



# Oklahoma

WIA Annual Report Program Year 2003

On the cover-

## **The End of the Trail**

by James Earl Fraser

1876-1953

*as displayed in the*

***National Cowboy and Western Heritage Museum***

*in Oklahoma City, Oklahoma.*

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**Canyon Princess**  
by Gerald Balciar  
1942-  
As presented in the  
**National Cowboy and  
Western Heritage  
Museum**

# 1

## Introduction

### Section 1



***Ben Johnson***  
*by Mehl Lawson*  
1942-  
As displayed in the  
***National Cowboy and***  
***Western Heritage Museum***

# WIA Overview for Annual Report 2003

Many exciting things are happening in Oklahoma. 2003-2004 has been a great year for building on past accomplishments and moving forward into a new era in Workforce and Economic Development.

The 2003-2004 annual report discussed the initiative of Governor Brad Henry to promote economic development in the state. This initiative, known as the EDGE (Economic Development Generating Excellence), was a springboard for both legislative activity as well as further discussion on development of a comprehensive plan that will achieve the goal of growing a greater Oklahoma.

As part of the Governor's strategy to focus on Economic Development, the Oklahoma Employment Security Commission was moved from the Human Resources Cabinet to the Commerce Cabinet making it a key player and positioning it and its resources to more efficiently support economic development efforts within the state. This move also helped to link economic and workforce development in a more tangible way.

In addition, the Governor appointed a Deputy Secretary of Commerce for Workforce Development and established within the Department of Commerce the office of Workforce Development. The purpose of this office is to coordinate workforce activity, to find solutions to workforce issues and to ensure that workforce development supports the state's economic development efforts.

To further the efforts of joining economic and workforce development and to provide a vehicle for continuation of the Governor's EDGE initiative, the Governor reconstituted the State Workforce

Investment Board as the Governor's Council for Workforce and Economic Development.

The purpose of the Council is to convene statewide decision-makers to work collaboratively toward a common workforce development system and to ensure that workforce development is supporting economic development and growth of the state's economy. The primary goal is to align the resources and objectives of workforce development to support Oklahoma's economic health and growth. The Council will make recommendations to the Governor and state leadership on appropriate action steps to accomplish the desired outcomes.

To support the Council and to meet the goal of partners working together to find solutions to workforce issues, an interagency team known as the Workforce Solutions Staff Team (WSST) was formed. This team consists of executive level staff from various state agencies with local representation. Agencies and organizations rep

The Governor's Council is currently in a strategic planning phase, and should

## WSST Agencies & Organizations

- Oklahoma Employment Security Commission
- Department of Vocational Rehabilitation
- Oklahoma State Regents for Higher Education
- Office of Handicapped Concerns
- Department of Human Services
- Oklahoma Department of Career and Technology Education
- Oklahoma Department of Education
- Oklahoma Department of Commerce
- Workforce Oklahoma Employment and Training Association
- Oklahoma City Community College

have developed its priorities, goals and plan of work for the next year by December 2004. The Council will focus on strategic initiatives and the Workforce Solutions Staff team will focus on tactical issues and implementation.

## Council Organization



Chart 1a

# Governor's Council Members

## Public Sector

### Brad Henry

Governor

### Jack Bonny

State Representative

### Terry Harrison

State Representative

### Johnnie Crutchfield

State Senator

### David Myers

State Senator

### Jim Roth

County Commissioner

### Roy Gordon

Program Director

Oklahoma Labor Management Coordination

Program, ALF CIO

### Jimmy Fish

Business Manager

Heat and Frost Insulators Local 94

### Shawn Black

Executive Director

Oklahoma Association of Youth Services

### James J. Cook

President

Rose State College

### Bob Klabenes

President

Oklahoma State University Okmulgee

### Jon Brock

Executive Director

Employment Security Commission

### Sandy Garrett

State Superintendent of Public Instruction

### Linda Parker

Director

Department of Rehabilitation Services

### Steve Stokes

Director

Office of Handicapped Concerns

### Phil Berkenbile

State Director

Career and Technology Education

### Paul Risser

Chancellor

Oklahoma State Regents for Higher Education

### Kathy Taylor

Secretary of Commerce and Tourism

### Howard Hendrick

Secretary of Human Services

Oklahoma Department of Human Services

### Robert Conner

Executive Director

OKC Air Logistics Center

### Herb Matlock

Chair Association of Workforce Boards

### Jessie Nelson

Mayor of Guymon

## Private Sector

### Rudy Alvarado

Advancia Corporation

### Doug MacMillan, Jr.

Executive Director

One-Call System, Inc.

### Robert A. Cline

Director of Training

Telos-OK

### Jack Sorelle

President

Innovative Technology LTD

### Charles W. Harrison

Harrison Investments

### Steven Hendrickson

Director

Strategic Planning and Communications-Boeing

Company

### Chuck Greer

Human Resources Manager

Quebecor World

### Greg Hall

Personnel Manager

General Motors

### Mike Packnett

President/Chief Executive Officer

Mercy Health System

### Sheryl McLain

Vice President/Communications

OK Hospital Association

### Stephen Kaiser

Managing Director

Corrections Corporation of America Davis

Correctional Facility

### Terry Matlock

CEO

Choctaw Electric Cooperative

### Sam Combs

President and COO

Oklahoma Natural Gas Company

### Michael Bergey

Bergey Windpower Company

### John Hawkins

Vice President Customer Relations

Equitable Plan Services

### David Moore

General Manager

Quality Data

### Patrick McCall

Vice President and Secretary of the Board

Ameristate Bank

### Mark Grimes

Senior Vice President and Regional Manager

Flintco, Inc.

### Tom Riley

Executive Vice President/COO

Chickasaw Telecom

### Sue Hamm

Manager

Crude Oil Marketing Continental Resources, Inc.

### Mark Schell

Senior Vice President, General Counsel and

Corporate Secretary

Unit Corporation

### Sean K. Baumann, P.h.D.

Vice President Operations

Immuno-Mycologies, Inc.

### Cindy Seidler

Human Resources Manager

Family Dollar Stores Oklahoma Distribution Center

### Narissa Rampey

Owner

Air Assurance Company

### Lynn Kelley

Senior Vice President

Banc First

### Jim Tolbert

President

First Oklahoma Corporation

# WSST Members

### Norma Noble

Chair

### Ann Ackerman

Oklahoma City Community College

Vice President for Economic and Community

Development

### Meloyde Blancett-Scott

Oklahoma Department of Commerce

Deputy Director of Marketing

and Communications

### Lynda Collins

Vocational Rehabilitation

Director of Vocational Rehabilitation

### Vikki Dearing

Oklahoma Department of CareerTechBusiness

and Industry Development

### Eddie Foreman

Eastern Workforce Investment Board Director

### Karla Graham

Oklahoma Department of Commerce Quality Jobs

Program Director and Incentives Specialist

### Belinda McCharen

Oklahoma Career and Technology Education

Associate State Director

### Hugh McCrabb

State Regents for Higher Education

Director of Technical Occupational Activity

### Richard McPherson

Oklahoma Employment Security Commission

Director of Field Operations

### Dolores Mize

State Regents for Higher Education

Associate Vice Chancellor

### Sharon Neuwald

Department of Human Resources

### Amy Polonchek

Oklahoma Department of Commerce

Deputy Director of Research and Policy

### Glen Robards

Oklahoma Employment Security Commission

Deputy Director

### James Sirmans

Office of Handicap Concerns

Director, Client Assistant Program

### Mary Stalnaker

Oklahoma Department of Human Services

Director, Family Support Services Division

### Terry Watson

Oklahoma Department of Commerce Associate

Director, Office of Workforce Development

### Linda Young

Oklahoma State Department of Education

Director of Lifelong Learning Section

### Jeane Burruss

Oklahoma Employment Security Commission

Chief of Systems Development

### Susan Smedley

Oklahoma Department of Commerce

Communications

### Hugh Doherty

Oklahoma Department of Commerce

Business Relations

*Below are the highlights of the activities that have occurred as a result of these efforts.*

- The WSST began having bi-monthly meetings in December 2003. This team is working on several joint activities, including development of a common framework for front line workers from all agencies as they provide career guidance and placement assistance to their respective clients.
- In March, a series of “Econ 101” courses were held around the state to provide a forum for workforce and economic development professionals to better understand each other’s worlds and to begin to focus on how they can work together in a comprehensive way.
- April 2, the first meeting of the new State Council, introduced the idea of joining economic and workforce development into a comprehensive system.
- In April, a series of focus groups were held around the state for State Council members, Local Workforce Boards and partners to gather feedback as well as to create a sense of urgency regarding acting now to prepare for the future.
- In May, the annual Workforce Oklahoma Partner’s Conference included an economic development track for the first time. The purpose of this track was to further educate workforce professionals in basic economic development principles that will help them better support economic development in their local communities.
- Through the spring and summer, a series of Labor Market Information conferences were held around the state to introduce economic development and workforce development professionals to the array of information available to them and how they might use it.
- In June and August, the second and third meetings of the Governor’s Council were held and the work of the Council was divided into five areas. Each of these five areas will develop goals/recommendations that

will become the strategic plan and the statement of work for the council during the next 12-18 months. The five areas of work include:

- SCANNING *the environment to identify future trends and issues*
- CONVENING *stakeholders to gain public awareness and support*
- FACILITATING *the preparation of the workforce to meet business needs*
- PROVIDING *capacity building and structure to the system*
- EVALUATING *and benchmarking the results*

- These 5 teams have had numerous meetings and are well on their way to development of a Council plan of action.
- In June, four (4) grants to local areas were awarded through a competitive process to provide pilot programs for enhanced youth mentoring services.
- In July, eight (8) grants to local workforce investment boards were issued through a competitive process to assist in the development of local business service teams.
- In September, Business Service Team training will be held. Business Service Teams have been formed in most local workforce investment areas and this training will help to provide guidance to them as they develop their local plans. Business Service teams will bring together workforce, economic development and educational entities for the purpose of providing seamless comprehensive service to local business.
- In October, \$1,000,000 in Incumbent Worker funds will be made available to businesses chosen through a competitive bid process. These funds will be used to help develop the skill level of the incumbent workforce so that they can increase their earnings, allow the business to be more productive and to retain and hopefully create new jobs within those businesses.
- Throughout the fall months, the one stop system will benefit from state-wide evaluation and training to increase the

capacity of services to clients with learning disabilities.

- October 5-6 will be our first Governor’s Conference on Economic and Workforce Development. This event will be another milestone in joining economic and workforce development initiatives within the state. The Governor, Secretary of Commerce, and several nationally known speakers in the fields of workforce and economic development will join forces to provide an educational experience and help cross-train economic and workforce development professionals.

In addition to these highlights, much work is being done to further develop partnerships that will enhance the state’s ability to serve citizens and businesses. Projects such as the United We Ride transportation initiative, the Re-Entry program to assist ex-offenders and development of a certification process that will provide credibility and consistency to the workforce system are examples of projects that are just getting started.

The Governor’s Council will also be making recommendations regarding the development of industry clusters and career pathways, the development of joint projects between the education entities and an effort will be made to establish a common research project that will provide a way to gather, analyze and deliver data.

One emphasis of the Council will be to support local boards, and plans are underway to provide assistance to local boards that will help them move to the next level in developing their local system and linking to and supporting economic development.

There is an air of expectancy and excitement regarding the activities and plans for workforce and economic development in Oklahoma. We have the opportunity to move beyond compliance to a new level of collaboration that will help to accomplish the vision of growing a greater Oklahoma. **Stay tuned!**



# Governor's Council for Workforce and Economic Development

The purpose of the Governor's Council for Workforce and Economic Development is to gather and analyze data, brainstorm ideas and ultimately make recommendations that will strategically position Oklahoma for economic growth. The Council strives to form a comprehensive system that aligns workforce programs and initiatives in support of the state's economic development efforts.

The vision is to have a closely linked education, economic development and workforce preparation system which will provide Oklahoma a more competitive edge in the global economy. Listed below are more specific purpose and outcome statements that the council is using to assist in achieving that vision.

## General Purpose of the Council

- To develop a strong state system of local Workforce Investment Boards
- To move local boards to a strategic, demand driven role
- To strengthen and broaden partnerships between and among agencies and local boards
- To identify needed labor market information
- To share successful practices in workforce and economic development
- Strengthen the governance and leadership role of the workforce development system in Oklahoma
- To create a sense of urgency about the importance of workforce development

## Potential Outcomes of the Council

- Facilitate the enhancement of industry clusters identified through the EDGE process
- Assist with shared assessment of regional economic status and future opportunities
- Assist with shared assessment of employee skills and gaps in skills  
Create a seamless customized training and education package
- Connect community college and technology center partnerships to regional employer needs
- Create data/information network, especially for rural communities
- Oklahoma's nation-leading initiative to better serve business

In Oklahoma, we know the difficulties some businesses have faced in solving workplace staffing issues. Changing demographics, the retirement of aging baby boomers and a need for more educated workers are major issues for employers. Historically, state workforce development and economic development strategies have been undertaken, many very successfully. But this patchwork quilt of programs and initiatives has led to a fragmented approach to helping businesses succeed in Oklahoma. Company officials have become confused and frustrated in the process.

The goal of the Governor's Council for Workforce & Economic Development is to create a gateway for business people to find a united and cooperative system of solutions to enable companies to prosper in our state. The result will be one of the nation's most creative and innovative approaches to bring

together all of the appropriate state agencies with private business to form a cooperative solution in workforce and economic development.

## The Need for a More Unified Approach and the EDGE Initiative

In 2003, the Governor initiated the Economic Development Generating Excellence – EDGE – project to energize economic development efforts at all levels in the state. Hundreds of Oklahomans participated in the process that calls for far-reaching changes in creating jobs and improving the lifestyle of Oklahomans.

A premise of the EDGE initiative states: *A highly educated workforce is the key to successful economic development in Oklahoma.* Technically skilled and educated workers are needed at all levels, and the capacity for continuing education is a must. If Oklahoma is to achieve ongoing success in educating the workforce for the future, all parties involved – government, education and business – must look forward to and see a unified vision of a prosperous, *thriving and internationally competitive state.* Instead of creating a new organization to oversee the workforce development part of the plan, in 2003 Governor Brad Henry combined those efforts with those of economic development. By executive order, the Oklahoma Employment Security Commission was moved under the purview of the Governor's Secretary for Commerce & Tourism. A new deputy secretary for Workforce Development oversees the program. Additionally, a Workforce Solutions Staff Team representing state agencies, education and economic development in Oklahoma, was formed to support the work of the council.

# 2

## WIA Service Delivery

### Section 2



***Life Study of Will Rogers***  
*by Jo Davidson*  
1883-1952  
*As displayed in the*  
***Will Rogers Building***

# The Oklahoma Job Description Creator System

The Oklahoma Job Description Creator system, formally called Oklahoma Skillsnet (OkSkills) has been fully operational since October 2002. The Internet based system was implemented through the recommendation of the previous State Workforce Investment Board to identify and develop skills sets within local labor areas. With this information, educational entities could then develop the emerging workforce skill sets to meet the needs of business within their respective area. Its main impetus for gaining participation from the employer community had been through the twenty-seven local workforce development coordinators assigned to the twenty-seven local labor market areas.

Applying not only a name change to the system, we also applied usability study results in which human resource professionals tested and recommended improvements in the system. These enhancement changes have made the product more self-service without needing third party intervention to use and complete the features available in the job description creation tool.

Oklahoma Job Description Creator is designed to help Human Resources

professionals quickly build company specific job descriptions and create employee training/learning plans. By using a comprehensive library of job tasks, skills, abilities and devices (tools, equipment, software), the system allows users to build detailed job description reports which reflect critical and important elements of the job. Users can also create employee training plan reports to identify specific individual employee needs or department training needs. These reports at any time and modify them online as the nature of the work changes. The system is also integrated with Oklahoma Job Link, our online labor exchange tool, and allows users to transfer common job information. Users can build company specific job descriptions and create training plans that can be used to improve organizational development.

It is our hope that through these usability enhancements, the Oklahoma Job Description Creator System can be a viable tool for employers in the State of Oklahoma. We will continue to monitor its usage and strive to satisfy the needs of the employer community through an ongoing dialog with our users.





# Workforce Investment Area Boards

## Central

### Board Chairperson

Lee Symcox  
First Fidelity Bank

### Board Staff

Bill Bryant  
Central Oklahoma Workforce  
Investment Board

## Cleveland

### Board Chairperson

Ideal Homes  
Gene McKown

### Board Staff

Maureen Hammond  
Norman Economic Development  
Coalition

## East Central

### Board Chairperson

Stephen Kaiser  
Davis Correctional

### Board Staff

Pat Curtis

## Eastern

### Board Chairperson

Eddie Foreman

### Board Staff

Eddie Foreman

## North Central

### Board Chairperson

Stan Merrifield  
Merrifield Office Plus

### Board Staff

Phillip Outhier or Melanie Christner  
NODA

## Northeast

### Board Chairperson

Darrell Fry  
NMW, Inc.

### Board Staff

Ron Novotny

## Northwest

### Board Chairperson

Gene Brooks  
Tri-County Electric

### Board Staff

Mike Bostic  
WIB Staff

## South Central

### Board Chairperson

Walt Lentz  
Halliburton

### Board Staff

Ray Friedl  
ASCOG

## Southeast

### Board Chairperson

Herb Matlock

### Board Staff

Marie Wilks

## Southern

### Board Chairperson

Keith Buelow  
Holcim, Inc.

### Board Staff

Kerry Manning  
Big 5 Community Services, Inc.

## Southwest

### Board Chairperson

J.W. Rosson  
West Oak Industries

### Board Staff

Kathie Price

## Tulsa

### Board Chairperson

Henry Primeaux

### Board Staff

Steve Gilbert  
Workforce Tulsa Williams Center

# Workforce Oklahoma Centers

## 2003-2004

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### Workforce Oklahoma Ada Center

1628 E. Beverly St., Suite 106  
P.O. Box 850  
Ada, OK 74820  
Phone: (580) 332-1533  
Fax: (580) 421-9265  
Email: manager.ada@OESC.state.ok.us

### Workforce Oklahoma Altus Center

1115 N. Spurgeon St.  
P.O. Box 551  
Altus, OK 73521  
Phone: (580) 482-3262  
Fax: (580) 482-3284  
Email: manager.altus@OESC.state.ok.us

### Workforce Oklahoma Antlers Center

204 SW 4th  
Antlers, OK 74523  
Phone: (580) 298-6601  
Fax: (580) 298-6603  
Email: manager.antlers@OESC.state.ok.us

### Workforce Oklahoma Ardmore Area Center

201 "A" Street, SW  
P.O. Box 1467  
Ardmore, OK 73401  
Phone: (580) 223-3291  
Fax: (580) 226-2730  
Email:  
manager.ardmore@OESC.state.ok.us

### Atoka/Coal Workforce Oklahoma Center

1301 Liberty Rd.  
Atoka, OK 74525  
Phone: (580) 889-7074  
Fax: (580) 889-3079

### Workforce Oklahoma Bartlesville Center

6101 SE Nowata Rd., Ste D  
P.O. Box 4039  
Bartlesville, OK 74006  
Phone: (918) 331-3400  
Fax: (918) 331-0044  
Email:  
manager.bartlesville@OESC.state.ok.us

### Workforce Oklahoma Broken Bow Center

217 North Main  
Broken Bow, OK 74728  
Phone: (580) 584-3361  
Fax: (580) 584-2315

### Workforce Oklahoma Employment and Training

Sooner Drive, Bldg 420  
P.O. Box 569  
Burns Flat, OK 73624  
Phone: (580) 562-4550  
Fax: (580) 562-4274

### Workforce Oklahoma Chandler Satellite Center

607 E.1st  
P.O. Box 484  
Chandler, OK 74834  
Phone: (405) 258-2870  
Fax: (405) 258-3073

### Workforce Oklahoma Chelsea Satellite Center

104 Hester Place  
P.O. Box 305  
Chelsea, OK 74016  
Phone: (918) 789-5566  
FAX: (918) 789-5050

### Workforce Oklahoma Chickasha Center

301 South 2nd Street  
P.O. Box 398  
Chickasha, OK 73018  
Phone: (405) 224-3310  
Fax: (405) 222-1215  
Email:  
manager.chickasha@OESC.state.ok.us

### Workforce Oklahoma Claremore Center

1810 N. Sioux Ave  
P.O. Box 908  
Claremore, OK 74017  
Phone: (918) 341-6633  
Fax: (918) 341-7723  
Email:  
manager.claremore@OESC.state.ok.us

### Workforce Oklahoma Cleveland Satellite Office

111 North Broadway  
Cleveland, OK 74020  
Phone: (918) 358-3662  
Fax: (918) 358-3916

### Workforce Oklahoma Clinton Center

1120 Frisco Ave  
P.O. Box 605  
Clinton, OK 73601  
Phone: (580) 323-1341  
Fax: (580) 323-9176  
Email: manager.clinton@oesc.state.ok.us

### Workforce Oklahoma Cushing Center

122 N. Cleveland  
Cushing, OK 74023  
Phone: (405) 742-7514

### Workforce Oklahoma Duncan Center

1927 W. Elk Avenue  
Duncan, OK 73533  
Phone: (580) 255-8950  
Fax: (580) 255-8959  
Email: manager.duncan@oesc.state.ok.us

### Workforce Oklahoma Durant Center

4310 Highway 70 West  
Durant, OK 74701  
Phone: (405) 580-924-1828  
Fax: (580) 920-2464  
Email: manager.durant@oesc.state.ok.us

### Workforce Oklahoma Enid Center

2613 N. Van Buren  
P.O. Box 1269  
Enid, OK 73703  
Phone: (580) 234-6043  
Fax: (580) 234-8405  
Email: manager.enid@oesc.state.ok.us

### Workforce Oklahoma Eufaula Center

45-A E. Foley  
Eufaula, OK 74432  
Phone: (918) 689-2564  
Fax: (918) 689-2391

**Workforce Oklahoma Center  
Ft. Cobb Satellite Office**

Caddo Kiowa Technical Center  
Ft Cobb, OK 73038  
Phone: (405) 643-5511  
Fax: (405) 643-2144

**Workforce Oklahoma  
Grove Center**

104 W. 3rd  
Room 3  
Grove, OK 74344  
Phone: (918) 787-4143  
Email: manager.pryor@oesec.state.ok.us

**Workforce Oklahoma  
Guymon Center**

225 NE Highway 54  
Guymon, OK 73942  
Phone: (580) 338-8521  
Fax: (580) 468-1814  
Email: manager.Guymon@oesec.state.ok.us

**Workforce Oklahoma  
Holdenville Career Center**

115 N. Rodgers Drive  
P.O. Box 937  
Holdenville, OK 74848  
Phone: (405) 379-5452  
Fax: (405) 379-6355  
Email:  
manager.holdenville@oesec.state.ok.us

**Workforce Oklahoma  
Hugo Center**

107 S. 3rd  
P.O. Box 490  
Hugo, OK 74743  
Phone: (580) 326-6472  
Fax: (580) 326-0958  
Email:  
manager.hugo@oesec.state.ok.us

**Workforce Oklahoma  
Idabel Center**

Hwy 70 & Brinkley Drive  
P.O. Box 1197  
Idabel, OK 74745  
Phone:(580) 286-6667  
Fax:(580) 286-7867  
Email: manager.Idabel@oesec.state.ok.us

**Workforce Oklahoma  
Jay Center**

137B. North Main  
P.O. Box 169  
Jay, OK 74346  
Phone: (918) 253-8516  
Fax: (918) 253-2504  
Email: manager.pryor@oesec.state.ok.us

**Workforce Oklahoma  
Lawton/Ft. Sill Center**

1711 SW 11th Street  
P.O. Box 989  
Lawton, OK 73501  
Phone: (405) 357-3500  
Fax: (405) 357-9629  
Email: manager.Lawton@oesec.state.ok.us

