

Memo

Memo # M-02-2009

To: LO Managers, Area Managers, Board Staff
From: Richard J. Gilbertson, Director, Workforce Integrated Programs
CC: Richard McPherson, Ann Pendergraft, Jon Eller, Robyn Coman, Tami Decker,
Jackie Young, David Slimp
Date: February 12, 2009
Re: Clarification - Posting Services in OSL

BACKGROUND: There seems to be some confusion in the workforce centers concerning the proper way to post services in Oklahoma Service Link (OSL). Workforce Integrated Programs (WIP) Division has received several calls from staff confused as to whether to post services in both LE and WIA or just post the service to the program that provided the service.

PROCEDURE: Listed below are the proper procedures for posting services in OSL.

1. The first staff-assisted service that is to be provided to a client and posted in the OSL system is the Initial Assessment. This service is to be posted in both LE and WIA programs so that it will open the program and allow the client's services to be counted in the performance measures.

2. Once the first staff-assisted service is posted to the OSL system, the additional services provided to the client must be posted to the program that provided the service. If the service is provided by LE, then post to LE program. If the service is provided by WIA, then post to the WIA program.

ACTION: Please ensure that **all** staff in the Workforce Center is familiar with the proper procedures for posting services in OSL. Do **not** post services to both programs; this will result in duplication of services on federal reports.

INQUIRES: If you have any questions please contact Robyn Coman at 405-557-5318, robyn.coman@oesc.state.ok.us or Jon Eller at 405-557-7149, jon.eller@oesc.state.ok.us.