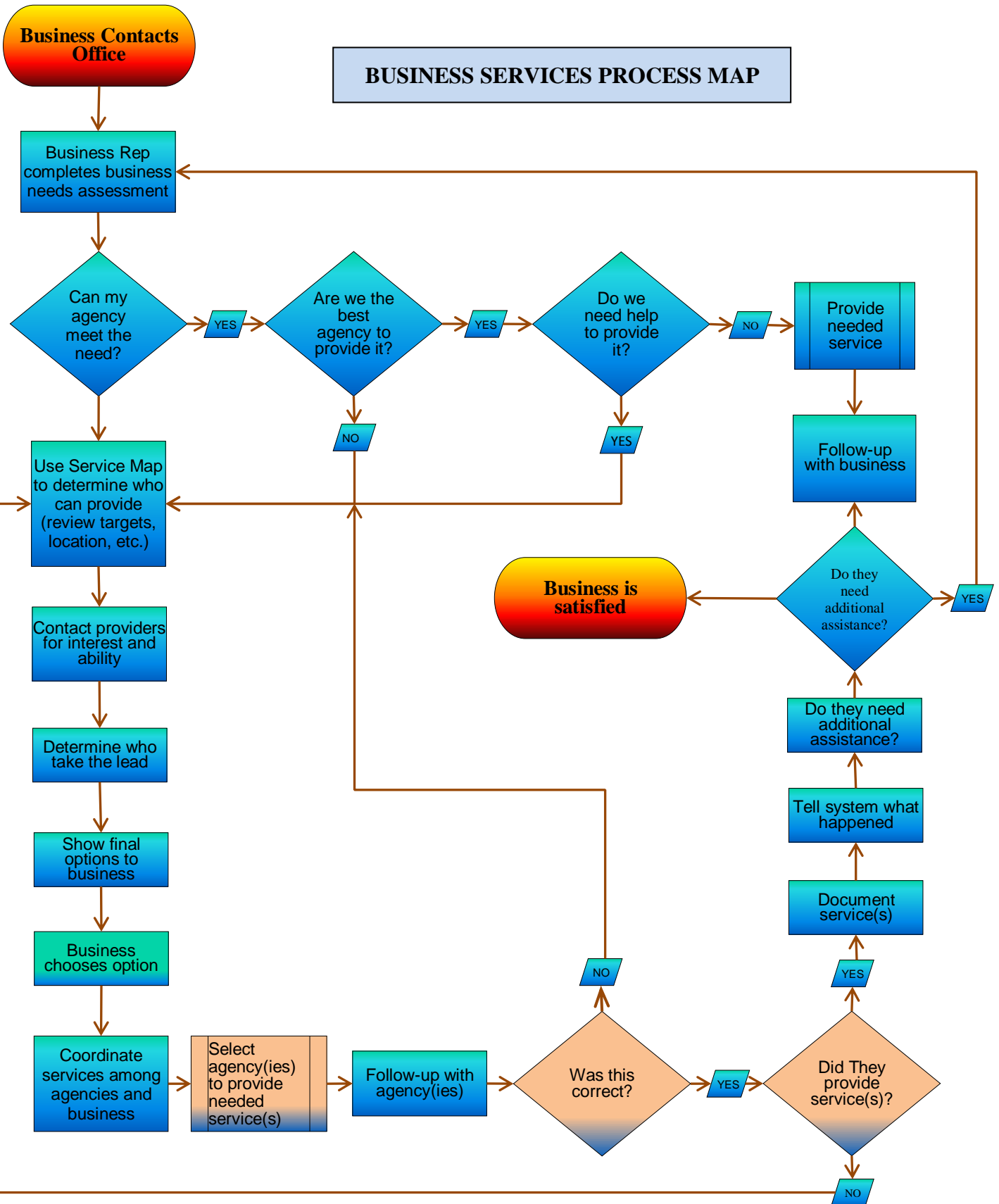
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JOB SEEKER SERVICES PROCESS MAP



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ORGANIZATIONAL CHART

Name/Organization	South Central Oklahoma Workforce Area Title/Roles	Grant Program
Chearlene Johnson South Central Oklahoma Workforce Board	<u>Board Chair</u>	
Trina Madden South Central Oklahoma Workforce Board	<u>Executive Director</u>	
Jana Farmer SC Workforce Board	<u>Monitor</u>	
Lafonda Crowder ResCare	<u>One-Stop Operator</u>	
Ken Gould Oklahoma Employment Security Commission (OESC)	<u>OESC Area Manager</u>	Wagner-Peyser
Sissel Brown ResCare Workforce Services	<u>ResCare Operations Manager</u>	Title I
Jackie Carter-Hill Tammie Jones Oklahoma Department of Rehabilitation Services	<u>DRS Area Manager</u>	Title IV
Jeff Zachary Oklahoma Department of Human Services	<u>DHS Area Manager</u>	
Ken Jones Association of South Central Oklahoma Governments (ASCOG)	<u>ASCOG Director of Supportive Services</u>	Senior Community Service Employment Program (SCSEP) Title V
Lafonda Crowder Candice Garcia Work Ready Oklahoma	<u>Career Coach</u>	
Jacob Johnson Red River Technology Center	<u>Business and Industry Coordinator</u>	