**Ft. Sill Transition Assistance  
Program**

Building 2866  
Ft. Sill, OK 73503-5001  
Phone: (580) 442-6403

**Workforce Oklahoma  
McAlester Center**

1202 Wade Watts Ave  
P.O. Box 1108  
McAlester, OK 74501  
Phone: (918) 423-6830  
Fax: (918) 429-1175  
Email: manager.mcalester@oesec.state.ok.us

**Workforce Oklahoma  
Miami Center**

121 N. Main  
P.O. Box 670  
Miami, OK 74354  
Phone: (918) 542-5561  
Fax: (918) 542-7505  
Email: manager.Miami@oesec.state.ok.us

**Workforce Oklahoma  
Muskogee Center**

717 south 32nd Street  
Muskogee, OK 74401  
Phone: (918) 682-3364  
Fax: (918) 682-4311  
Email: manager.Muskogee@oesec.state.ok.us

**Workforce Oklahoma  
Cleveland County Center**

1141 East Main  
Norman, OK 73071  
Career Center Phone: (405) 701-2000  
Fax: (405) 701-2042  
Email: manager.Norman@oesec.state.ok.us

**Workforce Oklahoma  
NowataCenter**

317 East Delaware  
P.O. Box 215  
Nowata, OK 74048  
Phone: (918) 273-7365  
Fax: (918) 273-1969

**Workforce Oklahoma  
Downtown OKC Center**

1 North Walker  
OKC, OK 73102  
Phone: (405) 297-3053  
Fax: (405) 297-2940  
Email:  
manager.downtown@oesec.state.ok.us

**Workforce Oklahoma  
Eastside OKC Center**

7401 NE 23rd Street  
OKC, OK 73141  
Phone: (405) 713-1890  
Fax: (405) 713-1895  
Email: manager.east@oesec.state.ok.us

**Workforce Oklahoma  
Southside OKC Center**

4509 S I-35 Service Road  
OKC, OK 73129  
Phone: (405) 670-9100  
Fax: (405) 670-9292  
Email: manager.south@oesec.state.ok.us

**Workforce Oklahoma  
Okfuskee County Courthouse**

Okemah, OK 74859  
Phone: (918) 623-2837  
Fax: (918) 623-2758

**Workforce Oklahoma  
Okmulgee Center**

1801 E. 4th  
Okmulgee, OK 74447  
Phone: (918) 756-5791  
Email:  
manager.Okmulgee@oesec.state.ok.us

**OKC-VA Vet Center**

FAX: (918) 756-0937  
3033 N. Walnut  
Oklahoma City, OK 73105  
Phone: (405) 270-0501 ext. 5030  
Tinker AFB 72 MSS/DPF

**Transition Assistance Program**

359 N. Ave., Suite 1  
Tinker AFB, OK  
Phone: (405) 734-2273

**Workforce Oklahoma  
Osage County Center**

516 Leahy Street  
Pawhuska, OK 74056  
Center Phone: (918) 287-2410  
Fax: (918) 287-2424

**Workforce Oklahoma  
Ponca City Career Center**

1201 W. Grand  
P.O. Box 309  
Ponca City, OK 74602  
Phone: (580) 765-3372  
Fax: (580) 765-6145

**Workforce Oklahoma  
Leflore County Center**

106 Rogers  
P.O. Box 9  
Poteau, OK 74953  
Phone: (918) 647-3124  
Fax: (918) 647-8939

**Workforce Oklahoma  
Pryor Center**

219 NE 1st Street  
P.O. Box 427  
Pryor, OK 74362  
Phone: (918) 825-2582  
Fax: (918) 825-6494  
Email: manager.pryor@oesc.state.ok.us

**Workforce Oklahoma  
Sallisaw Center**

1502 W. Chickasha  
Sallisaw, OK 74955  
Phone: (918) 775-5541  
Fax: (918) 775-6385  
Email: manager.Sallisaw@oesc.state.ok.us

**Springlake Campus  
(Metro Tech)**

1600 Springlake Dr. Room C48  
(Metro Tech) Oklahoma City, OkK73111  
Phone: (405) 424-2324

**Francis Tuttle Technology  
Campus Center**

12777 N. Rockwell  
Oklahoma City, OK 73142  
Phone: (405) 470-3200  
Fax: (405) 470-3206

**Workforce Oklahoma Sapulpa  
One Stop Career Center**

1700 S Main  
Sapulpa, OK 74066  
Phone: (918) 224-9430  
Fax: (918) 227-2859  
Email: manager.Sapulpa@oesc.state.ok.us

**Workforce Oklahoma  
Seminole Center**

111 N. 4th Street  
Seminole, OK 74868  
Phone: (405) 382-4670  
Fax: (405) 382-0104  
Email: manager.Seminole@oesc.state.ok.us

**Workforce Oklahoma  
Shawnee Career Center**

2 John C. Bruton Blvd  
Shawnee, OK 74804  
Center Phone (405) 275-7800  
Fax: (405) 878-9742  
Email: manager.Shawnee@oesc.state.ok.us

**Workforce Oklahoma  
Stillwater Center**

711 E. Krayler Ave  
Stillwater, OK 74076  
Phone: (405) 624-1450  
Fax: (405) 372-0295  
Email: manager.Stillwater@oesc.state.ok.us

**Workforce Oklahoma  
Stilwell Center**

219 W. Oak  
Stilwell, OK 74960  
Phone: (918) 696-2910  
Fax: (918) 696-5196  
Email:

**Skyline Workforce Center**

6128 E. 38th St., Suite 405  
Tulsa, OK 74135  
Phone: (918) 384-2300  
Fax: (918) 384-2310  
Email: manager.skyline@oesc.state.ok.us

**Workforce Oklahoma  
Tahlequah Career Center**

1755 S. Muskogee  
P.O. Box 689  
Tahlequah 74464  
Phone: (918) 456-8846  
Fax: (918) 456-3256

**Workforce Oklahoma  
Johnston County Center**

1201 S. Byrd  
Tishomingo, OK 73460  
Phone: (580) 371-3016  
Fax: (580) 371-0431

**Workforce Oklahoma  
Downtown Tulsa Career  
Center**

2 N. Elgin  
Tulsa, OK 74120  
Phone: (918) 596-7200  
Fax: (918) 596-9999

**Tulsa VA Vet Center Vietnam  
Veterans CTR**

1408 South Harvard  
Tulsa, OK 74412  
Phone: (918) 748-5105  
Fax: (918) 748-5107

**Tulsa Temporary Labor**

415 W Archer 7413  
Tulsa, OK  
Phone: (918) 582-3558  
Fax: (918) 583-6745

**Workforce Oklahoma  
Wagoner Center**

316-B S. Hays  
Wagoner, OK 74467  
Phone: (918) 485-4422  
Fax: (918) 485-8729

**Workforce Oklahoma  
Walters Center**

212 N. Broadway  
Walters, OK 73572  
Phone: (580) 875-2311  
Fax: (580) 875-3233

**Workforce Oklahoma  
Waurika Center**

13th & G  
Waurika, OK 73573  
Phone: (580) 228-3511  
Fax: (580) 228-2530

**Workforce Oklahoma  
Woodward Career Center**

1117 11th Street  
Woodward, OK 73801  
Phone: (580) 256-3308  
Fax: (580) 254-3093  
Email:  
manager.woodward@oesc.state.ok.us

# Performance Measures

## Section 3

# 3



*by Gerald Balciar  
1942-  
As presented in the  
**National Cowboy and  
Western Heritage  
Museum***

# WIA Financial Statement

## Oklahoma Employment Security Commission

For the Period Ending June 30<sup>th</sup>, 2004

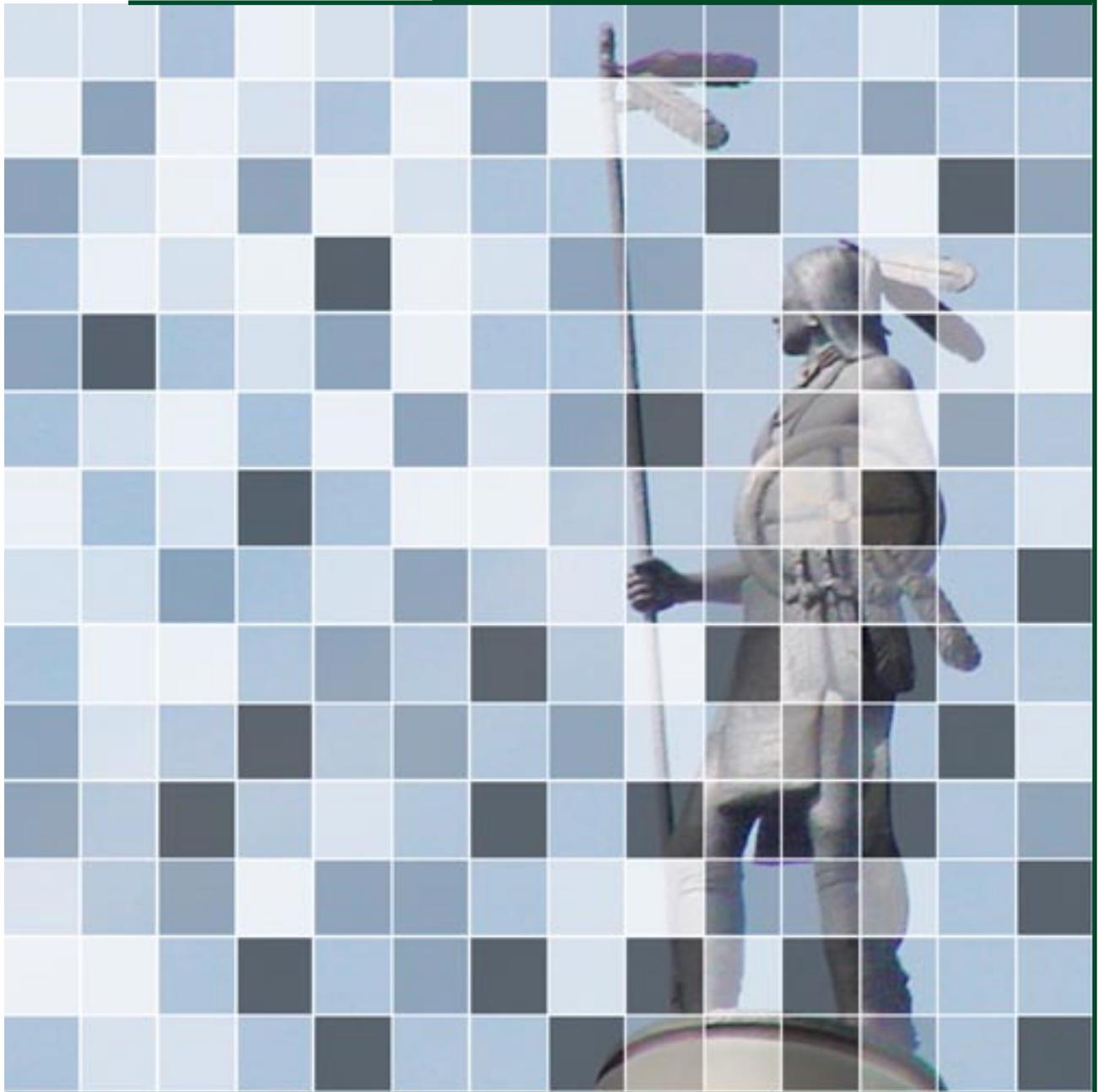
Program Activity	Available	Expended	Percent	Balance Remaining
Adult	\$7,460,966	\$5,669,641	75.99%	\$1,791,325
Dislocated Worker	\$4,890,348	\$3,608,874	73.80%	\$1,281,474
Youth Out-of School Youth In-School Youth Summer Employment (Non-add Item) Total Youth	\$9,056,743	\$3,138,610 \$3,787,077 \$1,663,877 \$6,925,687	76.47%	\$2,131,056
Local Administration	\$2,276,324	\$1,577,592	69.30%	\$698,732
Rapid Response	\$2,740,070	\$1,477,454	53.92%	\$1,262,616
Statewide Activities	\$3,981,312	\$2,522,725	63.36%	\$1,458,587
<b>Grand Total</b>	<b>\$30,405,7-63</b>	<b>\$21,781,973</b>	<b>71.64%</b>	<b>\$8,623,790</b>

### Cost of Program Activities

<i>PROGRAM ACTIVITY</i>	TOTAL FEDERAL SPENDING
LOCAL ADULTS	\$5,669,641
LOCAL DISLOCATED WORKERS	\$3,608,874
LOCAL YOUTH	\$6,925,687
LOCAL ADMINISTRATION	\$1,577,592
RAPID RESPONSE (UP TO 25%) 134 (a) (2) (A)	\$1,477,454
STATEWIDE REQUIRED ACTIVITY (UP TO 15%) 134 (a) (2) (3)	\$823,839
<b>STATEWIDE ALLOWABLE ACTIVITIES</b> 134 (A) (3)	
(1) State administration of WIA Programs.	\$989,933
(2) Carrying out other activities necessary to assist local areas to carry out required or optional local employment and training activities.	\$586,190
(3) Capacity building and technical assistance to local areas	\$122,763
<b>TOTAL OF ALL FEDERAL SPENDING LISTED ABOVE</b>	<b>\$21,781,973</b>

# WIA Performance Measures

Program Year 2003



Subsection A Insert

**TABLE A - WORKFORCE INVESTMENT ACT CUSTOMER SATISFACTION RESULTS (ETA-9091A)**

U.S. DEPARTMENT OF LABOR  
ETA-9091A

PROCESSING DATE: 09/29/2004 Oklahoma  
PROGRAM YEAR: 2003

LWIA: ALL

CUSTOMER SATISFACTION	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL - AMERICAN CUSTOMER SATISFACTION INDEX	NUMBER OF CUSTOMERS SURVEYED	NUMBER OF CUSTOMERS ELIGIBLE FOR THE SURVEY	NUMBER OF CUSTOMERS INCLUDED IN THE SAMPLE	RESPONSE RATE
PROGRAM PARTICIPANTS	0.00	0.00	0	0	0	0.00
EMPLOYERS	0.00	0.00	0	0	0	0.00

**TABLE B - ADULT PROGRAM RESULTS AT-A-GLANCE**

**(ETA-9091B)**

U.S. DEPARTMENT OF LABOR  
ETA-9091B

PROCESSING DATE: 09/29/2004 Oklahoma  
PROGRAM YEAR: 2003

LWIA: ALL

	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	
ENTERED EMPLOYMENT RATE	82.0	79.6	948
			1191
EMPLOYMENT RETENTION RATE	84.0	86.6	1140
			1316
EARNINGS CHANGE IN SIX MONTHS	3968	3934	4968439
			1263
EMPLOYMENT AND CREDENTIAL RATE	64.0	68.1	772
			1134

Data Reported does not necessarily reflect PY03 final data

**TABLE C - OUTCOMES FOR ADULT SPECIAL POPULATIONS (ETA-9091C)**

U. S. DEPARTMENT OF LABOR  
ETA-9091C

PROCESSING DATE: 09/29/2004 Oklahoma  
PROGRAM YEAR: 2003

LWIA: ALL

REPORTED INFORMATION	PUBLIC ASSISTANCE RECIPIENTS RECEIVING INTENSIVE OR TRAINING SERVICES	VETERANS		INDIVIDUALS WITH DISABILITIES	OLDER INDIVIDUALS	
		81.4	48		68.9	62.7
ENTERED EMPLOYMENT RATE	79.5	128	48	31	32	
		161	59	45	51	
EMPLOYMENT RETENTION RATE	85.0	113	56	40	27	
		133	64	51	34	
EARNINGS CHANGE IN SIX MONTHS	3994	531154	236759	187527	59970	
		133	61	50	32	
EMPLOYMENT AND CREDENTIAL RATE	70.6	72	31	20	19	
		102	49	43	32	

**TABLE D - OTHER OUTCOME INFORMATION FOR THE ADULT PROGRAM (ETA-9091D)**

U. S. DEPARTMENT OF LABOR  
ETA-9091D

PROCESSING DATE: 09/29/2004 Oklahoma  
PROGRAM YEAR: 2003

LWIA: ALL

REPORTED INFORMATION	INDIVIDUALS WHO RECEIVED TRAINING SERVICES	INDIVIDUALS WHO RECEIVED ONLY CORE AND INTENSIVE SERVICES
ENTERED EMPLOYMENT RATE	81.5	76.5
	606	342
	744	447
EMPLOYMENT RETENTION RATE	88.2	81.7
	881	259
	999	317
EARNINGS CHANGE IN SIX MONTHS	4369	2592
	4167640	800800
	954	309

Data Reported does not necessarily reflect PY03 final data

**TABLE E - DISLOCATED WORKER PROGRAM RESULTS AT-A-GLANCE**

**(ETA-9091E)**

U.S. DEPARTMENT OF LABOR  
ETA-9091E

PROCESSING DATE: 09/29/2004 Oklahoma  
PROGRAM YEAR: 2003

LWIA: ALL

	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	
ENTERED EMPLOYMENT RATE	86.0	85.9	965
			1124
EMPLOYMENT RETENTION RATE	88.0	90.1	680
			755
EARNINGS REPLACEMENT IN SIX MONTHS	86.0	107.2	7677745
			7160299
EMPLOYMENT AND CREDENTIAL RATE	64.0	72.8	495
			680

**TABLE F - OUTCOMES FOR DISLOCATED WORKER SPECIAL POPULATIONS (ETA-9091F)**

U.S. DEPARTMENT OF LABOR  
ETA-9091F

PROCESSING DATE: 09/29/2004 Oklahoma  
PROGRAM YEAR: 2003

LWIA: ALL

REPORTED INFORMATION	VETERANS		INDIVIDUALS WITH DISABILITIES		OLDER INDIVIDUALS		DISPLACED HOMEMAKERS	
ENTERED EMPLOYMENT RATE	87.7	71	65.2	15	79.4	85	90.9	10
		81		23		107		11
EMPLOYMENT RETENTION RATE	89.1	49	87.5	14	87.8	43	87.5	7
		55		16		49		8
EARNINGS REPLACEMENT RATE	119.9	707385	103.6	149458	105.6	503909	515.4	81756
		590109		144216		477144		15862
EMPLOYMENT AND CREDENTIAL RATE	66.7	30	57.1	8	68.9	42	66.7	6
		45		14		61		9

Data Reported does not necessarily reflect PY03 final data

**TABLE G - OTHER OUTCOME INFORMATION FOR THE DISLOCATED WORKER PROGRAM (ETA-9091G)**

U.S. DEPARTMENT OF LABOR  
ETA-9091G

PROCESSING DATE: 09/29/2004 Oklahoma  
PROGRAM YEAR: 2003

LWIA: ALL

REPORTED INFORMATION	INDIVIDUALS WHO RECEIVED TRAINING SERVICES		INDIVIDUALS WHO RECEIVED ONLY CORE AND INTENSIVE SERVICES	
ENTERED EMPLOYMENT RATE	85.0	578	87.2	387
		680		444
EMPLOYMENT RETENTION RATE	90.7	506	88.3	174
		558		197
EARNINGS REPLACEMENT RATE	107.1	5348159	107.6	2329586
		4995419		2164880

**TABLE H - OLDER YOUTH RESULTS AT-A-GLANCE**

**(ETA-9091H)**

U.S. DEPARTMENT OF LABOR  
ETA-9091H

PROCESSING DATE: 09/29/2004 Oklahoma  
PROGRAM YEAR: 2003

LWIA: ALL

	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	
ENTERED EMPLOYMENT RATE	67.0	73.3	143
			195
EMPLOYMENT RETENTION RATE	81.0	86.0	148
			172
EARNINGS CHANGE IN SIX MONTHS	2850	4074	664099
			163
CREDENTIAL RATE	56.0	58.0	152
			262

Data Reported does not necessarily reflect PY03 final data

**TABLE I - OUTCOMES FOR OLDER YOUTH SPECIAL POPULATIONS**

**(ETA-9091I)**

U.S. DEPARTMENT OF LABOR  
ETA-9091I

PROCESSING DATE: 09/29/2004 Oklahoma  
PROGRAM YEAR: 2003

LWIA: ALL

REPORTED INFORMATION	PUBLIC ASSISTANCE RECIPIENTS		VETERANS		INDIVIDUALS WITH DISABILITIES		OUT-OF-SCHOOL YOUTH	
ENTERED EMPLOYMENT RATE	90.0	18	100.0	1	50.0	5	74.4	116
		20		1		10		156
EMPLOYMENT RETENTION RATE	77.8	14	100.0	1	87.5	7	85.0	108
		18		1		8		127
EARNINGS CHANGE IN SIX MONTHS	4998	84959	5836	5836	4990	29938	4011	473288
		17		1		6		118
CREDENTIAL RATE	69.2	18	50.0	1	47.1	8	57.6	118
		26		2		17		205

**TABLE J - YOUNGER YOUTH RESULTS AT-A-GLANCE**

**(ETA-9091J)**

U.S. DEPARTMENT OF LABOR  
ETA-9091J

PROCESSING DATE: 09/29/2004 Oklahoma  
PROGRAM YEAR: 2003

LWIA: ALL

	NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	
SKILL ATTAINMENT RATE	78.0	81.8	2202
			2692
DIPLOMA OR EQUIVALENT ATTAINMENT RATE	56.0	58.1	284
			489
RETENTION RATE	61.0	65.6	298
			454

Data Reported does not necessarily reflect PY03 final data

**TABLE K - OUTCOMES FOR YOUNGER YOUTH SPECIAL POPULATIONS (ETA-9091K)**

U.S. DEPARTMENT OF LABOR  
ETA-9091K

PROCESSING DATE: 09/29/2004 Oklahoma  
PROGRAM YEAR: 2003

LWIA: ALL

REPORTED INFORMATION	PUBLIC ASSISTANCE RECIPIENTS		INDIVIDUALS WITH DISABILITIES		OUT-OF-SCHOOL YOUTH	
SKILL ATTAINMENT RATE	83.1	123	82.3	200	60.5	234
		148		243		387
DIPLOMA OR EQUIVALENT ATTAINMENT RATE	67.9	19	62.2	23	31.0	35
		28		37		113
RETENTION RATE	55.9	19	62.2	23	59.8	110
		34		37		184

**TABLE L - OTHER REPORTED INFORMATION (ETA-9091L)**

U.S. DEPARTMENT OF LABOR  
ETA-9091L

PROCESSING DATE: 09/29/2004 Oklahoma  
PROGRAM YEAR: 2003

LWIA: ALL

	12 MONTH EMPLOYMENT RETENTION RATE		12 MONTH EARNINGS CHANGE (Adults and Older Youth) or 12 MONTH EARNINGS REPLACEMENT (Dislocated Workers)		PLACEMENTS FOR PARTICIPANTS IN NON-TRADITIONAL EMPLOYMENT		WAGES AT ENTRY INTO EMPLOYMENT FOR THOSE INDIVIDUALS WHO ENTERED UNSUBSIDIZED EMPLOYMENT		ENTRY INTO UNSUBSIDIZED EMPLOYMENT RELATED TO THE TRAINING RECEIVED OF THOSE WHO COMPLETED TRAINING SERVICES	
ADULTS	69.0	785	3701	4048745	6.1	58	4070	3858798	63	379
		1137		1094		948		948		606
DISLOCATED WORKERS	74.3	442	113.9	5839818	5.9	57	5164	4983565	58	334
		595		5127049		965		965		578
OLDER YOUTH	68.6	96	3302	442509	5.6	8	2407	344241	0	0
		140		134		143		143		0

