



**GREEN  
COUNTRY  
WORKFORCE**

**GREEN COUNTRY WORKFORCE  
DEVELOPMENT BOARD**

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Suite 825  
Tulsa, OK 74134

## **Workforce Innovation and Opportunity Act**

### **Integration Policy**

Chair, Green Country Workforce Development Board

7-26-23

Date

No individual in the United States may, on the basis of race, color, religion, sex, national origin, age, [disability](#), or political affiliation or belief, or, for beneficiaries, applicants, and participants only, on the basis of citizenship or participation in any WIOA Title I-financially assisted program or activity, be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with any WIOA Title I-financially assisted program or activity.



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Approved  
07/26/2023

**SUBJECT:** GREEN COUNTRY WORKFORCE DEVELOPMENT BOARD INTEGRATION POLICY

**PURPOSE:** To provide guidance to the Oklahoma Works American Job Centers in the Green Country Workforce Development Area.

**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 ([https://archive.ada.gov/ada\\_title\\_I.htm](https://archive.ada.gov/ada_title_I.htm))
- Title II of the Americans with Disabilities Act, which applies to state and local governments ([https://archive.ada.gov/ada\\_title\\_II.htm](https://archive.ada.gov/ada_title_II.htm))
- Title III of the Americans with Disabilities Act, which applies to private places of public accommodation ([https://archive.ada.gov/ada\\_title\\_III.htm](https://archive.ada.gov/ada_title_III.htm))<sup>3</sup>
- Oklahoma Works Workforce System Access for All (<https://www.okabletech.org/employment-services/oklahoma-works-access-for-all/>)
- OWDI #07-17 Certification of comprehensive and affiliate Oklahoma Works (One Stop) Centers

**POLICY:**

**Oklahoma Works One Stop Centers**

The Green Country Workforce Development Board (GCWDB) has designated one comprehensive workforce center and six affiliates throughout the 11-county area.

**Comprehensive Center:** A comprehensive one-stop center is a physical location where job seekers 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 accommodation 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 one stop operator 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 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.

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 GCWDB 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 GCWDB 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 Green Country Workforce 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 GCWDB Regional and Local Plans. The geographical coverage area for the Green Country Workforce Development Board is comprised of eleven counties with nine centers located in: Eufaula, Muskogee, Okmulgee, Sallisaw, Sapulpa, Stilwell, Tahlequah, Tulsa, & Wagoner.

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 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 Green Country Workforce Development Area. The Operator will oversee the development of a workforce that meets the employers' needs in the area. The One-Stop Operator will work closely with the 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 Board to ensure 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 regulatory terminology by referring to those who are not eligible as "non-covered persons."

GCWDB 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”**

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 Green Country Workforce





Development 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 GCWDB's One-Stop Operator, EO Officer, and staff will assure that job seekers with disabilities have programmatic access to all services.

The GCWDB 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 the Green Country Workforce Development Area 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.

**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 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 (SDF)** 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 customers 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 Oklahoma’s virtual case management system.

**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 GCWDB.

## **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 workstation 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 cancellation of 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

