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## Green Country Workforce Development Board

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### After Business Hours Accommodation Policy for One-Stop Centers

**IMPORTANT!** This document contains important information about your rights, responsibilities and/or benefits. It is critical that you understand the information in this document, and we will provide the information in your preferred language at no cost to you. Call Jeremy Frutche (405) 269-2821 for assistance in the translation and understanding of the information in this document.

Telephone Relay Service is available by dialing 711 or (800) 722-0353

**PURPOSE:** This guidance establishes a local policy on the coordination and delivery of supportive services, subject to WIOA's limitations.

The Green Country Workforce Development Board (GCWDB) is the policy and guidance board for the Workforce Oklahoma system in Oklahoma. We are business leaders with a commitment to lead a highly skilled, productive workforce in our 11-county area.

The Green Country Workforce Development Board (GCWDB) complies with WIOA's Equal Opportunity and Nondiscrimination provisions which prohibit discrimination on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, political affiliation or belief, or, the basis of citizenship status or participation in a WIOA Title-1 financially assisted program or activity.

*GCWDB is an Equal Opportunity Employer/ Program. Auxiliary aids and services are available upon request to individuals with disabilities.*

*Green Country Workforce Development Boards Innovation and Opportunity Act Title I program funding statement can be found at*

*EO & FUNDING PAGE – Green Country Workforce Development Board*

<https://www.greencountryworks.org/>

Generally speaking, most services to clients/customers are provided during normal working business hours: Monday – Friday, 8am-5pm. In order to provide maximum access to partner program services at times that meet participant needs, some services may be offered at other times to accommodate the schedules of working individuals. If these services cannot be administered utilizing other means, such as technology, and requires staff to work after business hours, that staff is to contact their supervisor and follow their agency's procedures for working after hours. The goal is to offer access to services by a staff member or an appropriate direct linkage while ensuring the safety and welfare of workers and without creating an undue hardship on the operation of the center. In the event an accommodation of hours cannot be made for the customer/client, the center manager/lead can notify the one-stop operator.