Data Reported does not necessarily reflect PY03 final data

**TABLE M - PARTICIPATION LEVELS**

**(ETA-9091M)**

U.S. DEPARTMENT OF LABOR  
ETA-9091M

PROCESSING DATE: 09/29/2004 Oklahoma  
PROGRAM YEAR: 2003

LWIA: ALL

	TOTAL PARTICIPANTS SERVED	TOTAL EXITERS
ADULTS	5067	1748
DISLOCATED WORKERS	2612	1262
OLDER YOUTH	572	259
YOUNGER YOUTH	2492	1518

Data Reported does not necessarily reflect PY03 final data

**TABLE O - LOCAL PERFORMANCE**  
**(INCLUDE THIS CHART FOR EACH LOCAL AREA IN THE STATE)**

(ETA-90910)

U.S. DEPARTMENT OF LABOR  
 ETA-90910

PROCESSING DATE: 09/29/2004 Oklahoma  
 PROGRAM YEAR: 2003

LWIA: 40075

LOCAL AREA NAME		Central				
ETA ASSIGNED #		40075				
		NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	NUMERATOR	DENOMINATOR	
TOTAL PARTICIPANTS SERVED	Adults	0.0	2188.0	0.0	0.0	
	Dislocated Workers	0.0	1167.0	0.0	0.0	
	Older Youth	0.0	75.0	0.0	0.0	
	Younger Youth	0.0	283.0	0.0	0.0	
TOTAL EXITERS	Adults	0.0	519.0	0.0	0.0	
	Dislocated Workers	0.0	542.0	0.0	0.0	
	Older Youth	0.0	21.0	0.0	0.0	
	Younger Youth	0.0	155.0	0.0	0.0	
CUSTOMER SATISFACTION	Program Participants	0.0	0.0	0.0	0.0	
	Employers	0.0	0.0	0.0	0.0	
ENTERED EMPLOYMENT RATE	Adults	82.0	78.3	235.0	300.0	
	Dislocated Workers	86.0	89.8	327.0	364.0	
	Older Youth	67.0	37.5	6.0	16.0	
	Younger Youth	61.0	43.4	33.0	76.0	
RETENTION RATE	Adults	84.0	88.0	88.0	100.0	
	Dislocated Workers	88.0	90.0	81.0	90.0	
	Older Youth	81.0	100.0	3.0	3.0	
	Younger Youth	61.0	43.4	33.0	76.0	
EARNINGS CHANGE/REPLACEMENT	Adults	3968	4094	397094.3	97.0	
	Dislocated Workers	86.0	93.4	1103215.8	1181150.6	
	Older Youth	2850	4401	13201.9	3.0	
CREDENTIAL/DIPLOMA RATE	Adults	64.0	80.0	60.0	75.0	
	Dislocated Workers	64.0	76.6	59.0	77.0	
	Older Youth	56.0	26.1	6.0	23.0	
	Younger Youth	56.0	23.4	26.0	111.0	
SKILL ATTAINMENT RATE	Younger Youth	78.0	38.8	80.0	206.0	
OTHER STATE INDICATOR		0.0	0.0	0.0	0.0	
		0.0	0.0	0.0	0.0	
		0.0	0.0	0.0	0.0	
OVERALL STATUS OF LOCAL PERFORMANCE				NOT MET	MET	EXCEEDED

Data Reported does not necessarily reflect PY03 final data

**TABLE O - LOCAL PERFORMANCE**  
**(INCLUDE THIS CHART FOR EACH LOCAL AREA IN THE STATE)**

(ETA-90910)

U.S. DEPARTMENT OF LABOR  
 ETA-90910

PROCESSING DATE: 09/29/2004 Oklahoma  
 PROGRAM YEAR: 2003

LWIA: 40010

LOCAL AREA NAME		North Central				
ETA ASSIGNED #		40010				
		NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	NUMERATOR	DENOMINATOR	
TOTAL PARTICIPANTS SERVED	Adults	0.0	285.0	0.0	0.0	
	Dislocated Workers	0.0	84.0	0.0	0.0	
	Older Youth	0.0	10.0	0.0	0.0	
	Younger Youth	0.0	51.0	0.0	0.0	
TOTAL EXITERS	Adults	0.0	135.0	0.0	0.0	
	Dislocated Workers	0.0	58.0	0.0	0.0	
	Older Youth	0.0	12.0	0.0	0.0	
	Younger Youth	0.0	62.0	0.0	0.0	
CUSTOMER SATISFACTION	Program Participants	0.0	0.0	0.0	0.0	
	Employers	0.0	0.0	0.0	0.0	
ENTERED EMPLOYMENT RATE	Adults	82.0	75.9	41.0	54.0	
	Dislocated Workers	87.0	85.7	36.0	42.0	
	Older Youth	67.0	63.6	7.0	11.0	
RETENTION RATE	Adults	84.0	83.9	104.0	124.0	
	Dislocated Workers	88.0	89.7	35.0	39.0	
	Older Youth	81.0	85.7	6.0	7.0	
	Younger Youth	61.0	75.0	18.0	24.0	
EARNINGS CHANGE/REPLACEMENT	Adults	3968	3363	390063.8	116.0	
	Dislocated Workers	86.0	57.1	316485.4	553808.5	
	Older Youth	2850	4139	28975.5	7.0	
CREDENTIAL/DIPLOMA RATE	Adults	64.0	43.4	46.0	106.0	
	Dislocated Workers	64.0	70.0	28.0	40.0	
	Older Youth	56.0	16.7	3.0	18.0	
	Younger Youth	56.0	41.9	13.0	31.0	
SKILL ATTAINMENT RATE	Younger Youth	78.0	83.3	80.0	96.0	
OTHER STATE INDICATOR		0.0	0.0	0.0	0.0	
		0.0	0.0	0.0	0.0	
		0.0	0.0	0.0	0.0	
OVERALL STATUS OF LOCAL PERFORMANCE				NOT MET	MET	EXCEEDED

Data Reported does not necessarily reflect PY03 final data

**TABLE O - LOCAL PERFORMANCE**  
**(INCLUDE THIS CHART FOR EACH LOCAL AREA IN THE STATE)**

(ETA-90910)

U.S. DEPARTMENT OF LABOR  
 ETA-90910

PROCESSING DATE: 09/29/2004 Oklahoma  
 PROGRAM YEAR: 2003

LWIA: 40015

LOCAL AREA NAME		Southwest				
ETA ASSIGNED #		40015				
		NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	NUMERATOR	DENOMINATOR	
TOTAL PARTICIPANTS SERVED	Adults	0.0	62.0	0.0	0.0	
	Dislocated Workers	0.0	39.0	0.0	0.0	
	Older Youth	0.0	13.0	0.0	0.0	
	Younger Youth	0.0	40.0	0.0	0.0	
TOTAL EXITERS	Adults	0.0	49.0	0.0	0.0	
	Dislocated Workers	0.0	29.0	0.0	0.0	
	Older Youth	0.0	5.0	0.0	0.0	
	Younger Youth	0.0	19.0	0.0	0.0	
CUSTOMER SATISFACTION	Program Participants	0.0	0.0	0.0	0.0	
	Employers	0.0	0.0	0.0	0.0	
ENTERED EMPLOYMENT RATE	Adults	82.0	84.1	37.0	44.0	
	Dislocated Workers	86.0	86.2	25.0	29.0	
	Older Youth	67.0	100.0	3.0	3.0	
RETENTION RATE	Adults	84.0	88.5	46.0	52.0	
	Dislocated Workers	88.0	94.1	16.0	17.0	
	Older Youth	81.0	80.0	4.0	5.0	
	Younger Youth	61.0	45.5	5.0	11.0	
EARNINGS CHANGE/REPLACEMENT	Adults	3968	4237	207611.9	49.0	
	Dislocated Workers	86.0	126.4	242562.2	191941.3	
	Older Youth	2850	4318	21591.4	5.0	
CREDENTIAL/DIPLOMA RATE	Adults	64.0	69.4	43.0	62.0	
	Dislocated Workers	64.0	66.7	18.0	27.0	
	Older Youth	56.0	71.4	5.0	7.0	
	Younger Youth	56.0	40.0	2.0	5.0	
SKILL ATTAINMENT RATE	Younger Youth	78.0	87.9	29.0	33.0	
OTHER STATE INDICATOR		0.0	0.0	0.0	0.0	
		0.0	0.0	0.0	0.0	
		0.0	0.0	0.0	0.0	
OVERALL STATUS OF LOCAL PERFORMANCE				NOT MET	MET	EXCEEDED

Data Reported does not necessarily reflect PY03 final data

**TABLE O - LOCAL PERFORMANCE**  
**(INCLUDE THIS CHART FOR EACH LOCAL AREA IN THE STATE)**

(ETA-90910)

U.S. DEPARTMENT OF LABOR  
 ETA-90910

PROCESSING DATE: 09/29/2004 Oklahoma  
 PROGRAM YEAR: 2003

LWIA: 40020

LOCAL AREA NAME		South Central				
ETA ASSIGNED #		40020				
		NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	NUMERATOR	DENOMINATOR	
TOTAL PARTICIPANTS SERVED	Adults	0.0	246.0	0.0	0.0	
	Dislocated Workers	0.0	107.0	0.0	0.0	
	Older Youth	0.0	61.0	0.0	0.0	
	Younger Youth	0.0	233.0	0.0	0.0	
TOTAL EXITERS	Adults	0.0	73.0	0.0	0.0	
	Dislocated Workers	0.0	25.0	0.0	0.0	
	Older Youth	0.0	39.0	0.0	0.0	
	Younger Youth	0.0	121.0	0.0	0.0	
CUSTOMER SATISFACTION	Program Participants	0.0	0.0	0.0	0.0	
	Employers	0.0	0.0	0.0	0.0	
ENTERED EMPLOYMENT RATE	Adults	82.0	82.5	52.0	63.0	
	Dislocated Workers	86.0	91.9	34.0	37.0	
	Older Youth	67.0	63.4	26.0	41.0	
RETENTION RATE	Adults	84.0	89.0	89.0	100.0	
	Dislocated Workers	88.0	92.9	65.0	70.0	
	Older Youth	81.0	88.2	30.0	34.0	
	Younger Youth	61.0	58.5	38.0	65.0	
EARNINGS CHANGE/REPLACEMENT	Adults	3968	5728	549923.6	96.0	
	Dislocated Workers	86.0	209.5	814766.2	388832.3	
	Older Youth	2850	5306	180409.8	34.0	
CREDENTIAL/DIPLOMA RATE	Adults	64.0	72.7	24.0	33.0	
	Dislocated Workers	64.0	81.8	18.0	22.0	
	Older Youth	56.0	62.5	30.0	48.0	
	Younger Youth	56.0	72.5	29.0	40.0	
SKILL ATTAINMENT RATE	Younger Youth	78.0	73.0	103.0	141.0	
OTHER STATE INDICATOR		0.0	0.0	0.0	0.0	
		0.0	0.0	0.0	0.0	
		0.0	0.0	0.0	0.0	
OVERALL STATUS OF LOCAL PERFORMANCE				NOT MET	MET	EXCEEDED

Data Reported does not necessarily reflect PY03 final data

**TABLE O - LOCAL PERFORMANCE**  
**(INCLUDE THIS CHART FOR EACH LOCAL AREA IN THE STATE)**

(ETA-90910)

U.S. DEPARTMENT OF LABOR  
 ETA-90910

PROCESSING DATE: 09/29/2004 Oklahoma  
 PROGRAM YEAR: 2003

LWIA: 40025

LOCAL AREA NAME		Cleveland County				
ETA ASSIGNED #		40025				
		NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	NUMERATOR	DENOMINATOR	
TOTAL PARTICIPANTS SERVED	Adults	0.0	33.0	0.0	0.0	
	Dislocated Workers	0.0	49.0	0.0	0.0	
	Older Youth	0.0	15.0	0.0	0.0	
	Younger Youth	0.0	81.0	0.0	0.0	
TOTAL EXITERS	Adults	0.0	14.0	0.0	0.0	
	Dislocated Workers	0.0	24.0	0.0	0.0	
	Older Youth	0.0	7.0	0.0	0.0	
	Younger Youth	0.0	42.0	0.0	0.0	
CUSTOMER SATISFACTION	Program Participants	0.0	0.0	0.0	0.0	
	Employers	0.0	0.0	0.0	0.0	
ENTERED EMPLOYMENT RATE	Adults	82.0	100.0	12.0	12.0	
	Dislocated Workers	86.0	95.0	19.0	20.0	
	Older Youth	67.0	100.0	1.0	1.0	
RETENTION RATE	Adults	84.0	90.9	20.0	22.0	
	Dislocated Workers	88.0	93.3	14.0	15.0	
	Older Youth	81.0	100.0	2.0	2.0	
	Younger Youth	61.0	62.5	5.0	8.0	
EARNINGS CHANGE/REPLACEMENT	Adults	3968	5276	105527.2	20.0	
	Dislocated Workers	86.0	92.7	137426.4	148268.3	
	Older Youth	2850	8026	16051.2	2.0	
CREDENTIAL/DIPLOMA RATE	Adults	64.0	94.4	17.0	18.0	
	Dislocated Workers	64.0	89.5	17.0	19.0	
	Older Youth	56.0	100.0	1.0	1.0	
	Younger Youth	56.0	60.0	6.0	10.0	
SKILL ATTAINMENT RATE	Younger Youth	78.0	80.8	42.0	52.0	
OTHER STATE INDICATOR		0.0	0.0	0.0	0.0	
		0.0	0.0	0.0	0.0	
		0.0	0.0	0.0	0.0	
OVERALL STATUS OF LOCAL PERFORMANCE				NOT MET	MET	EXCEEDED

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**TABLE O - LOCAL PERFORMANCE**  
**(INCLUDE THIS CHART FOR EACH LOCAL AREA IN THE STATE)**

(ETA-90910)

U.S. DEPARTMENT OF LABOR  
 ETA-90910

PROCESSING DATE: 09/29/2004 Oklahoma  
 PROGRAM YEAR: 2003

LWIA: 40035

LOCAL AREA NAME		Tulsa			
ETA ASSIGNED #		40035			
		NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	NUMERATOR	DENOMINATOR
TOTAL PARTICIPANTS SERVED	Adults	0.0	341.0	0.0	0.0
	Dislocated Workers	0.0	368.0	0.0	0.0
	Older Youth	0.0	45.0	0.0	0.0
	Younger Youth	0.0	273.0	0.0	0.0
TOTAL EXITERS	Adults	0.0	234.0	0.0	0.0
	Dislocated Workers	0.0	253.0	0.0	0.0
	Older Youth	0.0	18.0	0.0	0.0
	Younger Youth	0.0	282.0	0.0	0.0
CUSTOMER SATISFACTION	Program Participants	0.0	0.0	0.0	0.0
	Employers	0.0	0.0	0.0	0.0
ENTERED EMPLOYMENT RATE	Adults	82.0	68.3	149.0	218.0
	Dislocated Workers	86.0	75.5	216.0	286.0
	Older Youth	67.0	63.6	14.0	22.0
	Younger Youth	61.0	73.7	42.0	57.0
RETENTION RATE	Adults	84.0	82.5	184.0	223.0
	Dislocated Workers	88.0	89.0	186.0	209.0
	Older Youth	81.0	64.7	22.0	34.0
	Younger Youth	61.0	73.7	42.0	57.0
EARNINGS CHANGE/REPLACEMENT	Adults	3968	1389	308308.5	222.0
	Dislocated Workers	86.0	127.4	2239459.0	1758424.9
	Older Youth	2850	1961	66664.5	34.0
	Younger Youth	56.0	87.5	49.0	56.0
CREDENTIAL/DIPLOMA RATE	Adults	64.0	60.4	168.0	278.0
	Dislocated Workers	64.0	67.9	144.0	212.0
	Older Youth	56.0	53.3	16.0	30.0
	Younger Youth	56.0	87.5	49.0	56.0
SKILL ATTAINMENT RATE	Younger Youth	78.0	77.6	301.0	388.0
OTHER STATE INDICATOR		0.0	0.0	0.0	0.0
		0.0	0.0	0.0	0.0
		0.0	0.0	0.0	0.0
OVERALL STATUS OF LOCAL PERFORMANCE				NOT MET	EXCEEDED

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**TABLE O - LOCAL PERFORMANCE**  
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(ETA-90910)

U.S. DEPARTMENT OF LABOR  
 ETA-90910

PROCESSING DATE: 09/29/2004 Oklahoma  
 PROGRAM YEAR: 2003

LWIA: 40040

LOCAL AREA NAME		East Central				
ETA ASSIGNED #		40040				
		NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	NUMERATOR	DENOMINATOR	
TOTAL PARTICIPANTS SERVED	Adults	0.0	117.0	0.0	0.0	
	Dislocated Workers	0.0	60.0	0.0	0.0	
	Older Youth	0.0	27.0	0.0	0.0	
	Younger Youth	0.0	215.0	0.0	0.0	
TOTAL EXITERS	Adults	0.0	58.0	0.0	0.0	
	Dislocated Workers	0.0	30.0	0.0	0.0	
	Older Youth	0.0	18.0	0.0	0.0	
	Younger Youth	0.0	95.0	0.0	0.0	
CUSTOMER SATISFACTION	Program Participants	0.0	0.0	0.0	0.0	
	Employers	0.0	0.0	0.0	0.0	
ENTERED EMPLOYMENT RATE	Adults	82.0	82.9	34.0	41.0	
	Dislocated Workers	86.0	90.3	28.0	31.0	
	Older Youth	67.0	81.8	9.0	11.0	
	Younger Youth	61.0	73.7	14.0	19.0	
RETENTION RATE	Adults	84.0	90.3	84.0	93.0	
	Dislocated Workers	88.0	94.4	34.0	36.0	
	Older Youth	81.0	93.8	15.0	16.0	
	Younger Youth	61.0	73.7	14.0	19.0	
EARNINGS CHANGE/REPLACEMENT	Adults	3968	4098	352454.6	86.0	
	Dislocated Workers	86.0	82.4	250471.4	303955.1	
	Older Youth	2850	2409	31317.8	13.0	
CREDENTIAL/DIPLOMA RATE	Adults	64.0	72.6	45.0	62.0	
	Dislocated Workers	64.0	77.4	24.0	31.0	
	Older Youth	56.0	62.5	10.0	16.0	
	Younger Youth	56.0	73.3	11.0	15.0	
SKILL ATTAINMENT RATE	Younger Youth	78.0	86.8	125.0	144.0	
OTHER STATE INDICATOR		0.0	0.0	0.0	0.0	
		0.0	0.0	0.0	0.0	
		0.0	0.0	0.0	0.0	
OVERALL STATUS OF LOCAL PERFORMANCE				NOT MET	MET	EXCEEDED

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**TABLE O - LOCAL PERFORMANCE**  
**(INCLUDE THIS CHART FOR EACH LOCAL AREA IN THE STATE)**

(ETA-90910)

U.S. DEPARTMENT OF LABOR  
 ETA-90910

PROCESSING DATE: 09/29/2004 Oklahoma  
 PROGRAM YEAR: 2003

LWIA: 40045

LOCAL AREA NAME		Southern				
ETA ASSIGNED #		40045				
		NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	NUMERATOR	DENOMINATOR	
TOTAL PARTICIPANTS SERVED	Adults	0.0	106.0	0.0	0.0	
	Dislocated Workers	0.0	108.0	0.0	0.0	
	Older Youth	0.0	48.0	0.0	0.0	
	Younger Youth	0.0	274.0	0.0	0.0	
TOTAL EXITERS	Adults	0.0	65.0	0.0	0.0	
	Dislocated Workers	0.0	40.0	0.0	0.0	
	Older Youth	0.0	27.0	0.0	0.0	
	Younger Youth	0.0	123.0	0.0	0.0	
CUSTOMER SATISFACTION	Program Participants	0.0	0.0	0.0	0.0	
	Employers	0.0	0.0	0.0	0.0	
ENTERED EMPLOYMENT RATE	Adults	82.0	80.8	59.0	73.0	
	Dislocated Workers	86.0	90.6	48.0	53.0	
	Older Youth	67.0	82.8	24.0	29.0	
RETENTION RATE	Adults	84.0	87.0	120.0	138.0	
	Dislocated Workers	88.0	90.4	47.0	52.0	
	Older Youth	81.0	95.2	20.0	21.0	
	Younger Youth	61.0	80.8	21.0	26.0	
EARNINGS CHANGE/REPLACEMENT	Adults	3968	4424	597293.9	135.0	
	Dislocated Workers	88.0	106.9	417595.2	390568.5	
	Older Youth	2850	5151	103022.8	20.0	
CREDENTIAL/DIPLOMA RATE	Adults	64.0	68.2	73.0	107.0	
	Dislocated Workers	64.0	74.0	37.0	50.0	
	Older Youth	56.0	63.9	23.0	36.0	
	Younger Youth	56.0	79.6	39.0	49.0	
SKILL ATTAINMENT RATE	Younger Youth	78.0	93.0	265.0	285.0	
OTHER STATE INDICATOR		0.0	0.0	0.0	0.0	
		0.0	0.0	0.0	0.0	
		0.0	0.0	0.0	0.0	
OVERALL STATUS OF LOCAL PERFORMANCE				NOT MET	MET	EXCEEDED

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**TABLE O - LOCAL PERFORMANCE**  
**(INCLUDE THIS CHART FOR EACH LOCAL AREA IN THE STATE)**

(ETA-90910)

U.S. DEPARTMENT OF LABOR  
 ETA-90910

PROCESSING DATE: 09/29/2004 Oklahoma  
 PROGRAM YEAR: 2003

LWIA: 40050

LOCAL AREA NAME		Northeast				
ETA ASSIGNED #		40050				
		NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	NUMERATOR	DENOMINATOR	
TOTAL PARTICIPANTS SERVED	Adults	0.0	140.0	0.0	0.0	
	Dislocated Workers	0.0	131.0	0.0	0.0	
	Older Youth	0.0	41.0	0.0	0.0	
	Younger Youth	0.0	113.0	0.0	0.0	
TOTAL EXITERS	Adults	0.0	100.0	0.0	0.0	
	Dislocated Workers	0.0	101.0	0.0	0.0	
	Older Youth	0.0	28.0	0.0	0.0	
	Younger Youth	0.0	67.0	0.0	0.0	
CUSTOMER SATISFACTION	Program Participants	0.0	0.0	0.0	0.0	
	Employers	0.0	0.0	0.0	0.0	
ENTERED EMPLOYMENT RATE	Adults	8.2	82.6	57.0	69.0	
	Dislocated Workers	86.0	88.5	92.0	104.0	
	Older Youth	67.0	82.6	19.0	23.0	
RETENTION RATE	Adults	84.0	84.0	63.0	75.0	
	Dislocated Workers	88.0	87.8	79.0	90.0	
	Older Youth	81.0	76.9	10.0	13.0	
	Younger Youth	61.0	69.8	44.0	63.0	
EARNINGS CHANGE/REPLACEMENT	Adults	3968	5088	376508.3	74.0	
	Dislocated Workers	86.0	84.8	873141.2	1029891.6	
	Older Youth	2850	3525	45830.9	13.0	
CREDENTIAL/DIPLOMA RATE	Adults	64.0	71.4	60.0	84.0	
	Dislocated Workers	64.0	71.4	55.0	77.0	
	Older Youth	56.0	61.3	19.0	31.0	
	Younger Youth	56.0	59.1	13.0	22.0	
SKILL ATTAINMENT RATE	Younger Youth	78.0	81.8	90.0	110.0	
OTHER STATE INDICATOR		0.0	0.0	0.0	0.0	
		0.0	0.0	0.0	0.0	
		0.0	0.0	0.0	0.0	
OVERALL STATUS OF LOCAL PERFORMANCE				NOT MET	MET	EXCEEDED