## 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

## 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>

## 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.

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**

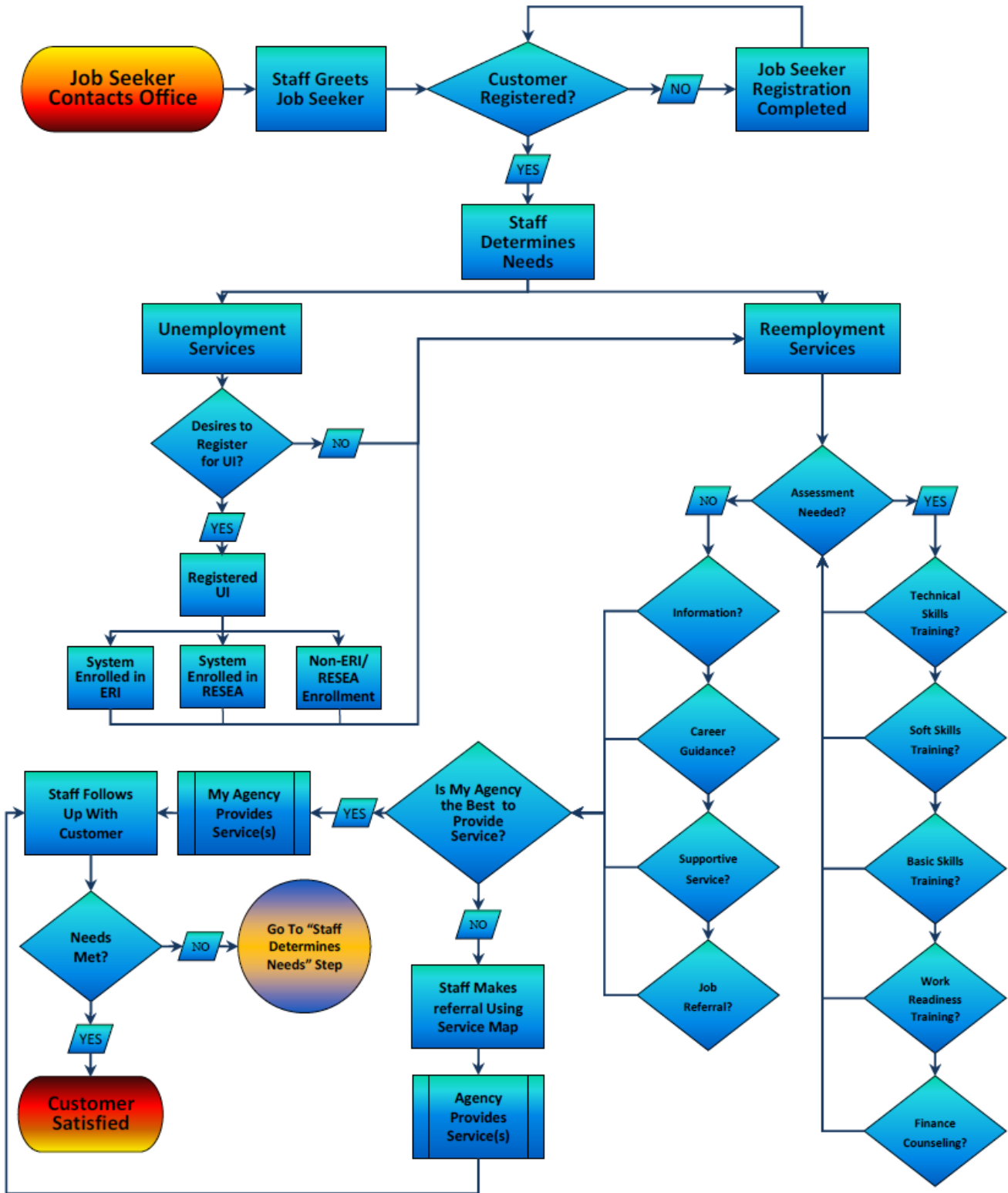
Customers who have been denied services due to lack of documentation and/or determined self-sufficient, may be referred back to informational services for further self-service. Any formal complaint, comments, or suggestions may be submitted in writing and will be signed by the complainant or his authorized 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 GCWDB, C/O EO Officer, Michael Branan at [eo@greencountryworks.org](mailto:eo@greencountryworks.org), 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.

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

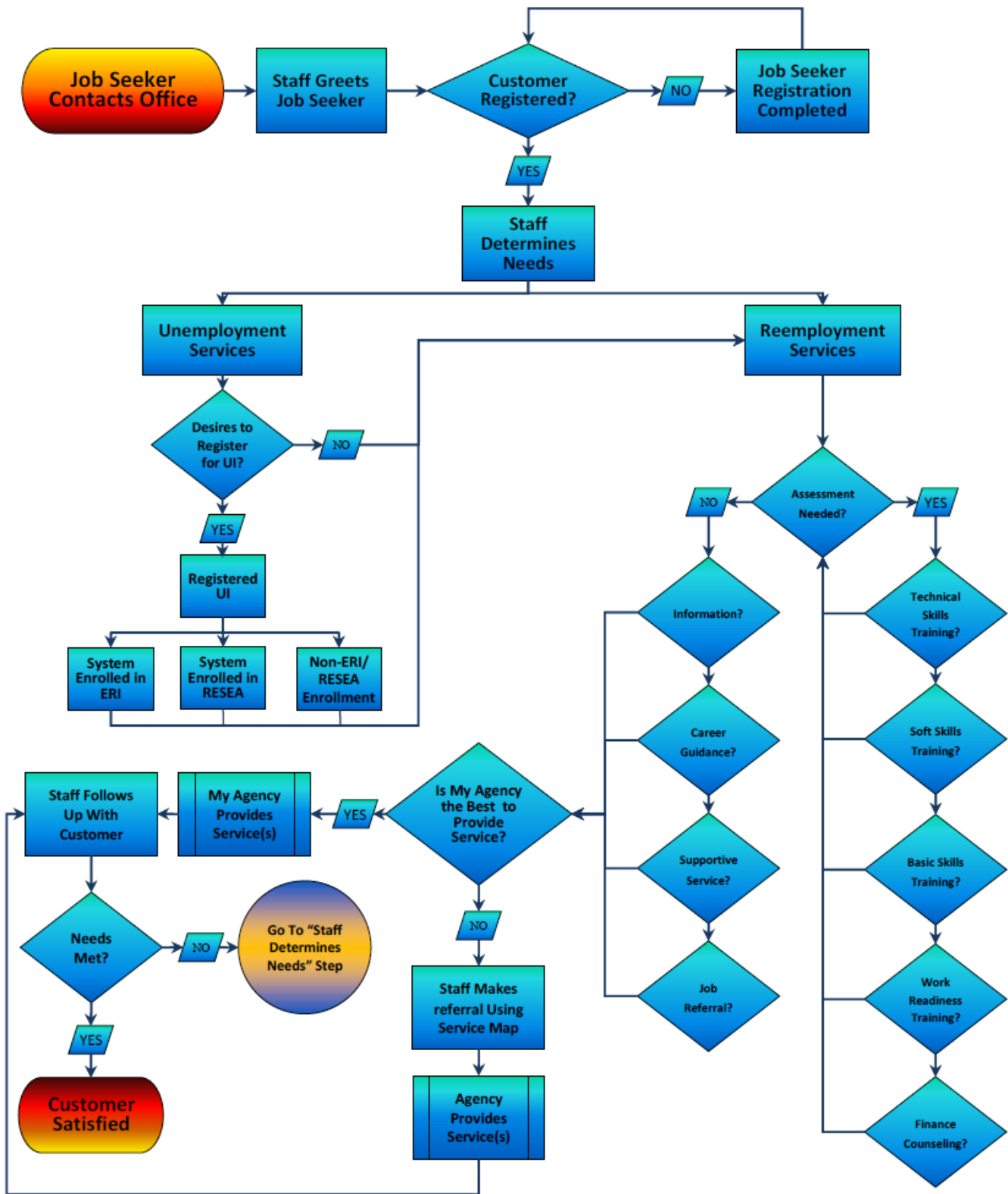
### **Attachments:**

- Green Country Job Seeker Services Process Map (pg. 15)
- Green Country Employer Services Process Map (pg. 16)
- Organizational Charts (pg. 17-27) are to be updated at least every six months or as necessary.

