**Green Country Workforce Policy and Procedures**

**Table of Contents**

**Policy, Operation and Memorandum Statements**

**01.** **Organization and Administration** **Series 010000**

 **P-0100100 Mission and Vision Approved: 3/1/2021**

I. Mission Statement

 II. Our Vision

 III. Overview

 A. Purpose

 B. Functions

 IV. Equal Opportunity and Nondiscrimination Statement

 V. Action

 **P-0100200 System of Manuals, Handbooks and Monitoring Approved: 3/1/2021**

 I. Manuals and Handbooks

 A. Organization

 B. Policy, operation memorandums and procedure development

 C. Compliance Monitoring

 II. Responsibility for Adoption of Policies, Procedures and Operations Memorandum

 A. Board Policy

 B. Organization Policy, Procedure and Operations Memorandum

 III. Definitions

 A. Policy

 B. Procedure

 C. Operations Memorandum (OM)

 D. Directives

 IV. Action

 **P-0100300 Non-Discrimination and Equal Opportunity Approved 6/17/2021**

1. Equal Opportunity
2. Section 188 of WIOA
3. Title VI of the Civil Rights Act of 1964
4. Section 504 of the Rehabilitation Act of 1975
5. The Age Discrimination Act of 1975
6. Title IX of the Education Amendments of 1972
7. Discriminatory Harassment
8. Intimidation and Retaliation Are Prohibited
9. WIOA violations
10. Opposed practices
11. Participated in EO related activities
12. Sanctions and Corrective Actions
13. Filing of Complaints
14. Equal Opportunity and Nondiscrimination Statement
15. Action

 Attachment:

 A. TA 06-2020 Workforce Innovation and Opportunity Act Equal Opportunity Compliance Technical Assistance Guide, issued December 14, 2020

 B. EO Appointment 1.31.2021

 C. OP-0100301 Grievance and Complaint Process

**OP-0100301 Grievance and Complaint Process Approved 8.5.2021**

I. Definitions

 II. Discrimination Complaint

 III. Filing of Complaints

 IV. Methods of filing

 V. Types of Discrimination Complaints

 VI. Determining Jurisdiction

 VII. Rejecting a Complaint

 VIII. Accepting a Complaint for Investigation

 IX. The Investigation and Final Action Notice

 X. The Discrimination Complaint Log

 XI. Confidentiality and Security of the Investigative File

 XII. Action

 ATTACHMENTS:

 A. Discrimination Complaint Form, Consent Form and Notice of Investigatory Uses of Personal Information

 B. Consent to Mediate Form

 C. Conciliation Agreement Template

 D. Communication Log Template

 E. Discrimination Complaint Log

 **OM-0100302 English Language Proficiency Approved 10.1.2021**

 I. Purpose

 II. Definitions

 III. LEP Population

 IV. Methods of Providing Services to LEP Population

 V. Interpreter Services

 VI. Translation of Documents

 VII. Dissemination of Information to Workforce Personnel

 VIII. Additional Information

 **P-0100400 Fraud and Incident Reporting Approved 4/15/2021**

I. Definitions

 A. Fraud, Misfeasance, nonfeasance, or Malfeasance

 B. Misapplication of Funds

 C. Gross Mismanagement

 D. Employee/Participant Misconduct

 II. Standards of Conduct

 A. Reasonable course of action

 B. Federal fund administration free from gain

 C. Executive staff and employees

 III. Fraud Risk Assessment

 IV. Internal controls

 V. Reporting Requirements

 A. Incidents involving possible or suspected fraudulent or criminal use of WIOA Title I-B funds

 B. Reporting procedures do not supersede the responsibility to safeguard WIOA funds C. Sub-recipients of WIOA funds must report allegations

 D. Employees are encouraged to document and communicate suspected violations

 E. Suspected fraud defined for reporting purposes

 VI. Assurance Requirements

 VII. Submission Requirements

 VIII. Equal Opportunity and Nondiscrimination Statement

 IX. Action

 **P-0100500 Conflict of Interest and Firewalls Approved: 3/1/2021**

 I. Definitions

 A. Conflict of Interest

 B. Firewall

 C. Interested Person

 D. Financial Interest

 II. Policy

 III. Firewall Guidelines

 A. Role of the fiscal agent

 B. Providers delivering Title I services

 C. OSOs

 D. GCWDB will be responsible for all conflicts of interest oversight and monitoring activities

 E. In the event that a GCWDB member recuses

 F. Staff and Board member compliance

 IV. One-Stop Operator and Service Provider

 A. GCWDB selects their OSO through a competitive process

 B. Third party firewall requirement

 C. Operators selected through a competitive procurement process

 D. Single entity operations

 E. The OSO and Worker Career Services providers fulfill two distinct and separate roles

 F. The role of the OSO

 G. OSO responsibilities

 H. OSO adherence

 V. Fiscal Agent

 A. The Local Elected Officials appoint the fiscal agent

 B. Fiscal Agent responsibilities

 VI. Violations of the Conflicts of Interest Policy

 A. Reasonable cause

 B. Hearings

 VII. Annual Statements

 A. Has received a copy of the conflicts of interest policy,

 B. Has read and understands the policy

 C. Has agreed to comply with the policy

 D. Understands the Organization is charitable

 VIII. Periodic Reviews

 A. Compensation arrangements and benefits are reasonable

 B. Partnerships, joint ventures, and arrangements with management organizations are compliant

 IX. Performing Multiple Functions

 X. Equal Opportunity and Nondiscrimination Statement

 XI. Action

 **P-0100600 Policy Development and Revisions Approved 4/15/2021**

I. Policy

 II. Guidance

 III. Equal Opportunity and Nondiscrimination Statement

IV. Action

**02.** **Information Management** **Series 020000**

 **P-0200200 Data Integrity, Validation and Program Notes Approved 10/21/21**

I. Data Integrity

 A. Data entered in the State’s case management system (OKJobMatch)

 B. Accurate, complete, and up-to-date data required

 II. Data Validation and Source Documentation

 A. Internal controls

 B. Source documents

 III. Program Note

A. Statements by the case manager

 B. All program notes must be timely and entered into the state and local area data management systems

 IV. Guidance

 V. Follow-Up Services Contact, and Case Management

 A. Adult, Dislocated Worker, and Youth participants who have not exited the program must receive contact at a minimum of every 30 days

 B. Follow-up and communication between staff and participants

 C. Documentation contacts and attempts

 D. Use of multiple forms of communication

 E. Program Notes and documentation related to services will be entered at the time services are provided and no later than 5 business days after service delivery.

 F. Requirements for when a change of a participant’s direct point(s) of contact occur

 VI. Equal Opportunity and Nondiscrimination Statement

 VII. Action

 Attachment A-O OWDI #02-2019, Change 2 Data Validation Policy

**03. Programs and Eligibility Series 030000**

 **P-0300100 Adult and Dislocated Worker Approved 10/21/21**

I. Adult

 II. Dislocated Worker

 III. Career Services

 A. Transitional Jobs

 B. Registered Apprenticeships

 C. On the Job training (OJT)

 D. Incumbent Worker Training

 E. Customized Training

 IV. Priority of Services

 V. Equal Opportunity and Nondiscrimination Statement

 VI. Action

 **P-0300200 Priority of Service Approved 8/12/2021**

 I. Priority of Service

 II. Guidance

 III. Designations:

 A. Priority Group 1: Veterans and eligible spouses who are also recipients of public assistance, low income, or basic skill deficient

 B. Priority Group 2: Non-veterans who are recipients of public assistance, low income, or basic skill deficient.

 C. Priority Group 3: Veterans and eligible spouses who are not recipients of public assistance, low income, or basic skill deficient

 D. Priority Group 4: Immigrants, refugees, and other non-citizens who are eligible to work in the United States or are considered to be particularly vulnerable due to specific barriers to employment.

 E. Priority Group 5: Designated at the discretion of the GCWDB Executive Director

 IV. Equal Opportunity and Nondiscrimination Statement

 V. Action

**P-0300300 Self Sufficiency Approved 8/12/2021**

I. Purpose

 II. Definitions

 A. Family

 B. Full-time employment

 C. Part-time employment

 D. Underemployed

 III. Self-sufficiency

 IV. Determination

 A. Employed Adult Criteria

 B. Employed Dislocated Worker

 C. Self Sufficiency Program Notes

 V. Equal Opportunity and Nondiscrimination Statement

 VI. Action

**P-0300400 Youth Program Approved 10/21/2021**

I. Policy Statement

 II. Youth Committee

 III. Equal Opportunity and Nondiscrimination Statement

 IV. Action

**P-0300500 Youth Incentive Policy Approved 10/21/2021**

I. Incentives

 II. Allowable Youth Program Funds

 A. Activities leading to the attainment of a secondary school diploma, or a recognized postsecondary credential

 B. Preparation for postsecondary educational and training opportunities

 C. Linkages between academic instruction and occupational education

 D. Preparation for unsubsidized employment opportunities

 E. Effective connections to employers

 III. Documentation

 IV. Equal Opportunity and Nondiscrimination Statement

 V. Action

 ATTACHMENTS:

