

OESC Common Acronyms

Following is a list of acronyms commonly used within the Oklahoma Employment Security Commission. In this list you will find acronyms that are used among the Workforce Investment Act (WIA) personnel as well as acronyms used by other partners that may be co-located in the local Workforce centers.

A&A – Able and Available
AAA – Area Agencies on Aging
AARP – American Association of Retired People
ABD – Assessment Board Decision
ABE – Assessment Basic Education
ABLE – Adult Basic and Literacy Education
ABP – Alternate Base Period
ACINET – America’s Career InfoNet
ACK – America’s Career Kit
ACAA – Air Carrier Access Act
ACAPS – Appeals Council Automated Processing System
ACSI – American Customer Service Index
AD – Adult Programs
ADA – Americans with Disabilities Act
ADD – Administration on Developmental Disabilities
ADEA – Age Discrimination in Employment Act of 1967
ADP – Automatic Data Processing
ADVET – Assistant Director for Veteran’s Employment and Training
AE – All Employees (Interoffice Memo)
AF – Affirmed (Appeal Decision)
AFDC – Aid to Families with Dependent Children
AIC – Additional Initial Claim
AIRRTC – American Indian Rehabilitative Research & Training Center
AJB –America’s Job Bank
AJLA – America’s Job Link Alliance
AL – Allowed (Appeal decision on a labor dispute)
ALC – Alien Labor Certification
ALCS –Alien Labor Certification System
ALJ – Administrative Law Judge
ALMIS – America’s Labor Market Information System
AMES – Adult Measure of Essential Skills
AP – Alternate Participant (other than VR’s)
ARRA – American Recovery and Reinvestment
ARS – Agricultural Recruitment System
AS & T – Administrative Services & Training
ASVET – Assistant Secretary (of Labor) for Veteran’s Employment and Training
AT – Assistive Technology
ATA – Area Transit Authority
ATAA – Alternative Trade Adjustment Assistance
ATB – America’s Talent Bank
ATD – Appeal Tribunal Decision
AWIC – Area Work Incentive Coordinator
AWTS – America’s Workforce Technology Solutions
AWUI – Average Weeks of Insured Employment
AWW – Average Weekly Wage

BBA – Balanced Budget Amendment (1997)
BC/BS – Blue Cross/Blue Shield
BEA – Bureau of Economic Statistics

BES – Bureau of Employment Statistics
BFOQ – Bona fide Occupational Qualification
BLS – Bureau of Labor Statistics
BOLT – Basic Occupational Literacy Test
BOR – Board of Review
BP – Base Period
BPAO – Benefit Planning, Assistance and Outreach
BPC – Benefit Payment Control
BPAO – Benefit Planning, Assistance & Outreach
BPE – Base Period Employer
BQC – Benefit Quality Control
BRAC – Base Realignment and Closure
BRI – Benefit Rights Interview
BSR – Business Services Representative
BTQ – Benefits Timeliness and Quality
BWE – Benefit Week Ending (Saturday)
BWP – Budget Work Program
BYE – Benefit Year Ending

CAP – Corrective Action Plan
CATEA – Center for Assistive Technology & Environmental Access
CB – Certified to the Board of Review (Appeal Decision)
CBA – Collective Bargaining Agreement
CBO – Community Based Organization
CC – Continued Claim (Weekly Certification)
CC – Cost Center
CCE – Certificate of Continuing Eligibility
CCS – Code Change Supplement
CCS – Office of Hearings & Appeals Case Control System
CDBG – Community Development Block Grant
CDR'S – Continuing Disability Reviews
CED – Committee for Employees with Disabilities
CES – Current Employment Statistics
CESER – Center for Employment Education & Research
CESRS – Computerized Employment Service Referral System
CEW – Covered Employment and Wages
CFOI – Census of Fatal Occupational Injuries
CFR – Code of Federal Regulations
CIP – Classification of Instructional Program
CITA – Center for Information Technology Accommodation
CJT – Customized Job Training
CLEO – Chief Local Elected Official
CM – Case Management
CMS – Centers for Medicare and Medicaid Services
COBRA – Consolidated Omnibus Budget Reconciliation Act of 1985
COG – Council of Governments
CPC – Central Point of Contact Person
CPI – Consumer Price Index
CPS – Current Population Survey
CR4AT – Community Research for Assistive Technology
CRC – Claims Record Card (Also called Claims Log)
CRP – Community Rehabilitation Provider
CT – Customized Training
CWC – Combined Wage Claim
DBTAC – Disability & Business Technical Assistance Centers

DDHQ – Division of Disability Hearings Quality
DDS – Disability Determination Service

DH – Dismissed with Hearing (Appeal Decision)
DHS – Department of Human Services
DLRP – Disability Law Resource Project
DLW – Dislocated Worker
DME – Durable Medical Equipment
DN – Denied (Appeal decision on a labor dispute)
DOB – Date of Birth
DOD – Department of Defense
DOE – Department of Education
DOL – Department of Labor
DOLETA – Department of Labor’s Employment and Training Administration
DOT – Dictionary of Occupational Titles
DP – Data Processing
DP/IT – Data Processing (Information Technology)
DRS – Department of Rehabilitative Services
DS – Dismissed (Appeal Decision)
DUA – Disaster Unemployment Assistance
DV – Disabled Veteran
DVA – Department of Veterans Affairs
DVET – Director for Veteran’s Employment and Training
DVOP – Disabled Veterans Outreach Program
DW/DLW – Dislocated Worker Programs

EAB – Enumeration at Birth
EAC – Employer Advisory Council
EAP – Employee Assistance Program
EB – Extended Benefits
EBC – Employee Benefits Council
EBP – Extended Base Period
EBSA – Employee Benefits Security Administration
EC – Employer Council
EduIT – Education Information Technology
EEO – Equal Employment Opportunity
EITA – Electronic Information Technology Accessibility
EN’s – Employment Networks
EOE – Equal Opportunity Employer
ER – Employee Relations
ERI – Eligibility Review Interview
ERISA – Employee Retirement Income Security Act
ES – Employment Services
ESL – English as a Second Language
ESOL – English for Speaker of Other Languages
ET – Employment & Training
ETP – Eligible Training Provider
ETPP – Eligible Training Programs/Providers
ET2 – Extended Unemployment Compensation Tier 2
ET3 – Extended Unemployment Compensation Tier 3
EUC – Extended Unemployment Compensation
EUCA – Extended Unemployment Insurance Account

FBO – Faith Based Organization
FBP – Federal Bonding Program
FBR – Federal Benefit Rate
FCAIS – Federal Contractor Awards Information System
FCC – Federal Communications Commission
FCCP – Federal Contract Compliance Programs
FCJL – Federal Contractor Job Listing

FCP – Federal Contractor Program
FEB – Federal Executive Board
FECA – Federal Employees' Compensation Act
FEDES – Federal Employment Data Exchange
FEMA – Federal Emergency Management Agency
FEPA – (Oklahoma) Fair Employment Practices Act
FERPA – Family Educational Rights and Privacy Act
FEMA – Federal Emergency Management Agency
FF – Fact Finding
FICA – Federal Insurance Contributions Act (SS)
FLC – Foreign Labor Certification
FLS – Family Literacy Services
FLSA – (Federal) Fair Labor Standards Act
FMLA – Family and Medical Leave Act
FPL – Federal Poverty Rate
FRA – Full Retirement Age
FTA – Federal Transit Administration
FTE – Full Time Equivalent
FUTA – Federal Unemployment Taxes
FY – Fiscal Year

GAO – General Accounting Office
GATB – General Aptitude Test Battery
GCWED – Governor's Council for Workforce and Economic Development
GED – General Equivalency Diploma
GED – General Educational Development
GNP – Gross National Product
GPRA – Government Performance and Results Act of 1994
GSP – Gross State Product
GUI – Graphic User Interface
GWA's – General Work Activities

HALLEX – Hearings, Appeals & Litigation Law Manual
HCTC – Health Coverage Tax Credit
HHA – Home Health Agency
HHS – Department of Health and Human Services
HI – Hospital Insurance (part A)
HIPPA – Health Insurance Portability and Accountability Act
HMO – Health Maintenance Organization
HRD – Human Resources Department
HUD –Housing and Urban Development
HVRP – Homeless Veteran's Reintegration Programs

IA – Inter-Agency
IAWP – International Association of Workforce Professionals
IC – Initial Claimant
ICESA – Interstate Conference of Employment Security Agencies
IDEA – Individuals with Disabilities Education Act '75
IEP – Individual Employment Plan
IIA – Institute of Internal Auditors
ILC – Independent Living Center
ILO – International Labor Organization
IJB – Interstate Job Bank
INS – Immigration and Naturalization Service
IOC – Inter-Office Communication
IPE – Individualized Plan for Employment

IRS – Internal revenue Service
IRWE – Impairment-Related Work Expense
ISS – Individual Service Strategy
IT – Information Technology
ITA – Individual Training Accounts
IVR – Interactive Voice Response System
IWP – Individual Work Plan

JAN – Job Accommodation Network
JFVA – Jobs for Veterans Act
JIS – Job Information Service
JSW – Job Skills Workshop
JTPA – Job Training Partnership Act