# Green Country Job Seeker Services Process Map



# Green Country Employer Services Process Map



**ORGANIZATIONAL CHART** (updated 07/2023)

Name/Organization	Green Country Workforce Development Area Title/Roles	Grant Program
Tim Thompson Green Country Workforce Development Board	<u>Board Chair</u>	
Christi Porter Green Country Workforce Development Board	<u>Executive Director</u>	
Michael Branam Green Country Workforce Development Board	<u>Director of Operations &amp; Equal Opportunity Officer</u>	
Belinda Wall Green Country Workforce Development Board	<u>Programs Manager</u>	
Martha Brians Green Country Workforce Development Board	<u>Monitor</u>	
Julie Van De Wege Green Country Workforce Development Board	<u>Monitor/ETPL/Policy Writer</u>	
Jeanne Blackwell Green Country Workforce Development Board	<u>Executive Assistant</u>	
Vacant Green Country Workforce Development Board	<u>Business Services Coordinator</u>	
Amber Cutshaw Green Country Workforce Development Board	<u>Business Services Liaison</u>	
Vacant Green Country Workforce Development Board	<u>Business Services Liaison</u>	
Vacant Green Country Workforce Development Board	<u>Business Services Liaison</u>	
Nicole Cue Northeast Workforce Development Board	<u>One-Stop Operator</u>	
Casi Martin Oklahoma Employment Security Commission (OESC)	<u>OESC Area Manager</u>	Wagner-Peyser
Donna Weese Dynamic Workforce Solutions	<u>Project Director</u>	WIOA, Title I
Stephanie Roe Department of Rehabilitation Services	<u>DRS Area Manager</u>	WIOA, Title IV
Deborah G. Smith Department of Human Services	<u>DHS Area Manager</u>	Title IV of the Social Security Act
Traci Gazaway AARP Foundation	<u>Title V Worker</u>	Senior Community Service Employment Program (SCSEP) Title V

**COMPREHENSIVE CENTER** (updated 07/2023)

Name/Organization	Tahlequah AJC Title/Roles	Grant Program
Heather Ellis Oklahoma Employment Security Commission (OESC)	<b><u>Center Manager</u></b> Facility Manager Employment/Reemployment Services, UI Services, Veterans Services, Employer Services, Integrated Services, Complaint Resolution Manager, H2A	Wagner-Peyser, TAA
Tim Grimes Oklahoma Employment Security Commission (OESC)	<b><u>Case Management / Employment Specialist WSSII / RESEA</u></b> Employment/Reemployment Services, UI Services, Veterans Services, Employer Services, Integrated Services, H2A, RESEA	Wagner-Peyser, RESEA
Jennifer Montiel Oklahoma Employment Security Commission (OESC)	<b><u>Case Management / Employment Specialist WSSII</u></b> Employment/Reemployment Services, UI Services, Veterans Services, Employer Services, Integrated Services, H2A	Wagner-Peyser
Debbie Long Oklahoma Employment Security Commission (OESC)	<b><u>Case Management / Employment Specialist WSSII</u></b> Employment/Reemployment Services, UI Services, Veterans Services, Employer Services, Integrated Services, H2A	Wagner-Peyser
Terri Baird Oklahoma Employment Security Commission (OESC)	<b><u>Case Management / Employment Specialist WSSII</u></b> Employment/Reemployment Services, UI Services, Veterans Services, Employer Services, Integrated Services, H2A	Wagner-Peyser
[VACANT] Oklahoma Employment Security Commission (OESC) -DVOP	<b><u>Workforce Services Specialist</u></b> Case Management, Individualized Services to VR&E, SBE Clients, and Outreach to VSOs Valid Veterans and Spouses	Wagner-Peyser, DVOP
Philip Bush Tahlequah Public Schools	<b><u>Teacher / Coordinator ABE</u></b>	WIOA, Title II
Angela Lee Dynamic Workforce Solutions	<b><u>Lead Career Navigator</u></b> Youth, Adult and Dislocated Worker and Integrated Services	WIOA, Title I
Blair Foss Dynamic Workforce Solutions	<b><u>Career Navigator</u></b> Youth, Adult and Dislocated Worker and Integrated Services	WIOA, Title I
Nora Keipp Oklahoma Department of Rehabilitation Services	<b><u>Admitting Representative</u></b>	WIOA, Title IV