REPORT ETA-90910 LWIA: 40050 FOR PERIOD BEGINNING: 07/01/2003 AND ENDING: 06/30/2004 REPORT ETA-90910

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**TABLE O - LOCAL PERFORMANCE**  
**(INCLUDE THIS CHART FOR EACH LOCAL AREA IN THE STATE)**

(ETA-90910)

U.S. DEPARTMENT OF LABOR  
 ETA-90910

PROCESSING DATE: 09/29/2004 Oklahoma  
 PROGRAM YEAR: 2003

LWIA: 40055

LOCAL AREA NAME		Eastern				
ETA ASSIGNED #		40055				
		NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	NUMERATOR	DENOMINATOR	
TOTAL PARTICIPANTS SERVED	Adults	0.0	1193.0	0.0	0.0	
	Dislocated Workers	0.0	357.0	0.0	0.0	
	Older Youth	0.0	106.0	0.0	0.0	
	Younger Youth	0.0	412.0	0.0	0.0	
TOTAL EXITERS	Adults	0.0	294.0	0.0	0.0	
	Dislocated Workers	0.0	54.0	0.0	0.0	
	Older Youth	0.0	22.0	0.0	0.0	
	Younger Youth	0.0	171.0	0.0	0.0	
CUSTOMER SATISFACTION	Program Participants	0.0	0.0	0.0	0.0	
	Employers	0.0	0.0	0.0	0.0	
ENTERED EMPLOYMENT RATE	Adults	82.0	81.5	132.0	162.0	
	Dislocated Workers	86.0	83.9	47.0	56.0	
	Older Youth	67.0	100.0	9.0	9.0	
	Younger Youth	61.0	73.9	51.0	69.0	
RETENTION RATE	Adults	84.0	83.2	129.0	155.0	
	Dislocated Workers	88.0	85.7	36.0	42.0	
	Older Youth	81.0	100.0	10.0	10.0	
	Younger Youth	61.0	73.9	51.0	69.0	
EARNINGS CHANGE/REPLACEMENT	Adults	3968	4178	639257.4	153.0	
	Dislocated Workers	86.0	111.1	477491.8	429626.3	
	Older Youth	2850	4166	37497.8	9.0	
CREDENTIAL/DIPLOMA RATE	Adults	64.0	61.4	70.0	114.0	
	Dislocated Workers	64.0	62.5	20.0	32.0	
	Older Youth	56.0	76.9	10.0	13.0	
	Younger Youth	56.0	44.8	30.0	67.0	
SKILL ATTAINMENT RATE	Younger Youth	78.0	84.9	640.0	754.0	
OTHER STATE INDICATOR		0.0	0.0	0.0	0.0	
		0.0	0.0	0.0	0.0	
		0.0	0.0	0.0	0.0	
OVERALL STATUS OF LOCAL PERFORMANCE				NOT MET	MET	EXCEEDED

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**TABLE O - LOCAL PERFORMANCE**  
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(ETA-90910)

U.S. DEPARTMENT OF LABOR  
 ETA-90910

PROCESSING DATE: 09/29/2004 Oklahoma  
 PROGRAM YEAR: 2003

LWIA: 40060

LOCAL AREA NAME		Southeast				
ETA ASSIGNED #		40060				
		NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	NUMERATOR	DENOMINATOR	
TOTAL PARTICIPANTS SERVED	Adults	0.0	285.0	0.0	0.0	
	Dislocated Workers	0.0	104.0	0.0	0.0	
	Older Youth	0.0	100.0	0.0	0.0	
	Younger Youth	0.0	424.0	0.0	0.0	
TOTAL EXITERS	Adults	0.0	179.0	0.0	0.0	
	Dislocated Workers	0.0	82.0	0.0	0.0	
	Older Youth	0.0	50.0	0.0	0.0	
	Younger Youth	0.0	331.0	0.0	0.0	
CUSTOMER SATISFACTION	Program Participants	0.0	0.0	0.0	0.0	
	Employers	0.0	0.0	0.0	0.0	
ENTERED EMPLOYMENT RATE	Adults	82.0	91.6	120.0	131.0	
	Dislocated Workers	86.0	90.3	65.0	72.0	
	Older Youth	67.0	85.0	17.0	20.0	
RETENTION RATE	Adults	84.0	91.2	187.0	205.0	
	Dislocated Workers	88.0	90.3	56.0	62.0	
	Older Youth	81.0	100.0	18.0	18.0	
	Younger Youth	61.0	74.1	20.0	27.0	
EARNINGS CHANGE/REPLACEMENT	Adults	3968	5177	962851.6	186.0	
	Dislocated Workers	86.0	100.8	464381.2	460796.9	
	Older Youth	2850	6108	85506.2	14.0	
CREDENTIAL/DIPLOMA RATE	Adults	64.0	87.5	147.0	168.0	
	Dislocated Workers	64.0	81.9	59.0	72.0	
	Older Youth	56.0	79.2	19.0	24.0	
	Younger Youth	56.0	78.7	59.0	75.0	
SKILL ATTAINMENT RATE	Younger Youth	78.0	92.3	393.0	426.0	
OTHER STATE INDICATOR		0.0	0.0	0.0	0.0	
		0.0	0.0	0.0	0.0	
		0.0	0.0	0.0	0.0	
OVERALL STATUS OF LOCAL PERFORMANCE				NOT MET	MET	EXCEEDED

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**TABLE O - LOCAL PERFORMANCE**  
**(INCLUDE THIS CHART FOR EACH LOCAL AREA IN THE STATE)**

(ETA-90910)

U.S. DEPARTMENT OF LABOR  
 ETA-90910

PROCESSING DATE: 09/29/2004 Oklahoma  
 PROGRAM YEAR: 2003

LWIA: 40005

LOCAL AREA NAME		Northwest				
ETA ASSIGNED #		40005				
		NEGOTIATED PERFORMANCE LEVEL	ACTUAL PERFORMANCE LEVEL	NUMERATOR	DENOMINATOR	
TOTAL PARTICIPANTS SERVED	Adults	0.0	69.0	0.0	0.0	
	Dislocated Workers	0.0	38.0	0.0	0.0	
	Older Youth	0.0	31.0	0.0	0.0	
	Younger Youth	0.0	93.0	0.0	0.0	
TOTAL EXITERS	Adults	0.0	26.0	0.0	0.0	
	Dislocated Workers	0.0	23.0	0.0	0.0	
	Older Youth	0.0	12.0	0.0	0.0	
	Younger Youth	0.0	50.0	0.0	0.0	
CUSTOMER SATISFACTION	Program Participants	0.0	0.0	0.0	0.0	
	Employers	0.0	0.0	0.0	0.0	
ENTERED EMPLOYMENT RATE	Adults	82.0	83.3	20.0	24.0	
	Dislocated Workers	86.0	93.1	27.0	29.0	
	Older Youth	67.0	88.9	8.0	9.0	
	Younger Youth	61.0	77.8	7.0	9.0	
RETENTION RATE	Adults	84.0	89.7	26.0	29.0	
	Dislocated Workers	88.0	93.9	31.0	33.0	
	Older Youth	81.0	88.9	8.0	9.0	
	Younger Youth	61.0	77.8	7.0	9.0	
EARNINGS CHANGE/REPLACEMENT	Adults	3968	2812	81544.4	29.0	
	Dislocated Workers	86.0	105.5	340749.6	323034.6	
	Older Youth	2850	3781	34029.5	9.0	
CREDENTIAL/DIPLOMA RATE	Adults	64.0	70.4	19.0	27.0	
	Dislocated Workers	64.0	75.0	15.0	20.0	
	Older Youth	56.0	66.7	10.0	15.0	
	Younger Youth	56.0	87.5	7.0	8.0	
SKILL ATTAINMENT RATE	Younger Youth	78.0	94.7	54.0	57.0	
OTHER STATE INDICATOR		0.0	0.0	0.0	0.0	
		0.0	0.0	0.0	0.0	
		0.0	0.0	0.0	0.0	
OVERALL STATUS OF LOCAL PERFORMANCE				NOT MET	MET	EXCEEDED

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section 4  
Programs & Activities

4



**Johnny Bench**  
by Paul Moore  
1957-  
As displayed on the grounds of  
**The SBC Bricktown Ballpark**

# Veteran Services Information Program Year 2003

The Oklahoma  
Employment Security  
Commission's

Veterans Services Division has been very busy this past program year.

Our Homeless Veteran Outreach Team has been busy working with local offices and the Oklahoma City VA Medical Center in providing employment and medical services to homeless veterans. Several local offices were visited by the outreach team where it was felt there was a substantial need for supportive services.

The outreach team was successful in locating 24 homeless veterans in Ponca City. Each of those veterans were given supportive services and scheduled for future medical services. Other local areas such as

Lawton and Ardmore were also visited by the outreach team.

A special effort was given to contacting homeless Native American veterans in the Anadarko area. We believe this was the first attempt to offer outreach services specifically to Native American veterans. The outreach effort was successful in that a total of 22 contacts of homeless Native Americans were made. Our contacts with the Native American groups in the Anadarko area resulted in their filing an application for a Homeless Veteran Reintegration Program Grant. We feel that our outreach efforts with the local tribes has provided a level of supportive services that we are continuing on an ongoing basis that were not provided previously.

We are continuing to provide high quality transition assistance to



military veterans who are being released at our four military bases located in Oklahoma. Local Veteran Employment Representatives have been very busy at each of these sites providing employment information to veterans that will soon return to civilian occupations.

Also, we have two Disabled Veteran Outreach Specialists outstationed at the Oklahoma City VA Medical Center that during PY 2003 worked closely with the VA Rehabilitative Specialists in transitioning rehabilitated veterans into meaningful jobs.



# OKC METRO EMPLOYER COUNCIL SUMMARY

## Program Year 2003

In Program Year 2003, the OKC Metro Employer Council continued its eight-year record of service to the employer community of the Oklahoma City area. The year saw growth in both average meeting attendance and business participation. The year ended with a modest but solid growth over last year's final average meeting attendance of one hundred eighty (180). The same rate of growth also held over last year's total of eight hundred forty (840) individuals attending, representing more than four hundred (400) businesses and organizations.

Since its inception in 1997, the Employer Council has experienced a six hundred percent (600) growth regularly attracting attendees from up to a one-hundred mile radius and occasionally from neighboring states.

The Council continues to meet the workforce developmental, educational and informational needs of Oklahoma's employers. Meeting those needs is accomplished through monthly educational seminars, participation in local career fairs/job fairs and visits to individual businesses. Monthly educational seminars form a significant part of the Council's outreach to the business community through monthly seminar topics suggested via member surveys, the Council's Executive Board, and local law firms who specialize in employment law issues. Speakers are recruited from local employment law firms, private businesses and human resource professionals who specialize in particular areas.

The OKC Metro Employer Council continues to be directed by Workforce Oklahoma business representatives assisted by a ten-member Executive Board drawn from its membership. The voluntary Executive Board, representing the major industrial, service, academic, governmental and non-profit organizations sectors of the area, meets monthly with the Workforce business representatives. Together they discuss upcoming programs, events, job fairs and assist with the marketing of the Employer Council. The Board also continues to propose new work force development projects, assist in the conduct of the monthly meetings and helps oversee the annual election of Council officers.



The ability to offer re-certification credits to human resource professionals who hold PHR and SPHR credentials continues to be a value-added

service that the Council offers its membership and remains a significant incentive to attend monthly meetings. The granting of these continuing education credit hours by the National Human Resource Certification Institute (NHRCI) represents a recognition of the quality of the educational content of the monthly Council programs and was acquired after a rigorous application process. The OKC Metro Employer Council is one of the very few government-sponsored programs in the nation approved for such professional accreditation.

Future plans call for marketing the Council's activities and benefits to more area and state employers through the increased use of e-mail, attendance

at chambers of commerce and professional organizations events, job fairs/career fairs, and in-person contacts. Partnering with state colleges and universities in helping to retain recent Oklahoma college graduates in Oklahoma is also planned. Perhaps the most exciting effort for the Council in the coming year is reaching the state's employer community through statewide telecasts of its monthly programs. Thanks to the continuing support of the Oklahoma Employment Security Commission (our sponsor) and the Council's member-

ship, the future continues to look bright for our efforts to serve the workforce development needs of Oklahoma.

# WIA Alumni

## CENTRAL WIA ALUMNI

Joanette Wilson



Joanette Wilson

Joanette Wilson was a single parent with one child. She came to Workforce Oklahoma as a victim of domestic violence. In addition,

Joanette was homeless and suffering from depression, with no transportation, no education and no way to change things in her life. Despite all of the things standing in her way, Joanette knew she could make a better life for herself with the right help.

When Joanette visited her local Workforce Oklahoma Center, she was told that she qualified for assistance. With help from the staff, she began her recovery by finding and moving into a nice apartment on a bus route which solved her housing and transportation problems. Utilizing resources within the Workforce Center, she received counseling for depression and co-dependency issues. She was well on her way to a new future.

**“I’m very grateful for all of the help that Workforce Oklahoma provided. Thank you very much.”**

*Kenny Vo*

As she worked hard towards her goal, Joanette found that things were going her way. She found a job with the state of Oklahoma. She began working on and completed her GED in the evening. With help from Workforce Oklahoma, she then enrolled in the Certified Nursing Assistant program at Metro Technology Center in Oklahoma City. She completed the program in August. In addition, Joanette is scheduled to receive a vehicle from the Vehicles for Families program soon.

While most of our celebrated alumni have completed their journeys to a better future, Joanette is still working on hers. Her goal is to find a job in the nursing field. With all that she has accomplished so far, it is a sure bet that she will achieve her goal and much, much more.

## CENTRAL WIA ALUMNI

Kenny Vo

Kenny Vo is a 38-year-old husband and father of one child. Before being laid off, Kenny spent five years working on the assembly line at Lucent Technologies. His job was operating a printing machine used in the production of circuit boards. His first contact with Workforce Oklahoma came during a Rapid Response presentation at the Lucent facility. Rapid Response is a program that presents all of the services and opportunities offered by Workforce Oklahoma for retraining and job placement.

Kenny had many concerns about his employment situation, not the least of which

was a lack of insurance for himself and his family. He knew that he had to get back on his feet quickly. Retraining looked like his best bet.

Through the ETOP/FAED program at Lucent, funding was available to help Kenny retrain.

Unfortunately, his share of the funding wouldn’t carry him through the end of training, much less provide for expenses associated with his education. This was the point he decided to visit



Kenny Vo

Workforce Oklahoma.

After being assessed at the Oklahoma City Eastside Workforce Oklahoma Center, Kenny and his case manager developed a plan for his future. He wanted to enroll in the Aviation Maintenance training program at Metro Technology Center, but knew he didn’t have enough money. Workforce Oklahoma helped him pay for tools required in his training program and costs for his Airframe & Powerplant license test. Kenny is now gainfully employed as an Aircraft Electrician for Tinker Air Force Base, earning more than \$16 per hour. He has been in his present position for six months.

Kenny’s experience with Workforce Oklahoma has given him not only a brighter future, but piece of mind as well. “This is a big change! Before I couldn’t afford health insurance for my son. Now I have health and life insurance as well as retirement,” he says. “I’m very grateful for all of the help that Workforce Oklahoma provided. Thank you very much.”

# CLEVELAND COUNTY ALUMNI

## David Laredo

David Laredo was a 31-year-old husband and father of two who wanted to train for a better career. One day, he visited Moore-Norman Technology Center to check on adding to the one year of college education he received in his native Mexico. During his visit, David learned about Workforce Oklahoma from a career counselor. Little did he know that the conversation would change his life.

David was no stranger to hard work. He began working at age 12 and developed both a strong work ethic and the belief that you must be honest, loyal and responsible. David applied these lessons not only to work, but to his personal life as well. When he came to the United States, David didn't speak or understand English. Through hard

work and with the help of his wife, he learned English without formal classes. He is now proficient in speaking, reading and writing English and is very proud of this accomplishment.

When he first visited Workforce Oklahoma, David found the counseling services of particular help. After many years of hard work and dedication, he still seemed to find himself unemployed or in dead-end jobs. He didn't know in which direction to turn. After an

**After many years of hard work and dedication, he still seemed to find himself unemployed or in dead-end jobs.**

assessment of his skills and needs, David discovered he had proficiency in accounting and business. With help from the center staff, David enrolled in the Business and Computer program at Moore-Norman Technology Center. He excelled in his studies so much that he

received the 2003 Superintendent's Award. He also won first place in the Oklahoma State Competition of Business Professionals of America.



*David Laredo*

David now has a full-time job at Kaleo Tours as a Full Charge Bookkeeper and plans on attending college to become an accountant.

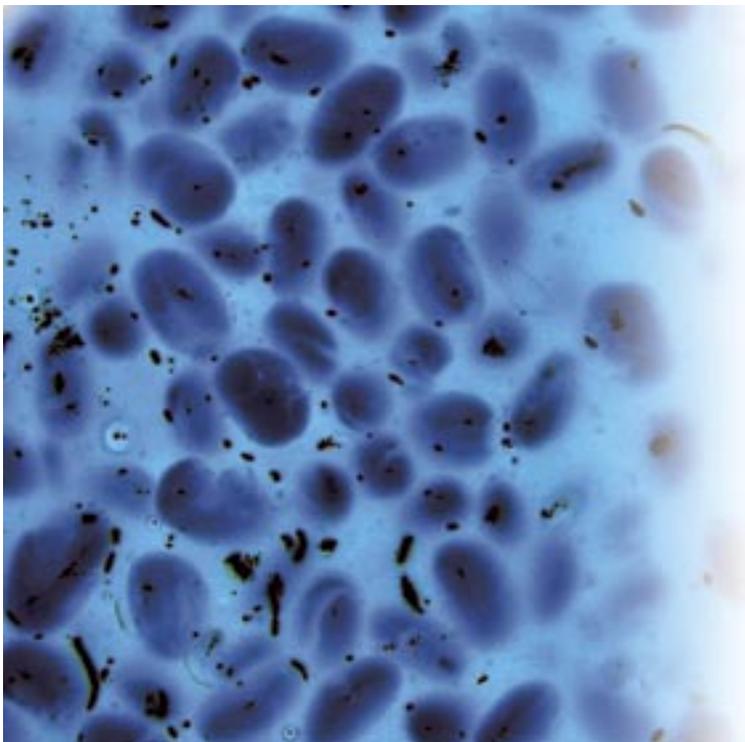
He couldn't be happier with the help he has received. "Workforce Oklahoma has given me the hope for a better future, the encouragement to continue and the realization that we live in a country where if you want and are willing to work hard, the resources as well as the hope are there," David says. "We live in a country with no limits!"

# CLEVELAND COUNTY ALUMNI

## Rapeal Wright

Rapeal Wright is a stellar example of someone who has overcome tremendous challenges and created a better life for himself. On his own at age 14, he was living on the streets and in the world of gang activity when he entered the Oklahoma foster care system. It turned his life around. By age 18, Rapeal was a senior at Midwest City High School and a participant in the DHS Independent Living program. He not only handled the usual challenges of being a high school student and a teenager, but also the responsibilities of living on his own.

In high school, Rapeal played football, maintained his grades and made plans for college. In order to receive help with college costs, he had to remain a participant in the



state foster care system. To do that, he needed to find a full-time job by graduation. He learned of the WIA Youth program through a member of his church who just happened to be a customer service representative for the Cleveland County Workforce Development Board.

When he visited Workforce Oklahoma, Rapeal's counselor recommended a Work Experience for him. Because of his love of sports and his desire to work with kids in some way, his counselor



*Rapeal Wright*

placed him at the Tinker Area YMCA as a Sports Recreation Worker. He also received supportive services to help with transportation costs until his first paycheck came in.

Rapeal worked part-time until graduation and was then hired as a full-time staff member for the summer.

In addition to his job, Rapeal participated in a WIA-funded career exploration workshop through Moore-Norman Technology Center over spring break of his senior year. The Youth Opportunity workshop explored web-design and related careers as well as worked on leadership and team-building skills.

Rapeal has now completed his

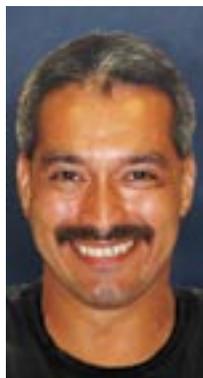
**“Workforce Oklahoma is helping to make these goals possible. I have peace of mind. I believe in myself and that my goals can be reached.”**

*Gregory Smith*

first year at the University of Oklahoma and is contemplating a career working with young people as an educator or a criminalist. He is a promising young man with a world of potential to build upon. Rapeal will definitely be a positive influence on anyone whose life he touches!

## EAST CENTRAL WIA ALUMNI

Gregory Smith



*Gregory Smith*



Gregory Smith was well on his way to giving up on just about everything. The problem lay in the fact that he was having trouble finding a job. He needed the job to pay court-ordered child support for his four children.

Although Gregory constantly struggled to make his payments on the money he earned, the jobs he could get just didn't pay enough. Besides having limited work experience, he also had a felony conviction that kept him from landing many of the jobs he was qualified for. Things were looking bleak until Gregory decided to speak with the Assistant District Attorney for the Pottawatomie County Child Support division.

During their conversation, the Assistant DA told Gregory

about the local Workforce Oklahoma office and the services they offer. He had no idea that things were about to turn around for him. After being assessed at Workforce Oklahoma, Gregory was referred to the Welfare to Work program. He also received help with housing, career counseling and job placement. Through Workforce Oklahoma, Gregory was able to find a Work Experience position in the field he wanted to begin a career in: plumbing. He has been a Plumbing Apprentice since April 2003.

“I set goals for myself. Workforce Oklahoma is helping to make these goals possible. I have peace of mind. I believe in myself and that my goals can be reached. My family respects me more for providing for them,” he says of his experience with the program. “I have a real future now.”

## EAST CENTRAL WIA ALUMNI

Paula Gibson

Paula Gibson was an out-of-work single parent looking to change her life. The Shawnee resident was receiving TANF and getting help with her rent from the local housing authority. In an effort to broaden her skills, Paula took a course in Office Management Technology from Gordon Cooper Technology Center.

But no matter how hard she tried, Paula had a difficult time finding a job. Her frustration with the whole process led her to question whether or not her hard work was worth it.

Then someone in the Eagle program at Gordon Cooper suggested she check with Workforce Oklahoma about on-the-job training programs. After assessing her situation, Paula's counselor helped her land a Work Experience position with the Department of Human Services. Workforce Oklahoma also

helped with such things as clothes, transportation costs and occupational training.



*Paula Gibson*

Her position with DHS allowed

Paula to gain indispensable work experience that made her more employable. Her confidence was lifted, and she earned a fair salary while in training. Through TANF, she was able to enroll in a soft skills program where she learned the value of a good resume, interviewing and people skills. She was encouraged to take the state merit test and did so well that she landed a job as an Administrative Technician with the Pottawatomie County District Attorney's office.

**“I hope everyone that has been helped by Workforce Oklahoma benefits in the way that I have.”**

*Danielle McKee*



Since she began her new job in March, Paula is able to provide for her son without asking for any help from her family. She feels pride and appreciation for what Workforce Oklahoma helped her achieve. “The best thing is that I can hold my head up high now,” she says proudly. “The programs through Workforce Oklahoma are wonderful. All individuals need to do is be willing to accept the help they offer. I truly have grown through the Workforce Oklahoma program.”

## **EASTERN WIA ALUMNI**

*Danielle McKee*

Sometimes the combination of a plan for your life and hard work isn't enough to get you where you want to go. There are times when you simply need a helping hand to take some of the load off. Danielle McKee knows this fact well. A survivor of an abusive relationship, the single mother took

refuge in the women's shelter in Tahlequah. She also enrolled in a nursing program at Connors State College, but couldn't hold down a job while in school due to the class load. She received assistance from DHS for necessities such as housing and food to help her and her daughter make it from day to day. Unfortunately, it wasn't enough. Danielle still had many doubts about finishing school.