KAVIN – now TRAC
KSA's – Knowledge, Skills and Abilities

LAUS – Local Area Unemployment Statistics
LE – Labor Exchange
LEO – Local Elected Official
LEP – Limited English Proficient
LHPDC – Law, Health Policy & Disability Center
LIHEAP – Low Income Home Energy Assistance Program
LLSIL – Lower Living Standard Income Level
LMA – Labor Market Area
LMI – Labor Market Information
LO – Local Office
LOW – Lack of Work
LSA – Labor Surplus Areas
LSDA's – Local Service Delivery Areas
LVER – Local Veterans Employment Representative
LWIA – Local Workforce Investment Area
LWIB – Local Workforce Investment Board
LWOP – Leave Without Pay
LTC – Long -Term Care

MAGNA – (a software brand)
MBA – Maximum Benefit Amount
MEF – Master Earnings File
MIE – Medical Improvement Expected
MINET – Management Information Network
MLS – Mass Layoff Statistics
MN – Medically Needy
MOU – Memorandum of Understanding (Partner Agreement)
MSA – Metropolitan Statistical Area
MSA – Medical Savings Account
MSFW – Migrant Seasonal Farm Worker
MSHA – Mine Safety and Health Administration

NAFTA – North American Foreign Trade Agreement
NAICS – North American Industry Classification System
NASWA – National Association of State Workforce Agencies
NATB – Nonreader Aptitude Test Battery
NAWB – National Association of Workforce Boards
NCD – National Council on Disability
NCP – Non-Custodial Parent
NCWD – National Center on Workforce & Disability

NEG – National Emergency Grant
NIDRR – National Institute on Disability & Rehabilitative Research
NLRB – National Labor Relations Board
NOD – National Organization on Disability
NOSSCR – National Organization of Social Security Claimant Representatives
NSA – Not Seasonally Adjusted
NVTI – National Veterans Training Institute

OASAM – Office of the Assistant Secretary for Administration & Management
ODEP – Office of Disability Employment Policy
OE – Obtained Employment
OES – Occupational Employment Statistics
OETI – Oklahoma Employment and Training Issuance
OHA – Office of Hearings and Appeals (SSA)
O*NET – Occupational Information Network
OES – Occupational Employment Statistics
OESC – Oklahoma Employment Security Commission
OFCCP – Office of Federal Contract Compliance Programs
OHA – Office of Hearings and Appeals (SSA)
OHC – Office of Handicapped Concerns
OIG – Office of Inspector General
OIS – Occupation Information System
OJL – Oklahoma Job Link
OJT – On the Job Training
OKJM – Oklahoma JobMatch
OKUCAN – Oklahoma Universal Computerized Assistance Network
OLMS – Office of Labor Management Standards
OMB – Office of Management and Budget
ONIC – Oklahoma Network Initial Claims
OPEN – Oklahoma Personnel Employment Network
OPM – Office of Personnel Management
OQA – Office of Quality Assurance & Performance Assessment
OSERS – Office of Special Education & Rehabilitation Services
OSES – Oklahoma State Employment Services
OSH – Occupational Safety and Health Statistics
OSHA – Occupational Safety & Health Administration
OSL – Oklahoma Service Link
OTRB – Over-the-Road Bus (transportation program)
OTV – Order to Vacate (Appeal Decision)
OWBPA – Older Workers' Benefit Protection Act of 1990
OWCP – Office of Workers Compensation Programs
OWDI – Oklahoma Workforce Development
OY – Older Youth

P & A – Protection & Advocacy
PABSS – Protection & Advocacy for Beneficiaries of Social Security
PAC – Post Award Conference
Part C – Medicare + Choice program (1997)
PAS – Personal Assistance Services
PASS – Plan for Achieving Self-Support
PBGC – Pension Benefit Guaranty Corporation
PC – Personal Computer
PCEPD – President's Committee on Employment of People w/Disabilities
PE's – Position Equivalents
PIC – Private Industry Council
PIN – Personal Identification Number
PL – Public Law
PMP – Performance Management Process

PMR – Performance Measures Review
PO – Profile Orientation
POE – Proof of Earnings
PPD – Permanent Partial Disability
PPI – Producer Price Index
PPO's – Preferred Provider Organizations
PSO's – Provider Sponsored Organizations
PWD – Person With Disability

QC – Quality Control
QCEW – Quarterly Census of Employment and Wages
QDWI – Qualified Disabled and Working Individuals
QMB's – Qualified Medicare Beneficiaries
QUESTT –Quality Education Services for Today and Tomorrow

RAVET – Regional Administrator for Veterans Employment and Training
RB – Remand to Board (of Review) Appeal Decision
RE – Reversed (Appeal Decision)
REA – Reemployment Activity
REMOD – Reversed and Modified (Appeal Decision)
RES – Re-employment Services
RFP – Request for Proposal
RH – Reversed and Modified with a Hearing (Appeal Decision)
RIC – Remote Initial Claims
RIF – Reduction In Force
RO – Remand Order (Appeal Decision)
RTC – Rural Training Center

SA – Seasonally Adjusted
SAVE – Systematic Alien Verification of Entitlement
SC – Service Center
SCHIP – State Children's Health Insurance Program
SCSEP – Senior Community Services Employment Program
SDA – Service Delivery Area
SDV – Special Disabled Veteran
SEIE – Student Earned Income Exclusions
SESA – State Employment Security Agency
SF – Standard Form (Federal Employee)
SGA – Substantial Gainful Amount
SHRM – Society for Human Resource Management
SIC – Standard Industrial Code
SJTCC – State Job Training Coordinating Council
SLMB's – Specified Low Income Medicare Beneficiaries
SMI – Supplemental Medicare Insurance (\$58.70/mo in 2003)
SMOCTA –Service Members Occupational Conversion & Training Act
SO – State Office
SOC – Standard Occupational Classification
SOLO – State Office/Local Office
SOR – Stand on Record (Appeal Decision)
SPI – Statewide Partnership Initiative
SR – Submit to Record (Appeal Decision)
SSA – Social Security Administration
SSDI – Social Security Disability Insurance
SSI – Supplemental Security Income
SSN – Social Security Number
SUTA – State Unemployment Tax Act or State Unemployment Tax Authority
SWA – State Workforce Agency

SWIB – State Workforce Investment Board

TA - Technical Assistance
TAA – Trade Adjustment Assistance
TabE – Tabbed Environment (UI Claims System)
TABE – Test of Adult Basic Education
TAG – Technical Assistance Guide
TANF – Temporary Assistance to Needy Families
TAPR – Trade Act Participant Report
TAP – Transition Assistance Program
TDD – Telecommunication Device for the Deaf
TEA – Transportation Equity Act
TEGL – Training and Employment Guidance Letter
TEIN – Training and Employment Information Notice
TEMP – Temporary
TEN – Training and Employment Notice
TEUCA – Temporary Emergency Unemployment Compensation Act
TJTCP – Targeted Jobs Tax Credit Programs
TPR – Technical Performance Report
TRA – Trade Adjustment Assistance
TRAC – Training Resources and Consulting
TRS – Telecommunications Relay Device
T-TAP – Training & Technical Assistance for Providers
TTD – Temporary Total Disability
TTW – Ticket to Work
TTY – Teletypewriter: replaces term TDD
TWP – Trial Work Period
TWWIIA – Ticket to Work & Work Incentives Improvement Act

UC – Unemployment Compensation
UCFE – Unemployment Compensation for Federal Employees
UCX – Unemployment for ex-Military Personnel
UI – Unemployment Insurance
USC – United States Code
USDOL – United States Department of Labor

VA – Veterans Administration
VAC – Vacate (appeal decision)
VETS – Veterans Employment and Training Service
VOE – Veterans and Other Eligible Persons
VPL – Veterans Program Letter
VPM – Veterans Performance Measures
VPS – Veterans Performance Standards
VR&E – Vocational Rehabilitation and Employment

WARN – Worker Adjustment & Retraining Notification Act
WBA – Weekly Benefit Amount
WC – Workers Compensation
WD – Withdraw (Appeal Decision)
WE – Week Ending
WE – Work Experience
WEP – Windfall Elimination Provision
WIA – Workforce Investment Act
WIASRD – WIA Standardized Record Data
WIB – Workforce Investment Board
WIC – Women, Infants and Children Food Program

WIL – Work Incentive Liaison
WIP – Workforce Integrated Programs
WOTC –Work Opportunity Tax Credit
WOTI – Workforce Oklahoma Training Institute
WP – Waiting period
WPRS – Worker Profiling and Reemployment Services
WQ – Workforce Quality
WQD – Workforce Quality Division
WRB – Will Rogers Building
WRIS – Wage Record Interstate System
WS – Workforce Services
WtW – Welfare to Work

YIS/ISY – Youth-In-School
YOS/OSY – Youth-Out-Of-School
YTD – Year-To-Date
YY – Younger Youth
YIELD – Youth Integration Education Leadership Discovery YOG – Youth Opportunities Grants

Definitions

A

ABLE AND AVAILABLE (A&A) - The requirement that a recipient of unemployment insurance (UI) benefits be able to work and available for work in order to receive benefits.

ADDITIONAL CLAIM – An application for unemployment insurance benefits for a new period of unemployment within a benefit year after a break in benefits of at least one week due to employment.

ADJUDICATOR – An individual who, on behalf of the state, investigates issues which could affect unemployment insurance benefit eligibility and who issues initial determinations resolving those issues.

ADULT – For the purpose of the WIA programs is an individual who is age 18 or older.

ADMINISTRATIVE LAW JUDGE (ALJ) – An individual who conducts hearings and makes decisions after initial determinations have been appealed. (Also called hearing officer or referee.)