<p>Rebeca Picado Oklahoma Department of Rehabilitation Services</p>	<p><b><u>Rehabilitation Technician</u></b></p>	<p>WIOA, Title IV</p>
<p>Shelby Morgan Oklahoma Department of Human Services (OKDHS)</p>	<p><b><u>Social Worker</u></b></p>	
<p>Prisila Peligio ORO Development Corporation</p>	<p><b><u>Case Manager</u></b></p>	<p>National Farmworker Jobs Program</p>
<p>Les Rouell Oklahoma Department of Veterans Affairs (ODVA)</p>	<p><b><u>Veteran Services Representative</u></b></p>	<p>Jobs for Veterans State Grants (JVSG)</p>



**AFFILIATE CENTERS** (updated 07/2023)

Name/Organization	Tulsa AJC Title/Roles	Grant Programs
<p>Brian Walls Oklahoma Employment Security Commission (OESC)</p>	<p><b><u>Center Manager</u></b> Facility manager Employment/Reemployment Services, UI Services, Veterans Services, Employer Services, Integrated Services, Complaint Resolution Manager, H2A</p>	<p>Wagner-Peyser</p>
<p>[VACANT] Oklahoma Employment Security Commission (OESC)</p>	<p><b><u>Disabled Veterans Outreach Program (DVOP) Specialist</u></b> Case Management, Individualized Services to VR&amp;E SBE clients and Outreach to VSOs</p>	<p>Wagner-Peyser</p>
<p>Justin McGowin Oklahoma Employment Security Commission (OESC)</p>	<p><b><u>Local Veterans' Employment Representative (LEVR)</u></b> Workforce Services Specialist III Workforce Services Specialist III, Veterans Services, Employer Services</p>	<p>Wagner-Peyser</p>
<p>Kate Draper Oklahoma Employment Security Commission (OESC)</p>	<p><b><u>Disabled Veterans Outreach Program (DVOP) Specialist</u></b> Case Management, Individualized Services to VR&amp;E SBE clients and Outreach to VSOs</p>	<p>Wagner-Peyser</p>
<p>Darryl Hamilton Oklahoma Employment Security Commission (OESC)</p>	<p><b><u>Disabled Veterans Outreach Program (DVOP) Specialist</u></b> Case Management, Individualized Services to VR&amp;E SBE clients and Outreach to VSOs</p>	<p>Wagner-Peyser</p>
<p>Merrell Slagle Oklahoma Employment Security Commission (OESC)</p>	<p><b><u>Case Management/ Workforce Service Specialist III</u></b> Employment/Reemployment Services, UI Services, Employer Services, Veteran Services, Integrated Services, Complaint Resolution Assistant</p>	<p>Wagner-Peyser</p>
<p>JoNell Robbins Oklahoma Employment Security Commission (OESC)</p>	<p><b><u>Case Management/ Workforce Service Specialist III</u></b> Employment/Reemployment Services, UI Services, Employer Services, Veteran Services, Integrated Services, Complaint Resolution Assistant</p>	<p>Wagner-Peyser</p>
<p>James Brietling Oklahoma Employment Security Commission (OESC)</p>	<p><b><u>Case Management/ Workforce Service Specialist III</u></b> Employment/Reemployment Services, UI Services, Employer Services, Veteran Services, Integrated Services, Complaint Resolution Assistant</p>	<p>Wagner-Peyser</p>

