

# Reemployment Services – Customer Service Division

## Mission

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The mission of the Reemployment Services – Customer Service Division is to oversee and provide workforce services through a multiple federally-funded programs to the state's employers and job seekers.

## Major Programs

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- ***Reemployment Services/Labor Exchange***

The Labor Exchange program focuses on providing a variety of employment related labor exchange services including but not limited to job search assistance, job referral, and placement assistance for job seekers, re-employment services to unemployment insurance claimants, and recruitment services to employers with job openings. Services are delivered to job seekers in one of three modes including self- service, facilitated self-help services and staff assisted service delivery approaches. Depending on the needs of the labor market other services such as job seeker assessment of skill levels, abilities and aptitudes, career guidance when appropriate, job search workshops and referral to training may be available. Services offered to employers, in addition to referral of job seekers to available job openings, include assistance in development of job order requirements, matching job seeker experience with job requirements, skills and other attributes, assisting employers with special recruitment needs, arranging for job fairs, assisting employers analyze hard-to-fill job orders, assisting with job restructuring and helping employers deal with layoffs. The division oversees the operation of thirty-three fully integrated Workforce Oklahoma One-Stop Centers and five satellite offices across the state.

- ***Unemployment Insurance (UI) Customer Service Centers***

The UI Customer Service Centers handle all UI benefits claims taking and adjudication for benefits. There are two service centers in the state – one in Oklahoma City and one in Tulsa). Claimants may file their claim via the telephone through a service center or online. Computers are available in all of the workforce centers for individuals to access if they do not have otherwise readily available internet access.

- ***Unemployment Insurance Field Operations***

The UI Field Operations unit provides one-on-one customer assistance to individuals needing further assistance with the benefit claim. Staffs are located in the workforce centers across the state.

- ***Foreign Labor Certification (FLC)***

Workforce Services is responsible for administering the H-2A Temporary Agricultural and the H-2B Temporary Non-Agricultural programs under the Foreign Labor Certification program. The H-2A Temporary Agricultural program allows agricultural employers who anticipate a shortage of domestic workers to bring nonimmigrant foreign workers to the U.S. to perform agricultural labor or services of a temporary or seasonal nature. The H-2B Temporary Non-Agricultural program permits employers to hire foreign workers to come temporarily to the U.S. and perform temporary nonagricultural services or labor on a one-time, seasonal, peak-load or intermittent basis. Employers file a Temporary Labor Certification Application with the U.S. Department of Labor Employment and Training Administration's National Processing Center located in Chicago. State staff posts job orders for approved applications in Oklahoma Job Link, transmits the job order to other states for interstate clearance, and submits a request for housing inspection to the FLC Monitor Advocate.

skills and provide valuable community services. SCSEP also assists program participants to find and secure unsubsidized employment with public and private entities. Program participants work an average of 20 hours per week, and are paid Federal minimum wage. These community service experiences are intended to serve as a bridge to unsubsidized employment positions.

- ***Rapid Response***

Rapid Response activities are provided as a part of a comprehensive Workforce Investment System designed to respond quickly to employer, employee and community needs when a mass layoff and/or plant closure appears imminent. The objective of Rapid Response is to help workers transition from notification of layoff to re-employment as soon as possible. Services provided focus on ensuring that affected employees are aware of Unemployment Insurance, childcare assistance, health insurance, and help that is available through OESC at their local Workforce Oklahoma center. These services are coordinated through the Oklahoma Department of Commerce and other partners participate to share all available and pertinent services that impacted workers may require.

- ***Online Job Bank***

Oklahoma Job Match (OKJobMatch.com) is the state's official online job bank that enables job seekers to search for employment, create and post resumes, research career information, and receive automatic e-mail notification on potential job openings. Employers can create and post available job positions, search resumes for potential qualified applicants, receive automatic e-mail notification of new job seekers who resumes match their open positions, or receive assistance from OESC staff in creating and managing job orders.