ADULT - For the purpose of the WIA programs is an individual who is age 18 or older.

ADULT EDUCATION - Instruction in reading, writing, and mathematics for adults at lower literacy levels; includes adult basic education (ABE), English as a Second Language (ESL), and preparation for the General Education Development (GED) test.

ADULT BASIC EDUCATION (ABE) - Education for adults whose inability to read, write or speak English or to effectively use mathematics is a barrier to their ability to get or keep employment. ABE is designed to improve their ability to benefit from training and improve their opportunities for employment and to meet adult responsibilities.

ADULT SECONDARY EDUCATION SKILLS - Education for adults consisting of courses in mathematics, reading, history, science, government, language arts, and other courses and classes that lead to a high school diploma or a General Education Development (GED) Certificate.

ADVANCED TRAINING – An occupational skills employment / training program, not funded under Title I of the WIA, which does not duplicate training received under Title I. Includes only training outside of the One-Stop, WIA and partner, system (i.e., training following exit).

AGENT CLAIM – A claim filed by a claimant living in Oklahoma against any state other than Oklahoma. Oklahoma acts as an “agent” for the other state.

ALTERNATE BASE PERIOD – An “alternate” base period that can be used when certain conditional factors exist. This allows the claimant to substitute the most recent completed calendar quarter with the oldest base period quarter in an effort to monetarily qualify a claimant who otherwise would be monetarily ineligible.

AMERICA’S JOB BANK (AJB) - A website where job seekers can post their resumes and search for job openings. Employers can post job listings in the nation's largest online labor exchange, create customized job orders, and search resumes.

APPEAL – A request for a hearing to reconsider a state agency’s decision about an individual’s unemployment insurance benefits.

APPEAL DECISION – The written ruling that is issued to one or more parties as a result of an appeal. If more than one person is involved, only one decision is made which applies to all the claimants involved in the appeal.

APPEAL TRIBUNAL HEARING – A hearing held with the lower appellate unit which will either affirm, reverse or modify the state agency's determination or re-determination. This appeal will be held with the claimant and/or employer and will be done over the telephone or in person.

APPRENTICESHIP PROGRAM - A program combining on-the-job training with related instruction that enables workers to master the practical and technical skills required for a skilled occupation.

APTITUDE- A natural or acquired talent or ability or quickness in learning and understanding.

APPROVED TRAINING – Training attended by the claimant with the approval of the Commission. Training is determined by consideration of: 1) that the individuals skills are obsolete or such that there is minimal opportunities for employment. 2) The training must be for work that is in demand and 3) the retraining must be able to be completed in a reasonable amount of time.

ASSOCIATE DEGREE - The degree awarded after a two-year period of study that can be either terminal (vocational) or transfer (the first two years of a bachelor's degree). The vocational degree is the Associate of Applied Science (AAS) and the transfer degree may be either the Associate of Arts (AA) or the Associate of Science (AS).

B

BACKDATED CLAIM – An unemployment insurance claim with an effective date in any week prior to the week in which it was filed.

BARRIERS TO EMPLOYMENT - Conditions that may make employment difficult for certain individuals. Individuals with such barriers may include: single parents, displaced homemakers, youth, public assistance recipients, older workers, substance abusers, teenage parents, veterans, ethnic minorities, and those with limited English speaking ability or a criminal record or with a lack of education, work experience, credentials, transportation or child care arrangements.

BASE PERIOD – The first four (4) of the last five (5) completed calendar quarters immediately preceding the quarter n which the initial claim is effective. Benefit amounts are set up based on base period wages.

BASIC EDUCATION - Instruction usually conducted in an institutional setting that is directed towards imparting the basic skills of communication, computation, problem solving, health, consumer development, and citizenship. Instruction for youth could include, but not be limited to, enrollment in a secondary school. Adult Basic Education would include upgrading the same basic skills, however, it is directed towards adults who are generally classified as functionally illiterate, undereducated, or whose inability to speak, read or write the English language constitutes a substantial impairment of their ability to get or retain employment commensurate with their real ability. Such instruction is designed to raise the level of education of such individuals with a view to making them less likely to become dependent on others, to improving their ability to benefit from occupational training and otherwise increasing their opportunities for more productive and profitable employment.

BASIC LITERACY SKILLS DEFICIENT - The term “deficient in basic literacy skills” is defined at the local level. These definitions may establish such criteria as are needed to address the local concerns, and must include a determination that an individual:

- (A) Computes or solves problems, reads, writes, or speaks English at or below the 8th grade level on a generally accepted standardized test or a comparable score on a criterion referenced test;
- Or
- (B) Is unable to compute or solve problems, read, write, or speak English at a level necessary to function on the job, in the individual’s family or in society.

Note: Grade Level scores below 9.0 (e.g.8.9) should be considered as at or below the 8th grade level.

BASIC PERIOD (BP) – The time period on which an unemployment insurance claim is based. Earnings during this time period are used to establish the UI claim. It may be the first four of the last five completed calendar quarters or the state may use an alternate period if there are insufficient earnings in the primary period.

BASIC SKILLS - Fundamental skills such as literacy, reading comprehension, writing, math, and English language competency that are crucial to success in a workplace.

BEFORE DEDUCTIONS – The gross amount of a payment before taxes or other deductions are withheld. Used when reporting wages or other monies received for filing for unemployment benefits.

BELOW GRADE LEVEL – An individual with educational attainment that is one (1) or more grade levels below the grade level appropriate to the age of the individual.

BENEFIT RIGHTS INTERVIEW (BRI) - Information provided to an unemployment insurance claimant for the purpose of explaining the individual’s rights and responsibilities under the applicable state unemployment compensation law or federal law.

BENEFIT YEAR (BY) - The time period, beginning with the first week of a claim, during which a claimant may draw out unemployment insurance benefits due based on a claim. This may not always be a full calendar year.

BOARD OF REVIEW HEARING – A hearing held with the higher appellate unit which issues decisions affirming, reversing or modifying decisions of the lower unit (Appeal Tribunal). This is a review of the earlier appeal proceedings with a decision based on facts previously submitted.

BONUS PAY – Payment made to the claimant for work performance which is above and beyond the claimant’s regular wage. Bonus payments are deductible during the week they are paid.

BRIDGE PROGRAM - Program designed to prepare individuals, particularly those individuals with literacy levels below ninth grade, to enter and succeed in postsecondary education and training leading to career-path employment.

C

CALENDAR QUARTER - One fourth of the calendar year. The quarters are: January 1 - March 31, April 1 - June 30, July 1 - September 30, and October 1 - December 31.

CALENDAR WEEK - Seven consecutive days beginning on Sunday and ending on Saturday, except in at least one state where seven consecutive days beginning Monday and ending Sunday is considered the calendar week.

CALL CENTER – A center of operations unemployment insurance claims are taken over the telephone.

CASE MANAGEMENT – The term “case management” means the provision of a client-centered approach in the delivery of services designed:

- (A) To prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using, where feasible, computer-based technologies; and
- (B) To provide job and career counseling during program participation and after job placement.

CHIEF ELECTED OFFICIAL - The term “chief elected official” means:

- (A) The chief elected executive officer of a unit of general local government in a local area; and
- (B) In a case in which a local area includes more than one unit of general local government, the individuals designated under the agreement described in section 117(c)(1)(B) **MULTIPLE UNITS OF LOCAL GOVERNMENT IN AREA-**

- (i) **IN GENERAL** – In a case in which a local area includes more than 1 unit of general local government, the chief elected officials of such units may execute an agreement that specifies the respective roles of the individual chief elected officials-
 - i. In the appointment of the members of the local board from the individuals nominated or recommended to be such members in accordance with the criteria established under subsection (b); and
 - ii. In carrying out any other responsibilities assigned to such officials under this subtitle.
- (ii) **LACK OF AGREEMENT-** if, after a reasonable effort, the chief elected officials are unable to reach agreement as provided under clause
 - i. the Governor may appoint the members of the local board from individuals so nominated or recommended.

CHILD/DEPENDENT CARE (FAMILY CARE) - A supportive service that helps parent(s) meet their family care needs. Family care ranges from day care outside the home or in-home to after school programs (outside the home or in-home). It usually includes supervision and shelter, and may include subsistence and transportation.

CLAIMANT - An individual who files a claim for unemployment insurance benefits.

CLAIMS LOG – See Claims Record Card

CLAIMS RECORD CARD (CRC) – Found in RIC and TabE, the CRC is a historical record of all actions taken on a claim. There is one CRC per effective date. It is the responsibility of each agent handling the claim to update the CRC.

CLAIMS SPECIALIST OR CLAIMS TAKER – A person who assists in the filing of unemployment insurance claims and offers related assistance to claimants.

COMBINED WAGE CLAIM – A claim filed by a claimant who lives in Oklahoma or another state and has base period wages in Oklahoma and at least one other state.

COMMUNITY-BASED ORGANIZATION – The term “community-based organization” means a private nonprofit organization that is representative of a community or a

significant segment of a community and that has demonstrated expertise and effectiveness in the field of workforce investment.

CONTINUED CLAIM – A request for payment filed by the claimant which certifies to a one-week period of unemployment. The claim can be either for the waiting period week or any other week whether the claim is payable or non-payable (in appeal status). These claims are filed by internet, mail or telephone. (Also known as Weekly Claim or Weekly Certification)

COUNSELING - A service which is the process of assisting participants in realistically assessing their needs, abilities, and potential; of providing guidance in the development of vocational goals and the means to achieve them; and of helping with the solution of a variety of personal problems occurring during participation.