Izabelle Cunningham Oklahoma Employment Security Commission (OESC)	<b><u>Case Management/ Workforce Service Specialist III</u></b> Employment/Reemployment Services, UI Services, Employer Services, Veteran Services, Integrated Services, Complaint Resolution Assistant	Wagner-Peyser
Amber Wiebe Oklahoma Employment Security Commission (OESC)	<b><u>Case Management/ Workforce Service Specialist III</u></b> Employment/Reemployment Services, UI Services, Employer Services, Veteran Services, Integrated Services, TAA	Wagner-Peyser, TAA
Jami Dunn Oklahoma Employment Security Commission (OESC)	<b><u>Case Management/ Workforce Service Specialist III</u></b> Employment/Reemployment Services, UI Services, Employer Services, Veteran Services, Integrated Services, TAA	Wagner-Peyser, TAA
Jennifer Grigsby Oklahoma Employment Security Commission (OESC)	<b><u>Case Management/ Workforce Service Specialist III</u></b> Employment/Reemployment Services, UI Services, Employer Services, Veteran Services, Integrated Services	Wagner-Peyser
Rebecca Merit Oklahoma Employment Security Commission (OESC)	<b><u>Case Management/ Workforce Service Specialist III</u></b> Employment/Reemployment Services, UI Services, Employer Services, Veteran Services, Integrated Services	Wagner-Peyser
Debbie Durst Oklahoma Employment Security Commission (OESC)	<b><u>Case Management/ Workforce Service Specialist III</u></b> Employment/Reemployment Services, UI Services, Employer Services, Veteran Services, Integrated Services	Wagner-Peyser
Bethany Wood Tulsa Responds	<b><u>Navigator</u></b>	SBA Economic Injury Disaster Loan (EIDL)
Michael Flora Tulsa Responds	<b><u>Head of In-Person Activities</u></b>	SBA Economic Injury Disaster Loan (EIDL)
Jason Cusick Tulsa Responds	<b><u>Project Manager</u></b>	SBA Economic Injury Disaster Loan (EIDL)
Donna Weese Dynamic Workforce Solutions	<b><u>Project Director</u></b>	WIOA, Title I

Deana Haddock Dynamic Workforce Solutions	<u>Customer Service RT</u>	WIOA, Title I
Sam Stambaugh Dynamic Workforce Solutions	<u>Career Navigator</u> Youth, Adult and Dislocated Worker, and Integrated Services	WIOA, Title I
Rags Ragland Dynamic Workforce Solutions	<u>Career Navigator</u> Youth, Adult and Dislocated Worker, and Integrated Services	WIOA, Title I
Charlene Le Dynamic Workforce Solutions	<u>Accounting Technician</u>	WIOA, Title I
Kimberly Wedel Dynamic Workforce Solutions	<u>Quality Performance Trainer (QPT)</u>	WIOA, Title I
Kylan Clark Dynamic Workforce Solutions	<u>Youth Manager</u>	WIOA, Title I
Angela Taylor Dynamic Workforce Solutions	<u>Business Liaison</u>	WIOA, Title I
Sherri Stone Ameriforce Personnel	<u>Consultant/Work Incentives Specialist</u>	Social Security Act Section 1148 (Ticket to Work Program)
Sabrina Linvick Ameriforce Personnel	<u>Employment Consultant</u>	Social Security Act Section 1148 (Ticket to Work Program)