Upon hearing about her situation, a DHS staff member suggested she visit Workforce Oklahoma. After assessment, her Workforce Oklahoma



*Danielle McKee*

counselor helped her get assistance with tuition, books, fees and her RN boards. She also received vocational rehabilitation to help with her severe asthma and allergies. Without the financial burden of school to weigh on her mind, Danielle was able to concentrate on nursing school and raising her daughter to the best of her ability. She graduated, passed her boards and now

works at Tahlequah City Hospital as a Registered Nurse.

Danielle is doing what she loves: making people feel better. The similarity of what she is doing and the help she has received is not lost on her. "Although I was told for many years that I... wouldn't amount to anything, I was able to finish school and become a nurse," she says. "I hope everyone that has been helped by Workforce Oklahoma benefits in the way that I have. Thanks!"

## EASTERN WIA ALUMNI

Mary Turnbull

Sometimes the obstacles that we must overcome belong not to the outside world, but to us instead. Mary Turnbull of Checotah is a perfect example of someone who has risen above her own issues to create a better life for herself.

The 46-year-old single mother of two grown children found herself drowning in a sea of self-pity. Although educated, Mary was unable to hold down a full-time job because of health issues caused by lupus. She lived in low-rent housing and had no personal transportation. In addition, dental problems had eroded her self-confidence and made her embarrassed to deal face-to-face with others.



Mary Turnbull

Mary's took her first step down the road to a better life when McIntosh County Court Judge Gene Mowery suggested she visit Workforce Oklahoma to get help finding employment. After sitting down with a counselor at her local office and being assessed, Mary was offered a Work Experience position at the Eufaula Library. Workforce Oklahoma helped her arrange for



reliable transportation, provided her with encouragement and help, and, most importantly for Mary, helped with some dental work. The results speak for themselves.

"Enhancing my personal appearance allowed me the confidence to dig into a vast well of communication skills along with so many others that I buried in a world of self-pity and doubt," she says. Mary has now been with the Eufaula Library for over a year as a Library Clerk. Her position has allowed her to supplement her education through the library. In addition to her other duties, she is in charge of Children's Services and couldn't be happier.

"Sometimes in life when all seems to be lost, when nothing seems to matter, there are people, places, organizations that will hold out their hand," she says of Workforce Oklahoma. "When you feel like giving up, try again. There are people to help you when you slip. Never give up! And take their hand!"

## NORTHEAST WIA ALUMNI

Sheila Walker

Sheila Walker was working at a sewing factory in a job that offered no room for advancement. Piece-work wasn't her idea of the ideal job, but it provided a paycheck. At least it did until the plant closed.

Before she was laid off, a Workforce Oklahoma Rapid Response team met with plant employees about resources available to help them, including help with

retraining through the WIA Dislocated Worker program. This was the chance Sheila had been looking for.

When she visited the Workforce Oklahoma Center in Pryor, Sheila and her counselor discussed her career goals, completed assessments and developed an employment plan. She also received assistance enrolling at Rogers State University in Claremore where she earned an

**"I have pride in my life and my job now."**

*Sheila Walker*



Sheila Walker

associates degree in accounting. Trade Adjustment Assistance/Trade Readjustment Allowances paid for her tuition and

books. Sheila was also able to draw unemployment and TRA benefits while attending college so she could devote all of her time to her studies.

After graduation, Shelia was offered a Work Experience position at the Workforce Oklahoma Center in Claremore. She was soon hired by Oklahoma Workforce in Action as a Resource Technician. Unfortunately, tragedy struck. Due to the death of her daughter, Sheila was forced to give up her position. Her Workforce Oklahoma counselor offered a good deal of support during this difficult time. When she was finally able to return to work, she found that her position had been filled. She took a job at a convenience store to make ends meet. In February 2003, she was recalled to Oklahoma Workforce in Action as a Resource Technician for the Pryor Workforce Center.

Sheila thanks Workforce Oklahoma for helping her get where she wanted to go. "I have the privilege of providing information and assisting people every day that are looking for work," Sheila says. "I

can encourage individuals laid off from their jobs that a closed door can be an open window of opportunity! I appreciate the financial assistance for training, the encouragement and support from my family, counselor, coworkers and friends. I love my job, and I am eager to go to work each day. I have pride in my life and my job now."

## NORTHEAST WIA ALUMNI

### Stephanie Way

Stephanie Way was the single mother of an 18-month-old boy living in Claremore. Enrolled in evening classes and working full-time, she was on her way to providing a secure life for her and her child. Her plans took a turn when she found out that she was pregnant. Soon afterward, she received another shock when she was laid off from her job. She looked desperately for another job, but school and her pregnancy limited her opportunities.

As time passed, Stephanie found herself falling behind on her bills. She turned to DHS who provided TANF (Temporary Assistance for Needy Families) assistance as well as assistance for daycare and food. Her DHS caseworker referred Stephanie to Workforce Oklahoma where she took advantage of job search and job placement services. With her counselor, she organized her career goals and developed a career plan.

In her opinion, the most important thing Stephanie received was an opportunity to interview with Community Action Resource & Development (C.A.R.D.) Inc. Her counselor placed her at C.A.R.D in a Work Experience

position as a data entry clerk. She was quickly transferred to the Housing department to help with filing, and within a few weeks, Stephanie was hired as the new Housing Clerk. She has been in her current position for over a year now.

Stephanie's self-esteem and confidence have grown

much stronger since that first meeting with her Workforce Oklahoma counselor. She's proven to herself that she can support her family without any assistance from anyone. Despite the difficulties she has faced, she now has hope.

"Applying for TANF was the hardest thing I ever did," she says today. "I am certain that my life was headed in a very bad direction. With the help of my DHS caseworker and WIA counselor, I was able to turn it around quickly. I was very blessed by this program, and it continues to impact me still today."

## NORTHWEST WIA ALUMNI

### Mary Sharpe

When Mary Sharpe first entered the Workforce Oklahoma Career Center in Woodward, she was there to simply file for unemployment. After ten-and-a-half years on the job, Mary found herself laid-off, anxious, stressed and deeply depressed. The 39-year-old newlywed didn't know where to turn and was at her wits' end.

A UI representative at Workforce Oklahoma suggested Mary speak with a WIA counselor. She was in need of career counseling because she had no clue what she wanted to do for a living or how to land a job doing it. During assessment, Mary revealed that she had always wanted to be a beautician. She really enjoyed fixing the hair of her friends



Stephanie Way



and wondered if it was something she could make a living at.

Her counselor helped Mary enroll in Woodward Beauty College. She received assistance with tuition, books, fees, uniforms and tools. After 10 months of hard work, Mary finished her course and received her Cosmetology license. Soon afterward, she was working at Cameo Beauty Shoppe in Woodward, a business in operation since 1959.

When asked how Workforce Oklahoma has affected her life, Mary is quick to respond.

"I went from a high-stress job to the job of my dreams," she says. "I have a good foundation from my training to expand the skills I've acquired. I have a career that I love. While cutting a friend's daughter's hair recently, I was grinning from ear to ear. I said, 'Can you believe that I get to do this for a living?'"



Mary Sharpe

## NORTHWEST WIA ALUMNI

### Waco Derrick

When Waco Derrick first visited Workforce Oklahoma, he was a 43-year-old, single man with a high school diploma and no other marketable job skills. He was holding down a job at Adam's Hardfacing/Alamo Group. It



Waco Derrick

wasn't long before everything changed. Waco was informed that he was being laid off because the plant was closing down. It was time to find something else. He had often thought that he

would like to learn auto body repair, but never had the time or money to pursue it.

On one of his last days at the plant, local Workforce Oklahoma staff came to help laid-off employees file for unemployment benefits and learn about services offered at their office. Waco told a counselor about his desire to pursue auto body repair, and his walk down a path to a better life began.

The Workforce Oklahoma counselor helped Waco find a school with the right schedule and training to fit his needs. He received financial help with school costs and the purchase of tools for his new career. After nine months at the Southwest Kansas Technical School, Waco graduated and received his certificate.

It wasn't long before Waco found a job as an Auto Body Repairman for K&K Auto Body in Guymon. He has been employed now for a year and really enjoys his work.

Waco feels that Workforce Oklahoma has changed his life because he has learned a trade that

**Jim's dedication and commitment, coupled with the support and encouragement from Workforce Oklahoma, paved the way for his success and his new life.**



can be used anywhere he decides to go. He now has flexibility and security, two things that were missing from his previous life.

## SOUTH CENTRAL WIA ALUMNI

### Jim Elkins

Jim Elkins worked for an oil and gas company in Duncan. When he took the job, he knew that employment in the petroleum industry was risky. However, the pay was good, and he had a family to support and bills to pay. It was a risk he had to take. Unfortunately, another downturn in the industry translated into Jim Elkins being laid off.

While he was looking for a new job, Jim visited the Workforce Oklahoma Center in Duncan. As he spoke with the staff, an interviewer recognized his potential and referred him to a counselor. Because of the way he lost his job, Jim was considered a dislocated worker

and qualified for Trade Adjustment Assistance services. Assessment revealed that Jim was an excellent candidate to be a Radiological Technician. An Individual Training Account was issued, and Jim was well on his way to a new career. However, the journey wouldn't be without challenges.

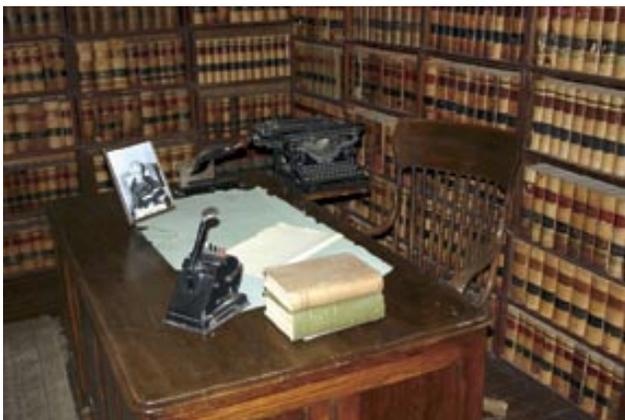
After one semester, Jim was told he needed to have back surgery to correct a problem that would interfere with his new career. The operation was successful, and he was recuperating well when the accident happened. Jim was severely injured in an automobile wreck.



*Jim Elkins*

At this point, Jim began to doubt if he would ever achieve his goal. His injury from the accident might result in long-term problems. He had also been out of school for a long time. With the support of Workforce Oklahoma and technology center staff, Jim mustered the dedication and effort required to stay the course. He returned to school, completed his training, obtained his state certification and found a job with Jefferson County Hospital.

Today, Jim has a new career and a new life. His pay and benefits exceed what he previously earned.



Jim's dedication and commitment, coupled with the support and encouragement from Workforce Oklahoma, paved the way for his success and his new life.

## SOUTH CENTRAL WIA ALUMNI

### Lisa Cross

In June 1999, Lisa Cross was a 29-year-old married mother of two. She was a mother and homemaker full-time, a student part-time, and an employee seasonally. Her husband worked temporary jobs, but the couple's income was less than \$750 per month. The money wasn't enough to make ends meet.

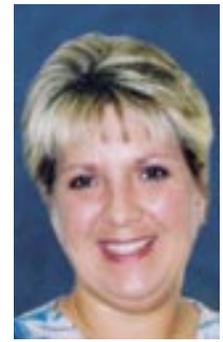
Lisa knew she had to find permanent employment in a career with a future. A friend told her about a special nursing program being offered by Great Plains Technology Center in Frederick, OK. The program was a joint effort between Great Plains Technology Center, Frederick Memorial Hospital, the Lawton-Fort Sill Local Workforce Development Council and the South Central Oklahoma Workforce Investment Board to address the shortage of nurses at local hospitals.

Classes for the 18-month program were scheduled during evenings so that low income employed workers could participate. This turned out to be an extremely challenging undertaking for

Lisa. She worked and took care of her family during the day and attended classes and studied in the evenings and on weekends.

As challenging as the program was, Lisa's task became even more difficult when she

discovered that she was pregnant. For most of the program, Lisa continued her studies while carrying out all of the duties of an expecting mother. She even scheduled her delivery during spring break to avoid missing class and falling behind. She graduated with her classmates in February 2003.



*Lisa Cross*

Lisa prevailed through this long ordeal with encouragement and support from her Workforce Oklahoma counselor, technology center instructors and classmates. She received assistance from Workforce Oklahoma with tuition, books, supportive services and moral support.

Workforce Oklahoma changed not only Lisa's life, but the lives of an entire family as well. Today Lisa is a hospice nurse with Jackson County Memorial Hospital, and the future is bright for the Cross family.

## SOUTHEAST WIA ALUMNI

### Bobbie Marsh

Circumstance has a way of sneaking up on you. Bobbie Marsh found this out the hard way. The 52-year-old mother of grown children had a good



*Bobbie Marsh*

job as a laboratory and x-ray technician with a family doctor's office in Heavener. Although she lacked formal training, she had been a quick study,

and the job provided well for her and her husband. At least it did until she was told one day that she needed to

obtain formal training to keep her job. Bobbie decided she wanted something different for her life.

While Bobbie was applying for the Licensed Practical Nurse program at Kiamichi Technology Center in Poteau, a student told her about Workforce Oklahoma and the help they could offer. Bobbie was soon seated in her local office and receiving assistance. After assessment, Bobbie was provided with career counseling, financial assistance for school and emotional support as she pursued her dream. Today Bobbie has completed her training and is employed as a Hospice Nurse.

Bobbie is very happy to be in a place where she can take some of the financial pressure off of her husband while doing something that makes her feel as if she is of real service. Her new career is a source of happiness and inspiration for the whole family. "My two grand daughters both want to be nurses now and love playing nurse with my school books and old class notes," she says. "(This) is the most rewarding experience I have ever experienced, and Workforce Oklahoma made this possible for me."

## SOUTHEAST WIA ALUMNI

### Lorrie Wall

Lorrie Wall is no stranger to Workforce Oklahoma. In 1997, Workforce Oklahoma helped Lorrie get Certified Nursing Assistant training and a home health care license. Because CNA jobs in her local area paid so little, the mother of three had been forced to take a job in Dallas as a private home

**"(This) is the most rewarding experience I have ever experienced, and Workforce Oklahoma made this possible for me."**

### *Bobbie Marsh*

children living in Sawyer, OK much more than she wanted to be. She decided to turn to Workforce Oklahoma for help again.

Because she had kept in touch with staff at her local Workforce Oklahoma Center, it was relatively easy for Lorrie to get the help she needed.

After visiting with a counselor, Lorrie was able to obtain assistance pursuing Licensed Practical Nurse training at Kiamichi Technology Center in Hugo. Transportation, childcare, child vaccination and tool costs were all areas in which Lorrie received financial help. After she completed her training, Workforce Oklahoma also helped her find a job.

Lorrie has been working as a Licensed Practical Nurse since September 2002. Her experiences with Workforce Oklahoma have really impacted her life. "Our lives have changed for the better. I now have a full-time job which I love. I



health aide to help support her family. Unfortunately, this meant she was away from her husband and

am home on weekends with my children; that makes a world of difference for me," she says. "(Workforce Oklahoma) didn't only help me once; they helped me twice. They were always very forthcoming to assist me with my needs, and I appreciate it tremendously."

## SOUTHERN WIA ALUMNI

### Alex Pineda

Alex Pineda was a single, 27-year-old man living in Lone Grove, going to school full-time during the week and working when he could. His pursuit of a Physical Therapist Assistant degree at Murray State College in Tishomingo left little time to hold down a job. In order to support himself and his fiancée, Alex made time when he could each weekend to work at the local Dollar General warehouse. His tank was almost empty, and he needed help.

Then one day, one of his classmates told him about Workforce Oklahoma. After meeting with a counselor at his local office, he applied for and received assistance with his schooling. Workforce Oklahoma provided help in



*Lorrie Wall*



*Alex Pineda*

“Thank you  
Workforce  
Oklahoma for  
all of your  
assistance!”

*Alex Pineda*

the form of tuition, books, uniforms for his clinical rotation, housing assistance and utilities assistance which enabled him to stay focused and finish his Associates Degree within one year. Alex has been employed for six months now as a Physical Therapist Assistant making \$20 per hour.

Alex never believed that his life would someday be going as well as it is. He married his fiancée, and they now have a baby boy. He and his wife are ready to buy a house so that she can be a mother and homemaker in her own home. They are even able to save money now.

Today Alex says that he couldn't be happier with where he is. “I have a job that I really enjoy thanks to Workforce Oklahoma. I would like to say from the bottom of my heart a great big thank you... I now am able to provide for my family and enjoy life. Thank you Workforce Oklahoma for all of your assistance!”

## SOUTHERN WIA ALUMNI

*Jonas Valdez*

At 24 years of age, Jonas Valdez was a husband and the father of one boy with another child on the way. Because he hadn't pursued any education past high school, Jonas found himself making less than \$20,000 per year, renting a small apartment in Little Elm, TX, sharing a car with his wife and worrying about his family's future. He needed and wanted something better, but he had to land a better job to get it. The opportunity for



something better presented itself when a friend told him about Workforce Oklahoma and their services.

When he visited Workforce Oklahoma and was assessed, Jonas received counseling which resulted in his enrollment in the Fast Track Program at



*Jonas Valdez*

Murray State College. He also received financial help with transportation costs, utilities, clothes, tools, housing costs, tuition, books and certification tests. Within 11 months, Alex had an Associates Degree in Computer Science Network Engineering and a new future.

Alex has been a Network Engineer/Systems Administrator for almost a year now. His new career pays almost three times his salary before training. He's bought another car and a four-bedroom home for his wife and children.

“I now enjoy getting up in the morning and going to work because I like what I do, and I can now provide for my family,” he says proudly. “I just want to thank everyone at Workforce Oklahoma

and Big Five Community Services that made this possible. Without it, my family would not be where they are today, and my career is only going up from here.”

## SOUTHWEST WIA ALUMNI

*Anna Benedict*

Anna Benedict was a mother of three with a dream. Anna quit high school during

her junior year. Although she went back and earned her G.E.D., Anna found herself trapped in dead-end jobs that provided

no challenge and a small paycheck. Her dream was to return to school and become a nurse. This would allow her to have a job she enjoyed while helping her husband and children have better lives.

She decided to enroll in the Nursing program at Southwestern Oklahoma State University in Weatherford. Unfortunately, her husband's salary as a fireman couldn't cover both the cost of living and her



*Anna Benedict*

school. She needed help to get where she wanted to go. Then a friend told Anna about Workforce Oklahoma.

On her first visit to her local Workforce Oklahoma Center, Anna went through assessment and found out she was eligible for tuition assistance. She also received help with her book costs. With this assistance, Anna was able to finish her Bachelor of Science degree in Nursing within two years.

Anna has been employed as a Registered Nurse in labor and delivery at Integris Clinton Regional Hospital in Clinton, OK, for over a year now. She is making much more money and finds her job very rewarding. She feels that the help she received from Workforce Oklahoma has been invaluable. "Having a family of five and living off of a fireman's salary is hard to do, but Workforce Oklahoma helping eased the high cost of my attending school," she says today. "Since I have attained my B.S.N., my husband is now able to work less hours and be at home more with his family... Workforce Oklahoma has been very instrumental in improving the lives of many Oklahomans."

## SOUTHWEST WIA ALUMNI

Linda Sue Martin



Linda Sue Martin

When she decided that she wanted to pursue nursing as a career, Linda Sue Martin was a 33-year-old mother of three who was having trouble making ends meet. She had always wanted to be a nurse and couldn't think of a better occupation for her to get into. She knew that she needed to learn a trade that would pay more than minimum wage in order to provide better for her children. Money was very tight in part because of the fact that she was

receiving child support for only one of her children. In fact, she and her family were only making it day-to-day thanks to public assistance.

Linda decided to look into getting her nursing degree. When visiting the financial aid office at Southwest Technology Center in Altus, Linda was told about Workforce Oklahoma and the services it provides. After going to her local Workforce Oklahoma Center and being assessed, Linda was provided with financial assistance for school transportation and uniforms. With the help of Workforce Oklahoma, Linda was able to finish school and has been employed as a Licensed Practical Nurse since May 2003.

Linda says that she and her family are very grateful for Workforce Oklahoma's help. "I can now afford more things for my children. I have more confidence in myself. I finally achieved one of my lifetime dreams, to become a nurse," she says. "But most importantly, I can now take care of my children without assistance from welfare."

## TULSA WIA ALUMNI

Dana Webb

At age 39, Dana Webb was a divorced mother of two young girls living in Drumright, Oklahoma. The sometime substitute teacher was unemployed and nearing the end of her UI benefit payments. Without any monetary support from her ex-



**"I have bought a new car. My daughters dance at the Patti Parrish School of Dance and can be in competitions."**

*Dana Webb*

husband, Dana had no other means to take care of her family.

In addition to her job trouble, Dana was wrestling with excessive debt. The combination of the two meant she needed a steady job that paid well and offered a future. Because Dana lacked the skills and education to find a job that both provided for her family and reduced her debt, she needed to buy a little time to come up with a plan. Luckily she managed to land a Teacher's Assistant position for minimum wage. She could catch her breath and search for a better way of life for her family.

Dana learned of Workforce Oklahoma from friends and visited



Dana Webb

the Creek County office in Sapulpa. After assessment, it was determined that Dana was eligible for occupational training. With her counselor, she developed a two-year course of study in Telecommunications at Central Technology Center that would give her a career and increase her earning power. She diligently worked at her job five days a week while attending class every evening. Through her determination and hard work, Dana maintained a 4.0 grade average throughout her training.

Dana was so successful, in fact, that she was the only telecommunications student from either Central Technology Center campus hired by McLeod USA. Dana serves as a Customer Care Representative and is fast approaching her two-year anniversary with the company. She now earns over \$14 per hour, almost triple her earnings before coming to Workforce Oklahoma.

"I have bought a new car. My daughters dance at the Patti Parrish School of Dance and can be in competitions," she says of her new life. "It is all about family and the betterment of them." Her family's quality of life has been greatly enhanced through Dana's hard work and dedication. She thanks Workforce Oklahoma for the opportunity and help and her mother for continued support throughout her endeavor.

## TULSA WIA ALUMNI

### Robyn Cheatham-Brooks

For Robyn Cheatham-Brooks, the world began crumbling around her in February 2002. The single mom of two young children had just been diagnosed with cancer. In March, she was nearing surgery when she was informed that she was being laid off from her job. Robyn found herself and her children moving from home to home as they stayed with friends and family. She knew

that she needed to get job training that would carry over, allowing some stability for her family.

While visiting the Workforce Oklahoma office in Tulsa to file for unemployment benefits, Robyn happened to strike up a conversation with a veterans representative. She had decided to go to welding school. When this fact came up, the veterans rep told her that Workforce Oklahoma might be able to help her out. Because she and her children were essentially homeless, they qualified for a WIA homeless program. Workforce Oklahoma was able to assist Robyn in enrolling at Tulsa Welding School, paying tuition, finding a home and clothing for her young family, and purchasing the uniforms she needed for work. She completed her program in January 2003.

Robyn was hired by CRC Evans Pipeline of Tulsa soon after graduation and is now earning \$14 per hour. Robyn has traveled the long road between being homeless with no income to being gainfully employed and self-sufficient.

"My life has changed dramatically since I graduated from welding school," she says. "I'm making more money now than I have ever made before, and it has opened a lot of doors for me. I don't have to worry anymore about having the money to keep my children safe and happy."