COVERED EMPLOYER – Any employer subject to pay unemployment tax on employees.

COVERED WAGES – Wages subject to unemployment tax. Certain employers are not covered by unemployment insurance taxes. Wages earned from those employers cannot be used in determining monetary eligibility, unless it is discovered that those wages were erroneously exempted from tax.

CREDENTIAL – A nationally recognized degree or certificate or State/locally recognized credential. Credentials include, but are not limited to, a high school diploma, GED or other recognized equivalents, post-secondary degrees/certificates, recognized skill standards, and licensure or industry-recognized certificates. States should include all State Education Agency recognized credentials. In addition, States should work with local Workforce Investment Boards to encourage certificates to recognized successful completion of the training services listed above that are designed to equip individuals to enter or re-enter employment, retain employment, or advance into better employment.

COLLABORATION - A mutually beneficial and well-defined relationship entered into by two or more organizations to achieve common goals without duplicating services. The relationship includes: commitment to mutual relationships and goals; a jointly developed structure and shared responsibility; mutual authority and accountability for success; and sharing of resources and rewards.

COMBINED WAGE CLAIM (CWC) – An unemployment insurance claim based on wage credits from more than one state.

COMMUNITY - A group of individuals or families that share certain values, services, institutions, interests, or geographic proximity.

COMMUNITY BASED ORGANIZATION (CBO) - A non-profit organization that originates and is developed locally to serve the needs of the community in which it is based. Services provided are varied and can include health, education, housing, and employment training.

COMMUNITY BASED SERVICES - Services provided to individuals, family members, or other caregivers in the community, e.g. schools, churches, etc., rather than in an institution. These services are an alternative to facility-based services or Institutionalization.

COMMUNITY COLLEGE - A public two-year institution of higher education, offering instruction in programs adapted to the needs of the community; programs may include adult education, certificate and degree programs, workforce preparation, noncredit continuing education, and customized training for business.

COMMUNITY HOUSING DEVELOPMENT ORGANIZATIONS (CHDOs) - Organizations certified by the state to provide grants for tenant-based rental assistance, assistance to first time homebuyers, property acquisition, new construction (justification required for neighborhood revitalization and special needs) reconstruction, moderate rehabilitation, substantial rehabilitation, site improvements, demolition, relocation, and other activities with prior approval of Housing and Urban Development.

COMMUNITY SERVICES BLOCK GRANT (CSBG) - Federal program aimed at ameliorating the causes and conditions of poverty in communities. The funds provide a range of services and activities to assist the needs of low-income individuals, including the homeless, migrants, and the elderly.

COMPETENCY BASED CURRICULA - Curricula defined in terms of the abilities, knowledge, and skills a student should be able to demonstrate once they have completed the course. The competencies that provide the learning objectives for bridge programs are based on the requirements of entry and success at the next levels of education and employment.

CONTINUES CLAIM – A claimant’s weekly certification of eligibility for unemployment insurance during a claim series.

CONTINUUM OF CARE - A comprehensive array of services available at any intensity or level of need required to adequately address the needs of an individual so that they may attain their maximum potential.

CONTRIBUTING EMPLOYER - An employer who pays taxes (contributions) to the state unemployment insurance fund.

CONTRIBUTIONS (Taxes) - Payroll taxes paid by employers that are used to pay unemployment insurance benefits.

CORE SERVICES - Services are available to all persons who seek assistance at any One-Stop Center or affiliate employment service provider. This may include: job search and placement assistance, labor market information, training information, information about filing for unemployment, food stamps or public benefits, child care or transportation assistance.

CORE TRAINING - Employment-focused interventions which address basic vocational skills deficiencies that prevent the participant from accessing appropriate jobs and/or occupations.

COUNSELING - Guidance or assistance to develop a participant’s vocational or employment goals and the means to achieve those goals, or to assist the person with the solution to individual problems that may prevent him/her from accomplishing those goals, including, substance abuse counseling, job counseling, child care arrangements, or any other barrier that prevents their success in becoming self-supporting.

COVERED EMPLOYER - An agency, business, organization or other employing unit that is subject to the unemployment insurance law of any state.

COVERED EMPLOYMENT - Services for an employer that are covered by the unemployment insurance law.

CRITICAL CONDITIONS - Community condition indicators that can be assessed and evaluated. Career Pathway*— a series of occupations within an industry that build from the relatively minimal skill and education requirements needed for entry-level employment to increasing levels of skills, experience, and/or formal education.

CUSTOMER - Under WIA (Workforce Investment Act) definitions, a Customer is any person seeking assistance to find employment or training, whether employed or unemployed, and employers who need qualified workers for their company or training for the workers who are already employed with them.

CUSTOMIZED TRAINING - A training program designed to meet the special requirements of an employer who has entered into an agreement with a Service Delivery Area to hire individuals who are trained to the employer's specifications. The training may occur at the employer's site or may be provided by a training vendor able to meet the employer's requirements. Such training usually requires a commitment from the employer to hire a specified number of trainees who satisfactorily complete the training.

D

DEVELOPMENTAL NEEDS – Items, materials, situations, steps or acts that need to occur to aid in the growth of an individual or to assist an individual to realize or meet their potential.

DISABILITY - The term “disability” means, with respect to an individual:

- (A) A physical or mental impairment that substantially limits one or more of the major life activities of such individual;
- (B) A record of such an impairment; or
- (C) Being regarded as having such impairment.

DISABLED VETERAN - A veteran who is entitled to compensation under laws administered by the Veterans Administration, or an individual who was discharged or released from active duty because of service-connected disability.

DISADVANTAGED ADULTS - Educationally or skills disadvantaged adults are those persons who score below grade level on standardized tests. They require educational assistance to bring their basic skills to a level that would make them eligible for secondary (high school) education or to hold a job with basic English and math skills.

DISCHARGED – To be released from employment at the initiation of the employer, although continued work is available, for reasons other than lack of work. Fired.

DISLOCATED worker - A person who—

DISLOCATED worker - A person who—

- Has been terminated or laid off, or has received a notice of termination or layoff from employment;
- Is eligible for or has exhausted unemployment insurance;
- Has demonstrated an appropriate attachment to the workforce, but not eligible for unemployment insurance and unlikely to return to a previous industry or occupation;
- Has been terminated or laid off or received notification of termination or layoff from employment as a result of a permanent closure or substantial layoff;
- Is employed at a facility, where the employer has made the general announcement that the facility will close within a 180 days;

- Was self-employed (including employment as a farmer, a rancher, or a fisherman) but is unemployed as a result of general economic conditions in the community or because of a natural disaster; or
- Is a displaced homemaker who is no longer supported by another family member.

DISPLACED HOMEMAKER – A person who has been doing unpaid work for family members in the home and who-

(A) has been dependent on the income of another family member but is no longer supported by that income; and

(B) is unemployed or underemployed and is having difficulty in finding a job or getting a better job.

USDOL - United States Department of Labor, the federal department which regulates and funds state workforce activities.

E

EARNINGS – Payment for services performed. This includes payments other than cash or check such as meals, lodging and other payment. These earnings must be reported during the week in which they are earned, regardless of whether the claimant received the payment at the time the weekly claim is filed. Gross earnings must be reported.

ECONOMICALLY DISADVANTAGED - An individual who is either a member of a family whose income is below the poverty level, or who is receiving cash benefits from a federal, state or local welfare program, or is receiving food stamps, or who is a homeless person, or who is a foster child, or is a disabled person.

EDUCATIONALLY DISADVANTAGED ADULT—see Disadvantaged Adults.

ELIGIBILITY - The meeting of specific qualifications to receive certain benefits; the criteria used by public assistance programs to determine which people may receive help. For example, to be eligible for the Food Stamp program, a person must meet certain income requirements and to be eligible for Medicare a person must be above a certain age.

ELIGIBILITY BARRIERS FOR INCOME ELIGIBLE YOUTH - Eligible participants must also fall within one or more of the following categories:

1. Deficient in basic literacy skills;
2. School dropout;
3. Homeless, runaway, or foster child;
4. Pregnant or parenting;
5. Offender; or
6. An individual (including a youth with a disability) who requires additional assistance to complete an educational program, or to secure and hold employment.

Note: CFR 664.210 states that criterion for this definition and the documentation to prove need shall be established at the local level by the Youth Council. It will be approved by the WIA Board, based on local area need, and must be included in local policy.

ELIGIBILITY BARRIERS FOR THE FIVE PERCENT OF YOUTH PARTICIPANTS WHO DO NOT HAVE TO MEET INCOME ELIGIBILITY REQUIREMENTS:

1. School Dropout;
2. Basic Skills Deficient;
3. Are one or more grade levels below the grade level appropriate to the individual's age;
4. Pregnant or parenting;
5. Possess one or more disabilities, including learning disabilities;
6. Homeless or runaway;
7. Offender; or
8. Faces serious barriers to employment as identified by the local board (WIA sec. 129(c)(5)).

ELIGIBILITY REQUIREMENTS – Requirements that a claimant must meet in order to remain eligible for benefits each week. These include being able and available for work, actively searching for work and reporting earnings each week if applicable.

ELIGIBILITY REVIEW INTERVIEW – An interview scheduled with a claimant to review that claimant's eligibility and ensure that no restrictions are being placed on the claimant in seeking work. The claimant will be notified by mail of any pending interviews.