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COMPREHENSIVE CENTER

Name/Organization	Lawton WFC Title/Roles	Grant Programs
James Taylor Oklahoma Employment Security Commission (OESC)	<u>Programs Manager I</u> Facility Manager Employment/Reemployment Services, UI Services, Veterans Services, Employer Services, Integrated Services,	Wagner Peyser / TAA H2A /
Monica Butler OESC Backup Timekeeper / Real Time	<u>Case Management / Employment Specialist WSS III</u> Employment/ Reemployment Services, UI Services, Veterans Services, Employer Services, Integrated Services	Wagner Peyser
Sharon Chibitty OESC Supply	<u>Case Management / Employment Specialist WSS III</u> Employment/ Reemployment Services, UI Services, Veterans Services, Employer Services, Integrated Services	Wagner Peyser
Julie Shroll OESC	<u>Specialist III</u> Employment/ Reemployment Services, UI Services, Veterans Services, Employer Services, Integrated Services	Wagner Peyser
Jason Mullinex OESC Southwest Oklahoma Region	<u>Local Veterans Employment Representative (LVER), WSS III</u> Employment Search and Employer Outreach in support to VR&E&SBE Valid Veterans and Spouses	JVSG / Vets
Nilsa Gonzalez OESC Lawton & Altus Coverage	<u>Disabled Veterans Outreach Program (DVOP) Specialist, WSS III</u> Case Management, Individualized Services to VR&E, SBE Clients and Outreach to VSOs Valid Veterans and Spouses	JVSG / Vets
Mike Forrest OESC Lawton & Duncan Coverage	<u>Disabled Veterans Outreach Program (DVOP) Specialist, WSS III</u> Case Management, Individualized Services to VR&E, SBE Clients and Outreach to VSOs Valid Veterans and Spouses	JVSG / Vets

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Jessica Gonzalez ResCare Workforce Services	<u>Talent Development Specialist,</u> Adult and Dislocated Worker, Youth, and Integrated Services TABE Skills Assessment Typing Skills Test	WIOA Title I, TAA Case Management
ResCare Workforce Services	<u>Youth Development Specialist</u> Adult and Dislocated Worker, Youth, and Integrated Services TABE Skills Assessment Typing Skills Test	WIOA Title I, TAA Case Management
LaFonda Crowder Work Ready Oklahoma	<u>Career Coach</u>	
Candace Garcia Work Ready Oklahoma	<u>Career Coach</u>	
Norman Naumi AARP	<u>AARP Representative</u>	Senior Community Service Employment Program (SCSEP) Title V
Jackie Carter-Hill Oklahoma Department of Rehabilitation Services	<u>Case Management</u>	Title IV
Tammie Jones Oklahoma Department of Rehabilitation Services	<u>Case Management</u>	Title IV

AFFILIATE CENTERS

Name/Organization	Chickasha WFC Title/Roles	Grant Programs
Jo Richter Oklahoma Employment Security Commission (OESC)	<u>Programs Manager I</u> Facility Manager Employment/Reemployment Services, UI Services, Veterans Services, Employer Services, Integrated Services,	Wagner Peyser

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Sheila Burke	Workforce Services Specialist III Employment/ Reemployment Services, UI Services, Veterans Services, Employer Services, Integrated Services	Wagner Peyser / TAA
Mary Stephenson	Workforce Services Specialist III Employment/ Reemployment Services, UI Services, Veterans Services, Employer Services, Integrated Services	Wagner Peyser
Christi Lindsey	Workforce Services Specialist III Workforce Services Specialist III Employment/ Reemployment Services, UI Services, Veterans Services, Employer Services, Integrated Services	Wagner Peyser / TAA
Jessica Forbes ResCare - Workforce Services	Talent Development Specialist, Adult and Dislocated Worker, Youth, Integrated Services	WIOA Title I, TAA Case Management
Ciara Hoff ResCare - Workforce Services	Customer Service Representative Adult and Dislocated Worker, Youth, and Integrated Services	WIOA Title I, TAA Case Management

Name/Organization	Duncan WFC Title/Roles	Grant Programs
Chris Moore Oklahoma Employment Security Commission (OESC)	Programs Manager I Facility Manager Employment/Reemployment Services,UI Services, Veterans Services, Employer Services, Integrated Services,	Wagner Peyser
Retta Thompson OESC	Workforce Services Specialist III Employment/ Reemployment Services, UI Services, Veterans Services, Employer Services, Integrated Services	Wagner Peyser / TAA
Gary Templeton OESC	Workforce Services Specialist IV Employment/ Reemployment Services, UI Services, Veterans Services, Integrated Services	Wagner Peyser

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Vernon (Kirk) Mooneyham OESC	Workforce Services Specialist III Employment/ Reemployment Services, UI Services, Veterans Services, Employer Services, Integrated Services	Wagner Peyser / TAA
Mike Forrest OESC	<u>Disabled Veterans Outreach Program (DVOP) Specialist,</u> Case Manager, VR&E, Veterans with Substantial Barriers to Employment	Vets
Lisa Jullian ResCare - Workforce Services	<u>Customer Service Representative</u> Adult and Dislocated Worker, Youth, and Integrated Services	WIOA Title I, TAA Case Management
Chere' Kerney ResCare - Workforce Services	<u>Customer Service Representative</u> Adult and Dislocated Worker, Youth, and Integrated Services	WIOA Title I, TAA Case Management

APPROVED DATE: Full board 01/11/18