Name/Organization	Sapulpa AJC Title/Roles	Grant Programs
Tracey Ritz Oklahoma Employment Security Commissions (OESC)	<b><u>Center Manager</u></b> Facility Manager Employment/Reemployment Services, UI Services, Veterans Services, Employer Services, Complaint Resolution Manager	Wagner-Peyser
Steven Conway Oklahoma Employment Security Commissions (OESC)	<b><u>Case Management/ Workforce Service Specialist III</u></b> Career Coordinator, Employment/Reemployment Services, UI Services, Veterans Services, RESEA	Wagner-Peyser
Art Tyndall Oklahoma Employment Security Commissions (OESC)	<b><u>Case Management/ Workforce Service Specialist III</u></b> Career Coordinator, Employment/Reemployment Services, UI Services, Veterans Services, RESEA	Wagner-Peyser RESEA
Kari Barber Oklahoma Employment Security Commissions (OESC)	<b><u>Case Management/ Workforce Service Specialist III</u></b> Career Coordinator, Employment/Reemployment Services, UI Services, Veterans Services, TAA	Wagner-Peyser
Chaing Benjamin Oklahoma Employment Security Commissions (OESC)	<b><u>Case Management/ Workforce Service Specialist III</u></b> Career Coordinator, Employment/Reemployment Services, UI Services, Veterans Services	Wagner-Peyser
Robert Williams Oklahoma Employment Security Commissions (OESC)	<b><u>Disabled Veterans Outreach Program (DVOP) Specialist</u></b> Case Management, Individualized Services to VR&E (Veteran Readiness & Employment,) SBE (Significant Barriers to Employment) Clients, and Outreach to Veteran Services Officers Valid Veterans and Spouses	Wagner-Peyser, DVOP
Natalie Simonton Dynamic Workforce Solutions	<b><u>Work Based Learning Coordinator</u></b> <b><u>WEX Coordinator</u></b>	WIOA, Title I
Karla Hadley-Stodghill Dynamic Workforce Solutions	<b><u>Quality, Policy, &amp; Training</u></b> Quality Control	WIOA, Title I
Amber Battles Dynamic Workforce Solutions	<b><u>Career Navigator</u></b> Career Navigator Rapid Response Team	WIOA, Title I

Name/Organization	Muskogee AJC Title/Roles	Grant Programs
Donna Sanders Oklahoma Employment Security Commission (OESC)	<b><u>Workforce Center Manager</u></b> Facility Manager Employment/Reemployment Services, UI Services, Veteran Services, Employer Services, Integrated Services, Complaint Resolution Manager, H2A	Wagner-Peyser
Celeste Stephens Oklahoma Employment Security Commission (OESC)	<b><u>Case Management/ Workforce Service Specialist III</u></b> Employment/Reemployment Services, UI Services, Veteran Services, Employer Services, Integrated Services	Wagner-Peyser
Hanna Colina Oklahoma Employment Security Commission (OESC)	<b><u>Case Management/ Workforce Service Specialist III</u></b> Employment/Reemployment Services, UI Services, Veteran Services, Employer Services, Integrated Services	Wagner-Peyser
Terri Baird Oklahoma Employment Security Commission (OESC)	<b><u>Case Management/ Workforce Service Specialist III</u></b> Employment/Reemployment Services, UI Services, Veteran Services, Employer Services, Integrated Services	Wagner-Peyser
LaSandra Wright Oklahoma Employment Security Commissions (OESC)	<b><u>Case Management/ Workforce Service Specialist III</u></b> Employment/Reemployment Services, UI Services, Veteran Services, Employer Services, Integrated Services	Wagner-Peyser
Bill Cunningham Oklahoma Employment Security Commissions (OESC), DVOP	<b><u>Disabled Veterans Outreach Program (DVOP) Specialist</u></b> Case Management, Individualized Services to VR&E (Veteran Readiness & Employment), SBE (Significant Barriers to Employment) Clients, and Outreach to Veteran Services Officers Valid Veterans and Spouses	Wagner-Peyser, DVOP
Frances O'Callaghan Dynamic Workforce Solutions	<b><u>Career Navigator</u></b> Youth, Adult and Dislocated Worker, and Integrated Services	WIOA, Title I
Barbara Hentz Dynamic Workforce Solutions	<b><u>Career Navigator</u></b> Youth, Adult and Dislocated Worker, and Integrated Services	WIOA, Title I
Melita Griffith Dynamic Workforce Solutions	<b><u>Training Specialist</u></b>	WIOA, Title I

<p>[Vacant] Dynamic Workforce Solutions</p>	<p><b><u>Work-Based Learning (WBL) Coordinator</u></b></p>	<p>WIOA, Title I</p>
<p>Teresa Noah Dynamic Workforce Solutions</p>	<p><b><u>Career Navigator</u></b> Youth, Adult and Dislocated Worker and Integrated Services</p>	<p>WIOA, Title I</p>
<p>Oneta (Sissy) Shanks Dynamic Workforce Solutions</p>	<p><b><u>Career Navigator</u></b> Youth, Adult and Dislocated Worker, and Integrated Services</p>	<p>WIOA, Title I</p>



<b>Name/Organization</b>	<b>Okmulgee AJC Title/Roles</b>	<b>Grant Programs</b>
Tara Leneave Oklahoma Employment Security Commission (OESC)	<u><b>Workforce Center Manager</b></u> Facility Manager Employment/Reemployment Services, UI Services, Veterans Services, Employer Services, Integrated Services	Wagner-Peyser
Sheri Friend Oklahoma Employment Security Commission (OESC)	<u><b>Case Management/ Workforce Service Specialist III</b></u> Employment/Reemployment Services, UI Services, Veteran Services, Employer Services, Integrated Services	Wagner-Peyser
Megan Whittenberg Oklahoma Employment Security Commission (OESC)	<u><b>Case Management/ Workforce Service Specialist III</b></u> Employment/Reemployment Services, UI Services, Veteran Services, Employer Services, Integrated Services, Workshops	Wagner-Peyser
Bailie West Oklahoma Employment Security Commission (OESC)	<u><b>Case Management/ Workforce Service Specialist III</b></u> Employment/Reemployment Services, UI Services, Veteran Services, Employer Services, Integrated Services, Workshops	Wagner-Peyser
Camillie Craven Dynamic Workforce Solutions	<u><b>Career Navigator</b></u> Youth, Adult and Dislocated Worker, and Integrated Services	WIOA, Title I
Jana Powell Dynamic Workforce Solutions	<u><b>Career Navigator</b></u> Youth, Adult, and Dislocated Worker Program and Integrated Services	WIOA, Title I
Leslie Powell Oklahoma Department of Rehabilitation Services (OKDRS)	<u><b>Case Manager</b></u>	WIOA, Title IV
Shirley Payne Oklahoma Department of Veterans Affairs (ODVA)	<u><b>Case Manager</b></u>	WIOA, Title IV
Angela Chalk Oklahoma Department of Veterans Affairs (ODVA)	<u><b>Veteran Services Representative</b></u>	Jobs for Veterans State Grants (JVSG)

<b>Name/Organization</b>	<b>Sallisaw at Cherokee Nation Title/Roles</b>	<b>Grant Programs</b>
Teresa Noah Dynamic Workforce Solutions	<u>Career Navigator</u> Youth, Adult and Dislocated Worker and Integrated Services	WIOA, Title I
Amanda Goines Dynamic Workforce Solutions	<u>Career Navigator</u> Youth, Adult and Dislocated Worker and Integrated Services	WIOA, Title I

<b>Name/Organization</b>	<b>Stilwell at Cherokee Nation Title/Roles</b>	<b>Grant Programs</b>
Larod Snyder Dynamic Workforce Solutions	<u>Career Navigator</u> Youth, Adult and Dislocated Worker and Integrated Services	WIOA, Title I

<b>Name/Organization</b>	<b>Wagoner at Wagoner City Building Title/Roles</b>	<b>Grant Programs</b>
VACANT Dynamic Workforce Solutions	<u>Career Navigator</u> Youth, Adult and Dislocated Worker and Integrated Services	WIOA, Title I

<b>Name/Organization</b>	<b>Eufaula at Under One Roof Title/Roles</b>	<b>Grant Programs</b>
[Vacant] Dynamic Workforce Solutions	<u>Career Navigator</u> Youth, Adult and Dislocated Worker and Integrated Services	WIOA, Title I