*Robyn Cheatham-Brooks*

**"My life has changed dramatically since I graduated from welding school. I'm making more money now than I have ever made before, and it has opened a lot of doors for me. I don't have to worry anymore about having the money to keep my children safe and happy."**

**—Robyn Cheatham-Brooks**



# WIA Business Leaders

## Tulsa WIA

Laura Lundquist

**Vice President of Human Resources, The NORDAM Group**

Laura Lundquist is the Tulsa Workforce Investment Area Business Leader of the Year. The Vice President for Human Resources



Laura Lundquist

of The NORDAM Group, a major employer in Tulsa's aerospace industry, has served on the Workforce Tulsa Board of Directors since its inception in 2000. She currently serves on the Executive Committee and is Chair of the Research & Quality Committee. With full support of the NORDAM Director of Quality, Ms. Lundquist planned and facilitated a Malcom Baldrige Self-Assessment of Tulsa's One-Stop Career Center Operating Consortium. Based on the results of the assessment and a recently completed evaluation by the Research & Quality Committee, the Consortium currently includes the City of Tulsa, OESC and DHS. Additionally, there are 13 One-Stop Supplier Partners that are parties to the One-Stop Memorandum of Understanding (MOU).

Ms. Lundquist's leadership in the One-Stop Operating Consortium and MOU Partner Suppliers clearly demonstrates her success in creating collaborative partnerships that aim for win-win outcomes. Her skills have played a critical role in reengineering and continuously improving the choice and quality of services available

at Workforce Oklahoma Centers. Under her leadership, several major milestones have been accomplished in the pursuit to change the image of Workforce Oklahoma to Tulsa's first choice in dealing with the workforce system. Her efforts stressed that Workforce Oklahoma should be the first step in finding a better job, choosing a career, finding good employees, accessing training and gaining the labor market intelligence needed to be successful in the local economy.

Ms. Lundquist's dedication and strong work ethics have afforded her an impressive list of professional recognitions in addition to her accomplishments and contributions to the overall service offered through the One-Stop System.

## Southwest WIA

Ed Phillips

**Owner/Operator, McDonald's Restaurant**



Ed Phillips

Oklahoma Workforce Investment Board (SWOWIB). As the owner/operator of three McDonald's franchises, he is especially concerned with how entry-level positions can teach work ethics, responsibility and the soft skills necessary for success in employment. Those

concerns have led Mr. Phillips to active participation on both the Southwest Youth Council and SWOWIB. As a result, a new agenda item has been permanently added to the regular SWOWIB meeting to involve all business members in this endeavor.

Through the involvement of his company, Mr. Phillips works cooperatively with companies that provide training for recruitment and retention of employees as well as issues of customer service. His company has designed employment opportunities with flexible hours and a path for advancement into the management levels of food service.

In addition to training within in his company, Mr. Phillips has attended training offered by Workforce Oklahoma, including Board and Council training for business provided by Greg Newton and Associates and training on the SkillsNet system for Oklahoma businesses.

Mr. Phillips' interest in and enthusiasm for workforce issues in western Oklahoma have prompted increased interest and engagement from other WIB business members. He also currently serves on a WIB committee to determine demand occupations in the area. His businesses have served as training sites for older workers and youths. Mr. Phillips regularly participates in local job fairs, and he donates his time and the resources of his company to projects that serve area youth. While his company encourages such activities, Mr. Phillips personal interest and zeal for providing employment that teaches as well as supplies a paycheck make him an extremely valuable member of our workforce team.

# Southern WIA

**Keith Buelow**  
**Human Resources Manager,**  
**Holcim Inc.**



*Keith Buelow*

Keith Buelow, Human Resources Manager for Holcim Inc. in Ada, is the Southern Workforce Investment Area Business Leader of the Year. Mr. Buelow has been engaged

in workforce development since the implementation of the Workforce Investment Act in 1998. He has demonstrated leadership as the current Chairman of the Southern Workforce Investment Board and the Ada Local Workforce Development Council (LWDC). He has served as Board Chairman for three years and Council Chairman since its inception. He is extremely active in and conscientious of the area's workforce development and economic development issues. Mr. Buelow is active in all aspects, including collecting and analyzing of labor market information, sharing views regarding labor markets in southern Oklahoma, developing creative job training and other public programs, and participating in collaboration with economic development.

Mr. Buelow is always interested in any and all workforce issues. He works cooperatively to ensure that each partner is doing the best that can be done to assist the citizens and businesses of southern Oklahoma. He is attentive to actions and situations that are occurring across the nation which might be of interest to or impact Oklahoma.

Mr. Buelow has attended every seminar and discussion group held by

Governor Keating and Dr. Leo Presley related to serving as Board Chairman or Council Chairman. He has taken part in local training sessions and other workshops in order to improve his knowledge of workforce development.

He believes in workforce quality and equality for everyone and strives to ensure that the Southern Workforce Investment Board and Ada LWDC missions include services and support for all individuals in every local community. Over the past four years, Mr. Buelow and his employers have been extremely active in support and placement of people in the various job training, education and workforce programs provided by Workforce Oklahoma. Mr. Buelow continues to strive for excellence in southern Oklahoma through his volunteer services and initiative.

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# Southeast WIA

**Terry Matlock**  
**Interim CEO/Manager, Choctaw**  
**Electric**  
**Cooperative**  
**Inc.**



*Terry Matlock*

Terry Matlock, Interim CEO/Manager of Choctaw Electric Cooperative in Hugo, is the Southeast

Workforce Investment Area Business Leader of the Year. Mr. Matlock's dedication to the workforce investment system can be seen throughout his career.

After college, Mr. Matlock served under State Attorney General Robert Henry before moving on to the McCurtain County Higher Education Center where he served as Southeastern Oklahoma State University Coordinator. He remained in this position until being elected to the

Oklahoma House of Representatives in 1990. He rapidly progressed through the ranks of leadership in the legislature, serving as committee chair, assistant floor leader, first assistant floor leader, assistant whip and majority whip. In 1999, Mr. Matlock was elected by his colleagues to the office of Speaker Pro Tempore where he served until his retirement. Mr. Matlock's career with Choctaw Electric Cooperative began in May 2002.

While serving in the state legislature, Mr. Matlock was very devoted to the continued success of the Workforce Investment Act. He fought for the program and became a champion of its cause. At Choctaw Electric Cooperative, he has continued the fight from the other side of the aisle, taking advantage of WIA programs to make his company stronger. He was instrumental in the organization applying for and receiving a WIA Incumbent Worker grant in July 2002. Through the grant, Choctaw Electric Cooperative was able to provide current employees with training as well as the technical skills and capabilities to function in tomorrow's high-tech environment.

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# South Central WIA

**Walter Lentz**  
**NC Group Supervisor,**  
**Halliburton**  
**Energy**  
**Services**



*Walter Lentz*

Walter Lentz, NC Group Supervisor for Halliburton Energy Services, is the South Central

Oklahoma Workforce Investment Area Business Leader of the Year for 2003. Since 1995, Mr. Lentz has demonstrated strong leadership qualities as an advocate, a volunteer and a promoter of the state's workforce investment system.

Mr. Lentz began his service as a member of the area's Private Industry Council (PIC). He was instrumental in transitioning the PIC to a Workforce Development Board in 1998 as a prelude to the Workforce Investment Act. More recently, Mr. Lentz served as the Chairperson of the Duncan Area Local Workforce Development Council and now holds the position of President of the South Central Oklahoma Workforce Investment Board.

Mr. Lentz is fully involved in the local council and board functions. He has attended statewide and national conferences to increase his knowledge and understanding of the workforce investment system's potential.

Mr. Lentz's employer, Halliburton Energy Services, has been a staunch supporter of the workforce investment programs in Oklahoma by encouraging key personnel to serve on state and local boards and councils. Halliburton's popular employee-driven volunteer groups and councils promote volunteerism and provide financial and other resources to scores of worthy organizations and causes each year.

The South Central Workforce Investment Area has greatly benefited from Walter Lentz's involvement. He is always ready and eager to participate in the development and improvement of workforce services available to businesses and job seekers in south central Oklahoma. His hard work and dedication to his community make Mr. Lentz a very worthy recipient of this award.

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## Northwest WIA

**Gene Brooks**  
**Energy Use Specialist, Tri County Electric Cooperative**



*Gene Brooks*

Gene Brooks, Energy Use Specialist for Tri County Electric Cooperative in Hooker, OK, is the Northwest Workforce Investment Area Business Leader of the Year. Mr. Brooks currently

serves as Chair for both the Guymon Local Workforce Development Council and the Northwest Workforce Investment Board. He has been an active member in both organizations since their inception. He is an advocate for workforce quality and development in northwest Oklahoma.

Through the Tri County Electric Cooperative, Mr. Brooks is a member of the Chambers of Commerce of Guymon, Hooker and Beaver as well as Cimarron County. For more than 50 years, Tri-County Electric Cooperative has provided Beaver, Cimarron and Texas Counties with electrical service. The non-profit distribution cooperative, which is headquartered in Hooker, is owned and controlled by its customers.

Mr. Brooks has attended workforce training at the local, state and national levels. He participated in the National Association of Workforce Boards annual conference in Washington, D.C. this year.

In his spare time, Mr. Brooks enjoys being a part of his community. As an active member of the community, he officiates high school basketball and football games all across northwestern Oklahoma.

Mr. Brooks has volunteered many hours of time to both the local workforce council and the Northwest

Workforce Investment Board in order to further workforce development in his own backyard. He is very deserving of this award.

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## Northeast WIA

**Karol May**  
**Associate Director, Community Action Resource & Development Inc.**



*Karol May*

Karol May, Associate Director of Community Action Resource & Development Inc., is the Northeastern Workforce Investment Area Business

Leader of the Year. Mrs. May has been actively involved with the local workforce and business communities. Her commitment to special populations is evident through her service on the Northeast Workforce Investment Board and the local private industry council.

Topping her list of community betterment projects is the design and implementation of a voluntary merger of two community action agency service areas. The merger resulted in the improvement of services to disenfranchised people.

Mrs. May oversees the employment of 225 people at her agency. Because her focus has always been on well-trained workers, her organization regularly serves as a training site for Workforce Oklahoma participants. Being Human Resources Manager and CEO of a community action agency has taught Mrs. May that employee orientation and training are the key elements in developing a good staff. "It is my belief that a positive work environment can provide the best possible employee," she states. As Vice President of the Oklahoma Association of Community Action Agencies,

Mrs. May has provided training and education for employees and affiliate groups to better the non-profit community.

Mrs. May served as President of Community Action Association (CAA) of Region VI, representing Oklahoma, Arkansas, Louisiana, New Mexico and Texas. During her tenure on the Region VI CAA Board of Directors, she organized conferences and brought groups together for professional training and development. She also served as a fundraiser for legislative endeavors for the state, regional and national efforts of Community Action Agencies.

Her dedication to the workers in her community makes Karol May a deserving recipient of this award.

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## Eastern WIA

David Moore

**General Manager,  
Quality Data Inc.**



*David Moore*

David Moore, General Manager of Quality Data Inc. in Tahlequah, is the Eastern Workforce Investment Area Business Leader of the Year. Mr. Moore is an active member

of the Eastern Workforce Investment Board (EWIB), where he serves as Vice Chair. He is also an active member of the Executive Committee of the EWIB with exemplary attendance and voting records.

Mr. Moore is very involved in local economic development. He is the current President of the Tahlequah Chamber of Commerce. He also serves on the Illinois BalloonFest Committee whose primary goal is to

enhance economic development in Tahlequah and the rest of Cherokee County. Mr. Moore also works outside of his official duties to involve business and community leaders in the development of the area.

Since his appointment to the EWIB in July 2002, Mr. Moore has attended the U.S. Department of Labor Workforce Development Conference in Denver, CO, as well as the National Association of Workforce Boards Forum and Workforce Summit 2003, both held in Washington, D.C.

Mr. Moore is very active in all aspects of local community and business functions. He worked closely with partnering agencies in planning the local Business Services kick-off, personally securing Congressman Brad Carson's Chief of Staff as the keynote speaker. He is also currently involved in the early planning of a local job fair for Cherokee County, a joint effort between Workforce Oklahoma and the Tahlequah Chamber of Commerce.

Mr. Moore's leadership and effort have made Cherokee County a better place to live and work. He is a deserving recipient of this year's award.

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## East Central WIA

Jason Duncan

**Human Resources Manager,  
Seminole Medical Center**

Jason Duncan represents the East Central Workforce Investment Area as Business Leader of the Year for 2003. Mr.



*Jason Duncan*

Duncan is a distinguished business leader committed to building the local workforce in the Seminole area. Since Mr. Duncan arrived at Seminole Medical Center

(SMC), he has an established record of supporting a variety of partners in workforce development. He believes in providing upward mobility and leading by example. Due to his work, focus and leadership, SMC has become a pleasant environment for learning both work ethics and occupational skills related to the medical field.

Mr. Duncan has always been ready and willing to partner with other agencies. He has made every effort to provide training opportunities for students throughout his organization. This gives students a chance to gain the experience needed to succeed in their chosen field of study. Some of partnerships that Mr. Duncan has fostered are with Welfare-to-Work, the Department of Human Services, the Oklahoma Employment Security Commission, Wes Watkins Technology Center, Seminole State College Employment Readiness and East Central Workforce Development Inc. He also ensures that his facility participates in activities such as annual health fairs, community youth activities and community health education seminars.

Mr. Duncan goes out of his way to accommodate partners and employees to reach their goals. He makes every effort to place student-interns as full-time employees. In the event this isn't feasible, he recommends these candidates to other employers in and around the community. Currently his facility has several employees who have participated in various Workforce Oklahoma programs. Two of these individuals hold managerial positions.

Mr. Duncan is a deserving honoree and a true friend of the workers of the East Central Workforce Investment Area.

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# Cleveland County WIA

**Gene McKown**  
**Co-owner/President of Development, Ideal Homes**



*Gene McKown*

Gene McKown is the Cleveland County Workforce Investment Area Business Leader of the Year. Mr. McKown is a longtime builder, developer, rancher and

business owner in the Norman community.

As co-owner and President of Development of Ideal Homes, Mr. McKown is a recognized community leader and one of the largest builders in the Cleveland County area. He was appointed to the newly-formed Cleveland County Workforce Investment Board (CCWIB) in December 1999. Mr. McKown also served on the Cleveland County Workforce Development Board Inc.

In September 2002, Mr. McKown was elected Chairman of the CCWIB. Under Mr. McKown's dynamic leadership, the CCWIB has continued to chart a positive course for the workforce and businesses in the Norman area.

His company, Ideal Homes, has built over 4,000 new homes in the Oklahoma City metropolitan area. Since being founded in 1990, Ideal

Homes has been involved with many community groups and activities, including the American Lung Association, the American Heart Association, Habitat for Humanity, Leadership Norman and Meals on Wheels.

Mr. McKown's dedication to the community reaches beyond the workforce and economic development arenas. He attended auction school in 1969 for the sole purpose of conducting community auctions for charity. Over the past 30 years, he has presided over more than 500 auctions free of charge for non-profit organizations.

As for his work in the community, Mr. McKown feels that the people of Cleveland County have been good to both him and his family, and volunteering is one way he can repay all of the kindness.

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## Central WIA

**Jeannette LaMar**

**Executive Director, Association of Plumbing, Heating and Cooling Contractors of Oklahoma City Inc.**



*Jeannette LaMar*

Ms. Jeannette LaMar, Executive Director of the Association of Plumbing, Heating and Cooling Contractors (PHCC) of

Oklahoma City Inc., is the Central Workforce Investment Area Business Leader of the Year. Ms. LaMar has been a member of the Central Oklahoma Workforce Investment

Board (COWIB) since its creation in 1999 and sat on the original By-Laws Committee. She has embraced the opportunity to be highly involved with workforce development issues and economic development. Her commitment is apparent in her service; she currently sits on several committees for the COWIB, including the COWIB Executive Committee and the recently formed Workforce Resolution Committee.

In addition to her active role in the COWIB, Ms. LaMar participates on the Building Trades Action Committee, the Construction Industry Board, two Interim Study Groups for Tort Reform, Fair Pay and Retainage, and the Joint Task Force on Mold and Mold Remediation. Ms. LaMar also serves on the National PHCC Government Relations Committee for Plumbing, Heating and Cooling Contractors.

Due to her extensive activity in local, state and national arenas, she maintains frontline contact with legislators on all levels about issues that affect small business. Through her efforts, the "Workforce Investment Story" has been told. She attends annual meetings for the National Association of Workforce Boards and the National Alliance of Business representing the COWIB.

Ms. LaMar has made numerous recommendations to streamline efforts to provide improved services for the COWIB. Her invaluable input into Board activities has generated task groups to develop solutions for problems that affect job seekers, workers and businesses in Central Oklahoma. She is truly a worthy honoree for this year's award.



# Disability Program Navigator Initiative

Oklahoma entered into a Cooperative Agreement with the Department of Labor (DOL) and the Social Security Administration (SSA) at the beginning of PY 2003, to participate in a 2-year pilot project intended to increase employment and self-sufficiency for persons with disabilities. Eight Oklahomans, each with work or life experiences in situations involving persons with disabilities, were hired and strategically out-stationed to Workforce Oklahoma Career One-Stop centers, and charged with a primary objective of increasing employment and self-sufficiency for persons with disabilities (PWD). Priority hiring consideration was given to candidates with disabilities. This two-year initiative supports the New Freedom Initiative announced by President Bush in February 2001.

Navigators were initially given intense training by DOL and SSA and significant follow-on training in-state through close collaboration between the Oklahoma Employment Security Commission, the Department of Rehabilitation Services, SSA's Benefits Planning and Outreach Program (BPAO), and Big Five Community Services, Inc., in Durant, Oklahoma. The cost of this follow-on training was borne by Big Five Community Services, Inc., who were recipients of a Work Incentive Grant also related to enhancing Workforce Oklahoma's capacity to serve persons with disabilities desiring to enter or re-enter the workforce. These early and intense collaborations resulted in significant steps toward ensuring that the necessary skills and knowledge of disability-related issues are available in Oklahoma's workforce delivery system.

SSA and DOL outlined the essential functions of the Navigator

position and described them in a statement of work. However, they also allow great flexibility to states by describing the Statement of Work as advisory and allowing adjustments in order to meet the needs of individual workforce investment areas.

Oklahoma's implementation model included a Project Administrator, Lead Navigator, and eight Navigators hired as temporary and unclassified Oklahoma State employees.

Oklahoma's Navigators, in a "consumer choice" model have served as experts on workforce development issues and policies impacting persons with disabilities, including SSI and SSDI beneficiaries, seeking employment, skill development, job retention assistance, or career advancement through the one-Stop Career Center system. Their focus was directed to five behaviors that loosely define the parameters of their allowable activities:

- Resources - to first collect and learn what is needed and then pass the learning to all staff;
- Facilitators - for expert referrals to partner and other community based resources;
- Problem Solvers - to ensure PWD every opportunity to achieve employability;
- System change agents - to imbed disability knowledge in all One-Stop staff and also into the broader system; and
- Relationship Builders - to establish referral networks that encompass the whole system of community resources.

Each of Oklahoma's Navigators is teamed with a Vocational Rehabilitation Counselor from the Department of Rehabilitation Services (DRS). This interagency collaboration enables

rapid initial needs assessments, the formulation of individualized service plans, and expedited service delivery. This unique relationship is resulting in One-Stop Centers becoming the entry point or portal to Oklahoma's Workforce Development system for persons with disabilities seeking work related services.

Oklahoma's Navigators have been proactive in creating needed linkages that enhance collaboration between agencies, delivery of coordinated services, and successful transitions to employability and employment.

- One Oklahoma Navigator has been appointed to the Board of Directors at The Allan Markum Training Center (a Supported Employment Center for People with Developmental Disabilities). He works closely with the Native American Vocational Rehabilitation Agency and also accompanies his office manager and job developer to all business grand openings in his service area.
- One Navigator, responsible for service delivery to 17 counties, meets with Oklahomans for Independent Living regarding hiring and employing Persons with Disabilities. She also collaborates with a WIG grantee for transportation in rural areas of Oklahoma to establish her One-Stop Centers in those areas as the central call-in location to access transportation information.
- One Navigator worked with the Oklahoma State University's Extension Service to develop a money management class for TANF and

PWD clients. She also made personal contacts with business owners and managers regarding tax credits available for employing PWD.

- One Navigator collaborated with ORO Development Corporation to retrain a former farm worker, paralyzed in a car accident, to apply his acquired and transferable skills to new employment in a related field. Her latest project involves organizing a Disability Awareness Fair with eleven agencies agreeing to participate in facilities provided without cost by the Autry Career Technology Center.
- One Navigator hosts monthly resource fairs for persons with disabilities in her One-Stop Career Center. Local agencies and non-profits that serve PWD, plus develop job opportunities for PWD, are committed to this collaboration. This energetic advocate regularly participates in community activities in support of PWD was appointed by the Governor to his Committee for Employment Services to Persons with Disabilities.
- One Navigator assisted with the creation of a Business Leadership Network with a Native American group. This collaboration enhanced the programs ability to extend services to consumers that do not have Indian heritage.
- Another Navigator developed linkages and ongoing collaboration to facilitate ongoing job placements for persons with disabilities by maintaining relationships with member employers of the Oklahoma Manufacturers' Resource Network. She was also invited, and subsequently joined, the Society for Human Resource Management where she promotes the employment of PWD. This Navigator has established significant relationships with agencies dedicated to assisting PWD ranging from Youth-in-Transition to senior citizens.
- One Navigator conducted a pilot outreach to Social Security Incentive and Social Security Disability Insurance beneficiaries who have been issued a Ticket-to-Work by SSA. His efforts resulted in Oklahoma attaining a "Ticket"

usage rate that is four times the national average. This in-state pilot now forms the foundation for a proposal to SSA to expand the effort to more than 200,000 Ticket-to-Work holders across the State.

Oklahoma's team of Navigators is well accepted by the workforce community and routinely collaborates with Business Services Teams, Disabled Veterans Outreach Program Specialists (DVOP), and Navigators from the other 13 states involved in this national demonstration project. They actively seek opportunities to speak before diversified audiences where they can spread the word about this beneficial initiative. They seek opportunities to provide services and create opportunities for Oklahoma students in need of disability services. They outreach to the mental health community, by and continuous information sharing, have increased access to Workforce Oklahoma resources and services by Persons with Disabilities seeking employment. Local Chambers of Commerce are now aware of the Disability Program Navigator, the services available through the One-Stop Centers, and are encouraging business leaders to hire people with disabilities.

Oklahoma's Navigators have cut significant inroads in support of Persons with Disabilities. The services they provide to front-line One-Stop partner staff are tightly woven into the fabric of seamless service provision, and integration of this targeted population sector into Oklahoma's communities. All of these actions, all of this energy, and all of this advocacy testify to the responsible expenditure of public funds and are fulfilling the promise extended in the President's Freedom Initiative of 2001.



# Incumbent Worker Training (IWT) Program

By providing a means for state businesses to develop better-skilled workers, the Incumbent Worker Training (IWT) project benefits business and industry by nurturing the skills of existing employees, increasing employee productivity and growing participating companies. This has both allowed Oklahoma businesses to better compete for market share and enabled the state to better compete for incoming industry. The IWT project has also improved the bottom line of participating companies as well as provided an increase in wages for the trained workers. Other, less measurable outcomes include the creation of new jobs and retention of jobs that otherwise may have been eliminated. The Incumbent Worker Training project ultimately results in a boost to the state's economy and the quality of living for Oklahomans.

From the beginning, the idea at the center of the Incumbent Worker Training project has been that Oklahoma businesses know more about their own needs than government does.

Incumbent Worker Training is funded through the Workforce Investment Act and administered by the Oklahoma Employment Security Commission. Companies apply through for funding through an Request For Proposal (RFP) administered by the Department of Central Services. Businesses can apply individually or as a consortium.

The goal of Incumbent Worker Training is that skills training provided through these federal dollars lead to improved job skills that will enable workers to obtain and retain family wage jobs in the Oklahoma economy. All training funds are to be spent on their current workforce. To ensure that

the skills reflect Oklahoma's demand occupations, businesses partner with their Local Workforce Investment Boards, made up of community business leaders who represent the local labor market.