ELIGIBILITY REVIEW PROGRAM (ERP) – A program under which claimants are periodically contacted to review their eligibility for benefits, work search activities, and reemployment needs.

ELIGIBLE TRAINING PROVIDER (ETP) - An organization, such as a public or private college and university, or community-based organization whose application has been approved by the local workforce board and approved for the state list of training services through the use of an Individual Training Account.

ELIGIBLE TRAINING PROVIDER LIST - A statewide collection of providers that are approved to give services through the One-Stop system. These lists contain consumer information, including cost and performance information for each of the providers, so that participants can make informed choices on where to use their Individual Training Accounts.

EMPLOYMENT SERVICE - The state level organization or public labor exchange system connected with the Department of Labor's United States Employment Service.

ENGLISH AS A SECOND LANGUAGE (ESL) – English language education for adults whose inability to understand, speak, read, or write the English language is a barrier to their ability to get or keep employment. This also has effects on their real ability to function in society or successfully complete the citizenship application process.

ENTERED EMPLOYMENT RATE - Method used to determine the percentage of participants who become employed. The percentage is calculated by dividing the number of total participants who were enrolled in the program by the number of participants who were placed or entered employment through the program.

ENTRY-LEVEL OCCUPATION - The lowest paid occupations within an industry or firm, usually requiring minimal work experience and limited educational background as conditions for hire. Criteria differ widely from industry to industry.

ESTIMATED BEGIN DATE - The date the participant is scheduled to begin each activity.

ESTIMATED END DATE - The date the participant is scheduled to complete each training activity.

ETA, DOL - Employment and Training Administration, the part of DOL with direct responsibility for WIA programs.

EXCESSIVE EARNINGS – Earnings in a week above the allowable amount. When reporting earnings, the first \$100, although reportable, is not deducted from the weekly benefit amount. Anything over \$100 is deducted dollar for dollar. If the earnings for a week exceed \$100 more than the weekly benefit amount, benefits will not be paid for that week. All earnings must be reported.

EXIT - To separate a participant who is no longer receiving any WIA funded enrollment training or services (except follow-up services) or non-WIA funded services included in the service plan.

HARD EXIT - The exiting of a WIA youth participant who has a date case closure, completion or known exit from WIA funded or non-WIA funded partner services. This must be initiated by the caseworker in two places:

1. In the case detail under "exit", and
2. In the case detail under "programs of enrollment"

SOFT EXIT - When a participant has not received any WIA funded or non-WIA funded partner service for 90 days and is not scheduled to receive any future service except follow up services. This is done by Service Link automatically following the 90-day period.

EXTENDED BENEFITS – A program that provides additional unemployment benefits during times of high unemployment rates.

F

FAITH BASED ORGANIZATION (FBO) - Organization whose founding, governance, or membership is derived from a religious institution or religiously-affiliated entity.

FAMILY LITERACY SERVICES (FLS) - Services that are sufficient to make lasting changes in a family, and that integrate all of the following activities: (1) literacy activities between parents and their children; (2) training for parents regarding how to be the primary teacher for their children and full partners in the education of their children; (3) parent literacy training that leads to economic self-sufficiency; and (4) an age-appropriate education to prepare children for success in school and life experiences.

FIELD-SPECIFIC BRIDGE PROGRAM - A bridge program that prepares adults for college-level occupational certificate programs and advancement to entry-level skilled positions. These programs are geared toward participants who have decided upon a career sector focus.

FOLLOW-UP - The tracking of what happens to participants when they leave the WIA program for a period of 180 days after first job placement. The reporting requirements include the following information: employment status (number of Entered Employments/Placements at 180 days after program has ended), average hourly wage (earnings change at 180 days after program has ended), and job retention (of those enrolled in training, provide number of those still employed in trained occupation at 180 days after program has ended).

FOOD STAMP PROGRAM - Provides basic food needs to low-income families.

FOSTER CHILD – An individual under the age of 18 on behalf of whom State or local government payments are made. (WIA Act 101 (25)(E))

FRAUD – Willful failure to disclose material facts such as failing to report gross earnings during the week in which they are earned.

G

GED - General Equivalency Diploma. A high school equivalency diploma, which is obtained by passing the General Educational Diploma Equivalency Test that, measures skills and knowledge generally associated with four years of traditional high school instruction.

GROSS EARNINGS – Earnings before taxes or other deductions are withheld.

H

HEARING – The opportunity for parties to appeal an initial determination to be heard by an administrative law judge, hearing officer, or referee.

HEARING OFFICER – See Administrative Law Judge.

HISPANIC OR LATINO/LATINA - A person of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.

HOLIDAY PAY – Payment made to a claimant for a holiday which the claimant did not physically work. The payment should be reported the week the holiday occurred.

HOMELESS – An individual who:

- (a) Lacks a fixed, regular, and adequate nighttime residence; and
- (b) Has a primary nighttime residence that is -
 - 1) A supervised publicly or privately operated shelter designed to provide temporary living accommodations (including welfare hotels, congregate shelters, and transitional housing for the mentally ill);
 - 2) An institution that provides a temporary residence for individuals intended to be institutionalized; or
 - 3) A public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings.

I

INDEPENDENT CONTRACTOR – A person who performs services according to his own methods and without control except as to results. Work performed as independent contractor is not covered employment. See also Rule 240:10-1-2

INDIVIDUAL EMPLOYMENT PLAN (IEP) - A plan developed by the participant and the case manager to identify the participant's employment goals, the appropriate achievement objectives, and the appropriate combination of services for the participant to achieve the employment goals. **Individual of Limited English Proficiency (LEP)** -- An adult or out-of-school youth who has limited ability in speaking, reading, writing or understanding the English language, and (a) whose native language is a language other than English; or (b) who lives in a family or community environment where a language other than English is the dominant language.

INDIVIDUAL SERVICE STRATEGY (ISS) - An agreement of skills and goals decided between a WIA Youth participant and WIA Youth staff counselor (usually a case

manager), that sets out a plan for the participant to make progress towards his/her educational and employment goals.

INDIVIDUAL TRAINING ACCOUNT (ITA) - An expenditure account established on behalf of a participant that provides for vocational training.

INDIVIDUAL WITH A DISABILITY - The term "individual with a disability" means an individual with any disability (as defined in section 3 of the Americans with Disabilities Act of 1990 (42 U.S.C. 12102)). Refer to the definition for the term disability.

INITIAL CLAIM (IC) – An application for a determination of entitlement to unemployment insurance benefits. There are four types of Initial Claims: New Claims; Reopened Claims; Additional Claims; and Transitional Claims.

IN-SCHOOL YOUTH determined at the time of registration - A youth enrolled in a secondary school program, and who is seeking a secondary school diploma.

INTAKE - A process for screening individual applicants for eligibility for services; making a determination whether the program can benefit the applicants; providing information about the program, its services and the availability of those services; and selecting individual applicants for participation in the program.

INTENSIVE SERVICES - Services available to adults and dislocated workers who have completed one or more Core Services and are still unable to gain employment OR who are employed and have been determined in need of services to get a better job in order to gain self-sufficiency. Intensive Services include individual career planning, resume preparation, job clubs, career counseling, internships, and comprehensive assessments. Basic education, ESL, and basic computer literacy are also sometimes considered Intensive Services.

INTERACTIVE VOICE RESPONSE SYSTEM (IVR) – The system used by claimants when filing unemployment claims by telephone.

ISSUE – An act, circumstance or condition potentially disqualifying a claimant from receipt of unemployment insurance benefits under state/federal law.

INTERSTATE CLAIM – A claim filed against Oklahoma by a claimant living outside of Oklahoma.

J

JOB CLUB ACTIVITIES - A form of job search assistance provided in a group setting. Usually job clubs provide instruction and assistance in completing job applications and developing resumes and focus on maximizing employment opportunities in the labor market and developing job leads. Many job clubs use telephone banks and provide group support to participants before and after they interview for openings.

JOB DEVELOPMENT - The process of marketing a program participant to employers, including informing employers about what the participant can do and asking for a job interview for that individual with the employer.

JOB PLACEMENT SERVICES – Services that specifically assist participants find jobs that may involve activities such as job search assistance, training, or job development.

JOB RETENTION - The ability to keep a job for a certain period of time, usually 90 or 180 days or more, which shows that a worker has the skills to fit into the workplace and succeed in a job.

L

LABOR EXCHANGE - Services provided to job seekers and employers by the State Employment Service Agencies. Services to job seekers may include assessment, testing, counseling, provision of labor market information and referral to prospective employers. Employer service may include accepting job orders, screening applicants, referring qualified applicants and providing follow-up.

LABOR FORCE - The total of all civilians classified as employed and unemployed and members of the Armed Forces stationed in the United States. (Bureau of Labor Statistics Bulletin 2175).

LABOR MARKET AREA (LMA) - The term "labor market area," means an economically integrated geographic area within which individuals can reside and find employment within a reasonable distance or can readily change employment without changing their place of residence. Such an area shall be identified in accordance with criteria used by the Bureau of Labor Statistics of the Department of Labor in defining such areas or similar criteria established by a Governor.

LABOR MARKET INFORMATION (LMI) - Labor Market Information, labor related information about unemployment, industries, occupations, etc

LACK OF WORK – To be released from employment as a result of no work being available. Not to be confused with voluntary quit or discharge.

LAG QUARTER – The most recently completed calendar quarter prior to the filing of an initial claim for unemployment benefits. Used when requesting an alternate base period for a claim.

LIFE SKILLS - Those skills which are included in adult literacy dealing with such topics as consumer economics, government and law, occupational knowledge, community resources, and health that are included into an educational agency's basic literacy skills course of study.

LIMITED ENGLISH PROFICIENCY (LEP) - An individual with LEP is one who has limited ability in speaking, reading, writing or understanding the English language and
(a) whose native language is a language other than English or
(b) who lives in a family or community environment where a language other than English is the dominant language

LITERACY – The term "literacy" means an individual's ability to read, write, and speak in English, compute, and solve problems, at levels of proficiency necessary to function on the job, in the family of the individual, and in society.

LIVABLE WAGE - The self-sufficiency earning level.

LOCAL AREA – The term "local area" means one of the 12 local workforce investment areas designated under section 116 by the state of Oklahoma.

LOCAL BOARD – The term "local board" means one of the 12 local workforce investment boards established in each workforce investment area under section 117.

LOCAL YOUTH PROGRAM - Those youth activities offered for youth in the 12 local workforce investment areas by youth providers and vendors.

LOWER LIVING STANDARD INCOME LEVEL - The term "lower living standard income level" means that income level (adjusted for regional, metropolitan, urban, and

rural differences and family size) determined annually by the Secretary based on the most recent lower living family budget issued by the Secretary.

LOW-INCOME INDIVIDUAL - The term "low-income individual" means a person who—

- (A) receives, or is a member of a family that receives, cash payments under a Federal, State, or local income-based public assistance program;
- (B) received an income, or is a member of a family that received a total family income, for the 6-month period before application for the program involved (besides unemployment compensation, child support payments, payments described in subparagraph (A), and old-age and survivors insurance benefits received under section 202 of the Social Security Act (42 U.S.C. 402) that, for their family size, is not more than the higher of—
 - (i) the poverty line, for an equivalent period; or
 - (ii) 70 percent of the lower living standard income level, for an similar period;
- (C) belongs to a household that receives (or has been decided within the 6-month period before application for the program to be eligible to receive) food stamps according to the Food Stamp Act of 1977 (7 U.S.C. 2011 et seq.);
- (D) is a homeless person, as defined in subsections (a) and (c) of section 103 of the Stewart B. McKinney Homeless Assistance Act (42 U.S.C. 11302);
- (E) is a foster child for whom State or local government payments are made; or
- (F) in cases permitted by rules decided by the Secretary of Labor, is a person with a disability whose own income meets the requirements of a program described in subparagraph (A) or of subparagraph (B), but who is a member of a family whose income does not meet such requirements.

LUMP SUM – Receipt of severance, profit sharing or other payments in one check rather than being dispersed in multiple checks.

M

MASS LAYOFF – A large-scale layoff which has significant impact on a community and may require special precedures for payents set up between the employer and the OESC when the employer shuts down for a certain period of time if not less than one (1) week nor more than eight (8) weeks.

MAXIMUM BENEFIT AMOUNT (MBA) - The total amount of unemployment insurance benefit payable to a claimant in a benefit year.

MEDICAID - A program of medical aid for people that cannot afford regular medical service that is paid for by the state and federal governments

MENTAL HEALTH SERVICES - Psychological and psychiatric treatment and counseling services, for individuals with a diagnosed mental illness, conducted in a group or individual setting, and provided by a mental health professional licensed or

authorized within the State to render such services. This typically includes psychiatrists, psychologists, and licensed clinical social workers.

MIGRANT OR SEASONAL FARM WORKER (MSFW) - A migrant farm worker, a migrant processing worker, or a seasonal worker.

MILITARY SERVICE – Reporting for active duty.

MONETARY DETERMINATION – A written notice issued to inform an individual of whether or not he/she meets the employment and wage requirements needed to establish entitlement to unemployment insurance, and, if entitled, the weekly and maximum benefit amounts that he/she may receive.

MONETARY ELIGIBILITY – Meeting the monetary requirements during the base period to establish an eligible claim. Covered employment wages must be at least \$1500 and the total wages during the base period must equal at least one and one-half times the high quarter of wages.

MONETARY REDETERMINATION - A new determination made after reconsideration and/or re-computation of an unemployment insurance claimant's monetary entitlement based on the receipt of new employment and wage information.

N

NEW CLAIM – (See Initial Claim)

NO LONGER ATTENDING ANY SCHOOL - a situation where an individual is not attending any secondary school program seeking a secondary school diploma.

NONMONETARY DETERMINATION – A written notice issued to inform an unemployment insurance claimant and/or employer about the determination of eligibility arising from issues of separations from work or other eligibility requirements.

NON-TAXABLE WAGES – The part of the total wages earned by the claimant during a calendar year that is exempt or is in excess of wages taxable under state unemployment insurance law.

NONTRADITIONAL EMPLOYMENT - Occupations or fields of work for which individuals from one gender comprise less than 25 percent of the individuals employed in each such occupation or field of work.

NORTH AMERICAN FREE TRADE AGREEMENT (NAFTA) -- Establishes Transitional Adjustment Assistance (TAA) for workers in companies affected by imports from Mexico or Canada or by shifts of U.S. production to those countries.

O

OBJECTIVE ASSESSMENT - Objective (comprehensive) assessment is a client-centered, diagnostic approach to evaluating the needs of a participant without regard to services or training programs already available in a local area. It is an independent, comprehensive evaluation of an individual designed to identify information vital to the design of an individual service strategy. Objective assessment is an ongoing process and should not be viewed as a one-time event. It should be a multi-faceted approach that includes a full array of options including items such as structured interviews, paper and pencil tests, performance tests, behavioral observations, interest inventories career guidance instruments, aptitude tests, and basic skill tests. As an ongoing process, it must

be revisited regularly and amended, as appropriate, when additional needs are identified or goals achieved.

Note: Must provide an objective assessment of each youth participant, that meets the requirements of WIA section 129(c)(1)(A), and includes a review of the academic and occupational skills levels, as well as the service needs, of each youth.

OCCUPATIONAL (VOCATIONAL) CERTIFICATE - A credential earned by completing a training program for a specific industry or career; programs vary in length from one to more than four semesters of full-time study. They are generally state-recognized and thus carry college credit, although this credit does not necessarily transfer to a college degree program.

OCCUPATIONAL SKILLS - Primary occupational skills include the proficiency to perform actual tasks and technical functions required by certain occupational fields at entry, intermediate or advanced levels. Secondary occupational skills entail familiarity with, and use of, set-up procedures, safety measures, work-related terminology, record keeping and paperwork formats, tools, equipment and materials, and breakdown and clean-up routines. Individuals without these occupational skills would be considered deficient.

OCCUPATIONAL SKILLS TRAINING - Includes both (1) vocational education which is designed to provide individuals with the technical skills and information required to perform a specific job or group of jobs, and (2) on-the-job training.

OFFENDER – Any adult or juvenile:

- (A) Who is or has been subject to any stage of the criminal justice process, for whom services under this Act may be beneficial; or
- (B) Who requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction.

OLDER YOUTH - An individual that falls within the ages of 19 through 21 at the date of registration.

ONE-STOP CAREER CENTER - Under the Workforce Investment Act, every local System must have at least one One-Stop Career Center. A One-Stop Center is a facility that makes a wide range of the system's services available at a single site, through self-service or with staff help. The number of centers, the services offered and the manner in which they are given will vary from one area to another, according to local needs and resources. In Oklahoma, these Centers are referred to as "Workforce Oklahoma Centers."

ONE-STOP PARTNER - The term "one-stop partner" means

- (A) An entity described in section 121(b)(1); and
- (B) An entity described in section 121(b)(2) that is participating, with the approval of the local board and chief elected official, in the operation of a one-stop delivery system.

ONE-STOP SYSTEM - The network of workforce products and services that meets business and jobseeker needs in whatever manner and location is most effective and convenient for the customer. Customers can choose to use the system's products and services in different ways. They may call a toll-free number (1 888 980-WORK) or connect through a personal computer at home or in a neighborhood library. They may receive individualized assistance in a community-based agency, an educational institution, or a one-stop career center, Workforce Oklahoma Center.

ON-SITE INDUSTRY-SPECIFIC TRAINING - This is training which is specific to the needs of a particular employer and/or industry. Participants may be trained according

to requirements developed by an employer for a job site. There may be an agreement to hire participants who have successfully completed training.

ON-THE-JOB TRAINING - Training by an employer that is provided to a paid participant while engaged in productive work in a job that

- (A) Provides knowledge or skills essential to the full and adequate performance of the job;
- (B) Provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, for the extraordinary costs of providing the training and additional supervision related to the training; and
- (C) Is limited in duration as appropriate to the occupation for which the participant is being trained, taking into account the content of the training, the prior work experience of the participant, and the service strategy of the participant, as appropriate.

Note: In most cases, on-the-job training is not an appropriate work experiences activity for youth participants under age 18.

OSERS -- Office of Special Education and Rehabilitative Services. OSERS is federal office within the US Department of Education that administers special education and rehabilitation services.

OUTCOMES - Specific, measurable desired changes in conditions (knowledge, skills, attitudes and behaviors) resulting from strategies.

OUT-OF-SCHOOL YOUTH determined at the time of registration - The term “out-of-school youth” means:

- (A) An eligible youth who is a school dropout; or
- (B) An eligible youth who has received a secondary school diploma or its equivalent but is basic skill deficient, unemployed, or underemployed.

OUTREACH - An effort by program staff to encourage individuals in the service delivery area to use the program services.

