



EASTERN WORKFORCE BOARD, INC.

Proudly serving Adair, Cherokee, McIntosh, Muskogee, Okmulgee, Sequoyah, and Wagoner Counties in Oklahoma

BUSINESS SERVICES

2019



A proud partner of the **americanjobcenter** network

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PURPOSE

The Workforce Innovation and Opportunity Act (WIOA) was designed to assist business in finding skilled workers and to enhance access to other important workforce services. The act provides opportunities for business to participate in training eligible youth and adults develop connections to those who have received training from approved education and training providers.

It is expected the business services portion of EWBs WIOA will:

- Develop training for workforce system staff assigned to serve the business customer, conduct training, gather employee customer feedback on the training process, and improve the staff training as appropriate.
- Develop an approach to responding to targeted industries as well as individual employers within the industry.
- Develop/Improve services required to meet and exceed customer expectations.
- Develop/Improve material and information required to meet and exceed customer expectations.
- Develop/Improve technology capacity required to meet and exceed customer expectations.
- Regularly analyze external customer data to inform the items above.

BACKGROUND

The business community determines the workforce system. It is essential that the local workforce system facilitate the connection between local businesses and their prospective employees. A trained, highly skilled workforce is critical to the success of business. A vibrant local economy should focus on expanding and retaining business as well as attracting new business.

The workforce system's ability to help job seekers find suitable employment is reduced without the involvement of the business. Appropriate services must be focused on the business; be demand driven and enhance the work readiness of the community. Success has often been measured by One-Stop centers' ability to assist employers in the location of qualified workers; shorten vacancy times; and train or retrain potential employees in demand driven occupations.

Business Services is more than employee matching and job training. The involvement of the business community in workforce development is necessary to ensure the skill requirements of local businesses are being met. This allows the jobseeker to receive the training and additional skills necessary to secure employment locally, while the business community gains a workforce with the skills needed to be competitive.

Eastern Workforce Board (EWB) is engaged in the business of creating a workforce system that aligns the business, educational and government sectors leading to a work ready community. To meet the needs of the local business community, this policy establishes the framework to facilitate business services identified and needed by the local employer community.

The services listed in the following pages are not intended to be the only services available or offered to the business community. It is an outline of the primary services that should be offered to businesses. Optional services may be provided by the Business Services Team as the need arises.

PROMOTIONAL OUTREACH

In order to support the efforts of the business services, EWB will provide economic development information to appropriate WIB staff and Service Provider staff. EWB staff will have access to information regarding local companies, wages, job opportunities, and openings. EWB intends to utilize this information to help all of our partners align and improve the economic conditions of our communities.

Outreach is an important component of Business Services. Currently, EWB provides a variety of products to market the system in the form of promotional products and print materials. While this serves a purpose in promoting Workforce Oklahoma, it does little to promote what the workforce system can deliver to the business community.

EWB will coordinate outreach efforts to ensure a consistent approach in the promotion of products, human resource information and services.

FEE BASED SERVICES

Providing services required by the business customers may go beyond the resources available to the area partners. EWB will develop a fee structure to cover the cost of such services to accompany the promotional efforts.

If the business community identifies a specific training need for their incumbent workforce, a workshop/seminar or series of such can be arranged, promoted and sponsored by EWB in collaboration with other entities such as local chambers, economic development organizations or educational institutes. If the training requires procurement of a qualified trainer, EWB reserves the right to recover training costs through a registration or collection fee process.

EWB will negotiate a contract with that business to recover the cost of backgrounds checks. These contracts will implement a clause requiring the business client utilizing the service to list job openings with our Workforce Oklahoma One-Stop system.

EWB may design a protocol to ensure the future implementation of the service if the service is readily available. EWB will not duplicate any service currently being provided in the workforce investment area. The BST will be instructed to promote the efforts of our partners and referral system to eliminate any inefficiency in the system.

The Board recognizes that on occasion, EWB is asked to contract with other boards to provide customized board services and related technical assistance on a fee basis. EWB does not intend to create specialized products for other boards but utilize the knowledge and experience of its staff and existing products as the opportunity arises.

TRAINING AND SUPPORT

Scores of individuals receive training each year under WIOA to prepare them for occupations in their community. Most of this training takes place in Oklahoma's public and private training institutions and provides specific occupational skills to these individuals. Many of these trainees earn recognized credentials in their occupation and have also gained skills in workplace competencies and computer literacy. Business services staff will keep abreast of business needs. Services provided include but not limited to are:

- **On-the-Job Training** – Business can receive a reimbursement in training of up to 50% of a trainees' wages when they agree to hire and train an eligible WIOA worker. Trainees are often new entrants or those seeking new skills in order to become re-employed after a lay-off. Under certain conditions, employed workers whose wages are low may be eligible to participate. The complexity of the job and the skills of the worker determine the length of the training period. Trained service provider staff offer assistance by referring appropriate individuals to the training opportunity, helping design the training plan, and providing on-going support during the training period and the year following.
- **Customized Training** – Training can be designed to meet the special needs of a business or group of businesses that agree to hire or retrain a worker upon successful completion of training and pay at least 50% of the cost of the training. Employed workers who are not earning a self-sufficient wage may also be eligible to participate when the worker and the job meet specific conditions. The training may include occupational skill training as well as training in computer and workplace literacy, and as the name implies, will be customized to meet the needs of the participating businesses.
- **Internships/Work Experience** – businesses can partner in improving the skills of the workforce by offering short-term work assignments, job shadowing or internships. These opportunities are designed to build work maturity skills and orient individuals to a specific occupation to assist them in determining a career choice. Although the opportunities are designed to improve individual skills, the business can use the opportunity to attract new or returning entrants to the labor market to careers in their field of business.
- **Layoff Assistance** – Retraining opportunities and job placement assistance, tailored to the needs of the business and the laid-off employees are available. The Department of Labor maintains a "rapid response"

unit to help businesses successfully manage a large layoff or plant closure by working with management and labor to arrange appropriate retraining and re-employment services.

