



## **Tulsa Area Workforce Investment Board, Inc.**

*Proudly serving Creek, Osage, Pawnee and Tulsa Counties in Oklahoma*

### **System Integration Policy**

**Board Approved: 12/15/2011**

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# System Integration Policy Changes Overview

## Most Recent Policy Changes:

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Board Approval:	12/15/2011
Executive Committee Approval:	12/06/2011
Oversight Committee Approval:	11/29/2011

**Reason:** Board Approval

Originally this policy went in front of the Board, February 2008, but no action was taken at that time. Even though this policy was approved by the Executive Committee back in February of 2008, it needs to Board approved. So we are vetting it through all committees and then the Board.

State guidance required each Oklahoma WIB to develop a System Integration Policy that is compliant with: Workforce Investment Act (WIA) §117.Oklahoma Employment and Security Commission (OESC) Oklahoma Employment and Training Issuance (OETI) :

#03-2007, Change 1, Local Workforce Integration Policy Oklahoma Employment and Training Issuance  
#01-2007, Change I Initial Assessments;

**Rescissions:**

# Tulsa Area Workforce Investment Board

## System Integration Policy

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- I. **Purpose:** To establish a local policy on the Integration of Wegner-Peyser and Workforce Investment Act (WIA) services to:
  - Improve access to quality services;
  - Support linkages between workforce programs and business outreach by developing shared goals and emphases;
  - Implement the intent of the Governor's Council and the State Strategic Plan for comprehensive workforce system integration.
- II. **Authority:** Oklahoma Employment and Security Commission (OESC) Local Workforce Integration Policy Oklahoma Employment and Training Issuance (OET!) #03-2007, Change 1, OESC Initial Assessments OET! #01-2007, Change I; Workforce Investment Act (WIA) §117.
- III. **Background:** In accordance with federal and state guidance, local workforce investment boards, in conjunction with One-Stop providers must issue policy regarding system integration that ensures resource and service coordination in the local area.
- IV. **Definitions:**
  - A. *Initial Skills Assessment* - A process that provides a validated, measurable appraisal of an individual's foundational skill levels. Foundational skills are the skills needed to some degree by essentially every job - skills such as reading and mathematics. The initial skills assessment results will determine if the individual has the necessary foundational skills needed for their employment/career goal. The initial skills assessment does not need to be repeated unless there has been a change in the individual's career goals or skills. KeyTrain pre-tests must be used as the initial skills assessment.
- V. **Local Policy:**
  - A. TAWIB will designate at least one comprehensive center with integrated WIA Adult, WIA Dislocated worker, and Wagner-Peyser programs.
    1. Considerations for this designation shall include: virtual services opportunities; anticipated future ES and WIA funding levels; WIA and ES staff levels; and procurement integrated services where WIA staff may be functionally supervised by others.
  - B. Each Center Manager and One-Stop operator shall be authorized to organize staff by function, designate functional unit supervisors, and establish the purpose of each functional unit unless the TAWIB has otherwise made these decisions.  
TAWIB.
  - C. The One-Stop operator shall define and implement system integration procedures in accordance with local, state and federal guidance. Procedures must, at a minimum, provide guidance on how the Center will ensure that the following minimum requirements are met.

1. Each comprehensive, integrated Center will utilize a single customer flow model based on customer need, not program requirements.
2. All customers will receive prompt service with no future scheduling of appointments for initial welcoming functions.
3. Oklahoma ServiceLink will be used to gather non-repetitive data in real time in each appropriate functional unit.
4. Every customer's computer comfort level shall be ascertained with some plan to accommodate their lack of comfort via tutorials or pencil and paper assessments.
5. Every new customer will receive an initial skills assessment in the welcoming unit as a required staff assisted service.
  - i. New customers with documented results of a skills assessment measuring foundational skills and taken at another Workforce Center or other entity (e.g., Department of Rehabilitative Services) need not retake the initial skills assessment unless there has been a change in the individual's career goals or skills. This does not preclude the customer from going through the other facets of the Welcoming Unit Initial Assessment process.
  - ii. A new customer who does not have adequate English-speaking skills is not required to take the initial skills assessment. Since KeyTrain pre-tests are not offered in Spanish or other languages at this point, non-English speaking customers should go through the Welcoming Unit process but not be required to take the KeyTrain pre-test.
  - iii. The TAWIB may request a waiver to use another assessment instrument instead of the KeyTrain for the initial skills assessment.
6. Every new customer will receive career counseling which results in a Basic Employment Plan which is based on their interests, initial assessment, and labor market demand as a required staff assisted service.
7. Every Skills Unit customer will be offered remediation for any deficiencies identified in their initial assessment.

## **VI. Compliance:**

- A. The TAWIB will monitor system integration based on local procedures developed by the One-Stop operator.