OVERPAYMENT – An amount of benefits paid to an individual to which the individual was not legally entitled.

P

PARTICIPANT – The term “participant” means any individual who has: (1) been determined eligible for participation upon intake; and (2) started receiving employment, training, or services (except post-termination/follow-up services) funded under WIA following intake. Participation shall begin on the first day, following determination of eligibility, in which the individual began receiving subsidized employment, training, or other services provided under WIA.

PARTNER – Entities included in the definition of a “one-stop partner” as well as other entities that provides services through collaboration with the local program.

PERFORMANCE MEASURES – The WIA regulations include 17 performance measures or indicators. The performance measures focus on entering employment, retaining employment, increasing wages, and increasing academic or occupational skills (and related credentials). The measures are categorized by program (i.e., adult, dislocated worker, older youth, and younger youth). The performance indicators also include customer satisfaction measures. Customer satisfaction is measured for both individual

participant customers and employer customers. Many of the outcomes are measured using data gathered from the Unemployment Insurance reporting system.

PERSONAL RESPONSIBILITY AGREEMENT - An agreement signed between the welfare recipient and the State of Oklahoma. Agreement also has strict rules which welfare recipients must adhere to.

PERSONAL RESPONSIBILITY AND WORK OPPORTUNITY RECONCILIATION ACT (PRWORA) OF 1996 - The Federal welfare reform law that established the Temporary Assistance for needy Families (TANF) program which transforms welfare into a system that requires work and provides for time-limited financial assistance.

PLACEMENT - The act of obtaining unsubsidized employment for or by a participant.

POSTING GRID – See Claims Record Card (CRC)

PRE-APPRENTICESHIP TRAINING - Any training designed to increase or upgrade specific academic, or physical skills required as a condition for entry into a specific type of work.

PRE-ENROLLMENT ASSESSMENT - A process to determine the employability and training needs of participants before enrolling them into the program. Individual factors considered during pre-enrollment assessment include: a judgment of vocational interests, abilities, previous education and work experience, income requirements, and personal circumstances.

PREGNANT OR PARENTING YOUTH - An individual who is under 22 years of age and pregnant, or a youth (male or female) who is providing custodial care for one or more dependents who are under 18 years of age. Males do not qualify as a parent until the child is born.

PROFILE ORIENTATIN INTERVIEW – A federally mandated re-employment service designed to assist the claimant in returning to work. Only certain claimants will be selected to participate in this service.

PROFILING - Profiling identifies the claimants who are most likely to exhaust their unemployment benefits. The Profiling Orientation sessions allow workforce center staff to make preliminary assessments of the claimant's marketable job skills, their likelihood to return to the workforce or their need for additional training/retraining.

PUBLIC ASSISTANCE - Means Federal, State, or local government cash payments for which eligibility is determined by a needs or income test.

PUNISHABLE BY LAW – Penalties for failing fraudulent claims include fines of no less than fifty dollars (\$50) no more than five hundred dollars (\$500), or by imprisonment or not more than ninety (90) days, or both.

Q

QUALIFIED APPRENTICESHIP – A program approved and recorded by the ETA / Bureau of Apprenticeship and Training (BAT) Approval is by certified registration or other appropriate written credential. (TEGL 7-99)

QUIT – To separate from employment when the claimant is the moving force in the separation. Additional work is available.

R

RAPID RESPONSE - Early intervention services provided by the state or by an agency chosen by the state in case of a factory closing, significant layoff or a natural or other disaster that causes job loss for large numbers of workers, in order to assist dislocated workers in obtaining reemployment as soon as possible.

REFEREE – (See Administrative Law Judge)

REFUSE SUITABLE WORK – Failing to accept a job offer for employment in keeping with the claimant's prior work experience, education and pay rate.

REGISTRATION – Registration is the process of collecting information to support a determination of eligibility. It is also the point at which performance accountability information begins to be collected. Individuals who are seeking information only, and who do not require a significant degree of staff assistance, do not need to be registered. All youth participants must be registered prior to the receipt of any WIA funded youth services.

REHABILITATION SERVICES - Services provided by a licensed or authorized professional in accordance with an individualized plan of care intended to improve or maintain a client's quality of life and optimal capacity for self-care. Services include physical and occupational therapy, speech pathology, and low-vision training.

REMEDIAL EDUCATION - Educational instruction, particularly in basic skills, to raise an individual's general competency level in order to succeed in vocational education, or skills training programs, or employment.

REOPENED CLAIM – An application for unemployment insurance filed after a break in a claim of at least one week caused by something other than employment. (See Additional Claim.)

RESUME - The basic document that shows a job candidate's employment and academic qualifications, and history of employment. It is a requirement to apply for most jobs and an opportunity to show why the candidate is best suited for the job being applied for.

RETENTION - Continuing or keeping a job, usually for at least 90 days or more.

RETIREMENT/ PENSION – Payment made to a claimant at the time of separation, either in a lump sum or a continuing basis, from an account maintained or contributed to by the employer. May be deductible from benefits.

RETURN TO WORK DATE – Definite return to work date with the separating employer. This date can be no greater than eight (8) weeks from the last day worked. If the date is used to waive work search.

S

SCANS Competencies - Developed by the US Department of Labor's Secretary's Commission on Achieving Necessary Skills, these are a specific set of skills and competencies determined by the commission as those people need to succeed in the world of work.

SCHOOL DROPOUT – A person who is not in school and who has not received a secondary school diploma or a General Equivalency Diploma (GED).

SECRETARY'S COMMISSION ON ACHIEVING NECESSARY SKILLS (SCANS) - A Labor Department initiative to study employer needs in the marketplace. It categorizes specific employee skills required by employers.

SECTOR - A group of closely interrelated industries that use common technologies or draw on similar resources, such as particular occupations or raw materials (e.g., healthcare, manufacturing, transportation).

SELF-SUFFICIENCY - The ability to earn enough money to support oneself.

SEPARATING EMPLOYER – The last covered employer prior to filing a claim for unemployment. If filing an initial claim, the claimant must have worked for this employer fifteen (15) days or more. Additional initial claims are filed against the last covered employer, regardless of the number of days worked.

SEPARATION ISSUE – Issues that must be adjudicated to determine if an unemployment insurance claimant's reason for separation is disqualifying under state law, issues generally involve voluntary leavings (quits), discharges (misconduct), or labor disputes.

SEVERANCE – A payment made by an employer to an employee who has tenure and who is dismissed because of lack of work or other reasons beyond the employee's control. If severance payments are required by written company policy or law, those payments will be deductible from unemployment benefits.

SHARED WORK UNEMPLOYMENT COMPENSATION PROGRAM – A program designed to reduce unemployment and stabilize the workforce by allowing certain employees remaining after a reduction in wages. See OES Act 2-900 – 2-910.

SOCIAL SECURITY NUMBER (SSN) – The 9-digit identification number assigned to an individual by the Social Security Administration under the Social Security Act.

SOFT SKILLS — Non-technical skills that build an individual's ability to succeed in any workplace. Examples include teamwork, interpersonal communication, working well with supervisors, time management, and conflict resolution.

STIPEND – Monetary payment, used as an incentive to retain youth in a program, which may be given upon completion of established benchmarks or upon final program completion. The guidelines providing stipends to youth participants must be described in local policy.

SUBSIDIES - Cash assistance or similar payments for transportation, housing, food or other basic expenses.

SUBSTANCE ABUSER - An individual dependent on alcohol or drugs, whose dependency results in a significant barrier to employment.

SUITABLE WORK - Work that is determined to be reasonable for a UI claimant (considering his or her skills, training, education and experience.)

SUMMER EMPLOYMENT OPPORTUNITIES -Summer employment must provide direct linkages to academic and occupational learning, such as coordinating with school systems and/or school-to-work, and may provide other elements and strategies as appropriate to serve the needs of the participant. This service is not intended to be a stand-alone activity and should be part of a comprehensive strategy to address the youth's employment and training needs.

SUPPORTIVE SERVICES - Services that are needed to help a person to participate in job training or job search. Supportive services may include transportation, health care, financial assistance, drug and alcohol abuse counseling and referral, individual and family counseling, special services and materials for individuals with disabilities, job coaches, child care and dependent care, temporary shelter, financial counseling, and other reasonable expenses required for participation in the program and may be provided in-kind or through cash assistance.

T

TAXABLE WAGES – That portion of an individual's total wages during a calendar year determined taxable for unemployment insurance purposes in accordance with taxable wage base provisions under the state unemployment insurance law. This is an employer tax only.

TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF) — Time limited public assistance payments made to poor families, based on Title IV-A of the Social Security Act. Under the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA), which was signed into law in 1996, TANF funds may also be used by states to fund job-placement programs for TANF recipients and other low-income populations. Purpose is to provide temporary assistance to families with dependent children who are deprived of basic support due to death, desertion or unemployment of one or both parents. Formerly Aid to Families with Dependent Children. (AFDC)

TEMPORARY LAYOFF – A layoff from an employer with a definite return to work date eight (8) weeks or less from the last day worked. Different from Mass Layoff in that this does not involve a large scale layoff.

TEMPORARY TOTAL DISABILITY – An insurance benefit paid to a worker who is unable to work due to a work-related injury. A claimant must be not monetarily eligible due to drawing temporary total disability (TTD) in the regular base period in order to be eligible for an extended base period.