 Attachment A: Stipend Obligation for Staff-Provided Services Attachment B: Stipend Obligation for Partner-Provided Services Attachment C: Attendance Report

 Attachment D: Bonus Payment Authorization

 **OP-0300501 Youth Incentive Operating Procedure approved 9/28/2021**

I. Incentive payments to youth

 II. Definitions

 A. Bonus

 B. Incentive

 C. Individual Service Strategy (ISS)

 D. Stipend

 E. Youth Client

 III. Bonus and Incentive

 A. Client Compensation

 B. Approved Activities

 IV. Stipend

 A. Client Compensation

 B. Required Documents

 V. Educational Functioning Level (EFT) Procedure

 VI. Assessment application

 A. Pre-Assessment

 B. Post-Assessment

 C. Test Publisher Recommendations

 D. Participant Exits

 E. Post-assessment Scores

 VII. Required Data Entry

 A. Program notes, Service & Training Plan (S&T) and Individual Service Strategy (ISS)

 B. B. Bonus payments

 C. Required Uploads

 VIII. Action

**P-0300600 Interns and Work Experience Approved 10/21/2021**

I. Adult and Dislocated Workers

 II. Youth

 III. Intern and Work Experience Considerations

 A. Wages

 B. Timesheets

 C. Duration

 IV. Employer Considerations

 V. Worksite Agreements

 VI. Equal Opportunity and Nondiscrimination Statement

 VII. Action

 Attachments:

 Attachment A: WIOA Worksite Terms and Conditions

 Attachment B: WIOA Trainee Work Plan

 Attachment D: WIOA Work Experience Trainee Evaluation

Attachment E: WIOA Work Experience Worksite Orientation

 Attachment F: WIOA Work Experience Incident Report

**P-0300700 Supportive Services Approved 10/21/2021**

I. Supportive Services

 A. Definitions

 B. Requirements

 C. Limits

 II. Coordination on use of funds

 A. Funds may be utilized in coordination with career and training services

 B. Funds may be coordinated with a partner’s supportive services

 III. List of Supportive Services

 IV. Needs-Related Payment Eligibility

 A. Adult

 B. Dislocated Worker

 C. Youth

 V. Equal Opportunity and Nondiscrimination Statement

 VI. Action

**OP-0300701` Supportive Service Operating Procedure approved 9/28/2021**

I. Definitions

 A. Supportive Services

 B. No Other Service Available

 C. Needs Related Payments

 D. Unmet needs

 II. Supportive Services Assessment and Planning

 A. Self-inventory of needs

 B. Service Provider requirements

 III. Allowable Supportive Services:

 A. Approved Supportive Services

 B. Emergency Assistance

 IV. General Procedures

 A. Individual Employment Plan (IEP) / Individual Service Strategy (ISS) requirements

 B. Program Notes

 C. Unavailability of other services

 D. Data Entry Requirements

 E. Possible Disallowed Costs

 F. Uploads

 G. IEP/ISS

 H. Oklahoma Job Match Service & Training Plan

 V. Specific Requirements

 A. Childcare/Dependent Care Assistance

 B. Emergency or Short-Term /Temporary Housing

 C. Utility Assistance

 D. Clothing and Uniforms

 E. Medical Services

 F. Tools and Equipment

 G. Transportation Assistance

 H. Meal or Food Purchase for Youth

 I. Licensure/Certification Fees

 J. Disability-Related Services

 K. Other Support Services

 VI. Reimbursements

 VII. Procedure Additions and Clarifications

 VIII. Action

 Attachments:

 Attachment A – Childcare/Dependent Care Agreement

 Attachment B –Attendance Record

 Attachment C – Customer Goods/Services Procurement

 Attachment D – Unavailability of Services

 Attachment E – Travel Reimbursement Agreement

 Attachment F – Supportive Service Voucher

**04. Training Series 040000**

 **P-0400100 Demand Occupations and Skills Approved 4/15/2021**

 I. Purpose

 II. Definitions

 A. In demand occupations

 B. Demand skills

 C. Eligible training provider

 D. Self-sufficiency

 III. Functions

 A. Demand occupations selected

 B. Demand skills

 C. Demand skills identified

 IV. Equal Opportunity and Nondiscrimination Statement

 V. Action

 Attachment: Demand Occupation List Approved 6/17/2021

 **P-0400200 Eligible Training Providers Approved 6/17/2021**

I. Eligible Providers of Training Services

 A. Institutions of higher education

 B. Apprenticeship programs

 C. Other public or private providers of training

 II. Training Programs

 A. Allowable Training

 B. Exempt Training Services

 C. Local Board determinations

 D. Programs Outside the Local Area or State

 III. Eligibility Requirements

 A. Inclusion on the statewide ETPL

 B. After one year of initial eligibility

 C. Subsequent approval requirements

 D. Subsequent approval

 E. Factors must be considered

 F. Exceptions

 IV. Approval of Training Programs

 V. Training Provider Appeal Process

 VI. Equal Opportunity and Nondiscrimination Statement

 VII. Action

 **P-0400300 Incumbent Worker Approved 10/21/2021**

I. Incumbent Worker Training

 II. Guidance

 III. Eligible Businesses

 A. Business Characteristics

 B. Quality Training

 C. Number of Participants

 D. Wage and Benefits

 E. Occupations in demand

 F. Employer characteristics

 G. Employer requirements

 H. Employer is current in unemployment insurance and workers’ compensation taxes, penalties, and/or interest

 I. Training may be provided by private sector employers and non- profit and local government entities

 J. Discussions with employers about entering into a contract for IWT will include a GCWDB Business Services Representative IV. Funding Priorities

 A. Smaller businesses

 B. Businesses located in an Opportunity Zone

 C. Businesses located in a rural county

 D. Training for occupations on the Critical

 E. Training provided to increase employee skills as a layoff avoidance strategy

 F. Training that leads to a significant upgrade in employee skills

 V. Equal Opportunity and Nondiscrimination Statement

 VI. Action

 Attachments

 Attachment A: Project Funding Proposal/Application

 Attachment B: Grantee Worksheet

 Attachment C: Employee List

 Attachment D: Anticipated Outcomes

 Attachment E: Project Rating Form

 Attachment F: Opportunity Zones

**05.** **Compliance** **Series 050000**

 **P-0500100 Center Certification Approved 4/15/2021**

I. Types of Centers

 A. Comprehensive

 B. Affiliate

 C. Specialized

 II. Designation

 A. Comprehensive: Tulsa

 B. Affiliate: Sapulpa, Muskogee

 C. Specialized: Tahlequah, Okmulgee, Eufaula, Sallisaw, Stilwell, Wagoner

 III. Certification Criteria

 IV. Center Evaluation and Certification Frequency

 V. Equal Opportunity and Nondiscrimination Statement

 VI. Action

 Attachments:

 A. Guide to Improving One-Stops through Benchmarked Critical Success Factors

 B. Checklist for Compliance with Section 503 of the Rehabilitation Act of 1973, As Amended

 C. OOWD Integrated Business Services

 D. Physical Site Accessibility Checklist

 E. OWDI #1-2019, Change 1 Evaluation Summary for Oklahoma Works AJC Certification

 **OP-0500101 Center Certification Criteria and Process Approved 4/15/2021**

I. Designation

 II. Types of Centers

 III. Certification Criteria

 IV. Center Evaluation and Certification Frequency

 V. Certification Process

 VI. Action

 Attachment A: Center Certification Checklist

 **P-0500200 Monitoring Policy**  **Approved 4/15/2021**

I. Monitoring

 A. Administrative and Financial Activities

 B. Customer File Reviews

 C. Worksite Interviews

 D. Data Validation

 E. Performance Evaluation

  II.  Monitoring Schedule

 A. Client files: monthly basis

 B. Performance measures: continual

 C. Client interviews: continual

 D. Active worksite interviews: continual

 E. All other areas will be reviewed once a program year

 F. Service providers: sixty (60) days prior to expiration of contract

 III.  Components of Monitoring:

 A. Compliance reviews

 B. Fiscal reviews

 C. Performance reviews

 D. Satisfaction

 IV. Equal Opportunity and Nondiscrimination Statement

 V. Action

 **P-0500300 Access For All Star Accessibility Framework Approved 8/12/2021**

 I. Purpose

 II. Frequency of Assessments

 III. References

 IV. Equal Opportunity and Nondiscrimination Statement:

 V. Action

 Attachment A:

 OWDI #11-2020 Star Accessibility Framework Assessment Rubric Score Sheet

 **OP-0500301 Access For All Star Accessibility Criteria and Criteria Approved 8/05/2021**

I. Designation

 A. Comprehensive

 B. Affiliate

 C. Specialized Centers

 II. Center Evaluation and Frequency

 III. Responsibilities and Timeline

 A. The Deputy Director/EO

 B. Center Certifications teams

 C. Timelines

 III. Assessment Process

 A. Request

 B. Desk Review

 C. On-site Review

 D. Documentation

 E. Exit Interview

 F. Evaluation outcome

 IV. Action

 Attachment

 OWDI #11-2020 Star Accessibility Framework Assessment Rubric Score Sheet

**06. Fiscal Series 060000**

 **P-0600100 One Stop Operator Procurement Approved: 3/1/2021**

I. Competitive Process

 II. Guidance

 III. Action

 **P-0600200 Fiscal Agent Memorandum of Understanding Approved 6/17/2021**

I. Policy

 II. Equal Opportunity and Nondiscrimination Statement

 III. Action

 Attachments:

 A: Fiscal Agent Memorandum of Agreement

 B: SWB Accounting and Fiscal Policies

 **P-0600300 Fiscal Management Approved 6/17/2021**

1. Executive Director Responsibilities
2. Employees’ Responsibilities
3. Equal Opportunity and Nondiscrimination Statement
4. Action

**OP-0600302 Record Retention Approved 8.5.2021**

I. Registration Documents

 II. Confidential Information

 III. Fiscal

 IV. Prior to the destruction of any records

 V. Upon receipt of written authorization

 VI. Action

 **OP-0600303 Invoice Approval and Payment Process Approved 8.5.2021**

I. Validating Invoices

 II. Invoice Retention

 III. Timelines

 VI. Action

 **OP-0600304 Procurement Process Approved 8/05/2021**

I. Overview

 II. Responsibility for Purchasing

 A. Employee authority

 B. Structure of Purchase

 C. Purchases should be invoiced if possible

 III. Micro Purchases under $3,000

 A. Non-competitive

 B. Office Supplies

 IV. Small Purchases $3,000 to under $25,000

 A. Approval required

 B. Three (3) quotes required

 V. Competitive and Non-Competitive Purchases over $25,000

 A. Competitive and Non-Competitive Purchases must be approved

 B. Allowable methodologies

 C. Request must include substantiation for the request

 VI. Process for Submission of Purchase Requisition Forms

 A. Use of Purchase Orders

 VII. Action

 Attachment: Purchase Request Form

 **OM-0600307 Travel and Business Expenses Approved 7/01/2021**

I. Travel Reimbursement Forms

 II. Staff Meals

 III. Travel Arrangements

 Attachment: Travel Reimbursement Form

 **OM-0600308 On the Job Training Approved 8/05/2021**

I. Serving Employers and Participants

 II. Retention Rate

 III. Employer Reimbursement

 Attachments:

 OJT Contract

 OJT Contract Modification

 Pre-Award

 OJT Evaluation

 OJT Training Plan

 BSL Timesheet template

 Employer GCW Invoice

**P-0600400 Individual Training Accounts Approved 8/12/2021**

I. Service Provider Requirements

 II. Cost Limitations

 III. Training Costs

 IV. Equal Opportunity and Nondiscrimination Statement

 V. Action

**07. Business Services Series 070000**

**08. Personnel Series 080000**

 **P-080100 Uniform Personnel Standards Approved: 3/1/2021**

I. Code of Conduct

 II. Equitable Administration

 III. Benefit and Compensation Administration

 IV. Equal Opportunity and Nondiscrimination Statement

 V. Action

 Attachment A:  OP-0800101 Code of Conduct

 Attachment B: OP-0800102 Hiring and On Boarding

 Attachment C: OP-0800103 Total Rewards

 **OP-0800101 Code of Conduct Approved: 3/1/2021**

I. Overview

 II. Employee Expectations

 III. Working Together

 IV. Protecting Our Assets

 V. Serving Clients and Partners

 VI. Building Strong Communities

 VII. Helpful Resources

 VIII. Action

 **OP-0800102 Hiring and Onboarding Approved: 3/1/2021**

I. Job openings and descriptions

 II. Posting, recruitment, and selection

 III. Selection of the Executive Director/CEO

 IV. Direct appointments

 V. Onboarding requirements

 VI. Action

 **OP-0800103 Total Rewards Approved: 3/1/2021**

I. Insurance

 II. Time Off

 III. Worker’s Compensation

 IV. Personal Development & Tuition Reimbursement

 V. Compensation

 VI. 401(K) Participation

 VII. Action

 **OP-0800104 Employee Corrective Action Approved 10/04/2021**

I. Manager Responsibility

 II. Coordination with Human Resources

 III. Steps of Progressive Corrective Action

 IV. Documentation

 V. Management Expectations

 VI. Action