Once training is complete for the program year (July 1 through June 30), participating groups complete a survey providing feedback and comments on the IWT project.

Business needs that have been met through the Incumbent Worker Training project have included, but have not been limited to:

- Employment and training research
- Developing work site training
- Building the capacity of Oklahoma businesses to respond to an increasingly diverse workforce
- Identify skill gaps
- Promote linkages and collaboration between employers and the local Workforce Oklahoma partners to enable a steady supply of targeted workers
- English as a Second Language training
- Building private and public sector partnerships
- Equipment-specific training
- Any workforce need seen to be critical to Oklahoma's economic bottom line

Training can take the form of traditional classroom training, on-the-job training, distance learning, workshops, seminars, in-house training, computer-based training or other methods.

Many companies participating in the project have contracted with the Oklahoma CareerTech system. Several have sought the help of the Oklahoma Alliance for Manufacturing Excellence to help their company improve through better-trained workers. Some have used the expertise of private sector trainers. It's up to the company.

They tell us what their needs are, and we listen to them.

## 2003 Incumbent Worker participants are:

- **Bake-Line Group** –*Marietta*
- **Bethany Public Schools** –*Bethany*
- **Choctaw Electric Cooperative** –*Hugo*
- **Georgia-Pacific Corporation** –*Muskogee*
- **Goodyear Tire and Rubber** –*Lawton*
- **Mercury MerCruiser/Quebecor** –*Stillwater*
- **Metzeler Automotive Profile Systems** –*Frederick*
- **Michelin North America, Inc.** –*Ardmore*
- **Northeast Technology Center** –*Pryor*
- **OMG Tooling** –*Oklahoma City*
- **Quality Educational Services for Today and Tomorrow (QUESTT)** –*Tahlequah*
- **Southwest Medical Center** –*Lawton*
- **Stillwater Medical Center** –*Stillwater*

Oklahoma businesses know more about their training needs than the government does. Like it or not, it's a fact. The Incumbent Worker Training (IWT) project administered by the OESC is grounded in this reality. The IWT project provides businesses funding to train their current workforce as they see fit. Businesses determine their training needs, training providers, and location of training. By focusing on their particular needs, businesses can build better-trained workers, thus providing a higher quality product, more productivity and opportunity to grow the company.

The final reports for Program Year 2003 won't be due until October 1. During the 2001 and 2002 Program Years, approximately 1,923 Oklahoma workers completed IWP training.

An important part of the follow-up for the IWT project was a short survey that allows us to get a measure of the project's success. Company surveys were conducted at the end of the 2001 and 2002 funding years with the following questions and responses. Results have far exceeded our expectations and hopes.

### 1. How many have enrolled in the classes provided with Incumbent Worker Funds?

<i>Advance Food Company</i>	60
<i>Argent Consulting Services, Inc.</i>	66
<i>Bethany Public Schools/Bethany Chamber of Commerce</i>	30
<i>Green Country Air Conditioning Contractors of America</i>	37
<i>Metzeler Automotive Profile Systems</i>	20
<i>Murray Biscuit Company</i>	7
<i>Northeast Technology Center</i>	390
<i>Oklahoma Alliance for Manufacturing Excellence, Inc.</i>	319

### 2. How many completed training?

<i>Advance Food Company</i>	60
<i>Argent Consulting Services, Inc.</i>	66
<i>Bethany Public Schools/Bethany Chamber of Commerce</i>	0
<i>Green Country Air Conditioning Contractors of America</i>	37
<i>Metzeler Automotive Profile Systems</i>	16
<i>Murray Biscuit Company</i>	3
<i>Northeast Technology Center</i>	145
<i>Oklahoma Alliance for Manufacturing Excellence, Inc.</i>	319

### 3. How many employees do you expect to complete training?

<i>Advance Food Company</i>	60
<i>Argent Consulting Services, Inc.</i>	104
<i>Bethany Public Schools/Bethany Chamber of Commerce</i>	41
<i>Green Country Air Conditioning Contractors of America</i>	40
<i>Metzeler Automotive Profile Systems</i>	20
<i>Murray Biscuit Company</i>	13
<i>Northeast Technology Center</i>	500
<i>Oklahoma Alliance for Manufacturing Excellence, Inc.</i>	580

### 4. Have workers received pay increases as a result of training?

<i>Advance Food Company</i>	No
<i>Argent Consulting Services, Inc.</i>	Yes
<i>Bethany Public Schools/Bethany Chamber of Commerce</i>	Unknown
<i>Green Country Air Conditioning Contractors of America</i>	\$8 to start, \$14 at completion
<i>Metzeler Automotive Profile Systems</i>	\$60,000 in pay increases
<i>Murray Biscuit Company</i>	Yes
<i>Northeast Technology Center</i>	Yes
<i>Oklahoma Alliance for Manufacturing Excellence, Inc.</i>	Unknown, but productivity increased

## 5. Has the training made a positive impact on business?

Advance Food Company	Yes
Argent Consulting Services, Inc.	Yes
Bethany Public Schools/Bethany Chamber of Commerce	Yes
Green Country Air Conditioning Contractors of America	Unknown until completed
Metzeler Automotive Profile Systems	Reduced overtime by \$500,000, increased productivity, improved efficiency, reduced errors from 105 to 13.
Murray Biscuit Company	Yes
Northeast Technology Center	Yes
Oklahoma Alliance for Manufacturing Excellence, Inc.	7 out of 20 businesses report \$5.65 million in sales increases, \$4.85 million in sales retained & \$555,000 in investments avoided.

## 6. Would you recommend that other Oklahoma businesses utilize training dollars through this project?

Advance Food Company	Yes
Argent Consulting Services, Inc.	Yes
Bethany Public Schools/Bethany Chamber of Commerce	Yes
Green Country Air Conditioning Contractors of America	Yes
Metzeler Automotive Profile Systems	Yes
Murray Biscuit Company	Yes
Northeast Technology Center	Yes
Oklahoma Alliance for Manufacturing Excellence, Inc.	Absolutely

## 7. Your suggestions for improvement?

Advance Food Company	None
Argent Consulting Services, Inc.	None
Bethany Public Schools/Bethany Chamber of Commerce	None
Green Country Air Conditioning Contractors of America	None
Metzeler Automotive Profile Systems	None
Murray Biscuit Company	None
Northeast Technology Center	None
Oklahoma Alliance for Manufacturing Excellence, Inc.	None

## 8. How much has your company saved as a result of Incumbent Worker funding?

Advance Food Company	\$8,000 to \$10,000
Argent Consulting Services, Inc.	Unknown
Bethany Public Schools/Bethany Chamber of Commerce	Increased employee retention, very low workers comp.
Green Country Air Conditioning Contractors of America	Unknown until completion
Metzeler Automotive Profile Systems	\$460,000
Murray Biscuit Company	Several thousand dollars
Northeast Technology Center	Several thousand dollars
Oklahoma Alliance for Manufacturing Excellence, Inc.	Cost savings on 11 projects: \$5.3 million.

# ETI

## EFFECTIVE TRANSITIONS INCORPORATED

### TRANSITIONING TOWARDS EXCELLENCE IN WORKFORCE DEVELOPMENT!

*"The highest reward for a man's toil is not what he gets for it, but what he becomes as a result of it!"*

This statement exemplifies the strength of the mission of Effective Transitions Inc. (ETI) - a partner in Workforce Oklahoma, and part of a united effort by local, state, and federal employment and training program that provides Youth Workforce Development activities assistance to eligible young people. ETI - the "new kid on the block" in the Workforce Investment Act - serves the Oklahoma City area. Oklahoma City is the core of the Central Oklahoma Workforce Investment Area that is home to the Oklahoma City, OK MSA. In 2003, the Oklahoma City MSA had a household population of 1.1 million. ETI serves the Oklahoma City portion of this area which represents over 70% of the non-rural population. ETI serves youth with the highest level of need by not accepting any youth that exceed the federal poverty guidelines.

Effective Transitions, Inc. has specifically worked with the Oklahoma State Department of Education and the Oklahoma City Public Schools District to identify youth who had been expelled or suspended, as well as those youth who were most at-risk for not completing their education. Our recruitment activities, through our community partners have increased the levels of participants from 4 participants in January 2004 to approximately 180 participants in August 2004. ETI has been very effective in recruiting and maintaining those numbers by implementing a variety of exciting workshops, seminars, field trips, and tutorials geared towards job search, and job readiness, re-entry into public and alternative educational settings, and entry into post-secondary institutions of higher

*"The highest reward for a man's toil is not what he gets for it, but what he becomes as a result of it!"*

learning. Our staff is very diverse with many who have overcome several hardships in life and are therefore able to give sincere, first-hand advice regarding some of the barriers that our clients may be experiencing. Mentoring is a key part in assisting clients to set realistic goals and our clients are eager to listen and implement what they learn. Our staff is patient and considerate of each client, treating them with profound dignity and respect, as well as challenging each one to become the best that he/she can become. Counselors respond to the clients' needs in a timely fashion, even making frequent house calls to ensure that proper documentation is achieved and to let clients know that "ETI cares, and will not let up on them until sufficient progress has been made!" Many of our clients have successfully completed High School or GED classes, and entered college, while others are going to school and maintaining employment.

"It's a rough road that leads to the heights of greatness!" Myron Mayberry, the Chief Executive Officer of ETI,



says that at its core, ETI is committed to strengthening the current skills of the at-risk youth we serve, as well as, equipping them with new competencies that are required for future leadership and employment. The program was initiated on February 1, 2004, and during the first six months, we developed an outstanding reputation with several community partners. Effective Transitions, Inc. established the Job Training Subsidized employment program, a Summer Youth Academy, and the Summer Work Program, where youth worked for approximately 20 hours per week and were paid \$6 per week for 10 weeks. ETI also provided Academic Incentives to high school, college, and vocational training students for outstanding achievement and performance. Other supportive programs include emergency assistance, uniform/tool assistance and documentation support (funds to acquire medical records, birth certificates, driver's license, etc., in order to secure training or employment). For some of our clients, the road truly is rough, and often they get discouraged. But the mission of ETI is to continue to provide that *extrinsic* motivation that

so many of our clients need before their own *intrinsic* motivation kicks in.

ETI strives to “teach what we practice, and practice what we teach!” Endurance, tenacity, perseverance, strong work ethics, and a clear vision of what needs to be achieved, has enabled ETI to offer special programs for dropouts, homeless, runaways, parents and parenting youth, offenders, those with disabilities, and educational needs. The various job readiness and job search activities allow ETI's clients to find the job that satisfies their interest, which ultimately results in clients remaining on a job site for a long time. This, in turn, strengthens the integrity of the program, because employers come to rely on the fact that the clients they hire are usually there to stay. The quality of our developing entrepreneurial programs, including web-based industry, will prepare our clients for the global job market and not just the local one. If the economy does not allow them to find work here

“It’s a rough road that leads to the heights of greatness!”

**Myron Mayberry**

*the Chief Executive Officer of ETI*

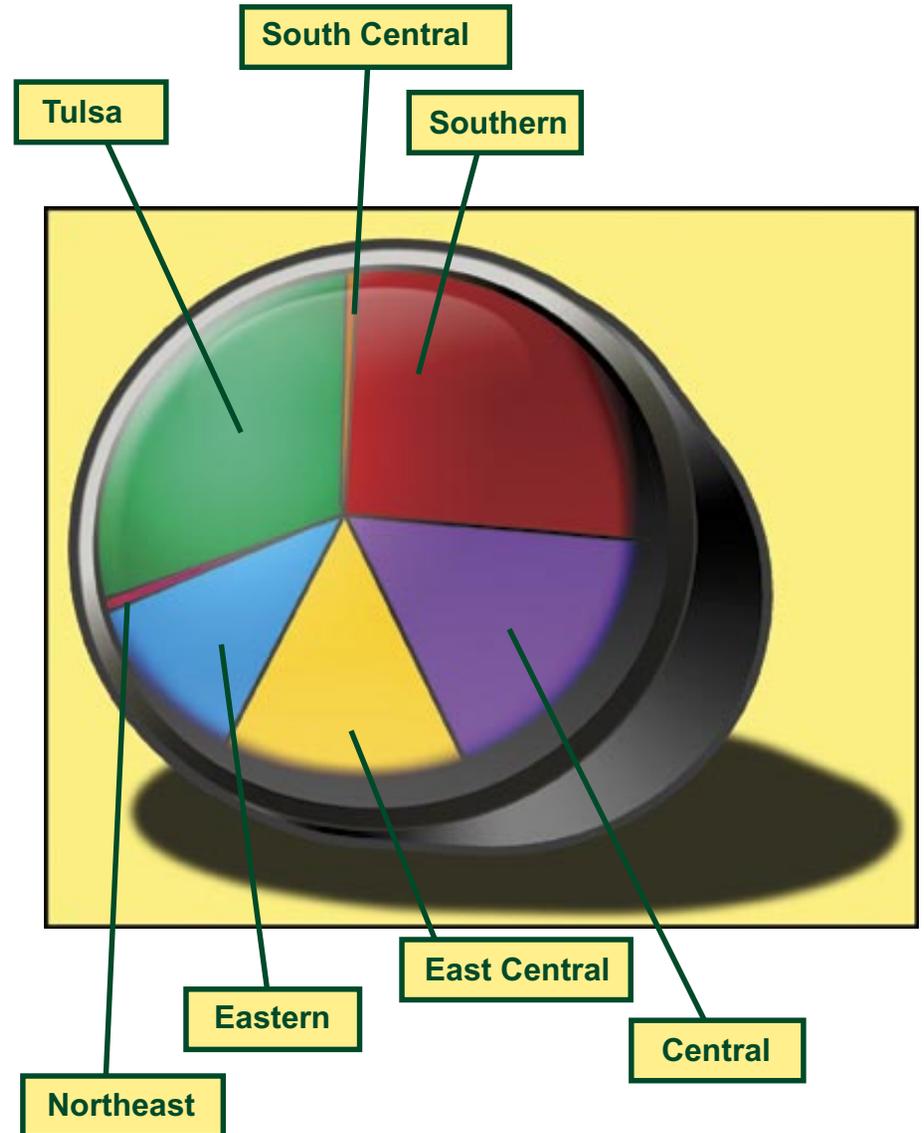
at home, it most definitely will not hinder them from gaining employment nationally and internationally. ETI is not a “One-Stop”, but rather, it is a private business where the “bottom line” is that the clients whom we serve will mature into productive and satisfied adults in the workplace and will be able to relate the most positive of experiences here at ETI.

ETI has worked to develop a program that will have long-lasting effects on the lives of our youth. Specifically, our thrust is to do “whatever it takes” to help Oklahoma’s youth to succeed. And succeed is exactly what we have done!



# Rapid Response Program Year 2003

Labor Market Area	Employer	Layoffs	Industry	Rural	Urban
<i>South Central</i>	Frybrant	30	Mfg.	✓	
		<b>Total 30</b>			
<i>Southern</i>	Bake-Line Group	400	Mfg.	✓	
	Siemens Dematic	65	Mfg.	✓	
	Surgical Specialties	82	Mfg.	✓	
	Sykes	440	Mfg.	✓	
	VF Jeanswear (Wrangler)	246	Mfg.	✓	
		<b>Total 1233</b>			
<i>Central</i>	ACH Food Companies, Inc	84	Mfg.		✓
	Biomerieux	103	Mfg.		✓
	Fleming	212	Distribution		✓
	Fleming	125	Distribution		✓
	Heartland/Schaller Anderson	81	Unknown		✓
	Cottonwood Manor	80	Healthcare		✓
	Marathon Oil	30	Petroleum		✓
	Seagate Technology	45	Mfg.		✓
		<b>Total 760</b>			
<i>East Central</i>	VH Imagewear (Wrangler)	663	Mfg.	✓	
		<b>Total 663</b>			
<i>Eastern</i>	Gerber Coburn	130	Mfg.	✓	
	Schrader Bridgeport	207	Mfg.	✓	
	Waterloo Industries	200	Mfg.	✓	
		<b>Total 537</b>			
<i>Northeast</i>	Valtimet	61	Mfg.	✓	
		<b>Total 61</b>			
<i>Tulsa</i>	Fleming	243	Distribution		✓
	K Mart	100	Retail		✓
	Kwikset	1000	Mfg.		✓
	Tyco Plastics & Adhesives	96	Mfg.		✓
		<b>Total 1439</b>			



# Marketing WIA in Oklahoma

# PAOT

## Public Awareness and Outreach Team

Our Workforce Oklahoma marketing team, the Public Awareness and Outreach Team, or PAOT, is a partners' joint effort to provide service centers with surveys, signs, brochures, posters, handouts, business information, letterhead, thank you notes, etc. Workforce Oklahoma Center staff from all over the state can access and print these marketing tools, via the web site:

<http://www.paot.homestead.com/index.html> saving time and money. This project has saved on costs of warehousing materials, printing time and has given each

center material that can be personalized.

### Available to partners on-line are:

- Rapid Response Power Point Presentation

Loss of employment can be a traumatic experience for everyone involved. The Rapid Response Team assists businesses, their employees and communities when a mass layoff or plant closure appears to be unavoidable.

This Power Point is designed for Rapid Response meetings. It comes

complete with assistance notes (in the notes view) It is available for download from this site... just RIGHT click the icon on the left and "Save Target As" to your files.

- Job Seeker Brochure - OES 144

This brochure was written for the job seeking customer and provides information on subjects from child care assistance to veteran services. The back of the brochure is personalized for each of our Workforce Oklahoma Centers.

- "Welcome" Poster

This 11 x 17 poster was designed to greet the customer as they enter our Centers.

- "Services To Assist You" Poster

This 11 x 17 poster was designed to inform the customer of the available services that the Workforce Oklahoma Center offers.

- "Your Opinion Counts" Poster and Comment Cards

This combination poster and comments cards is a wonderful resource for feedback to let centers know how they are relating to our customers' in-house needs.

- "Are You Asking Legal Interview Questions?"

Often the person doing the job interview has little or no experience or training doing such. This informative brochure is a great guide for employers to "ask questions the legal way".

- "Employer Packet"

This attractive Employer Packet is a must for your employers! It gives an over-all view of services provided thru Workforce Oklahoma.

It measures 4"x9" with the Workforce Oklahoma logo embossed on the front. Inside, in tabular form, is a list of services. There is a business card slot on the right hand side and an additional flap on the left hand side for additional information that you may want to include.

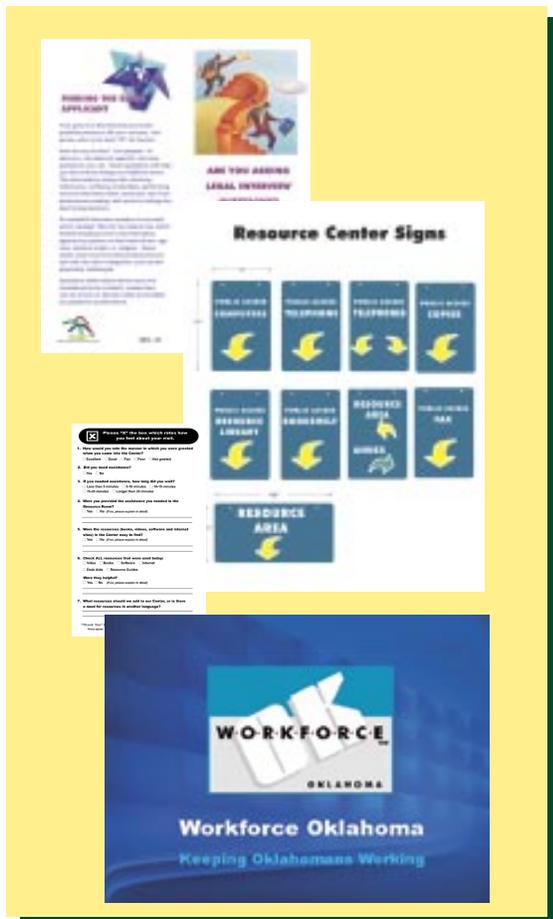
- "Job Order Worksheet"

What a great way to organize your step by step process as the client walks in the door.

Spanish Version is available.

- "Workforce Oklahoma Letterhead"

Get the professional look with the Workforce Oklahoma letterhead.



Order via email thru the Graphics department. Click the icon on the right to view the actual letterhead in pdf file format.

(Also available in Word format for email ease) Just ask the Graphics department!

- “Thank You Cards”

Nothing is more impressive to the employer than a personalized

“Thank You” card. Blank on the inside - Workforce logo on the back. These generic cards will be available from the Warehouse in late September. Check back then for OES order number.

- “Employer Vacation Planner - 2004”

A great way for Workforce to advertise ALL YEAR LONG! Click the icon on the right to view a sample of the 2003 planner.

Available from the Warehouse mid-October 2003. Check again for OES order number then.

- “Resource Room” Signs

A possible shared cost item.... check via email with Jeane Burruss. These signs assist the customers around the resource

The first edition of Business Crossroads - For Business, About Business was printed this summer and distributed to Oklahoma’s business community by our Business Service Teams. Featuring an Oklahoma success story, the first edition spotlighted “Eskimo Joe’s” and its owner, Stan Clark of Stillwater. We will provide information to businesses on a variety of topics as well as respond to their requested articles.