TEST OF ADULT BASIC EDUCATION (TABE) — A widely used diagnostic and evaluative tool that measures basic reading, math, and language skills for adults with low literacy levels; often used for program placement, skills assessment, or as a measure of student progress.

TRADE ADJUSTMENT ASSISTANCE (TAA) -- Trade Adjustment Assistance service and allowances provided for achieving reemployment of adversely affected workers, including TRA, training, and other re-employment services, and job search allowance and relocation allowances.

TRADE READJUSTMENT ALLOWANCE (TRA) - A federal program created under the Trade Adjustment Act to retrain workers laid off due to increased imports or whose employment was moved to Canada or Mexico. TRA benefits may be payable to eligible workers following exhaustion of their unemployment insurance benefits, if they are participating in or have completed an approved training program.

TRAINING MARKET - A training market reflects an approach with vendors selling training directly to individual participants rather than through intermediary organizations.

TRAINING SERVICES -- The education and employment training services to be offered at no cost to One-Stop system customers who have been unable to get a job after having received one or more core services and one or more intensive services (see also Individual Training Account --ITA).

TRANSITIONAL BENEFITS -Child care and Medicaid benefits given to a recipient for a period of time after their time limits have expired. Recipient is usually employed at this time.

TUITION REIMBURSEMENT - Partial or full payment by employers, public entities, or others for courses that individuals take at educational institutions. Payment is made either to the institution or reimbursed or paid upfront to the employee.

U

UNEMPLOYMENT COMPENSATION (UC) - Program or Unemployment Insurance (UI) program – The federal/state program that provides unemployment benefits to eligible individuals covered under state or federal unemployment insurance laws.

UNEMPLOYMENT COMPENSATION PROGRAM FOR FEDERAL EMPLOYEES (UCFE) – The federal unemployment insurance program that provides benefits to former employees of the federal government.

UNEMPLOYMENT COMPENSATION FOR EX-SERVICE MEMBERS (UCX) - The federal unemployment insurance program that provides benefits to ex-service members.

UNEMPLOYMENT INSURANCE – The program term that encompasses all state and Federal Unemployment Compensation Law.

UNEMPLOYMENT SERVICE CENTER – An office maintained for the purpose of providing claims taking services.

UNIVERSAL SERVICES - Services available to every individual through the One-Stop system without regard to any specific eligibility criteria, including information about job vacancies, career options, employment trends, job search techniques, resume writing, and access to the employment training provider lists.

UNSUBSIDIZED EMPLOYMENT - A job for which wages are paid directly by the employer and that is not subsidized through any government program.

V

VACATION PAY – Payment made to an individual for accrued vacation time. This payment is deductible only if the claimant has a definite return to work date. It is deductible during the week in which the vacation time is taken.

VETERAN - RELATED DEFINITION – The term “eligible veteran” means a person who (a) Served on active duty in the military, naval or air service (of the United States) for a period of more than 180 days and was discharged or released therefrom with other than a dishonorable discharge; or

(b) Was discharged or released from active duty because of a service-connected disability; or

(c) Was discharged as a member of a reserve component under an order to active duty pursuant to section 672(a), (d), or (g), 673, or 673b of Title 10, who served on active duty during a period of war or in a campaign or expedition for which a campaign badge is authorized and was discharged from such duty with other than a dishonorable discharge. [38 USC 2011(4)]

- I. Campaign Veteran - Served on active duty during a war or in a campaign or expedition for which a campaign badge or expeditionary medal has been

authorized as identified and listed by the Office of Personnel Management (OPM). An updated listing of those campaigns may be obtained on the OPM website: <http://www.opm.gov/veterans/html/vgmedal2.htm>.

- II. Vietnam-era Campaign Veteran - Served in the active U.S. military and who was discharged or released from such service under conditions other than dishonorable during the Vietnam-era (the period beginning February 28, 1961 and ending May 7, 1975, if the veteran served in the Republic of Vietnam during that period; and the period beginning August 5, 1964 and ending May 7, 1975 in all other cases).
- III. Disabled Veteran -Entitled to compensation regardless of rate (include those rated at zero percent) for a disability under laws administered by the Department of Veterans' Affairs (DVA), or who was discharged or released from active duty because of a service-connected disability.
- IV. Special Disabled Veteran - Individual's disability is rated at thirty percent or more by the DVA, or at 10 or 20 percent for a serious employment disability.
- V. Recently Separated Veteran - A veteran who applied for participation under WIA Title I within 12 months after discharge or release from active military duty.

VOCATIONAL ADULT BASIC EDUCATION (VABE) - Programs that teach basic literacy skills to native English-speaking students in the context of preparing them to work in a specific occupation.

VOCATIONAL ENGLISH AS A SECOND LANGUAGE (VESL) - Programs that teach basic literacy skills to non-native English speaking students in the context of preparing them to work in a specific occupation.

VOCATIONAL EXPLORATION TRAINING - A process to find out, by testing or counseling, what job occupations will best fit a customer's abilities and needs.

VOCATIONAL REHABILITATION - An agency or program that provides vocational services to individuals with disabilities. Every state has a State Vocational Rehabilitation agency with local district offices. The state/federal program is administered by Rehabilitation Services Administration (RSA), within the Office of Special Education and Rehabilitation Services (OSERS), in the US Department of Education. The state and local vocational rehabilitation program is a mandatory One-Stop employment service partner.

W

WAGE OBJECTIONS – A protest by the claimant to the monetary determination stating that insufficient or incorrect wages or employers have been reported.

WAITING PERIOD – The first week of unemployment in which the claimant meets all monetary and non-monetary requirements. No benefits are payable during the waiting period week.

WEEKLY BENEFIT AMOUNT (WBA) – The amount payable to an unemployment insurance claimant for each compensable (eligible) week of total unemployment.

WELFARE AND/OR PUBLIC ASSISTANCE RECIPIENT - A person who, during the course of the program year, receives or is a member of a family who receives cash welfare or public assistance payments under a Federal, State, or local welfare program.

WORK EXPERIENCE - A temporary activity (six months or less) which provides a person with the opportunity to gain the skills and knowledge necessary to perform a job,

including work habits and behaviors, and which may be combined with classroom or other training.

WORK SEARCH – An individual state requirement that the claimant must seek suitable work in a week for which benefits are claimed.

WORK SEARCH EFFORT – The requirement of all claimants to search for work, remain in contact with the employer or attend class each week that benefits are claimed.

WORKFORCE INTERMEDIARIES - Organizations that provide resources such as program-design assistance, assistance evaluation, and others to workforce program providers.

WORKFORCE INVESTMENT ACT (WIA) - An Act of the United States Congress to establish programs to prepare youth and unskilled adults for entry into the labor force and to give job training to those economically disadvantaged individuals and other individuals who face serious barriers to employment and who are in need of such training to obtain prospective employment. The Workforce Investment Act (WIA) of 1998 supersedes the Job Training Partnership Act (JTPA) and provides a broad range of workforce-development activities through both statewide and local organizations.

WORKFORCE INVESTMENT ACTIVITY – The term “workforce investment activity” means an adult or dislocated worker employment and training activity, and a youth activity.

WIA -- See Workforce Investment Act

WORKFORCE INVESTMENT BOARD (WIB) (Local) - Replaces local Private Investment Councils; members are appointed by the chief elected official (CEO); WIBs have the role of strategic planning, policy development and oversight of the local workforce investment system. Like the state WIB, the local WIBs require 51% business membership with a minimum of 2 labor representatives.

WORKING POOR - Individuals working below the livable wage level. They are often one emergency or one missed paycheck away from needing public assistance.

WORKKEYS - A national ACT system for teaching and assessing workplace skills places an emphasis on skills not education levels. It connects "knowing with doing and learning with earning."

WTW - WELFARE-TO-WORK - A series of federal and state plans to move people from welfare into employment and training for better jobs.

WORKFORCE INVESTMENT ACT (WIA) TITLE I TRAINING FUNDS (INDIVIDUAL TRAINING ACCOUNTS) - Funds that can be used by registered WIA participants for state and local workforce board–approved training programs. The majority of training funds are distributed through vouchers called Individual Training Accounts, but training contracts are also permissible under federal law.

WORKFORCE INVESTMENT ACT (WIA) Title II - Funds that are meant to assist those who lack basic educational skills (including reading, numeracy, and English-language skills), do not have a high school diploma or GED, or who lack literacy in English. Eligible providers include community colleges, regional offices of education, CBOs, public schools, and universities.

WORKFORCE INVESTMENT BOARDS - Local and State (LWIB and SWIB) — advisory committees established under WIA whose purpose is to set policy and direction for implementation of the workforce investment system and, at the state level, to foster cooperation between the government and private sector to meet the workforce preparation needs of employers and workers. Members may consist of businesses, educational entities, labor organizations, community-based organizations, and/or economic development agencies. Replaces State Private Investment Council or Human Resource Investment Council; is established by the Governor with membership meeting Federal guidelines; 51% must be representatives of business; minimum 2 labor representatives; the SWIB develops the state plan and oversees how it is carried out.

Y

YOUNGER YOUTH - An individual that falls within the ages of 14 through 18 at the date of registration.

YOUTH - In the WIA program, any young person, between the age of 14 and 21 years of age, who may be in school or out-of-school, and whose family income is within the WIA Low Income Guidelines.

YOUTH ACTIVITY - An activity described in section 129 that are carried out for eligible youth (or as described in section 129(c)(5)).

YOUTH COUNCIL – The term “youth council” means a council established under section 117(h) of the Act.