- **Limited Benefits** – Limited assistance can be made available to individuals who participate in program services. Short-term assistance with transportation or child care, tools, equipment, uniforms and other benefits may be available to assist individuals when necessary.

BUSINESS SERVICES AVAILABLE

1. Job Orders, Recruitment, and Referral:

Primary Services:

- On-line Internet-based listing of entry level, technical and professional job openings, updated regularly
- Recruitment and accurate screening to fill specific positions
- Easy access to graduates from job training programs
- Screening for alien status
- Coordination of interview processes and facilities
- Job Fairs
- Prescreen for Work Opportunity Tax Credit (WOTC)

Optional Services:

- Development of detailed job descriptions
- Employer checklist for reviewing resumes and/or applications
- Checklist of final interview reminders
- Interview Do's and Don'ts
- Effective Interviewing Tips and Questions
- Hiring Checklist
- Referrals and Follow-up services as needed

2. Assessment and Testing:

Primary Services

- Evaluation and assessment of applicant skills
 - Math skills
 - Reading literacy
 - Locating Information
 - Other assessments are available upon request of the business customer
- Keyboarding skills assessments

3. Training:

Primary Services

- Soft Skills Training
 - Communication skills
 - Interpersonal relationships at work
 - Basic work ethics
 - Financial literacy
- Information about public/private programs for customized training to fit company needs
- Information about training programs for new and existing workers
- Information about financial incentives for training

Optional Services

- Workshops and Seminars
- Coordinating companies' educational or training resources
- Business seminars and classes offered in partnership with Small Business Development Centers, Economic Development Organizations, Chambers of Commerce and other business organizations

4. Technical Assistance:

Primary Services

- Employer handbook development
- American Disability Act (ADA) assessments
- Occupation Safety and Health Administration (OSHA) assessments referrals
- Assistance to employers to mediate layoffs (shared work programs, rapid response services)
- Referrals to unemployment insurance rules and regulations

Optional Services

- Training on interpreting employer tax rules and regulations
- Serve as information brokers to provide information on HR issues, labor laws, licensing, permitting and economic development

5. School-to-Work Learning Opportunities

Primary Services:

- Work-based learning
 - Internships
 - Mentoring
 - Job shadowing
 - Apprenticeship
 - On-the-job training
 - Work experience

6. Economic Development

Primary Services

- Information on Oklahoma's economic development programs
- Linkages with economic development organizations
- Business to business referrals

7. Labor Market Information Services

Primary Services

- Statistics on the labor force
- Employment projections by industry and occupation
- Staffing patterns of industry
- Hourly wage rates by occupation
- The availability of workers by specific geographical area
- Information concerning layoff patterns
- Affirmative Action/EEO profiling (demographic information)

8. Other Services

- Developing and implementing industry sector strategies
- Customized assistance or referral for assistance in the development of a Registered Apprenticeship program
- Development and delivering innovative workforce investment services and strategies to meet needs of area employers and workers
- Marketing of business services to appropriate area employers; and
- Assisting employers with accessing local, state and federal tax credits.

Partner Programs

Included but not limited to:

- Vocational Rehabilitation
 - Works with business to recruit employers willing to hire workers with disabilities

- Community Re-entry Programs
 - New state program recruiting employers willing to hire workers with criminal records
- Adult Education
 - Works with very low-skilled populations and now accountable for employment outcomes
- Career Pathways development cuts across all programs.

Regionalism

The local board (EWB) and the chief elected officials are required to engage in a regional planning process to develop regional service strategies and implementation of sector initiatives resulting in an expanded labor market and common performance indicators across core programs:

- Unsubsidized Employment
- Employment Retention
- Median Wage
- Postsecondary Credential Attainment
- Measurable Skills Gain



EWB POLICY APPROVAL REGISTER

Each required policy of the Workforce Innovation and Opportunity Act (WIOA) and the Eastern Workforce Board (EWB) shall be submitted to the Policy Committee for review and comment who will then present policy(s) to the Executive Committee for its recommendation for approval. The Executive Committee recommendation for approval will be presented at the next scheduled board meeting.

Title Of Policy	Business Services		
Current Eff. Date	2019		
Revision Purpose	WIA to WIOA		
Revision Number & Date	Rev. #1 update to WIOA		
Author	JH		
APPROVED	Exec. Committee	DATE;	
APPROVED	Board	DATE:	

Executive Director:
 Jerri Stoutermire, EdD. _____
Signature: Date:

Board Chairman:
 Earnie Gilder _____
Signature: Date: