

# Workforce Oklahoma – Tulsa Area One Stop System Policies and Procedures

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## Universal/Job Seeker Services

### Universal Access

Any individual will have access to the One-Stop system and to core employment-related services. Information about job vacancies, career options, student financial aid, relevant employment trends, and instruction on how to conduct a job search, write a resume, or interview with an employer is available to any job seeker in the U.S, or anyone who wants to advance his or her career.

The purpose of the local workforce system is to increase the employment, retention, and earnings of participants, and increase occupational skill attainment by participants, and as a result, improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the Nation.

Universal Services are provided in the Resource Room of the local One-Stop Career Center. Universal services shall be made available to all customers seeking employment who want and are available to work. General services shall include, but are not limited to, the use of computers, phones, fax machines, copiers, as well as staff assistance.

### Local One-Stop Career Center Process

The One-Stop system will provide additional, more in-depth assistance to customers who have utilized the universal services of the One-Stop 10 times or more within a consecutive 2 month period without success in obtaining employment.

The universal services recruiter or a resource room staff will engage the customer in a more in depth verbal assessment utilizing tools from the State's Resource Room Model, if this has not already been completed, to determine if the customer needs additional help to obtain employment through seminars, workshops, tutorials, etc. that are provided by the One-Stop and can help the customer obtain employment.

After completion of all services offered at the One-Stop and it is determined that the customer is still in need of assistance to obtain employment then the One-Stop's Disability Program Navigator will meet with the customer and do a pre-screening and/or assessment(s) to determine if the customer has barriers to employment that can be addressed. Pre-screening and assessment(s) tools will be coordinated with outside agencies, including mental health service agencies, when appropriate.

If at any point in the above process the customer is unwilling to comply with One-Stop offers of additional services and/or assessments to help the customer obtain employment then it will be deemed that the customer does not fit into the definition of a individual seeking employment who wants and is available for work. The end result will be a referral to another agency or resource for the customer and the immediate discontinued use of the One-Stop facility and services.

## Disability Program Navigator

The Disability Program Navigator located on site at the local One-Stop guides persons with disabilities through the complex system of programs and services to obtain gainful employment. Disabilities as defined by the ADA include physical, mental, and other hidden disabilities. The Navigator's duties include:

- Being a resource for available services and providing resource information when needed
- Ensure accessibility to resources
- Make appropriate referrals
- Being available and being persistent
- Conduct outreach to, and coordination with, community service providers working with people with disabilities, local Independent Living Centers and public and private mental health and developmental disability organizations. Fosters linkages between these organization and programs operating through One-Stop Career Centers.

## Disability-related Inquires

Under Federal Disability Nondiscrimination Laws the One-Stop system should focus on the individual customer's abilities and not limitations caused by the customer's disability. When providing services, disability-related inquiries are legal, and recommended. For example, to screen customers who have particular types of employment problems or signs of hidden disabilities or to determine whether and which reasonable accommodations would help customers succeed in employment. In a service-related context you can use the information you gather from the customer to determine reasonable accommodations/modifications, auxiliary aids and services, and assistive technology.