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Duncan Center**  
1927 West 8th Avenue • Duncan, OK 73821  
(800) 255-0530 • Fax (800) 255-0530  
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**WORKFORCE OKLAHOMA  
ADA CENTER**  
1628 East Beverly  
Suite 105 & 115  
Ada, OK 74820  
580-222-1522  
(fax) 580-421-9265  
pat.hayes@wokcc.state.ok.us  
TDD Available

**WORKFORCE OKLAHOMA**



**JOB SEEKER  
DIRECTORY OF SERVICES**

**PARTNERS**  
Oklahoma Employment Security Commission  
Department of Human Services  
Six Five Community Services - Workforce Investment Act  
Six Five Community Services - Workforce Investment Act  
Senior Thrift (Wednesday 1:00pm-5:00pm)  
Basic Adult Education (Monday & Thursday)  
National Rehabilitation Workforce Investment Act  
\* Community Action, Inc.  
\* Chickasaw Nation  
\* Call for Referral



For More Information  
Visit Us On-Line  
www.wokcc.ok.us  
www.wokcc.org



For A Center Nearest You



*Duncan*  
**Workforce Center**

SSN \_\_\_\_\_

Name \_\_\_\_\_

Veteran  Yes  No

Date \_\_\_\_\_



**Most Frequent Needs  
of the Jobseeker**

*I Need To:*

- 1. Find the right job for me
- 2. Learn how to change jobs
- 3. Find information about certain jobs
- 4. Learn where the jobs are available
- 5. Learn how to get a job
- 6. Learn about getting an education
- 7. Learn about financial aid
- 8. Learn about job training
- 9. Learn about Unemployment Claims or Benefits

**Job Order Number**

\_\_\_\_\_

\_\_\_\_\_

Staff \_\_\_\_\_

# BUSINESS CROSSROADS

FOR BUSINESS . . . ABOUT BUSINESS

VOL. 1

JULY 2004



**Business Crossroads** is about Oklahoma businesses and the ways that Workforce Oklahoma can bring interesting and informative topics to their doorstep. **Business Crossroads** is published quarterly as a service by **Workforce Oklahoma**



## Oklahoma Employment Security Commission

Employment and Training Division  
Will Rogers Memorial Office Building  
2401 North Lincoln Boulevard  
Oklahoma City, Oklahoma 73152

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

## WIA Annual Report Data

State Name: OK

Program Year: 2003

**Table A: Workforce Investment Act Customer Satisfaction Results**

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	68	79	276	1,089	1,089	25.3
Employers	66	78	507	1,692	1,692	30

**Table B: Adult Program Results At-A-Glan**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	82	79.6	948
			1,191
Employment Retention Rate	84	86.6	1,140
			1,316
Earnings Change in Six Month	3,968	3,934	4,968,440
			1,263
Employment and Credential Rate	64	68.1	772
			1,134

**Table C: Outcomes for Adult Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	79.5	128	81.4	48	68.9	31	62.7	32
		161		59		45		51
Employment Retention Rate	85	113	87.5	56	78.4	40	79.4	27
		133		64		51		34
Earnings Change in Six Months	3,994	531,154	3,881	236,759	3,751	187,527	1,874	59,970
		133		61		50		32
Employment and Credential Rate	70.6	72	63.3	31	46.5	20	59.4	19
		102		49		43		32

**Table D: Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	81.5	606	76.5	342
		744		447
Employment Retention Rate	88.2	881	81.7	259
		999		317
Earnings Change in Six Months	4,369	4,167,640	2,592	800,800
		954		309

**Table E: Dislocated Worker Program Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	86	85.9	965
			1,124
Employment Retention Rate	88	90.1	680
			755
Earnings Replacement in Six Months	86	107.2	7,677,745
			7,160,299
Employment and Credential Rate	64	72.8	495
			680

**Table F: Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	87.7	71	65.2	15	79.4	85	90.9	10
		81		23		107		11
Employment Retention Rate	89.1	49	87.5	14	87.8	43	87.5	7
		55		16		49		8
Earnings Replacement Rate	119.9	707,385	103.6	149,458	105.6	503,909	515.4	81,756
		590,109		144,216		477,144		15,862
Employment And Credential Rate	66.7	30	57.1	8	68.9	42	66.7	6
		45		14		61		9

**Table G: Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	85	578	87.2
680			444	
Employment Retention Rate	90.7	506	88.3	174
		558		197
Earnings Replacement Rate	107.1	5,348,159	107.6	2,329,586
		4,995,419		2,164,880

**Table H: Older Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	67
Employment Retention Rate	81	86	195
			148
Earnings Change in Six Months	2,850	4,074	664,099
			163
Credential Rate	56	58	152
			262

**Table I: Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	90	18	100	1	50	5	74.4
20			1		10		156	
Employment Retention Rate	77.8	14	100	1	87.5	7	85	108
		18		1		8		127
Earnings Change in Six Months	4,998	84,959	5,836	5,836	4,990	29,938	4,011	473,288
		17		1		6		118
Credential Rate	69.2	18	50	1	47.1	8	57.6	118
		26		2		17		205

**Table J: Younger Youth Results At-A-Glance**

	Negotiated Performance Level		Actual Performance Level	
	Skill Attainment Rate	78		81.8
				2,692
Diploma or Equivalent Attainment Rate	56		58.1	284
				489
Retention Rate	61		65.6	298
				454

**Table K: Outcomes for Younger Youth Special Populations**

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	83.1	123	82.3	200	60.5	234
		148		243		387
Diploma or Equivalent Attainment Rate	67.9	19	62.2	23	31	35
		28		37		113
Retention Rate	55.9	19	62.2	23	59.8	110
		34		37		184

**Table L: Other Reported Information**

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	69	785	3,701	4,048,745	6.1	58	4,070	3,858,798	62.5	379
		1,137		1,094		948		948		606
Dislocated Workers	74.3	442	113.9	5,839,818	5.9	57	5,164	4,983,565	57.8	334
		595		5,127,049		965		965		578
Older Youth	68.6	96	3,302	442,509	5.6	8	2,407	344,241		
		140		134		143		143		

**Table M: Participation Levels**

	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	<b>5,067</b>	<b>1,748</b>
<b>Dislocated Workers</b>	<b>2,612</b>	<b>1,262</b>
<b>Older Youth</b>	<b>572</b>	<b>259</b>
<b>Younger Youth</b>	<b>2,492</b>	<b>1,518</b>

**Table N: Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$5,669,641.00</b>
<b>Local Dislocated Workers</b>		<b>\$3,608,874.00</b>
<b>Local Youth</b>		<b>\$6,925,687.00</b>
<b>Rapid Response</b> (up to 25%) 134 (a) (2) (A)		<b>\$1,477,454.00</b>
<b>Statewide Required Activities</b> (up to 25%) 134 (a) (2) (B)		<b>\$823,839.00</b>
<b>Statewide Allowable Activities</b> 134 (a) (3)	State Administration of WIA Programs	<b>\$989,933.00</b>
	Assistance to LWIA's in carrying out employment and training activities	<b>\$586,190.00</b>
	Capacity building and technical assistance to local areas	<b>\$122,763.00</b>
	Local Administration	<b>\$1,577,592.00</b>
<b>Total of All Federal Spending Listed Above</b>		<b>\$21,781,973.00</b>

# WIA Annual Report Data

State Name: OK

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: 00000	Total Participants Served	Adults	2
		Dislocated Workers	0
		Older Youth	0
		Younger Youth	0
	Total Exiters	Adults	2
		Dislocated Workers	0
		Older Youth	0
		Younger Youth	0

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	0	0
	Dislocated Workers	0	0
	Older Youth	0	0
Retention Rate	Adults	0	0
	Dislocated Workers	0	0
	Older Youth	0	0
	Younger Youth	0	0
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	0	0
	Dislocated Workers	0	0
	Older Youth (\$)	0	0
Credential / Diploma Rate	Adults	0	0
	Dislocated Workers	0	0
	Older Youth	0	0
	Younger Youth	0	0
Skill Attainment Rate	Younger Youth	0	0
<b>Description of Other State Indicators of Performance</b>			
Indicator Descriptio		0	0
Indicator Descriptio		0	0
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		0	0
		<b>Exceeded</b>	0

# WIA Annual Report Data

State Name: OK

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Northwest Workforce Investment Board	<b>Total Participants Served</b>	Adults	69
		Dislocated Workers	38
		Older Youth	31
		Younger Youth	93
	<b>Total Exiters</b>	Adults	26
		Dislocated Workers	23
		Older Youth	12
		Younger Youth	50

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	0	0	
	Employers	0	0	
Entered Employment Rate	Adults	0	83.3	
	Dislocated Workers	0	93.1	
	Older Youth	0	88.9	
Retention Rate	Adults	0	89.7	
	Dislocated Workers	0	93.9	
	Older Youth	0	88.9	
	Younger Youth	0	77.8	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	0	2,812	
	Dislocated Workers	0	105.5	
	Older Youth (\$)	0	3,781	
Credential / Diploma Rate	Adults	0	70.4	
	Dislocated Workers	0	75	
	Older Youth	0	66.7	
	Younger Youth	0	87.5	
Skill Attainment Rate	Younger Youth	0	94.7	
<b>Description of Other State Indicators of Performance</b>				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		0	0	0

# WIA Annual Report Data

State Name: OK

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> North Central Workforce Investment Board	<b>Total Participants Served</b>	Adults	285
		Dislocated Workers	84
		Older Youth	10
		Younger Youth	51
	<b>Total Exiters</b>	Adults	135
		Dislocated Workers	58
		Older Youth	12
		Younger Youth	62

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	0	75.9
	Dislocated Workers	0	85.7
	Older Youth	0	63.6
Retention Rate	Adults	0	83.9
	Dislocated Workers	0	89.7
	Older Youth	0	85.7
	Younger Youth	0	75
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	0	3,363
	Dislocated Workers	0	57.1
	Older Youth (\$)	0	4,139
Credential / Diploma Rate	Adults	0	43.4
	Dislocated Workers	0	70
	Older Youth	0	16.7
	Younger Youth	0	41.9
Skill Attainment Rate	Younger Youth	0	83.3
<b>Description of Other State Indicators of Performance</b>			
Indicator Descriptio		0	0
Indicator Descriptio		0	0
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		0	0
		<b>Exceeded</b>	0

# WIA Annual Report Data

State Name: OK

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Southwest Workforce Investment Board	<b>Total Participants Served</b>	Adults	62
		Dislocated Workers	39
		Older Youth	13
		Younger Youth	40
	<b>Total Exiters</b>	Adults	49
		Dislocated Workers	29
		Older Youth	5
		Younger Youth	19

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	0	84.1
	Dislocated Workers	0	86.2
	Older Youth	0	100
Retention Rate	Adults	0	88.5
	Dislocated Workers	0	94.1
	Older Youth	0	80
	Younger Youth	0	45.5
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	0	4,237
	Dislocated Workers	0	126.4
	Older Youth (\$)	0	4,318
Credential / Diploma Rate	Adults	0	69.4
	Dislocated Workers	0	66.7
	Older Youth	0	71.4
	Younger Youth	0	40
Skill Attainment Rate	Younger Youth	0	87.9
<b>Description of Other State Indicators of Performance</b>			
Indicator Descriptio		0	0
Indicator Descriptio		0	0
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		0	0
		<b>Exceeded</b>	0

# WIA Annual Report Data

State Name: OK

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> South Central Oklahoma Workforce Investment Board	<b>Total Participants                  Served</b>	Adults	246
		Dislocated Workers	107
		Older Youth	61
		Younger Youth	233
	<b>Total Exiters</b>	Adults	73
		Dislocated Workers	25
		Older Youth	39
		Younger Youth	121

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	0	82.5
	Dislocated Workers	0	91.9
	Older Youth	0	63.4
Retention Rate	Adults	0	89
	Dislocated Workers	0	92.9
	Older Youth	0	88.2
	Younger Youth	0	58.5
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	0	5,728
	Dislocated Workers	0	209.5
	Older Youth (\$)	0	5,306
Credential / Diploma Rate	Adults	0	72.7
	Dislocated Workers	0	81.8
	Older Youth	0	62.5
	Younger Youth	0	72.5
Skill Attainment Rate	Younger Youth	0	73
<b>Description of Other State Indicators of Performance</b>			
Indicator Descriptio		0	0
Indicator Descriptio		0	0
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		0	0
		<b>Exceeded</b>	0

# WIA Annual Report Data

State Name: OK

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Cleveland County Workforce Investment Board Inc	<b>Total Participants Served</b>	Adults	33
		Dislocated Workers	49
		Older Youth	15
		Younger Youth	81
	<b>Total Exiters</b>	Adults	14
		Dislocated Workers	24
		Older Youth	7
		Younger Youth	42

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	0	0	
	Employers	0	0	
Entered Employment Rate	Adults	0	100	
	Dislocated Workers	0	95	
	Older Youth	0	100	
Retention Rate	Adults	0	90.9	
	Dislocated Workers	0	93.3	
	Older Youth	0	100	
	Younger Youth	0	62.5	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	0	5,276	
	Dislocated Workers	0	92.7	
	Older Youth (\$)	0	8,026	
Credential / Diploma Rate	Adults	0	94.4	
	Dislocated Workers	0	89.5	
	Older Youth	0	100	
	Younger Youth	0	60	
Skill Attainment Rate	Younger Youth	0	80.8	
<b>Description of Other State Indicators of Performance</b>				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		0	0	0

# WIA Annual Report Data

State Name: OK

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Tulsa Area Workforce Investment Board Inc	<b>Total Participants Served</b>	Adults	341
		Dislocated Workers	368
		Older Youth	45
		Younger Youth	273
	<b>Total Exiters</b>	Adults	234
		Dislocated Workers	253
		Older Youth	18
		Younger Youth	282

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	0	0	
	Employers	0	0	
Entered Employment Rate	Adults	0	68.3	
	Dislocated Workers	0	75.5	
	Older Youth	0	63.6	
Retention Rate	Adults	0	82.5	
	Dislocated Workers	0	89	
	Older Youth	0	64.7	
	Younger Youth	0	73.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	0	1,389	
	Dislocated Workers	0	127.4	
	Older Youth (\$)	0	1,961	
Credential / Diploma Rate	Adults	0	60.4	
	Dislocated Workers	0	67.9	
	Older Youth	0	53.3	
	Younger Youth	0	87.5	
Skill Attainment Rate	Younger Youth	0	77.6	
<b>Description of Other State Indicators of Performance</b>				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		0	0	0

# WIA Annual Report Data

State Name: OK

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> East Central Workforce Development Inc	<b>Total Participants Served</b>	Adults	117
		Dislocated Workers	60
		Older Youth	27
		Younger Youth	215
	<b>Total Exiters</b>	Adults	58
		Dislocated Workers	30
		Older Youth	18
		Younger Youth	95

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	0	0	
	Employers	0	0	
Entered Employment Rate	Adults	0	82.9	
	Dislocated Workers	0	90.3	
	Older Youth	0	81.8	
Retention Rate	Adults	0	90.3	
	Dislocated Workers	0	94.4	
	Older Youth	0	93.8	
	Younger Youth	0	73.7	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	0	4,098	
	Dislocated Workers	0	82.4	
	Older Youth (\$)	0	2,409	
Credential / Diploma Rate	Adults	0	72.6	
	Dislocated Workers	0	77.4	
	Older Youth	0	62.5	
	Younger Youth	0	73.3	
Skill Attainment Rate	Younger Youth	0	86.8	
<b>Description of Other State Indicators of Performance</b>				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		0	0	0

# WIA Annual Report Data

State Name: OK

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Southern Workforce Investment Board	<b>Total Participants Served</b>	Adults	106
		Dislocated Workers	108
		Older Youth	48
		Younger Youth	274
	<b>Total Exiters</b>	Adults	65
		Dislocated Workers	40
		Older Youth	27
		Younger Youth	123

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	0	80.8
	Dislocated Workers	0	90.6
	Older Youth	0	82.8
Retention Rate	Adults	0	87
	Dislocated Workers	0	90.4
	Older Youth	0	95.2
	Younger Youth	0	80.8
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	0	4,424
	Dislocated Workers	0	106.9
	Older Youth (\$)	0	5,151
Credential / Diploma Rate	Adults	0	68.2
	Dislocated Workers	0	74
	Older Youth	0	63.9
	Younger Youth	0	79.6
Skill Attainment Rate	Younger Youth	0	93
<b>Description of Other State Indicators of Performance</b>			
Indicator Descriptio		0	0
Indicator Descriptio		0	0
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		0	0
		<b>Exceeded</b>	0

# WIA Annual Report Data

State Name: OK

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Northeast Workforce Investment Board	Total Participants Served	Adults	140
		Dislocated Workers	131
		Older Youth	41
		Younger Youth	113
	Total Exitors	Adults	100
		Dislocated Workers	101
		Older Youth	28
		Younger Youth	67

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	0	0	
	Employers	0	0	
Entered Employment Rate	Adults	0	82.6	
	Dislocated Workers	0	88.5	
	Older Youth	0	82.6	
Retention Rate	Adults	0	84	
	Dislocated Workers	0	87.8	
	Older Youth	0	76.9	
	Younger Youth	0	69.8	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	0	5,088	
	Dislocated Workers	0	84.8	
	Older Youth (\$)	0	3,525	
Credential / Diploma Rate	Adults	0	71.4	
	Dislocated Workers	0	71.4	
	Older Youth	0	61.3	
	Younger Youth	0	59.1	
Skill Attainment Rate	Younger Youth	0	81.8	
<b>Description of Other State Indicators of Performance</b>				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		0	0	0

# WIA Annual Report Data

State Name: OK

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: Eastern Workforce Investment Board	Total Participants Served	Adults	1,193
		Dislocated Workers	357
		Older Youth	106
		Younger Youth	412
	Total Exitters	Adults	294
		Dislocated Workers	54
		Older Youth	22
		Younger Youth	171

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	0	82
	Dislocated Workers	0	83.9
	Older Youth	0	100
Retention Rate	Adults	0	83.2
	Dislocated Workers	0	85.7
	Older Youth	0	100
	Younger Youth	0	73.9
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	0	4,178
	Dislocated Workers	0	111.1
	Older Youth (\$)	0	4,166
Credential / Diploma Rate	Adults	0	61.4
	Dislocated Workers	0	62.5
	Older Youth	0	76.9
	Younger Youth	0	44.8
Skill Attainment Rate	Younger Youth	0	84.9
<b>Description of Other State Indicators of Performance</b>			
Indicator Descriptio		0	0
Indicator Descriptio		0	0
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		0	0
		<b>Exceeded</b>	0

# WIA Annual Report Data

State Name: OK

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Southeast Workforce Investment Board	<b>Total Participants Served</b>	Adults	285
		Dislocated Workers	104
		Older Youth	100
		Younger Youth	424
	<b>Total Exiters</b>	Adults	179
		Dislocated Workers	82
		Older Youth	50
		Younger Youth	331

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	0	0	
	Employers	0	0	
Entered Employment Rate	Adults	0	91.6	
	Dislocated Workers	0	90.3	
	Older Youth	0	85	
Retention Rate	Adults	0	91.2	
	Dislocated Workers	0	90.3	
	Older Youth	0	100	
	Younger Youth	0	74.1	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	0	5,177	
	Dislocated Workers	0	100.8	
	Older Youth (\$)	0	6,108	
Credential / Diploma Rate	Adults	0	87.5	
	Dislocated Workers	0	81.9	
	Older Youth	0	79.2	
	Younger Youth	0	78.7	
Skill Attainment Rate	Younger Youth	0	92.3	
<b>Description of Other State Indicators of Performance</b>				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		0	0	0

# WIA Annual Report Data

State Name: OK

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Central Oklahoma Workforce Investment Board	<b>Total Participants Served</b>	Adults	2,188
		Dislocated Workers	1,167
		Older Youth	75
		Younger Youth	283
	<b>Total Exiters</b>	Adults	519
		Dislocated Workers	542
		Older Youth	21
		Younger Youth	155

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	0	78.3
	Dislocated Workers	0	89.8
	Older Youth	0	37.5
Retention Rate	Adults	0	88
	Dislocated Workers	0	90
	Older Youth	0	100
	Younger Youth	0	43.4
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	0	4,094
	Dislocated Workers	0	93.4
	Older Youth (\$)	0	4,401
Credential / Diploma Rate	Adults	0	80
	Dislocated Workers	0	76.6
	Older Youth	0	26.1
	Younger Youth	0	23.4
Skill Attainment Rate	Younger Youth	0	38.8
<b>Description of Other State Indicators of Performance</b>			
Indicator Descriptio		0	0
Indicator Descriptio		0	0
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		0	0
		<b>Exceeded</b>	0

# WIA Annual Report Data

State Name: OK

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: 40901	Total Participants Served	Adults	0
		Dislocated Workers	0
		Older Youth	0
		Younger Youth	0
	Total Exitters	Adults	0
		Dislocated Workers	0
		Older Youth	0
		Younger Youth	0

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	0	0
	Dislocated Workers	0	0
	Older Youth	0	0
Retention Rate	Adults	0	0
	Dislocated Workers	0	0
	Older Youth	0	0
	Younger Youth	0	0
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	0	0
	Dislocated Workers	0	0
	Older Youth (\$)	0	0
Credential / Diploma Rate	Adults	0	0
	Dislocated Workers	0	0
	Older Youth	0	0
	Younger Youth	0	0
Skill Attainment Rate	Younger Youth	0	0
<b>Description of Other State Indicators of Performance</b>			
Indicator Descriptio		0	0
Indicator Descriptio		0	0
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>
		0	0
		<b>Exceeded</b>	0

# WIA Annual Report Data

State Name: OK

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: 40902	Total Participants Served	Adults	0
		Dislocated Workers	0
		Older Youth	0
		Younger Youth	0
	Total Exiters	Adults	0
		Dislocated Workers	1
		Older Youth	0
		Younger Youth	0

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	0	0	
	Employers	0	0	
Entered Employment Rate	Adults	0	0	
	Dislocated Workers	0	100	
	Older Youth	0	0	
Retention Rate	Adults	0	0	
	Dislocated Workers	0	0	
	Older Youth	0	0	
	Younger Youth	0	0	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	0	0	
	Dislocated Workers	0	0	
	Older Youth (\$)	0	0	
Credential / Diploma Rate	Adults	0	0	
	Dislocated Workers	0	100	
	Older Youth	0	0	
	Younger Youth	0	0	
Skill Attainment Rate	Younger Youth	0	0	
<b>Description of Other State Indicators of Performance</b>				
Indicator Descriptio		0	0	
Indicator Descriptio		0	0	
<b>Overall Status of Local Performance</b>		<b>Not Met</b>	<b>Met</b>	<b>Exceeded</b>
		0	0	0

# WIA Annual Report Data

State Name: OK

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Tulsa Area Workforce Investment Board, Inc.	<b>Total Participants Served</b>	Adults	341
		Dislocated Workers	368
		Older Youth	45
		Younger Youth	273
	<b>Total Exiters</b>	Adults	234
		Dislocated Workers	253
		Older Youth	18
		Younger Youth	282

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	82	68
	Dislocated Workers	86	76
	Older Youth	67	64
Retention Rate	Adults	84	83
	Dislocated Workers	88	89
	Older Youth	81	65
	Younger Youth	61	74
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,968	1,389
	Dislocated Workers	86	127
	Older Youth (\$)	2,850	1,961
Credential / Diploma Rate	Adults	64	60
	Dislocated Workers	64	68
	Older Youth	56	53
	Younger Youth	56	88
Skill Attainment Rate	Younger Youth	78	78
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

# WIA Annual Report Data

State Name: OK

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Central Oklahoma Workforce Investment Board	<b>Total Participants Served</b>	Adults	2,188
		Dislocated Workers	1,167
		Older Youth	75
		Younger Youth	283
	<b>Total Exiters</b>	Adults	519
		Dislocated Workers	542
		Older Youth	21
		Younger Youth	155

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	82	78
	Dislocated Workers	86	90
	Older Youth	67	38
Retention Rate	Adults	84	88
	Dislocated Workers	88	90
	Older Youth	81	100
	Younger Youth	61	43
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,968	4,094
	Dislocated Workers	86	93
	Older Youth (\$)	2,850	4,401
Credential / Diploma Rate	Adults	64	80
	Dislocated Workers	64	77
	Older Youth	56	26
	Younger Youth	56	23
Skill Attainment Rate	Younger Youth	78	39
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

# WIA Annual Report Data

State Name: OK

Program Year: 2003

**Table O: Summary of Participants**

<b>Local Area Name:</b> Cleveland County Workforce Development Board, Inc.	<b>Total Participants                  Served</b>	Adults	33
		Dislocated Workers	49
		Older Youth	15
		Younger Youth	81
	<b>Total Exitters</b>	Adults	14
		Dislocated Workers	24
		Older Youth	7
		Younger Youth	42

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	82	100
	Dislocated Workers	86	95
	Older Youth	67	100
Retention Rate	Adults	84	91
	Dislocated Workers	88	93
	Older Youth	81	100
	Younger Youth	61	63
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,968	5,276
	Dislocated Workers	86	93
	Older Youth (\$)	2,850	8,026
Credential / Diploma Rate	Adults	64	94
	Dislocated Workers	64	90
	Older Youth	56	100
	Younger Youth	56	60
Skill Attainment Rate	Younger Youth	78	81
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded

# WIA Annual Report Data

State Name: OK

Program Year: 2003

**Table O: Summary of Participants**

Local Area Name: East Central Workforce Development, Inc.	Total Participants Served	Adults	117
		Dislocated Workers	60
		Older Youth	27
		Younger Youth	215
	Total Exiters	Adults	58
		Dislocated Workers	30
		Older Youth	18
		Younger Youth	95

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	82	83
	Dislocated Workers	86	90
	Older Youth	67	82
Retention Rate	Adults	84	90
	Dislocated Workers	88	94
	Older Youth	81	94
	Younger Youth	61	74
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,968	4,098
	Dislocated Workers	86	82
	Older Youth (\$)	2,850	2,409
Credential / Diploma Rate	Adults	64	73
	Dislocated Workers	64	77
	Older Youth	56	63
	Younger Youth	56	73
Skill Attainment Rate	Younger Youth	78	87
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded