

OKLAHOMA



**WIA Annual Report
2000**

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KLAHOMA

Introduction



“I don’t make jokes. I just watch the government and report the facts.”

Will Rogers (1879 - 1935)



Frank Keating
Governor

November 29, 2001

Joseph Juarez, Regional Administrator
Employment and Training Administration
U.S. Department of Labor
Federal Building
525 Griffin Street
Dallas, Texas 75202

Dear Mr. Juarez,

Oklahoma's economy is robust and will continue to grow as the effects of the Workforce Investment Act are realized. The State Workforce Investment Board accepted the provisions of the Workforce Investment Act as the "floor" for our state workforce investment efforts. Forward thinking members of the State Board have made recommendations that built on that floor to produce a unique Workforce Development system that is business led at the local labor market level. This customer-focused system will ensure Oklahoma's future economic growth as it develops a supply of citizens with locally defined demand skills.

The attached report documents a busy schedule of workforce achievements over the past year. It also reveals a rich heritage shared by Oklahomans from all corners of the State. These accomplishments would not have been possible without the commitment and cooperation from all of the partnering agencies, the state board, the local boards and councils. I commend them for their efforts and also challenge them as they work to continuously improve our workforce system.

The Employment Security Commission, Employment and Training Division compiled this report. I trust it will provide all the required information needed by your office. Should you have questions about the report, please contact Jon Brock, Executive Director of the Oklahoma Employment Security Commission, at (405) 557-7202 or jon.brock@oesc.state.ok.us.

Sincerely,

A handwritten signature in black ink, appearing to read "Frank Keating", with a long horizontal line extending to the right.

Frank Keating

Introduction

Oklahoma experienced several major accomplishments during development of our Workforce Development system. Initially, a major initiative was launched through the One-Stop grant to develop Workforce Centers throughout the state. The State Workforce Investment Board (SWIB) then received training from Paul Bigley, a noted expert on board activities. The SWIB staff team subsequently attended training conducted by the U.S. Department of Labor Region VI Quality Academy titled “Building High Performance Organizations.” This training was modeled using Malcolm Baldrige criteria. These training sessions educated and empowered the newly developed SWIB for system building.

The SWIB formed Task Forces early in the process to develop a Vision and goals to guide the development of the statewide system. Partner representatives then jointly contributed to the development of the State WIA Plan.

At the request of local elected officials, twelve Local Workforce Investment Areas were designated by the Governor, each with a Workforce Investment Board (WIB). Additionally, twenty-seven Local Workforce Development Councils (LWDC) were created across the state as a result of local elected officials identifying multiple local labor markets within those designated workforce investment areas. These LWDCs are funded directly by the state and their role is to support, rather than to duplicate or usurp, the LWIB’s authority or responsibilities in carrying out the local activities required by the Workforce Investment Act. The local councils were modeled after local WIA Boards and contain a majority of business representatives along with labor and service providers. Their purpose is to facilitate the development of business-led local service delivery systems. Business leaders within each local labor market determine the optimal alignment of workforce development resources within their communities through strategic discussion and planning.

Under the direction of the SWIB, Oklahoma has created an integrated workforce investment system. A major initiative of the SWIB was to increase per capita income by creating a workforce investment system empowering employers and jobseekers to meet the challenges of the new century. Local communities seized this opportunity to think expansively and design a customer-focused, comprehensive delivery system. New, strong, business-led local boards played a key role by contributing fresh thinking about each labor market and its needs in a way that has earned support from local business leaders. The “Board of Directors” developed a strategic plan for their local workforce areas and directed the development of a comprehensive workforce investment system. They will continue to work on their goal of creating a workforce investment system that responds to changes in the economy, prepares workers to meet the needs of the labor market, provides key labor market information and helps provide businesses with the resources to remain globally competitive.

An integrated, accountable workforce investment system is critical if Oklahoma workers are to keep pace in this rapidly changing economic environment. Two primary strategies were identified to help attain this goal. The first strategy was to involve the business community in designing and directing the system to create the workforce needed to grow their businesses and Oklahoma’s economy. The second was to create a system to provide easy access to all individuals and employers. In accomplishing these strategies, fifty-five Workforce Oklahoma Centers have been established in Oklahoma offering a comprehensive mix of services to employers and providing independent objective assessment for training and employment services for job-seeking customers.

The major partners of the workforce system will continue to coordinate and communicate their program activities into the workforce system. The system will continue over the next five years to reduce duplication within program activities in order to provide an efficient seamless, “no-wrong-door” delivery of services to its customers.

Our Guiding Principles

We believe the system should...

- Be employer driven
- Be locally focused
- Be centrally guided
- Insure public/private collaboration
- Be needs driven and hold all parties accountable for results
- Facilitate innovative use of resources
- Create net value that exceeds its costs
- Support continuous skill and work ethic development to provide enhanced opportunities
- Be responsive to changing workplace needs

Our Purposes

- To ensure workforce development service providers have a clear sense of employers' needs and direction, enabling them to make Oklahoma's workforce more competitive nationally and internationally.
- To create the most effective and efficient processes for labor exchange, training delivery, career assessment and continuing development.

Our Vision

The Oklahoma Workforce Development system provides a perfect match between the needs of employers and the career related desires and aspirations of the citizens.

Our Mission

To create a workforce development system that aligns with business, educational and government sectors, toward common objectives leading to job growth, employee productivity and employer satisfaction.

From One Stops to Implementation of WIA



“Get someone else to blow your horn and the sound
will carry twice as far.”

Will Rogers (1879 - 1935)



From One Stop to WIA

On December 31, 1999, the end of the third year One-Stop implementation activities, Oklahoma had certified a total of 55 Workforce Oklahoma Centers across the state. Of these Centers, 32 are full service centers with the three core partnering agencies in place. The core partners for Oklahoma were the Oklahoma Employment Security Commission (OESC), Oklahoma Department of Human Services (ODHS), and Job Training Partnership Act (JTPA), now Workforce Investment Act, or WIA. The remaining 23 are offices of one or two of the core partners. All Workforce Oklahoma Centers are linked electronically to other WIA partners.

The process of certification of a One-Stop Center was accomplished through the completion of three phases: (1) the development of an action plan, (2) the creation of appropriate regional governance structures, (3) and the completion of a Local Implementation Plan. **The Local Implementation Plans were structured around the four organizing principles of the federal One-Stop initiative: Universality, Customer Choice, Integration, and Performance-Driven/Outcome Based Measures.** The Local Implementation Plan also included the management plan and local discretionary budget for the certified One-Stop Career Centers. The team that completed these phases was provided a Technical Assistance Guide. Two Workforce Oklahoma Planning Academies and two Workforce Oklahoma Technology Academies were also provided to assist the self-identified local partnerships to complete this certification process. Curriculum focused on mobilizing communities, staff empowerment, and gathering customer input. Numerous resource panels were made available for questions and to share their experiences relating to successes and improvements.

Several “town hall” meetings were held with interested parties attending in several locations across the state. The final Workforce Oklahoma Information Day was on July 7, 1998 in Oklahoma City at the Clarion Hotel for smaller communities and rural areas that had expressed an interest in providing Centers in their areas. This meeting resulted in 18 communities submitting Local Implementation Plans to create Workforce Centers.

Technical Assistance and Training has been the primary focus of Oklahoma’s implementation effort. Through the expertise of national consultants such as Greg Newton, John Chamberlin, and Dr. James Sampson, training was provided through the State's Workforce Oklahoma Training Institute. Training and conferences have included:

- Making Welfare-to-Work Work in One-Stop Career Centers
- Group Career Guidance Specialist Certificate Training
- Career Counseling with the Self-Directed Search
- Fundamentals of Career Development Facilitation
- WtW in the One-Stop Setting: Featuring Team Case Management
- Making Business Your Customer
- Maximizing Staff Resources in Meeting the Needs of Job Seekers in One-Stop Centers
- Workforce Oklahoma Partners Conference
- Job Retention Strategies That Really Work

- Building Leadership Skills for One-Stop Management Teams
- Building the WIA Partnership
- Youth Symposium

As a part of the State's commitment to training, we will continue to create opportunities for partnership staff by providing computer usage classes and the facilitation of the career decision-making process in a group environment. The Workforce Investment System has also received a grant from Oklahoma Developmental Disabilities Council Employment Initiative for improving accessibility, marketing One-Stop services, and providing effective services for customers with disabilities.

Marketing – Extensive effort has gone into marketing the Workforce Investment System. A registered logo is a part of all signage throughout the state. Billboards were created in each community where a full service Workforce Oklahoma Center is located, as well as a state-wide radio campaign. Many of the local Workforce Oklahoma Centers have initiated marketing projects such as: brochures, newspaper articles, television interviews, radio interviews, newsletters, local civic events, etc. OESC has a statewide toll-free telephone number, 1-888-840-WORK, which automatically directs calls to the nearest Workforce Oklahoma Center. As an added marketing technique, various forms of signage have been incorporated such as: advertising on city bus exteriors and bus benches, business cards, desk plates, cubicle signs, etc. OESC has also purchased two professionally created displays that are used at conferences, job fairs, chamber of commerce functions, business council meetings, etc. Most recently, Workforce Oklahoma lapel pins were purchased and sent to all centers.

Hardware and Software – Provisions for a local technology package for each Workforce Oklahoma Center include staff workstations to link electronically with partner agencies, computers for customer access to information and self-help services, and resource area customer assistance such as printers, copiers, faxes, software and phone lines. Extensive materials were identified by the Oklahoma Occupational Information Coordinating Committee and Dr. James Sampson and provided to each Workforce Oklahoma Center. These materials included career videos, education, training, and job search videos, reference books, assessment tools and assorted other material to assist the business community and job seeker. Each Workforce Oklahoma Center is provided local servers to create and/or upgrade local area networks, and statewide communication system (OneNet) linkage with high-speed phone lines.

Local Discretionary Funds – Grant funds were allocated to each Workforce Center based on the area's percentage of the total Oklahoma population. These funds are provided to Centers achieving certification to allow local flexibility in their local implementation efforts. Local discretionary funds have been used to purchase a variety of assistive technologies for the disabled including: "Jaws for Windows", Zoomtext Xtra, Arkenstone Computers, adjustable tables, TDD phone equipment, and larger screen monitors etc; the funds have been used for interior and exterior signage, local marketing, resource equipment and other implementation activities.

Demonstration Sites – Oklahoma has made grant resources available to Workforce Oklahoma Centers whose staff members have committed to developing particular competencies and to sharing their work and expertise with other Centers. Each "Demonstration Site" is involved in a specific area of service to the customer. Oklahoma's demonstration sites include topics such as the creation and staffing of Workforce Oklahoma Centers, employer services, partnering with educational institutions, serving customers in a Resource Center, and customer input into the operation of a Workforce Oklahoma Center.

Ada and Muskogee, two Workforce Oklahoma Centers, utilized a consultant to gather customer input in designing their centers. They developed competencies by utilizing focus groups and turning the input into service strategies. They created and published a manual "Hocus Pocus One-Stop Focus," as a guide to assist

new Workforce Oklahoma Centers. This manual is a quality product of a local initiative to involve customers in the decisions and operations of Workforce Oklahoma Centers. It provides advice, how-to information, and models for other Workforce Oklahoma Centers. The manual received a Governor's Commendation for Quality Award. The Ada and Muskogee staffs are currently developing surveys to be used by other Workforce Oklahoma Centers to validate and expand the input received from the Ada and Muskogee survey of their customers.

The Career Development Demonstration Project developed by Dr. James Sampson was designed to assist local staff in identifying the customers' approach to information, such as self-assist, brief-assist, etc., and where the customer is in their career development process and thus what information is needed. Dr. Sampson has also identified appropriate career resource area material and is assisting in indexing these materials for customer access.

It was not feasible for every community to create a full-service Workforce Oklahoma Center with all three core partners collocated and integrating services. Less than full-service centers are also created in communities where the three core partners are unable to collocate. But while not all Workforce Oklahoma Centers will house all three core partners, the programs provided by the core partners will be integrated statewide, and customers can gain access to the Workforce System at any of their office locations.

Implementation of the Workforce Investment Act in Oklahoma

In June of 1999 the Oklahoma Employment Security Commission issued Oklahoma's Workforce Development System Process Guide as a framework for our new approach to delivering services to our state. The basic requirements were laid out with flexibility for the local builders to design a system unique to their areas. The common goal was exceptional customer service through a system that is locally driven.

The introduction to this new concept was as follows:

"Oklahoma has launched a major initiative to increase job growth, employee productivity, employer satisfaction, and the median per capita income, by creating a workforce development system to improve the nature and capacity of the workforce. This new system will empower the business community to align and focus existing workforce programs. These programs will be accessible at "One Stop" Workforce Centers offering a comprehensive mix of services to employers and provide independent and objective assessments and referrals to job seekers. Skill grants and vouchers coupled with performance information on training providers and programs will be provided to allow maximum customer choice.

Oklahoma needs a workforce development system that can quickly respond to changes in the economy, efficiently prepare workers to meet the needs of the labor market, and help provide businesses with the resources to remain globally competitive. A

Oklahoma's workforce development system must:

- Focus on local labor markets
- Have an employer driven policy board responsible for creating and overseeing at least one full-service Workforce Center within each local labor market
- Encourage local elected officials within several local labor markets to join together to request designation as a single workforce investment area, and
- Require workforce investment areas, which must be designated by virtue of the Act, to also focus on local labor markets within their area

focused, accountable workforce development system is critical if Oklahoma workers and businesses are to keep pace in a rapidly changing economic environment.

Local communities can benefit by thinking expansively and designing a customer-focused, comprehensive delivery system. New, strong, business-led local councils should play a key role by contributing fresh thinking about each local labor market and

its needs in a way that earns sustained support by the local business leaders. Local “Boards of Directors” will develop a strategic plan for the entire area and oversee not simply the Job Training Partnership Act, or its successors, but a whole host of workforce activities including connecting workforce development with the area’s economic needs. These local councils will establish the “One Stop” service delivery system but will not administer or deliver services directly.

Over the next year the State will create a centrally guided but locally focused governance structure for this new workforce development system. The Oklahoma Workforce Development Board, with a majority of business leaders, has already been created to advise the Governor on the creation of this locally focused system. The next step is for units of general local government, individually or in consortia, to seek designation as workforce investment areas. The local elected officials in these areas will then appoint the local councils, which will have the strategic responsibilities for workforce development in that area.

The new Workforce Investment Act of 1998 (WIA) provides an opportunity for increased flexibility and innovative service delivery strategies while creating a new workforce development system. As a result, Oklahoma will be simultaneously implementing the Act while creating our new workforce development system. The Act, while providing this opportunity, also creates a new Title I program to replace the Job Training Partnership Act. But while this new program is expected to provide approximately \$23 million a year to serve Oklahomans, we have already identified over \$244 million a year in publicly funded workforce development programs. As a result, Oklahoma’s system building efforts are intended to align and focus all of the workforce development programs rather than mere compliance with the Act. A good example of the difference is the existing Private Industry Councils created to provide policy guidance for and oversight of the JTPA program. While the new Workforce Investment Act will create similar sounding local governance structures, their focus will not be restricted to a single program, but rather influence a wide variety of workforce development programs in each local labor market.

This will be a complex undertaking occurring over many months. As result, this Guide is a work in progress with additional information added as decisions are made.”

The framework for implementing and overseeing the Workforce Investment Act in Oklahoma has been shared by a partnership of public and private individuals with our customers’ needs always the motivating factor. Those who have shared in this responsibility have been:

- Governor
- State Board
- Local Workforce Development Councils
- Workforce Investment Area Boards
- Chief Local Elected Officials
- One Stop Partners

Based upon recommendations of the Oklahoma Workforce Investment Board, the governor determined that consistency with local labor markets was the primary consideration in designating local workforce investment areas. The goal was to create an infrastructure that would ensure local employers’ ability to align resources in creating local workforce development systems unique to each respective local labor market. As a result, Local Workforce Development Councils (LWDC) were created.

It was anticipated these councils should work in conjunction with, rather than duplicate or usurp, the WIA board’s authority and responsibilities in carrying out the local activities required by WIA. It is also important to emphasize that while the WIA Board’s do not have any jurisdiction over council activities, it is expected that the boards and councils should work together in a collaborative and cooperative fashion.

The following charts reflect the State’s policy regarding the roles and responsibilities of the various WIA entities, and reflect the vision of the state regarding the strategic role of the Local Workforce Development Council.

LEO	CLEO/WIA BOARD	WIA BOARD
<ol style="list-style-type: none"> 1. Assume liability for funds 2. Request designation of workforce investment area 3. Designate the WIA Fiscal Agent 4. Appoint Board Members in accordance with the LEO agreement form 5. Select a Chief Local Elected Official to represent them 6. Appoint LWDC in accordance with LEO agreement form 	<ol style="list-style-type: none"> 1. Develop budget for funds allocated through OESC 2. Submit a 5-year Local Plan to qualify for receipt of Workforce Investment Act Title I program funds 3. Approve transferring a maximum 20% between the adult and dislocated worker WIA Title I program funds 4. Designate or certify One Stop Operator 5. Establish policies for services funded through the Employment and Training Division of OESC (operations, processes and services) 6. Approves Memorandum of Understanding for each local labor market 7. Clarify roles and responsibilities of board staff, fiscal agent, service provider, One interaction will occur among these parties 8. Negotiate and reach local performance measures for WIA Programs 9. Ensure oversight and monitoring of programs funded through OESC 10. Appoint youth council as a subgroup of the Local Board and coordinates workforce and youth plans and activities with the youth council 11. Conduct oversight with respect to the one-stop delivery system in the local area 	<ol style="list-style-type: none"> 1. Select service providers for core and intensive program services for adult and dislocated workers 2. Identify, select and certify eligible training providers for adult & dislocated workers within the Workforce Investment Area 3. Select and certify eligible youth providers on the youth council recommendation 4. Assist Governor in developing the Statewide employment statistic system 5. Coordinating Workforce Investment activities with economic development strategies and developing employer linkages 6. Promote private sector involvement in the Statewide workforce investment system 7. Monitor all E & T programs for implementation of federal, state & local policies/procedures to ensure compliance 8. Designate/determine staff support services for the LWIB including Youth Council 9. Conduct business in an open and public manner by making available to the public, on a regular basis, the plans, operations and performance record of the Workforce Investment Area 10. Work in cooperation with LWDCs within the Workforce Investment areas

LEO's FISCAL AGENT	LWDC	YOUTH COUNCIL
<ol style="list-style-type: none"> 1. Receive funds (dollars) 2. Ensure accountability for expenditures of funds in accordance with OMB Circulars, Federal Regulations and State policies 3. Sign contracts 4. Respond to audit financial findings 5. Maintain proper accounting records and adequate documentation 6. Prepare financial reports 7. Provide technical assistance to sub-recipients regarding fiscal issues <p>A. AT THE DESCRETION OF THE BOARD</p> <ol style="list-style-type: none"> 8. Procurement of contracts or obtaining written agreements 9. Disburse funds for: Salaries, Contracts, Wages, Vouchers 10. Conduct financial monitoring of service provider 11. Insure independent audit of all E & T programs <p>B. AT THE DISCRETION OF THE LEO</p> <ol style="list-style-type: none"> 12. Operate the Summer Youth Program 	<ol style="list-style-type: none"> 1. Certify/charter Workforce Oklahoma Centers as operating in accordance with Baldrige quality principals and in alignment with MOU 2. Negotiate with local service providers to create and implement a MOU that includes a description of the local workforce development system, agreed upon service standards, partner responsibilities, and performance expectations 3. Recommend to the WIA Board a One Stop Operator and appropriate role for this entity within the local labor market 4. Secure the services of a person/entity to act as fiscal agent for the local workforce system 5. Monitor local workforce development system performance against pre-determined critical success factors 6. Develop, implement & continuously upgrade a strategic plan for a comprehensive workforce development system within the local labor market 7. Secure the services of a local workforce system coordinator to support the Council in its system planning and implementation efforts 8. Emphasize continuous improvement initiatives within the Local Workforce System 9. Promote large-scale employer involvement and engagement in the design, utilization and continuous improvement of the local workforce system 10. Collect, analyze, integrate and communicate local labor market data 11. Maintain appropriate LWDC membership, participation and certification 12. Conduct business in an open & public manner by making available to the public, on a regular basis, the plans, operations, and performance record of the local workforce system 13. Nominate LWDC business members to serve on the WIA Board 14. Work in cooperation with the WIA Board 	<ol style="list-style-type: none"> 1. Develop portions of the Local Plan that describes the framework for youth program design in the local area, and how the ten program elements required will be provided relating to eligible youth as determined by the LWIB 2. Recommend eligible providers and conduct oversight of youth activities subject to approval of the LWIB 3. Coordinate youth activities in a local area 4. Carry out other duties, as authorized by the chairperson of the Local Board

Workforce Area Designation

Next, criteria were established for Workforce Investment Area designation and, as a result, Oklahoma created 27 Local Labor Market Areas.

Workforce and Labor Market areas were selected based on the following criteria:

- The Governor designates workforce investment areas through consultation with the State Workforce Investment Board, and after consultation with local elected officials and consideration of comments received from the public. These local workforce investment areas serve as the foundation for creating local governance structures to oversee and guide the workforce development system within that area.
- The Governor must provide an appellate review process for designation requests submitted by local elected officials, which are denied.
- Local Labor Markets will serve as the area for aligning and focusing service delivery. And, the desired outcome is to improve the nature and capacity of the workforce.
- The local labor market is defined as “an economically integrated geographic area within which individuals can reside and find employment within a reasonable distance or can readily change employment without changing their place of residence.”
- Local labor markets shall be identified in accordance with criteria used by the Bureau of Labor Statistics of the Department of Labor in defining such areas. The Governor may define similar criteria.
- A local workforce development council will be created within each local labor market.

The map that follows is Oklahoma’s resultant governance structure. The colors indicate the Workforce Investment Areas and the numbers indicate the local labor markets within each of the Workforce Investment Board areas. Each of the local labor market areas has at least one full service One Stop Center.

Workforce Investment Areas



Workforce Investment Areas

- | | | | | | |
|--|---------------|--|---------------|--|------------------|
| | Northwest | | Southwest | | Central |
| | North Central | | South Central | | East Central |
| | Tulsa | | Southern | | Cleveland County |
| | Northeast | | Southeast | | Eastern |



Revised 12/2000



All full service Workforce Oklahoma Centers were surveyed in July 2001. A summary of their responses are reflected in the following pages.

Workforce Oklahoma Centers



Ada

The Workforce Oklahoma Ada Center has been a certified One Stop for four years. This center could easily serve as a model for partnering because they had partnered in one location long before this was the statewide goal. Representatives from the Oklahoma Employment Security Commission, WIA, Oklahoma Department of Human Services, Adult Basic Education, and Green Thumb make up the partnership.

An early accomplishment of this office was in partnering with staff members from the Muskogee One Stop to produce the customer service manual, “Hocus Pocus One Stop Focus”, for which they won a governor’s award

The Ada Center is in Pontotoc County, named after the original home of the Chickasaw Indians in Mississippi. The area is rich in petroleum, natural resources, and cattle. The county’s unemployment rate is 2.7% and the Ada Center has assisted 5,439 customers this program year.

When asked about lessons learned, obstacles and barriers, the Ada Workforce Center said, “Our main goal is to assist each client and not worry about turf issues. We have overcome all that by working as a team to assist each customer with their needs.”



Altus

The Workforce Oklahoma Altus Center is located in far southwestern Oklahoma in Jackson County, named for “Stonewall” Jackson. It’s primarily an agricultural area with cotton, wheat and grain sorghum. Cattle and greyhounds are also bred and raised in the area. The most recent unemployment rate from this area is 2.4%. The Altus Center has been certified as a One Stop three years. They assisted 4,904 customers during the 2000 program year.

The Altus Center is still in transition and has struggled with serving a large geographic area with small population. Their surveys indicate that the level of service is high. Oklahoma Employment Security Commission, Oklahoma Department of Human Services, and WIA staff the Workforce Oklahoma Altus Center.

The Center provides areas for interviews, assisting businesses with America’s Job Bank, and participating in job fairs. They report, “The teamwork between staff members from different agencies has resulted in supplying employers with more job ready applicants.”



Ardmore

Located in Carter county, midway between Dallas and Oklahoma City, Ardmore is home of the Workforce Oklahoma Ardmore Area Center. The county’s most recent unemployment rate was 3.7% and this program year brought 7,493 customers through their doors. Partnering at the Ardmore Center are Oklahoma Employment Security Commission, Oklahoma Department of Human Services and WIA. They have been a One Stop for two years.

“Lack of space and funding” are among their greatest concerns.



Bartlesville

The Bartlesville Workforce Oklahoma Center is located in Oklahoma’s largest county, Osage, on land purchased from the Cherokee nation for the Osage tribe in 1872. Their latest unemployment rate was 3.0% and the Bartlesville Center assisted 3,841 customers. Partnering at this Center are: Oklahoma Employment Security Commission, Oklahoma Department of Human Services, and WIA. They also link electronically with Tri County Technology Center.

Since becoming a One Stop in April 1996, they have seen an improvement in customer service orientation, and better relationships between partners, both public and private. This Center received the Governor’s Award for their Customer Service Survey in 1999.

They report: “Cooperation and working together as a team is vital - and the way to do that is to be focused on our customers rather than WIIFMs.” (What’s in it for me?)



Chickasha

Located in Grady county between the level plains to the north and the rolling hills to the south. Their most recent unemployment rate was 2.6%. The Center served 4,802 customers during our 2000 program year. The Chickasha Center airs job listings on their local radio station. They also provide job fairs for TANF, youth, and WIA clients. They say: “do whatever it takes to make the customer leave happy with the service.”

Partnering at this center are DHS (SoonerCare and a Job Developer), Adult Education, Green Thumb, Express Personnel Services, Job Corps, Chisholm Trail Counseling Service, C.H.U.B.S., WIA, OESC, and Eldercare. The Chickasha Center links electronically with the Caddo Kiowa Technical Center and Canadian Valley Technical Center, as well. They have been a One Stop for three years.



Claremore

Once a part of the Cherokee Nation, Rogers County was named for Clem Rogers, the father of Will. Claremore was named for the Osage Chief Clermont, killed during the Clermont Mound Massacre. Agriculture is a basic industry of the county, however the mining of coal and shale are also important to the economy. The most recent unemployment statistic was 2.4% and the Workforce Oklahoma Claremore center registered 5,706 job seekers during the program year. The Claremore office has been a One Stop for 3 years.

This Center received a grant through the Workforce Oklahoma Training Institute for \$5,945.00 and invested in equipment to assist customers with disabilities.

They claim “short staffing” as their greatest barrier.



Clinton

Workforce Oklahoma Clinton is in western Oklahoma’s Custer County, named for General George A. Custer. Clinton lies atop the rich Anadarko Basin and oil and gas are still a strong economic influence in the area. Custer County’s most recent unemployment rate is 3.0% with the Clinton One Stop serving 4,780 customers in this program year. The Center has WIA, the Oklahoma Employment Security Commission, Oklahoma Regional Opportunities Jobs Plus, and the Oklahoma Department of Human Services as partners on site. They have been certified as a One Stop since 1998.

The Clinton Center announces job listings in radio segments. They have interview space for employers and have hosted major Corporations for tours on several occasions. This center solicits customer feedback by random telephone surveys.

The Clinton Center reported “partners can work together and that a partnership truly does help clients in obtaining needed services.” When asked about their biggest barrier or obstacle, their response was, “The greatest obstacle at the Clinton One Stop has been space, but we’ve overcome that by crowding everyone together!”



Duncan

Workforce Oklahoma Duncan Center is located in southwest Oklahoma's Stephens County, named for Texas Congressman John H. Stephens, a staunch advocate of Oklahoma statehood. The county's most recent unemployment rate was 2.8% and the Duncan Center assisted 4,410 customers. Located in their office are Oklahoma Employment Security Commission, WIA, and Oklahoma Department of Human Services. Vocational Rehabilitation Services links with them electronically.

The services this Center provides to businesses has truly improved since becoming a One Stop, with workshops, interview space, job fairs, monthly business meetings, job openings in the local papers, career days, and account managers for their job vacancies. The general public has also benefited with all services being identified by function, rather than agency, and referrals made accordingly.

They list as a lesson learned the fact that they can work together and help each other, learning more about other services that are available to their common clients. They can do teamwork after all!



Durant

The Workforce Oklahoma Bryan county office is located in Durant, southeastern Oklahoma. Choctaw Indians were the first to settle this area following their removal from Mississippi. The county was named for the famous orator William Jennings Bryan.

Bryan county's most recent unemployment rate was 2.2% and the Workforce Oklahoma office registered 4,580 customers. Partnering agencies at this center are Oklahoma Employment Security Commission, WIA, and the Oklahoma Department of Human Services. They have been a One Stop for two years.



Enid

Enid Workforce Oklahoma became a One Stop Center in 1999. Partners at this Center include Oklahoma Employment Security Commission, Oklahoma Department of Human Services, and WIA. Enid is in Garfield County, best known for 1,059 level plains of wheat. The unemployment rate in this northwest county is 2.5%. The partners of the Enid Center served 6,899 customers in the 2000 program year.

Since becoming a One Stop, the Enid Center has seen a significant increase in the number of customers served. The Resource Room has made a big impact on their numbers with people enjoying access to job information nationwide as well as resume assistance. They have also had several comments on the overall better service to customers because more services are provided. They offer monthly Job Search Workshops as well as GED assessments.



Guymon

Guymon, located in the tri-county area of the Oklahoma panhandle, is the Saddle Bronc Capital of the World! It also sits on the world's largest deposit of natural gas. Guymon has operated a One Stop Center for two years and Partners include the Oklahoma Employment Security Commission and Oklahoma Economic Development Authority.

Center management is currently consulting with human resource professionals in their area to determine specific service needs and delivery methods. Customer Service surveys indicate a fairly high level of customer satisfaction, especially among employer customers.



Holdenville

The Workforce Oklahoma Holdenville Career Center is located in Hughes County where the most recent rate of unemployment was 3.5%. During the last program year this office served 2,719 customers. They were certified as a One Stop in August 1998. The Oklahoma Employment Security Commission, WIA, Oklahoma Department of Human Services, Adult Basic Education, Green Thumb, and Wes Watkins Technology Center staff this One Stop.

The Holdenville team have created a video that is being shown daily on 17 local cable stations to promote the Center. A survey last year resulted in the development of two workshops, “Customer Service” and “The Art of Hiring Smart.”

When asked about lessons learned in becoming a One Stop, staff responded, “communication, good relationships with partners, and a willingness to consider change make all the difference in the world when partnering. Must create a win/win atmosphere or it won’t work.”



Idabel

Hugo and Antlers

The Workforce Oklahoma Idabel Center is located in far Southeastern Oklahoma in McCurtain County. The unemployment rate of McCurtain County generally runs much higher than the state’s average, with the most recent rate at 5.3%. During the July 1, 2000 to June 30, 2001 period there were a total of 9,836 customers served through the Idabel, Hugo, and Antlers Centers. Partners at the center include: Oklahoma Employment Security Commission, Oklahoma Department of Human Services, Keddo/WIA, and Kiamichi Technology Center.

These three centers have emerged as community leaders, becoming active Chamber of Commerce members, Dogwood Days participants, Fall Fest, Main Street, and the annual Christmas parade. The Idabel Center offers interview areas, job fairs, business council meetings, and account managers. They have developed an Employer, Customer Service and Resource Room Surveys. Results are shared with WIA council members at monthly meetings.

The Workforce Oklahoma Idabel Center says that what they have learned from the One Stop process is primarily, “Change can be for the better – it gets easier every day.”



Lawton/Ft. Sill

Established as a Workforce Oklahoma Center in 1998, the Lawton/Ft Sill One Stop has grown from the original three partners to seven. The Oklahoma Employment Security Commission, WIA, Adult Community Education, ORO Jobs Plus, National Indian Counsel on Aging (Older Worker Program), Guthrie Job Corps, and DHS are present.

Lawton is located in Southwestern Oklahoma in the Wichita Mountains with a major army base at the city's eastern edge. Ft. Sill was originally established as a cavalry fort in 1869 in what was then a part of the Kiowa, Comanche and Apache reservations. Ft. Sill now covers 95,000 acres.

During the last program year the Workforce Oklahoma Lawton/Ft. Sill Center served 12,272 job-seeking customers. The most recent unemployment rate was 2.8%.

Since partnering as a One Stop, the Lawton Center has reported improved interaction between agencies, overall customer service improvement, and significant increase in customer use of Resource Room materials, TANF orientation, Adult Ed GED classes and Workforce Development Council involvement.



McAlester

Located in Pittsburg County, the Workforce Oklahoma McAlester Center became a One Stop in 1997. Current partners are WIA, Oklahoma Employment Security Commission, Oklahoma Department of Human Services, Adult Basic Education, Kiamichi Technical Center, and Oklahomans for Independent Living Center.

McAlester is located in Southeastern Oklahoma near the original site of Perryville, which no longer exists. Perryville was an important military post and depot for Confederate troops and was burned to the ground in September of 1863 by Union soldiers. Pittsburg County's most recent unemployment rate was 3.2% with the McAlester Center serving 8,742 customers during the program year.

When asked about the greatest obstacle or barrier, the Workforce Oklahoma McAlester Center sited, "Communication breakdown.



Miami

Miami, Oklahoma is located in Ottawa county, farthest northeastern county in the state. Missouri borders it on the East and Kansas on the North. Ottawa County, named for the Ottawa Indians, is home to members of a greater number of Indian tribes than any other county in the United States.

Ottawa County had the highest unemployment rate in the state recently with 6.3%. The Workforce Oklahoma Miami Center assisted 4,735 customers in the last year. They have been a One Stop for 2 ½ years. Partners include OESC, WIA, DHS, and ORO Development Corporation. Classes and workshops are offered for Adult Basic Education, GED preparation, and TANF.

They said that the most significant lesson learned was that “the team process is hard to implement and disagreeing does not mean you are not a team player.”



Muskogee

Located in Muskogee County in Eastern Oklahoma, the city of Muskogee is rich in our state’s history. The original focal point of the Five Civilized Tribes, Muskogee hosts Bacone College, established in 1879 as a university for Indians.

Muskogee County’s most recent unemployment rate was 3.4% and the Workforce Oklahoma Muskogee Center assisted 9,453 customers last program year. They have been a One Stop since 1997. Partners include the Oklahoma Employment Security Commission, Kavin Services (WIA-WtW), Quality Education Services for Today and Tomorrow, Green Thumb, Creek Nation, Department of Human Services, Department of Rehab Services, and Indian Capital Technology Center. Since implementation of WIA, their monthly customer flow increased from 1535 in July 2000 to 2411 in June of 2001. Most recent customer service survey indicated a 52% “very satisfied” rating.

The Muskogee Center is very involved with the court system of Muskogee County. A staff person works closely with Drug Court and attends sessions each Monday. A DHS staff person, working with Non-Custodial Parents, attends court every Thursday for the Center. Individuals are ordered to report to the Workforce Oklahoma Center every day at 8:00 am until they are successful in finding employment or better employment which will enable them to meet their child support obligations. Project Restart is a recent service which assists customers who are having difficulty paying their bills. Consumer Credit Counseling, Community Action, Salvation Army, OSU Extension and others are involved in helping people learn to budget and save on their expenses. They report diplomacy as their most significant lesson learned.



Norman

The Workforce Oklahoma Cleveland County Career Center is located in Norman, 19 miles south of Oklahoma City. Named for President Grover Cleveland, Cleveland County was one of our seven original counties opened during the Land Run of April 22, 1889. Cleveland County enjoys a low unemployment rate, their most recent rate, 1.9%. They assisted 6,631 during the 2000 program year.

Partners of the Cleveland County Center are the Oklahoma Employment Security Commission, Oklahoma Department of Human Services, Adult Basic Education, Tribe, and the Workforce Development Board (WIA). They have been a One Stop for two years.

When asked about the challenges of the past few years their response was, "Federal legislation cannot force a partnership. It can initiate co-location. For a partnership to be successful, you must have a certain level of shared partner outcomes and shared funding. This would have been much more successful if the legislature had considered these two issues."



Oklahoma City (Downtown)

The Workforce Oklahoma Downtown Center is located in Oklahoma City. During PY 2000, they hosted 18,356 customers, making it the most active office in the state. The most recent unemployment rate for the Oklahoma City area is 2.9%.

The Workforce Oklahoma Downtown Center was one of Oklahoma's first One Stops, opening as a co-located center in October 1997. They have an extensive list of participating partners: AARP Senior Employment Service, American Training Institute, AmeriResource Group, Inc., Community Literacy Center, DeMarge College, Educational Opportunities Center, Job Corps, Office of Workforce Development, Oklahoma Employment Security Commission, Oklahoma Department of Career and Technology Education, Oklahoma City Chamber of Commerce, Oklahoma City Housing Authority, Oklahoma City YouthBuild, Oklahoma Department of Education, Oklahoma Department of Human Services, Oklahoma Department of Rehabilitative Services, and the City of Oklahoma City.

This Center conducts three yearly job fairs that attract 50+ businesses and 1500 job seekers, houses a computer lab with 16 internet linked computers with Microsoft Office training and even has a voice activated computer with Braille printer.



Oklahoma City Career Connection Center

The Career Connections Center has been a One Stop Center since 1995. Partners include AARP, Department of Human Services, Department of Rehabilitation, Green Thumb, Mid-Del Youth and Family Services, Oklahoma Department of Adult Education, Oklahoma Employment Security Commission, Rogers University and Tri-County Youth and Family Services.

Management claims “Our strength is in our collaboration – it is who we are.” This Collaboration has produced some specialized services for customers. One was a job fairs for job seekers with multiple barriers. On-site mental health and substance abuse counseling is available. The center conducts on-going computer skills upgrade and education laboratories for skills enhancements. The Center also collaborated to developed capacity to serve specialized populations: persons with disabilities, multi-barriered job seekers, ex-offenders for reintegration, limited literacy, basic skills and workplace literacy, drivers education for TANF eligible non-custodial parents, aged-out foster youth and low income parents. Faith based family support services and mentoring are also offered.

Job Fairs are the Center’s business mainstay. These are strong with business and customer participation, offered two times per year by this Center and two other times in collaboration with another Center. They even hosted a Second Change Job Fair for customers with multiple barriers to employment.

Customers give this unique center a 90 percent satisfaction rating.



Okmulgee

Located in Okmulgee County, Workforce Oklahoma Okmulgee Center has been a One Stop since 1998. Located on the campus of OSU/Okmulgee, they have as partners the Department of Human Services, Department of Rehabilitative Services, OSU-WIA Intensive Services, Green Thumb, OSU TANF (M-Power), Adult Basic Education, Creek Nation Voc Rehab, and Oklahoma Employment Security Commission. They assisted 4,676 people during the 2000 Program Year.

Okmulgee is the capital of the Creek Nation and has been since the Civil War. The Creek chose the site because they believed that tornadoes would never strike the area, and so far, have been correct!



Ponca City

Ponca City is located in north central Oklahoma, approximately 25 miles from the Kansas border. Kay County is level plains and farmland and was once a part of the famous Cherokee Strip. A history rich in petroleum, they are predominately agriculturally based today. Kay County was once home to the infamous outlaw Belle Starr.

The partners were certified as the Workforce Oklahoma Career Center Ponca City in August 1998. Located within this center are the Oklahoma Employment Security Commission, the Oklahoma Department of Human Services and WIA. The Workforce Oklahoma Center saw 9,584 customers during the 2000 Calendar Year. Their most recent unemployment rate was 5.2%.



Poteau

The LeFlore County Workforce Oklahoma Center is located in Poteau in far eastern Oklahoma. Established as a One Stop in August 1998, they have as partners the Oklahoma Employment Security Commission, Oklahoma Department of Human Services, and WIA Title 1. During the 2000 Program Year the center hosted 4,493 job seekers. Their most recent unemployment rate was 4.5%.

LeFlore County was once a part of the Choctaw Nation, Indian Territory. The Quachita National Forest covers the southern half of the county and the landscape is a blend of rugged hills, narrow valleys and fertile farmland. Because Poteau is a small community, most services to customers are provided on a one-on-one basis. They initiated job search workshops, but seem to have more success individually. Services to the business community are provided primarily on an individualized basis.

The Workforce Investment Board has made an impact on the marketing effort of the One Stop. Because the Board is primarily private business leaders, they have “taken the word” to the employing community about the benefits of Workforce Oklahoma.

When asked about the most significant lesson learned in the One Stop/WIA process, they responded, “There is great importance in knowing and trusting your partners. We are all part of one bigger picture, not just separate agencies.”



Pryor

Workforce Oklahoma Pryor is located in northwestern Mayes County in northeastern Oklahoma. Pryor was named for Nathaniel Pryor, a scout with the Lewis and Clark expedition. Beef production is the number one industry in Mayes County. Their most recent unemployment rate was 3.9%. During Program year 2000 they assisted 7,229 customers. Partners in the Pryor Center are the Oklahoma Employment Security Commission, Oklahoma Department of Human Services, and WIA. They were certified as a One Stop in 1998.

Since One Stop certification, customers have been offered more and varied services. A large part of those services are provided in the Resource Room, which is staffed by all three partners. They offer GED classes, vocational assessment through Rogers State University, Job Club for TANF, free school supplies and clothing for low-income families, computer classes and life skills workshops.

Their response to “What is the most significant lesson learned in the One Stop/WIA process?” they answered...”Partnering is tough, but worth the time and trouble.”



Sallisaw

The Workforce Oklahoma Sallisaw Center has been certified as a One Stop for two years. Located in Sequoyah County, named for the Cherokee linguist who developed an alphabet for his people, it is approximately 25 miles from Arkansas. The unemployment rate in this county is 3.7%. Partners are the Oklahoma Employment Security Commission and WIA.

An innovation that the Sallisaw Center has been very instrumental in is the community based transportation service system. They have also recently purchased technical equipment to better serve the customers with disabilities. Their customers are periodically surveyed and in response to customer suggestions they have changed the layout of the Resource Center.

Their response to “What is the most significant lesson learned in the One Stop/WIA process?” “Communication is the key to a successful system of service delivery.”



Sapulpa

Located in Creek County, thirteen miles from Tulsa, the Workforce Oklahoma Sapulpa One Stop Career Center is made up of partners from the Oklahoma Department of Human Services, Oklahoma Employment Security Commission, and WIA I. They also link electronically to the Central Technology Center and to the Oklahoma Department of Vocational Rehabilitation. They have been a One Stop center for two years. The Sapulpa center assisted 4,742 customers in the last program year. The most recent unemployment rate for the county was 2.9%.

They have arranged their Resource Center to reflect the atmosphere of a library. The staff of this center is very community service focused and present workshops, staff job fairs and market their center extensively. Dollar Tree, a local retail store, has utilized their facilities to train staff.

When asked what has been the most significant lesson learned in the process to become an effective One Stop, they replied that they had gained an appreciation for the other agencies that serve the community.



Shawnee

Located in Pottawatomie county, Shawnee was founded in the 1890s as "Indian Territory." The Shawnee Workforce Career Center has been a One Stop for three years. The unemployment rate in this area is 3.7% and over the last program year the Shawnee Center assisted 6,615 customers. They are a team of Oklahoma Employment Security Commission, Oklahoma Department of Human Services, WIA, Green Thumb, Seminole Junior College (Veterans Upward Bound) and Gordon Cooper Technology Center. Through this collaboration, the co-workers of this center have seen customers better served as well as better educated staff. The Shawnee staff hosts Town Hall meetings in rural areas that have been well attended and more meetings are scheduled.

This Center has seen a lack of staff and quality equipment as their biggest obstacle, but have learned that good partnering is the essence of WIA.



Tahlequah

Located in Cherokee County, Tahlequah was established in 1839 as the capital of the Cherokee Nation. Rich in history, this area was a popular hiding place for the James brothers and Belle Starr. The Workforce Oklahoma Tahlequah Career Center assisted 9,456 customers in the last program year. The most recent unemployment rate was 5.9% - one of the highest in the state.

Partnering at the Tahlequah Center are: OESC, DHS, WIA, Vocational Training, and Adult Education. They have been a One Stop for two years. The Center has partnered with a local cooperative and developed a program to assist customers with transportation needs. They piloted "Delivery of Core Services in a Workforce Resource Room" and have developed service delivery by function.

The Tahlequah Center hosts Business Council meetings regularly. All new employers are familiarized with America's Job Bank and rooms are available for their interviews and training needs.

In their own words, "We are the #1 Workforce Center in the nation. We can prove it!"



Tulsa

The Workforce Oklahoma Tulsa Hartford Center is located just northeast of Tulsa's downtown district. Their most recent unemployment rate was 2.8% and the Tulsa Hartford Center assisted 12,186 customers in the last program year. Partners physically located in the Tulsa Center are: City of Tulsa Department of Workforce Development, Oklahoma Employment Security Commission, Oklahoma Department of Human Services, Rogers State University Educational Opportunity Center, Native American Employment and Training Center, Oklahoma Department of Career Technology, Department of Rehabilitation Services, and Urban League. They have been a One Stop for two years.

Resource Room staff is not identified by agency affiliation and other partners are mingled according to function through out the site. The Center has created several innovative services for customers : A variety of 2-hour workshops, available to anyone: two-week, pre-employment classes for small groups, guidance software and tutorials, books and multi-media resources, plus a large number of computers, including newer models



Woodward

As the largest city within 85 miles, Woodward is the commercial hub of Northwest Oklahoma. The Woodward Career Center has been a One Stop for 4 ½ years. Partners include the Oklahoma Employment Security Commission and Oklahoma Economic Development Authority.

The Center has refocused their goals to a customer base initiative rather than a programmatic outcome/performance model. Although co-location is very limited, the closeness of the community allows for stable and working relationships with partners not located at the center in order to facilitate the use of such services for customers.

Customer satisfaction is high and management continues to explore relationships, including faith-based ministries, to obtain necessary services and jobs for the community.



Workforce Oklahoma Centers 2001

CENTER	ADDRESS	PARTNERS	CONTACT
Workforce Oklahoma Ada Center	1628 E. Beverly St. P.O. Box 850 Ada 74820 Phone: (580) 332-1533 FAX: (580) 421-9265	WIA/DHS/OESC	Pat Hayes pat.hayes@oesc.state.ok.us
Workforce Oklahoma Altus Center	1115 N. Spurgeon St. P.O. Box 551 Altus 73521 Phone: (580) 482-3262 FAX: (580) 482-3284	WIA/DHS/OESC	Sharon Hesser sharon.hesser@oesc.state.ok.us
Workforce Oklahoma Antlers Center	211 SW 3rd Antlers 74523 Phone: (580) 298-6601 FAX: (580) 298-6603	WIA/DHS/OESC	Susan Wall suwall@oesc.cc.ok.us
Workforce Oklahoma Ardmore Area Center	201 "A" Street, SW P.O. Box 1467 Ardmore 73401 Phone: (580) 223-3291 FAX: (580) 226-2730	WIA/DHS/OESC	Gilbert Jenkins gilbert.jenkins@oesc.state.ok.us
Atoka/Coal Workforce Oklahoma Center	1301 Liberty Rd. Atoka 74525 Phone: (580) 889-7074 FAX: (580) 889-3079	WIA/DHS	J.D. Voto kmanning@bigfive.org
Workforce Oklahoma Bartlesville Center	6101 SE Nowata Rd., Ste D P.O. Box 4039 Bartlesville 74006 Phone: (918) 331-3400 FAX: (918) 331-0044	WIA/DHS/OESC Vo Tech	Jerry Pectol jerry.pectol@oesc.state.ok.us
Workforce Oklahoma Employment and Training	Sooner Drive, Bldg 420 P.O. Box 569 Burns Flat 73624 Phone: (580) 562-4550 FAX: (580) 562-4274	WIA	Kathie Price kathie@swoda.org
Workforce Oklahoma Chandler Center	607 E. 1st P.O. Box 484 Chandler 74834 Phone: (405) 258-2870 FAX: (405) 258-3073	WIA	Kelly Torri ktorri@brightok.net

CENTER	ADDRESS	PARTNERS	CONTACT
Chelsea Workforce Oklahoma Satellite Center	104 Hester Place P.O. Box 305 Chelsea 74016 Phone: (918) 789-5566 FAX: (918) 789-5050	WIA	Jo Nell Morris jonell.morris@oesc.state.ok.us
Workforce Oklahoma Chickasha	301 South 2nd Street P.O. Box 398 Chickasha 73018 Phone: (405) 224-3310 FAX: (405) 222-1215	WIA/DHS/OESC Adult Education	Glenda Owen glenda.owen@oesc.state.ok.us
Workforce Oklahoma Claremore	1810 N. Souix Ave P.O. Box 908 Claremore 74018 Phone: (918) 341-6633 FAX: (918) 341-7723	WIA/OESC/DRS	Ron Novotny ron.novotny@oesc.state.ok.us
Workforce Oklahoma Cleveland Center	110 North Broadway Cleveland 74020 Phone: (918) 358-3662 FAX: (918) 358-3916	WIA	Jan Smith jan.smith@oesc.state.ok.us
Workforce Oklahoma Clinton	1120 Frisco Ave P.O. Box 605 Clinton 73601 Phone: (580) 323-1341 FAX: (580) 323-9176	WIA/DHS/OESC ORO	Barbara Griffin barbara.griffin@oesc.state.ok.us
Workforce Oklahoma Duncan Center	1927 W. Elk Avenue Duncan 73533 Phone: (580) 255-8950 FAX: (580) 255-8959	WIA/DHS/OESC	Fran Bergeron fran.bergeron@oesc.state.ok.us
Workforce Oklahoma Bryan County	4310 Highway 70W P.O. Box 1000 Durant 74702 Phone: (580) 924-1828 FAX: (580) 920-2464	WIA/DHS/OESC	David Elam david.elam@oesc.state.ok.us
Workforce Oklahoma Centennial Center	1824 E. 2nd Street Edmond 73034 Phone: (405) 340-4407 FAX: (405) 340-4512	OESC	Brenda Orange brenda.orange@oesc.state.ok.us
Enid Workforce Center	2613 N. Van Buren P.O. Box 1269 Enid 73703 Phone: (580) 234-6043 FAX: (580) 234-8405	WIA/DHS/OESC	Patti Pearce patti.pearce@oesc.state.ok.us

CENTER	ADDRESS	PARTNERS	CONTACT
Workforce Oklahoma Center Ft. Cobb	NW of City Box 190 Ft Cobb 73038 Phone: (405) 643-5511 FAX: (405) 643-2144	WIA	Wade Walling wwalling@ck.tec.ok.us
Grove Workforce Oklahoma Center	104 W. 3rd Room 3 Grove 74344 Phone: (918) 787-4143 FAX: (918) 787-7759	OESC	Larry Waggoner larry.waggoner@oesc.state.ok.us
Guymon Workforce Oklahoma Center	225 NE Highway 54 Guymon 73942 Phone: (580) 338-8521 FAX: (580) 468-1814	WIA/OESC	Mike Bostic oadaxdir@ptsi.net
Workforce Oklahoma Holdenville Career Center	115 N. Rodgers Drive P.O. Box 937 Holdenville 74848 Phone: (405) 379-5452 FAX: (405) 379-6355	WIA/DHS/OESC	Diane Watts diane.watts@oesc.state.ok.us
Workforce Oklahoma Hugo Center	107 S. 3rd P.O. Box 490 Hugo 74743 Phone: (580) 326-6472 FAX: (580) 326-0958	WIA/DHS/OESC	Cody Cox cody.cox@oesc.state.ok.us
Workforce Oklahoma Idabel Center	Hwy 70 & Brinkley Drive P.O. Box 1197 Idabel 74745 Phone: (580) 286-6667 FAX: (580) 286-7867	WIA/DHS/OESC ABE/OK Dept of Career and Technology Education	Cody Cox cody.cox@oesc.state.ok.us
Jay Workforce Oklahoma Center	137B. North Main P.O. Box 169 Jay 74346 Phone: (918) 253-8516 FAX: (918) 253-2504	WIA	JoNell Morris jonell.morris@oesc.state.ok.us
Workforce Oklahoma Lawton	1711 SW 11th Street P.O. Box 989 Lawton 73501 Phone: (405) 357-3500 FAX: (405) 357-9629	WIA/DHS/OESC Adult Education/ORO	Glenda Owen glenda.owen@oesc.state.ok.us

CENTER	ADDRESS	PARTNERS	CONTACT
Workforce Oklahoma McAlester Center	1202 Wade Watts Ave P.O. Box 1108 McAlester 74501 Phone: (918) 423-6830 FAX: (918) 429-1175	WIA/DHS/OESC CAA	Kitty Corder kitty.corder@oesc.state.ok.us
Workforce Oklahoma Miami Center	121 N. Main P.O. Box 670 Miami 74354 Phone: (918) 542-5561 FAX: (918) 542-7505	WIA/DHS/OESC ORO	Cathy Spencer cathy.spencer@oesc.state.ok.us
Workforce Oklahoma Muskogee Center	2316 W. Shawnee P.O. Box 1688 Muskogee 74401 Phone: (918) 682-3364 FAX: (918) 682-4311	WIA/DHS/OESC Green Thumb OK Dept of Career and Technical Education	Deborah Hendley dhendley@muskogee development.org
Workforce Oklahoma Cleveland County Career Center	1141 East Main Norman 73071 Phone: (405) 701-2000 FAX: (405) 701-2042	WIA/DHS/OESC	Lisa Graven lisa.graven@oesc.state.ok.us
Nowata Workforce Oklahoma Center	317 East Delaware P.O. Box 215 Nowata 74048 Phone: (918) 273-7365 FAX: (918) 273-1969	WIA/DHS	JoNell Morris jonell.morris@oesc.state.ok.us
Workforce Oklahoma Downtown OKC Center	1 North Walker OKC Central 73102 Phone: (405) 297-3053 FAX: (405) 297-2940	WIA/DHS/OESC/AARP CLC OKC Housing Authority Rehab Svcs/OKC Chamber Ed. Opportunity Center American Training Institute Job Corps/OKC Youth Build Dept. of Education DeMarge College Office of Workforce Dev. City of OKC	Linda Hansen linda.hansen@ci.okc.ok.us
Workforce Oklahoma Career Connection Center	7401 NE 23rd Street OKC Eastside 73141 Phone: (405) 713-1890 FAX: (405) 713-1895	WIA/DHS/OESC/AARP OK County Welfare Services OK Housing Finance Mid-Del Youth & Family OK County MIS Educ Opportunities Center Veteran's Upward Bound Green Thumb	Norma Noble norma.noble@oesc.state.ok.us

CENTER	ADDRESS	PARTNERS	CONTACT
Workforce Oklahoma OKC Metro South	4509 S I-35 Service Road OKC Southside 73129 Phone: (405) 670-9100 FAX: (405) 670-9292	OESC	Edward Manuel edward.manuel@oesc.state.ok.us
Workforce Oklahoma Okemah	Okfuskee County Courthouse Okema 74859 Phone: (918) 623-2837 FAX: (918) 623-2758	WIA	Martha Green martha@brightok.net
Workforce Oklahoma Okmulgee	1801 E. 4th Okmulgee 74447 Phone: (918) 756-5791 FAX: (918) 756-0937	WIA/DHS/OESC Adult Basic Education M-Power/OK Dept of Voc Rehabilitation Okmulgee Area Development OSU WIA/Green Thumb Creek Nation Rehab	Charley Farley charley.farley@oesc.state.ok.us
Osage County Workforce Oklahoma Center	516 Leahy Street Pawhuska 74056 Phone: (918) 287-2410 FAX: (918) 287-2424	WIA	Carol Jones carol.jones@oesc.state.ok.us
Ponca City Workforce Oklahoma Career Center	1201 W. Grand P.O. Box 309 Ponca City 74602 Phone: (580) 765-3372 FAX: (580) 765-6145	WIA/DHS/OESC	Steve Crank steve.crank@oesc.state.ok.us
Leflore County Workforce Oklahoma Center	106 Rogers P.O. Xox 9 Poteau 74953 Phone: (918) 647-3124 FAX: (918) 647-8939		
Workforce Oklahoma Pryor	219 NE 1st Street P.O. Box 427 Pryor 74362 Phone: (918) 825-2582 FAX: (918) 825-6494	WIA/DHS/OESC	Larry Waggoner larry.waggoner@oesc.state.ok.us
Workforce Oklahoma Sallisaw	1502 W. Chickasha Sallisaw 74955 Phone: (918) 775-5541 FAX: (918) 775-6385	WIA/OESC	Johnny Blakey johnny.blakey@oesc.state.ok.us
Workforce Oklahoma Sand Springs	11 E. Broadway, Ste 207 P.O. Box 9 Sand Springs 74063 Phone: (918) 245-9544 FAX: (918) 245-9566	OESC	Carla Hight carla.hight@oesc.state.ok.us

CENTER	ADDRESS	PARTNERS	CONTACT
Workforce Oklahoma Sapulpa One Stop Career Center	610 S Hiawatha Sapulpa 74066 Phone: (918) 224-9430 FAX: (918) 227-2859	WIA/DHS/OESC Central OK Vo-Tech	Jan Smith jan.smith@oesc.state.ok.us
Workforce Oklahoma Seminole	111 N. 4th Street Seminole 74868 Phone: (405) 382-4670 FAX: (405) 382-0104	WIA/DHS/OESC	Susan Duff susan.duff@oesc.state.ok.us
Workforce Oklahoma Shawnee Career Center	2 John C. Bruton Blvd Shawnee 74804 Phone (405) 275-7800 FAX: (405) 878-9742	WIA/DHS/OESC	Cheryl Cook cheryl.cook@oesc.state.ok.us
Workforce Oklahoma One-Stop Career Center	711 E. Krayler Stillwater 74075 Phone: (405) 624-1450 FAX: (405) 372-0295	DHS/WIA/OESC/VRS	Pan Bridwell pam.bridwell@oesc.state.ok.us
Workforce Oklahoma Stilwell Center	219 W. Oak Stilwell 74960 Phone: (918) 696-2910 FAX: (918) 696-5196	OESC	Opal Teague opal.teague@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	WIA/DHS/OESC/EOC	Opal Teague opal.teague@oesc.state.ok.us
Johnston County Center	1201 S. Byrd Tishomingo 73460 Phone: (580) 371-3016 FAX: (580) 371-0431	WIA/DHS/EOC/OESC Murray State College Big 5 Community Resource Office	Ron Newton newton@msc.cc.ok.us
Workforce Oklahoma Tulsa Hartford	111 S. Greenwood Suite 100 Tulsa 74120 Phone: (918) 596-7200 FAX: (918) 596-9999	WIA/DHS/OESC Rogers State University	Sharon Norris sharon.norris@oesc.state.ok.us
Renaissance Workforce Oklahoma Center	11654 E. 21st Street Tulsa 74129 Phone: (918) 437-4473 FAX: (918) 437-6737	OESC	Carl Melnick carl.melnick@oesc.state.ok.us
Vinita Workforce Oklahoma Center	301 W. Canadian Vinita 74301 Phone: (918) 256-7387 FAX: (918) 256-5713	WIA/DHS	JoNell Morris jonell.morris@oesc.state.ok.us

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Workforce Oklahoma Center Walters	212 N. Broadway Walters 73572 Phone: (580) 875-2311 FAX: (580) 875-3233	WIA	Sue Anderson ande_su@ascog.org
Workforce Oklahoma Center Waurika	13th & G Waurika 73573 Phone: (580) 228-3511 FAX: (580) 228-2530	WIA	Sue Anderson ande_su@ascog.org
Workforce Oklahoma Woodward Career Center	1117 11th Street Woodward 73801 Phone: (580) 256-3308 FAX: (580) 254-3093	WIA/DHS/OESC	Vicky Downey vicky.downey@oesc.state.ok.us

Performance



“Politics has become so expensive that it takes a lot of money to even be defeated.”

Will Rogers (1879 - 1935)

Participation Levels**7-1-00 to 6-30-00**

	Total Participants Served	Total Exiters
Adults	3016	818
Dislocated Workers	979	377
Older Youth	724	452
Younger Youth	1991	39

Adult Program Results At-A-Glance			
10-1-99 to 9-30-00			
	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	73%	75.33%	N 113
			D 150
Employment Retention Rate	80%	85.20%	N 144
			D 169
Earnings Change in Six Months	\$3,080	\$6,209	N \$1049366
			D 169
Employment and Credential Rate	60%	49.46%	N 93
			D 188

Outcome for Adult Special Populations								
10-1-99 to 9-30-00								
Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	78.89%	N 86	50%	N 2	77.77%	N 7	85.71%	N 6
		D 109		D 4		D 9		D 7
Employment Retention Rate	90.69%	N 78	100%	N 3	71%	N 5	83.33%	N 5
		D 86		D 3		D 6		D 6
Earnings Change in Six Months	\$9,611	N \$826548	\$1,387	N \$4161	\$441	N \$3085	\$1,419	N \$8514
		D 86		D 3		D 7		D 6
Employment and Credential Rate	89.18%	N 33	100%	N 2	75%	N 3	50%	N 2
		D 37		D 2		D 4		D 4

Dislocated Worker Program Results At-A-Glance			
10-1-99 to 9-30-00			
	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	80%	79%	N 88
			D 112
Employment Retention Rate	80%	80.68%	N 71
			D 88
Earnings Change in Six Months	86%	121.86%	N \$787856
			D \$646513
Employment and Credential Rate	60%	100%	N 42
			D 42

Outcome for Dislocated Worker Special Populations								
10-1-99 to 9-30-00								
Reported Information	Public Assistance Recipients Receiving Intensive or Training Services	Veterans		Individuals With Disabilities		Older Individuals		
Entered Employment Rate	50%	N 2	88%	N 7	70%	N 7	50%	N 1
		D 4		D 8		D 10		D 2
Employment Retention Rate	100%	N 2	57.14%	N 4	85.71%	N 6	100%	N 1
		D 2		D 7		D 7		D 1
Earnings Change in Six Months	52.61%	N \$11620	97%	N \$49705	119.46%	N \$62008	237%	N \$7844
		D \$22084		D \$51296		D \$51907		D \$3318
Employment and Credential Rate	50%	N 1	50%	N 1	40%	N 4	0%	N 0
		D 2		D 2		D 10		D 0

Other Outcome Information for the Adult Program				
10-1-99 to 9-30-00				
Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	76%	N 95	72%	N 18
		D 125		D 25
Employment Retention Rate	86%	N 125	79%	N 19
		D 145		D 24
Earnings Replacement Rate	142.89	N \$1211882	\$71	N \$2327
		D \$340983		D 33
Employment And Credential Rate	85%	N 41	42%	N 14
		D 48		D 33

Other Outcome Information for the Dislocated Worker Program				
10-1-99 to 9-30-00				
Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	79.80%	N 83	62.50%	N 5
		D 104		D 8
Employment Retention Rate	79.16%	N 57	100%	N 5
		D 83		D 5
Earnings Replacement Rate	142.89%	N \$658743	57.87%	N \$42135
		D \$461028		D \$72807
Employment And Credential Rate	42%	N 37	21.83%	N 5
		D 88		D 24

Older Youth Results At-A-Glance			
10-1-99 to 9-30-00			
Reported Information	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	63%	95%	N 140
			D 147
Employment Retention Rate	77%	69%	N 166
			D 240
Earnings Change in Six Months	\$2,600	\$5,226	N \$1254188
			D 240
Credential Rate	50%	54.54%	N 102
			D 187

Outcome for Older Youth Special Populations								
10-1-99 to 9-30-00								
Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	84.33%	N 70	100.00%	N 2	100.00%	N 7	66.66%	N 14
		D 83		D 2		D 7		D 21
Employment Retention Rate	67.92%	N 72	50.00%	N 1	57.14%	N 4	47.61%	N 10
		D 106		D 2		D 7		D 21
Earnings Change in Six Months	\$4,896	N \$518979	\$2,000	N \$4000	\$940	N \$6579	\$2,451	N \$51479
		D 106		D 2		D 7		D 21
Employment and Credential Rate	4920.00%	N 31	100.00%	N 1	0.00%	N 0	37.50%	N 3
		D 63		D 1		D 7		D 8

Younger Youth Results At-A-Glance			
10-1-99 to 9-30-00			
	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	72%	42.95%	N 503
			D 1171
Diploma or Equivalent Attainment Rate	55.5%	37%	N 13
			D 35
Retention Rate	54%	50%	E 3
			D 6

Outcome for Younger Youth Special Populations						
10-1-99 to 9-30-00						
Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	36%	N 21	26%	N 26	33.82%	N 23
		D 59		D 100		D 68
Diploma or Equivalent Attainment Rate	50%	N 1	NA	N 0	42.85%	N 6
		D 2		D 0		D 14
Retention rate	100%	N 2	NA	N 0	17%	N 1
		D 2		D 0		D 6

Other Reported Information

10-1-99 to 9-30-00

	Placements for Participants in Nontraditional 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	0.03%	N 6	\$4,332	N \$732246	75.59%	N 96
		D 169		D 169		D 127
Dislocated Workers	78.57%	N 88	\$3,931	N \$440302	80.43%	N 37
		D 112		D 112		D 46
Older Youth	0.03%	N 6	\$6,768	N \$1624431		
		D 240		D 240		

Workforce Investment Act Customer Satisfaction Results		4-1-01 to 6-30-01		
Customer Satisfaction	Negotiated Performance Level	Actual Performance Level - American Customer Satisfaction Index	Number of Customers Surveyed	Number of Customers Eligible for The Survey
Participant	68%	78.30%	245	368
Employer	66%	68.90%	217	2020

The customer satisfaction survey data pertaining to participants represents 66% of completed surveys. This is a high percentage of completed surveys considering the reporting problems and late start experienced by the state. Many of the clients could not be located and many of the clients, as well as businesses that were reached, did not respond. Of those clients and employers that were reached and responded, the survey results exceeded the negotiated performance levels. Procedures are now in place to conduct the survey as an on-going monthly process.

While the state calculated the Local Customer Satisfaction Results they are not included in this report because there is no contract with the University of Michigan to use the ACSI rating.

Cost of System

Over 250,000 people accessed workforce services through the network of One-Stop offices in Oklahoma last year. Over 100,000 of these clients received core services through the resource rooms. Through this valuable service they were able to access information, receive the information they needed, get their questions answered, and take the next steps in their career journey. They were able to do all of that with minimum assistance as unregistered core clients.

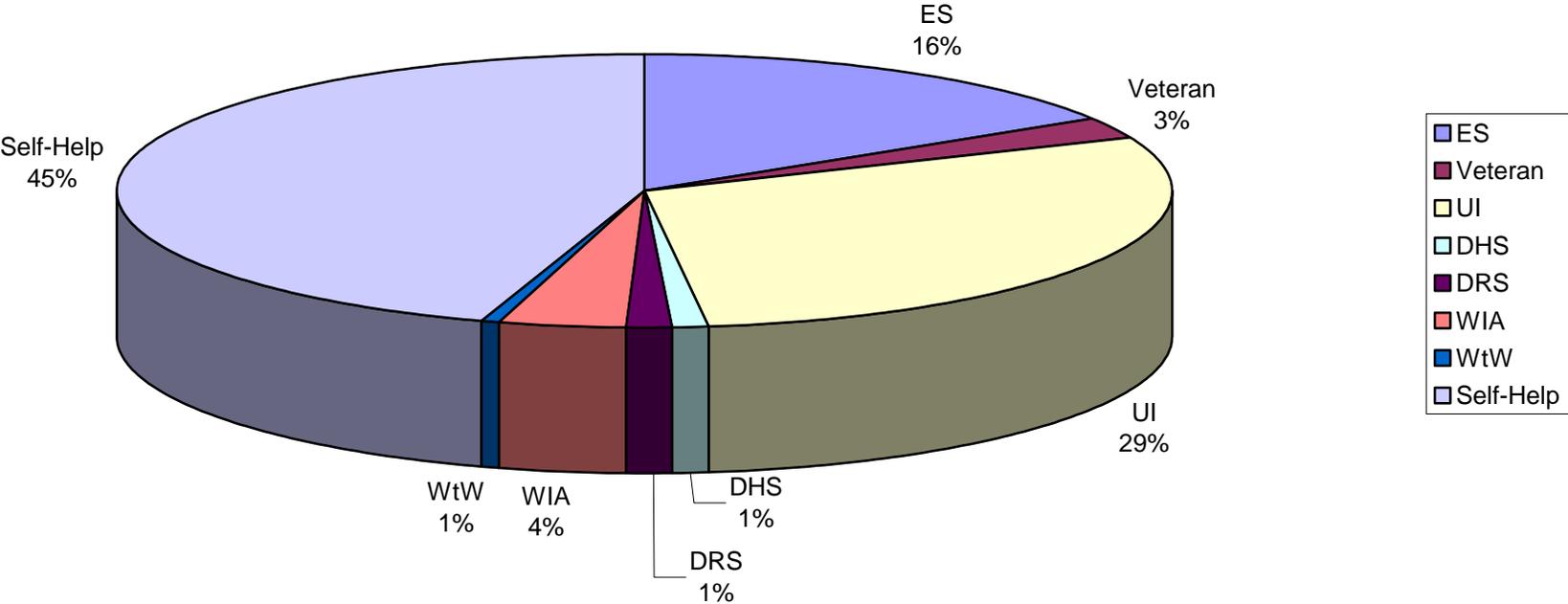
Serving these “system” customers is a cornerstone of the Workforce Investment Act. Developing this system requires each partner, including WIA title I, to provide funding to ensure these shared system services are provided efficiently.

Oklahoma is currently developing an electronic system which will include the ability to accurately account for these “system” cost. Currently WIA cost is captured based on administrative or program categories and not based on specific service level categories. As we develop a process to determine the percentage of WIA funds spent on system clients, we will be able to further break down cost for the various categories of registered WIA clients.

The following charts reflect the tremendous usage of the system. Survey results indicate that usage is rising. As the resource rooms are further developed and as the electronic system comes online the overall cost for providing services will continue to reflect that the workforce system is truly a value added process.

System Customer Breakout

When Oklahoma was in transition, becoming single-centered One Stops, our philosophy was to embrace "customer choice" and "universal access" as our approach to serving the public. We held to the library vision and hundreds of self-service customers were given free access to resource rooms. These customers were not required to provide personal data and appear below as self-help customers.



Customer
Counts

As of June 30, 2001

Office	System Customers	ES Customers	Vet Customers	UI Customers	DHS Customers	DRS Customers	WIA Customers	WtW Customers	Unmatched Customers
Ada	5,439	241	32	2,257	36	104	139	43	2,740
Altus	4,903	2,582	391	485	44	90	69	38	1,385
Ardmore	7,493	206	41	2,722	70	91	107	44	4,374
Bartlesville	3,841	81	15	1,405	29	42	102	42	2,231
Chickasha	4,801	1,182	153	1,299	68	72	100	14	2,064
Claremore	5,706	427	57	1,923	45	107	112	28	3,133
Clinton	4,780	336	45	1,389	48	147	59	32	2,831
Duncan	4,410	842	99	1,057	35	55	114	9	2,317
Durant	4,576	134	16	1,390	40	83	87	31	2,888
Edmond	9,052	1,870	352	3,561	73	85	468	18	3,139
Enid	6,899	2,654	548	1,023	24	72	134	29	2,588
Guyman	1,665	67	3	401	5	19	19	1	1,172
Holdenville	2,719	10	1	768	50	54	150	13	1,758
Idabel	9,834	1,546	85	2,476	91	84	311	33	5,398
Lawton	12,272	553	170	3,020	209	124	313	90	8,105
McAlester	8,740	786	97	2,646	44	124	166	11	4,993
Miami	4,735	607	69	2,095	31	48	98	31	1,873
Muskogee	9,452	1,759	178	2,670	79	147	752	197	4,249
Norman	6,631	1,032	232	2,166	121	116	332	71	2,897
OKC Central	18,500	3,673	555	5,852	712	271	1,175	321	7,419
OKC Eastside	10,443	4,879	864	1,720	305	213	2,065	146	2,329
OKC Southside	18,356	2,300	560	8,639	227	230	609	64	6,464
Okmulgee	4,676	563	66	1,417	38	92	261	11	2,369
Ponca City	9,584	345	52	2,385	13	74	121	17	6,645
Poteau	4,493	131	15	1,696	49	43	76	7	2,521
Pryor	7,228	1,405	187	1,563	59	83	200	39	3,864
Sand Springs	2,917	196	42	1,491	10	29	52	7	1,158
Sapulpa	4,742	522	75	1,984	12	49	110	24	2,065
Seminole	3,527	239	31	1,210	63	40	130	14	1,907
Shawnee	6,613	909	79	2,119	129	86	220	39	3,287
Stillwater	7,820	725	87	2,022	40	134	90	4	4,827
Tahlequah	9,453	1,018	62	2,111	42	66	662	164	5,703
Tulsa Hartford	12,184	1,781	357	4,431	255	242	483	213	5,098
Tulsa Renaissance	17,946	7,967	1,259	5,108	53	202	251	40	3,512
Woodward	2,825	67	7	770	18	61	192	14	1,833
Totals	259,255	43,635	6,882	79,271	3,167	3,579	10,329	1,899	121,136

WIA Financial Statement

Period Ending 6-30-01				
Program Activity	Beginning Fund Balance	Total Amount Expended	%	Ending Fund Balance
Adult	\$8,480,878	\$4,969,408	58.50%	\$3,511,470
Dislocated Worker	\$5,236,637	\$2,682,204	51.22%	\$2,554,433
Youth	\$8,236,841			
Out-of-School		\$1,844,756		
In-School		\$2,204,082		
Summer		\$1,397,659		
Total Youth		\$5,446,497	66.12%	\$2,790,344
Local Administration	\$2,408,520	\$1,127,851	46.83%	\$1,280,669
Rapid Response	\$2,230,449	\$428,333	19.20%	\$1,802,116
Statewide Activities	\$5,046,674	\$3,974,801	78.76%	\$1,071,873

Program Activity		Total Federal Spending
Local Adults		\$4,969,408
Local Dislocated Workers		\$2,682,204
Local Youth		\$5,446,497
Rapid Response (up to 25%) 134 (a) (2)		\$428,333
Statewide Required Activities (up to 15%) 134 (a) (2) (3)		\$2,775,528
Statewide Allowable Activities 134 (a) (3)	(1) State administration of WIA Programs	\$548,502.00
	(2) Carrying out other activities necessary to assist local areas to carry out required or optional local	\$639,135.00
	Total Federal Spending	\$17,489,607.00

Local Performance			
CENTRAL			
ETA Assigned #			
7-1-00 to 6-30-01	Total Participants Served	Adults	568
		Dislocated Workers	191
		Older Youth	67
		Younger Youth	128
	Total Exiters	Adults	33
		Dislocated Workers	24
		Older Youth	42
		Younger Youth	1
Performance Measures 10-1-99 to 9-30-00		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	
	Employers	66%	
Entered Employment Rate	Adults	73%	86.95%
	Dislocated Workers	81%	100.00%
	Older Youth	63%	100.00%
Retention Rate	Adults	80%	75.00%
	Dislocated Workers	80%	50.00%
	Older Youth	77%	72.22%
	Younger Youth	54%	100.00%
Earnings Change / Replacement in 6 months	Adults	\$3,080	\$735
	Dislocated Workers	86%	90.00%
	Older Youth	\$2,600	\$3,988
Credential / Diploma Rate	Adults	60%	44.44%
	Dislocated Workers	60%	0.00%
	Older Youth	50%	5.00%
	Younger Youth	55%	0 *
Skill Attainment Rate	Younger Youth	72%	0 *
Overall Status of Local Performance		Total Number of Measurements Met	Total Number of Measurements Not Met
		6	7
Total Number of Measurements with no reportable criteria		2	

* Reported information/exits did not meet criteria
for this measurement.

Failure to meet any given performance measure may be due to Oklahoma's problem with the PACE data reporting system. This is being corrected with the implementation of a new reporting system that has a proven track record of accuracy.

Local Performance			
CLEVELAND			
ETA Assigned #			
7-1-00 to 6-30-01	Total Participants Served	Adults	188
		Dislocated Workers	52
		Older Youth	26
		Younger Youth	31
	Total Exitors	Adults	81
		Dislocated Workers	20
		Older Youth	45
		Younger Youth	0
Performance Measures 10-1-99 to 9-30-00		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	
	Employers	66%	
Entered Employment Rate	Adults	73%	78.57%
	Dislocated Workers	81%	100.00%
	Older Youth	63%	100.00%
Retention Rate	Adults	80%	72.72%
	Dislocated Workers	80%	100.00%
	Older Youth	77%	53.84%
	Younger Youth	54%	0 *
Earnings Change / Replacement in 6 months	Adults	\$3,080	\$1,825
	Dislocated Workers	86%	92.00%
	Older Youth	\$2,600	\$1,977
Credential / Diploma Rate	Adults	60%	50.00%
	Dislocated Workers	60%	50.00%
	Older Youth	50%	20.00%
	Younger Youth	55%	0 *
Skill Attainment Rate	Younger Youth	72%	97.56%
Overall Status of Local Performance		Total Number of Measurements Met	Total Number of Measurements Not Met
		6	7
Total Number of Measurements with no reportable criteria		2	

* Reported information/exits did not meet criteria
for this measurement.

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Local Performance			
EAST CENTRAL			
ETA Assigned #			
7-1-00 to 6-30-01	Total Participants Served	Adults	245
		Dislocated Workers	68
		Older Youth	61
		Younger Youth	196
	Total Exitors	Adults	74
		Dislocated Workers	28
		Older Youth	43
		Younger Youth	3
Performance Measures 10-1-99 to 9-30-00		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	
	Employers	66%	
Entered Employment Rate	Adults	73%	100.00%
	Dislocated Workers	81%	75.00%
	Older Youth	63%	83.00%
Retention Rate	Adults	80%	75.00%
	Dislocated Workers	80%	66.66%
	Older Youth	77%	53.00%
	Younger Youth	54%	33.33%
Earnings Change / Replacement in 6 months	Adults	\$3,080	\$9,686
	Dislocated Workers	86%	97.00%
	Older Youth	\$2,600	\$3,075
Credential / Diploma Rate	Adults	60%	62.50%
	Dislocated Workers	60%	55.55%
	Older Youth	50%	64.70%
	Younger Youth	55%	66.00%
Skill Attainment Rate	Younger Youth	72%	35.71%
Overall Status of Local Performance		Total Number of Measurements Met	Total Number of Measurements Not Met
		8	7
Total Number of Measurements with no reportable criteria		0	

* Reported information/exits did not meet criteria
for this measurement.

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Local Performance			
EASTERN			
ETA Assigned #			
7-1-00 to 6-30-01	Total Participants Served	Adults	514
		Dislocated Workers	103
		Older Youth	133
		Younger Youth	478
	Total Exitors	Adults	184
		Dislocated Workers	56
		Older Youth	790
		Younger Youth	2
Performance Measures 10-1-99 to 9-30-00		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	
	Employers	66%	
Entered Employment Rate	Adults	73%	71.05%
	Dislocated Workers	81%	84.61%
	Older Youth	63%	90.47%
Retention Rate	Adults	80%	88.00%
	Dislocated Workers	80%	90.90%
	Older Youth	77%	75.00%
	Younger Youth	54%	100.00%
Earnings Change / Replacement in 6 months	Adults	\$3,080	\$7,957
	Dislocated Workers	86%	157.00%
	Older Youth	\$2,600	\$65
Credential / Diploma Rate	Adults	60%	61.76%
	Dislocated Workers	60%	60.00%
	Older Youth	50%	78.78%
	Younger Youth	55%	50.00%
Skill Attainment Rate	Younger Youth	72%	51.22%
Overall Status of Local Performance		Total Number of Measurements Met	Total Number of Measurements Not Met
		10	5
Total Number of Measurements with no reportable criteria		0	

* Reported information/exits did not meet criteria
for this measurement.

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Local Performance			
NORTH CENTRAL			
ETA Assigned #			
7-1-00 to 6-30-01	Total Participants Served	Adults	265
		Dislocated Workers	70
		Older Youth	34
		Younger Youth	117
	Total Exiters	Adults	118
		Dislocated Workers	26
		Older Youth	11
		Younger Youth	2
Performance Measures 10-1-99 to 9-30-00		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	
	Employers	66%	
Entered Employment Rate	Adults	73%	100.00%
	Dislocated Workers	81%	0 *
	Older Youth	63%	100.00%
Retention Rate	Adults	80%	50.00%
	Dislocated Workers	80%	0 *
	Older Youth	77%	0.00%
	Younger Youth	54%	0.00%
Earnings Change / Replacement in 6 months	Adults	\$3,080	-\$12,042
	Dislocated Workers	86%	0 *
	Older Youth	\$2,600	-\$16,975
Credential / Diploma Rate	Adults	60%	0.00%
	Dislocated Workers	60%	0 *
	Older Youth	50%	0 *
	Younger Youth	55%	0 *
Skill Attainment Rate	Younger Youth	72%	0 *
Overall Status of Local Performance		Total Number of Measurements Met	Total Number of Measurements Not Met
		2	6
Total Number of Measurements with no reportable criteria		7	

* Reported information/exits did not meet criteria
for this measurement.

Failure to meet any given performance measure may be due to Oklahoma's problem with the PACE data reporting system. This is being corrected with the implementation of a new reporting system that has a proven track record of accuracy.

Local Performance			
NORTHEAST			
ETA Assigned #			
7-1-00 to 6-30-01	Total Participants Served	Adults	131
		Dislocated Workers	101
		Older Youth	29
		Younger Youth	85
	Total Exitors	Adults	37
		Dislocated Workers	21
		Older Youth	45
		Younger Youth	0
Performance Measures 10-1-99 to 9-30-00		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	
	Employers	66%	
Entered Employment Rate	Adults	76%	76.19%
	Dislocated Workers	81%	75.00%
	Older Youth	63%	100.00%
Retention Rate	Adults	80%	87.50%
	Dislocated Workers	80%	77.00%
	Older Youth	77%	59.32%
	Younger Youth	54%	0 *
Earnings Change / Replacement in 6 months	Adults	\$3,080	\$6,856
	Dislocated Workers	86%	121.90%
	Older Youth	\$2,600	\$4,545
Credential / Diploma Rate	Adults	60%	34.14%
	Dislocated Workers	60%	35.71%
	Older Youth	50%	45.70%
	Younger Youth	55%	0 *
Skill Attainment Rate	Younger Youth	72%	0.00%
Overall Status of Local Performance		Total Number of Measurements Met	Total Number of Measurements Not Met
		6	7
Total Number of Measurements with no reportable criteria		2	

* Reported information/exits did not meet criteria
for this measurement.

Failure to meet any given performance measure may be due to Oklahoma's problem with the PACE data reporting system. This is being corrected with the implementation of a new reporting system that has a proven track record of accuracy.

Local Performance			
NORTHWEST			
ETA Assigned #			
7-1-00 to 6-30-01	Total Participants Served	Adults	75
		Dislocated Workers	37
		Older Youth	23
		Younger Youth	15
	Total Exitors	Adults	15
		Dislocated Workers	6
		Older Youth	6
		Younger Youth	1
Performance Measures 10-1-99 to 9-30-00		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	
	Employers	66%	
Entered Employment Rate	Adults	73%	50.00%
	Dislocated Workers	80%	100.00%
	Older Youth	63%	100.00%
Retention Rate	Adults	81%	100.00%
	Dislocated Workers	83%	100.00%
	Older Youth	77%	100.00%
	Younger Youth	54%	100.00%
Earnings Change / Replacement in 6 months	Adults	\$3,080	\$4,849
	Dislocated Workers	86%	83.00%
	Older Youth	\$2,600	\$6,229
Credential / Diploma Rate	Adults	60%	50.00%
	Dislocated Workers	60%	100.00%
	Older Youth	50%	80.00%
	Younger Youth	55%	100.00%
Skill Attainment Rate	Younger Youth	72%	0 *
Overall Status of Local Performance		Total Number of Measurements Met	Total Number of Measurements Not Met
		11	3
Total Number of Measurements with no reportable criteria		1	

* Reported information/exits did not meet criteria
for this measurement.

Failure to meet any given performance measure may be due to Oklahoma's problem with the PACE data reporting system. This is being corrected with the implementation of a new reporting system that has a proven track record of accuracy.

Local Performance			
SOUTH CENTRAL			
ETA Assigned #			
7-1-00 to 6-30-01	Total Participants Served	Adults	239
		Dislocated Workers	107
		Older Youth	130
		Younger Youth	203
	Total Exiters	Adults	66
		Dislocated Workers	60
		Older Youth	81
		Younger Youth	22
Performance Measures 10-1-99 to 9-30-00		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	
	Employers	66%	
Entered Employment Rate	Adults	76%	66.66%
	Dislocated Workers	80%	100.00%
	Older Youth	63%	94.73%
Retention Rate	Adults	80%	83.33%
	Dislocated Workers	80%	75.00%
	Older Youth	77%	78.57%
	Younger Youth	54%	0.00%
Earnings Change / Replacement in 6 months	Adults	\$3,080	\$7,554
	Dislocated Workers	86%	237.00%
	Older Youth	\$2,600	\$10,593
Credential / Diploma Rate	Adults	60%	66.66%
	Dislocated Workers	60%	35.71%
	Older Youth	50%	46.42%
	Younger Youth	55%	0.00%
Skill Attainment Rate	Younger Youth	72%	80.00%
Overall Status of Local Performance		Total Number of Measurements Met	Total Number of Measurements Not Met
		9	6
Total Number of Measurements with no reportable criteria		0	

* Reported information/exits did not meet criteria
for this measurement.

Failure to meet any given performance measure may be due to Oklahoma's problem with the PACE data reporting system. This is being corrected with the implementation of a new reporting system that has a proven track record of accuracy.

Local Performance			
SOUTHEAST			
ETA Assigned #			
7-1-00 to 6-30-01	Total Participants Served	Adults	386
		Dislocated Workers	88
		Older Youth	72
		Younger Youth	211
	Total Exitors	Adults	191
		Dislocated Workers	51
		Older Youth	37
		Younger Youth	7
Performance Measures 10-1-99 to 9-30-00		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	
	Employers	66%	
Entered Employment Rate	Adults	73%	56.41%
	Dislocated Workers	81%	73.33%
	Older Youth	63%	87.50%
Retention Rate	Adults	80%	90.90%
	Dislocated Workers	80%	81.81%
	Older Youth	77%	42.85%
	Younger Youth	54%	0.00%
Earnings Change / Replacement in 6 months	Adults	\$3,080	\$6,539
	Dislocated Workers	86%	137.00%
	Older Youth	\$2,600	\$2,072
Credential / Diploma Rate	Adults	60%	32.35%
	Dislocated Workers	60%	31.25%
	Older Youth	50%	21.42%
	Younger Youth	55%	0.00%
Skill Attainment Rate	Younger Youth	72%	62.93%
Overall Status of Local Performance		Total Number of Measurements Met	Total Number of Measurements Not Met
		5	10
Total Number of Measurements with no reportable criteria		0	

* Reported information/exits did not meet criteria
for this measurement.

Failure to meet any given performance measure may be due to Oklahoma's problem with the PACE data reporting system. This is being corrected with the implementation of a new reporting system that has a proven track record of accuracy.

Local Performance			
SOUTHWEST			
ETA Assigned #			
7-1-00 to 6-30-01	Total Participants Served	Adults	47
		Dislocated Workers	1
		Older Youth	10
		Younger Youth	31
	Total Exitors	Adults	11
		Dislocated Workers	11
		Older Youth	20/
		Younger Youth	
Performance Measures 10-1-99 to 9-30-00		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	
	Employers	66%	
Entered Employment Rate	Adults	73%	18.91%
	Dislocated Workers	80%	66.66%
	Older Youth	63%	100.00%
Retention Rate	Adults	80%	85.71%
	Dislocated Workers	80%	75.00%
	Older Youth	77%	66.66%
	Younger Youth	54%	0 *
Earnings Change / Replacement in 6 months	Adults	\$3,080	\$5,095
	Dislocated Workers	86%	122.00%
	Older Youth	\$2,600	\$5,707
Credential / Diploma Rate	Adults	60%	0.00%
	Dislocated Workers	60%	0.00%
	Older Youth	50%	6.00%
	Younger Youth	55%	0 *
Skill Attainment Rate	Younger Youth	72%	0.00%
Overall Status of Local Performance		Total Number of Measurements Met	Total Number of Measurements Not Met
		5	8
Total Number of Measurements with no reportable criteria		2	

* Reported information/exits did not meet criteria
for this measurement.

Failure to meet any given performance measure may be due to Oklahoma's problem with the PACE data reporting system. This is being corrected with the implementation of a new reporting system that has a proven track record of accuracy.

Local Performance			
SOUTHERN			
ETA Assigned #			
7-1-00 to 6-30-01	Total Participants Served	Adults	98
		Dislocated Workers	25
		Older Youth	68
		Younger Youth	145
	Total Exitors	Adults	25
		Dislocated Workers	3
		Older Youth	21
		Younger Youth	
Performance Measures			
10-1-99 to 9-30-00		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	*
	Employers	66%	*
Entered Employment Rate	Adults	73%	100.00%
	Dislocated Workers	81%	100.00%
	Older Youth	63%	100.00%
Retention Rate	Adults	80%	90.90%
	Dislocated Workers	80%	50.00%
	Older Youth	77%	62.50%
	Younger Youth	54%	0 *
Earnings Change / Replacement in 6 months	Adults	\$3,080	\$7,944
	Dislocated Workers	86%	292.00%
	Older Youth	\$2,600	\$6,443
Credential / Diploma Rate	Adults	60%	80.00%
	Dislocated Workers	60%	100.00%
	Older Youth	50%	66.66%
	Younger Youth	55%	0 *
Skill Attainment Rate	Younger Youth	72%	0 *
Overall Status of Local Performance		Total Number of Measurements Met	Total Number of Measurements Not Met
		10	2
Total Number of Measurements with no reportable criteria		3	

* Reported information/exits did not meet criteria for this measurement.

Failure to meet any given performance measure may be due to Oklahoma's problem with the PACE data reporting system. This is being corrected with the implementation of a new reporting system that has a proven track record of accuracy.

Local Performance

TULSA

ETA Assigned #

7-1-00 to 6-30-01	Total Participants Served	Adults	260
		Dislocated Workers	316
		Older Youth	71
		Younger Youth	385
	Total Exitters	Adults	47
		Dislocated Workers	62
		Older Youth	12
		Younger Youth	12

Performance Measures 10-1-99 to 9-30-00		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	68%	
	Employers	66%	
Entered Employment Rate	Adults	73%	95.45%
	Dislocated Workers	81%	81.51%
	Older Youth	63%	100.00%
Retention Rate	Adults	80%	90.47%
	Dislocated Workers	80%	77.77%
	Older Youth	77%	100.00%
	Younger Youth	54%	0 *
Earnings Change / Replacement in 6 months	Adults	\$3,080	\$5,219
	Dislocated Workers	86%	87.00%
	Older Youth	\$2,600	\$6,888
Credential / Diploma Rate	Adults	60%	85.00%
	Dislocated Workers	60%	77.77%
	Older Youth	50%	100.00%
	Younger Youth	55%	0 *
Skill Attainment Rate	Younger Youth	72%	5.00%
Overall Status of Local Performance		Total Number of Measurements Met	Total Number of Measurements Not Met
		11	2
Total Number of Measurements with no reportable criteria		2	

* Reported information/exits did not meet criteria
for this measurement.

Failure to meet any given performance measure may be due to Oklahoma's problem with the PACE data reporting system. This is being corrected with the implementation of a new reporting system that has a proven track record of accuracy.

Rapid Response Activity for Dislocated Workers

What services can dislocated workers expect from the Workforce Oklahoma Centers and what services are they receiving?

Two of the largest Centers in Oklahoma, Oklahoma City and Tulsa, have been drastically hit with permanent plant closures and substantial layoffs. The number of dislocated workers seeking employment, and retraining assistance continues to grow. Many have been employed with the same company for several years. Their present job skills are in low demand and many will need retraining and other services to compete in the current job market.

For many individuals seeking dislocated worker services, this is a devastating situation. The typical profile of a dislocated worker is a person who has worked all of his/her adult life. The loss of employment has become a reality for many in Oklahoma. Numerous problems can surface from loss of employment. Most people can adjust to the situation by scaling back their spending to match their income.

One of the instruments used to assess the needs of dislocated workers is the Needs Survey form. This survey form is given to each dislocated worker to complete and return for evaluation. The Rapid Response Team and Local Workforce Oklahoma Center assist dislocated workers with employment services, retraining, and other needs.

The employability plan outlines the appropriate mix and sequence of services to arrive at reemployment decisions. In cases where special services are required but not available from the Workforce Oklahoma Center, the information is documented and an alternative plan is developed which may include referrals to other partners. Workforce Oklahoma Center staff members recognize that the Department of Labor anticipates longer-term interventions for some participants enrolled in the Workforce Investment Program.

Special attention is given to career development, labor market information, and activities such as, (a)

The typical profile of a dislocated worker is someone who has worked all of their adult

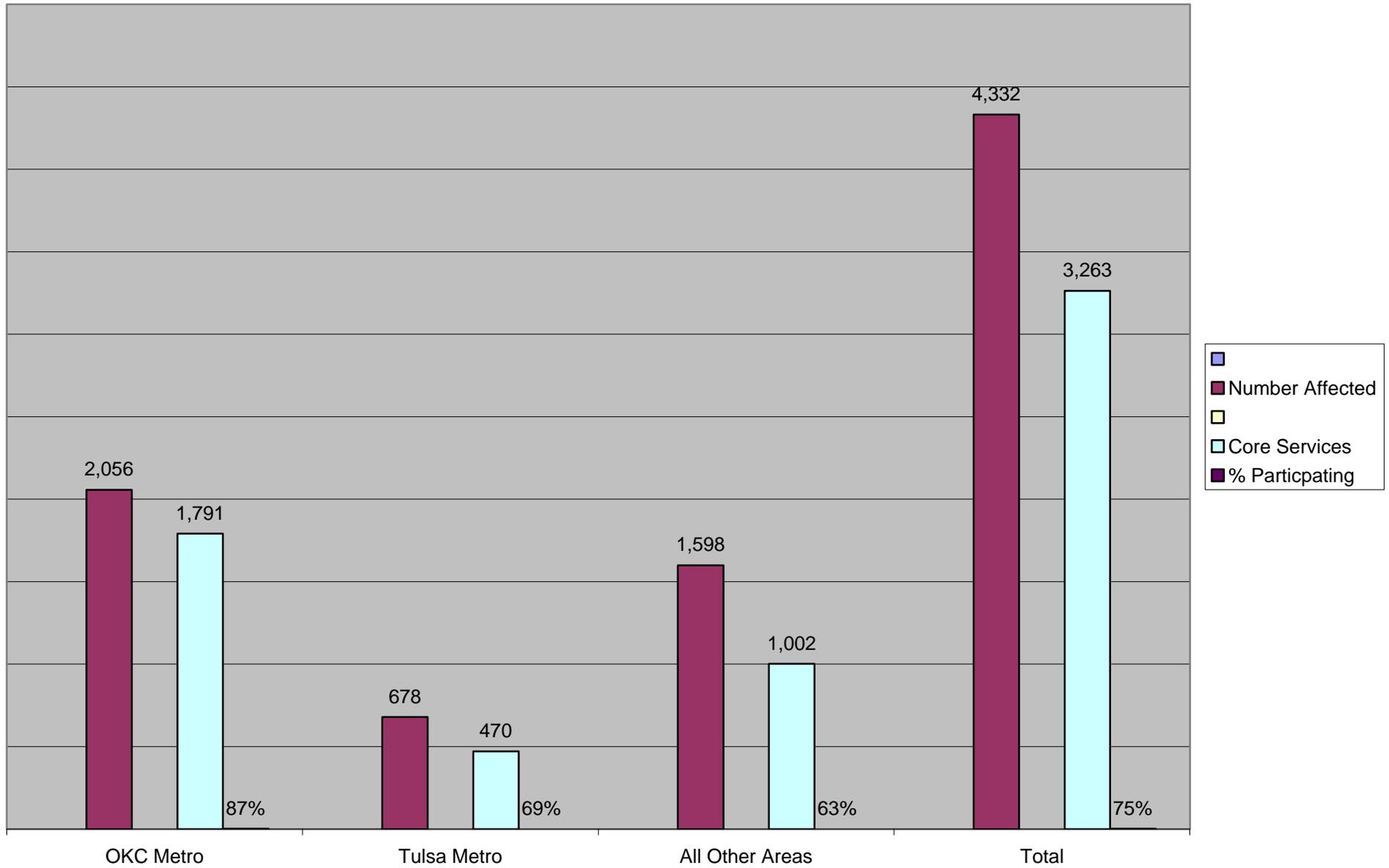
occupational demand, using a method of translating national occupational outlook information into local terms, and (b) developing strong links with local Educational Institutions, Employment Services and others. Many Workforce Oklahoma Centers, share office space with several partners. These representatives have on-line computer system, which gives them access to Federal, State, and Local job openings.

At the present time the rapid response team is assisting dislocated workers in the airlines industry, and secondary companies to that industry. The manufacturing industry has greatly diminished over the last program year. Some of these companies have offered their employees enhanced retirement and other services. The Workforce Oklahoma Center will provide many other services not covered under company layoff policy.

It was reported that nearly four times as many Oklahoma City firms are anticipating cutbacks this year compared to last year. According to survey conducted by Manpower Inc., Oklahoma City employment outlook indicated approximately 23 percent cutback this year, compared to 24 percent in Tulsa.

With this employment outlook for Tulsa, and Oklahoma City, the Workforce Oklahoma Centers in those areas will utilize all funding sources, local resources, demand occupation information, and assessment to provide a quality employability plan for each dislocated worker.

Rapid Response Activities



Youth Services

With the first program year ending in June of 2001 for WIA Title I Youth, it is important to look back on the year and reflect. Many changes have occurred in Oklahoma on how youth are served due to the passing of the Workforce Investment Act of 1998. Under the new act, twelve (12) Workforce Youth Councils were created in the new Workforce Investment Areas across Oklahoma and staff to the Youth Councils has been created in many of the areas.

Youth Councils

The selection process for the Youth Councils actually began in February 1999 with all the Youth Councils being in place as of April 1999. The first acts of the councils were to prepare and approve the youth portion of the local plan for their Workforce Investment Boards (WIB) and to organize themselves. They then established policies related to youth program administration based on their local needs. The RFP for youth services related to the ten (10) required elements of the Act was developed and scored and youth providers of services were selected in all 12 areas.

State Effort

The Oklahoma Employment Security Commission's Employment and Training Division was selected to administer the youth funds received under Title I of the Act from USDOL. A new Youth Coordinator was designated within the ET Division to coordinate and provide technical support to the 12 local Youth Councils and staff. A workgroup consisting of local staff and service providers was developed to assemble and develop a Technical Assistance Guide (TAG) for WIA Youth Services. A model RFP was also developed by State staff to assist in provider selection. Many local assistance visits were scheduled to provide guidance in the establishment of the Youth Councils and their roles and a Local Youth Coordinators meeting was established for the fourth Tuesday of every month to discuss issues and to share best practices.

Training

In visiting with local Youth Councils, the need for formalized training became a top priority expressed by all. In January of 2001, Marion Pines of Johns Hopkins University was brought to Oklahoma to begin the formalized Youth Council training. This was done with the assistance of the University of Oklahoma, Oklahoma Technology Centers, OESC, and the Youth Policy Network of Oklahoma, which was created through a grant from the National Governors' Association. The two-day training was based on a team approach. Each area was asked to send not just staff, but a team consisting of Youth Council members, staff, partners and educators. Training consisted of WIA legislation, Youth Council purpose and duties, the RFP Process, Service Mapping, Gap Analysis and Strategic Planning. The challenge was to return to the local areas and continue the Planning process. Additional training to continue the process and refine products was conducted in August of 2001.

Challenges

There are some areas that do not have staff assigned to their Youth Council. It has been the recommendation of the State based on national best practices that each area Youth Council be provided with some kind of full or part time staff. Continued training and technical assistance is also one of the States top goals. OESC's ET Division is looking at establishing a Policy and Technical Assistance Team. An electronic system for listing service providers is being assessed and future training of State and local staff, Youth Council Members and providers in operation and performance measures is a major priority

Youth Performance Measures

In looking at the WIA Title I Performance Measures it is quite clear that there are some areas that the State of Oklahoma did not meet the negotiated performance standards. There are other areas that were exceeded and we did quite well. There are many reasons for this. This is an examination and explanation of where and why the negotiated standards in older and younger youth were not met.

Older Youth (19-21 Years Old)

In older youth programs there are four performance standards to be met. The State of Oklahoma met three of them by exceeding the standards. The Entered Employment was 95% compared to the standard of 63% and Earnings Change in Six Months was \$5,225 compared to the standard of \$2,600 and the Credential Rate was 54% compared to the standard of 50%. Only one standard was not met which was Employment Retention.

In trying to evaluate why the State did not meet the standard you have to look at the period in which the data was collected for this report and the development of the Youth programs themselves. The Data for this report was collected starting in October of 1999 and ends at the end of September of 2000. The first nine months of data collected comes from the JTPA carryover programs and only three months are within the new WIA youth programs. Oklahoma began its WIA Youth Programs in July of 2000 with twelve new workforce investment areas and twenty-seven local labor market areas. Most of the new Workforce Boards had all new members and all twelve areas had new Youth Councils. Many areas had new Youth Providers. Many of the Youth Providers were not even selected for the first several months of the WIA programs due to the requirements of Section 123 of the Act which requires a RFP process to select the service providers. In general the establishment of the youth system under WIA in Oklahoma was a major factor in not meeting standards due to the many changes from JTPA to WIA.

In trying to explain why the Older Youth Employment Retention Rate was not met, all of the situational factors mentioned above were contributing factors. It is not known for sure without breaking out the data but many of the exits could have been Summer Program exits from the previous JTPA programs and would explain why the Retained Employment standard was down. Many of the areas entered data on participants manually due to the State systems called PACE. Inaccuracy and confidence in the figures was also a question even though the figures collected were as accurate as possible. How the locals entered figures makes a difference in how their outcomes are viewed.

Younger Youth (14-18 Years Old)

All three of the standards for younger youth were not met. Skill Attainment Rate, Diploma or Equivalent Attainment Rate and Retention Rate are the three standards. In looking at this situation several concerns come to light in addition to all of those covered in the previous paragraph for Older Youth. Training of the Youth Council members and staff on how to manage and monitor the programs seems to be one of the possible reasons for not meeting the standards and a lack of understanding of when to exit or not to exit a youth. Under the JTPA programs exits were different than they are under WIA and how they now effect standards.

There is no doubt that as the new players in the new systems and programs become better trained many of these concerns will disappear. The State of Oklahoma and OESC have already started this training with Youth Council Member and staff. The State has already provided training in January of 2000 and several Greg Newton training sessions on performance. Also a major need which will soon be corrected is the need for a state electronic data collection system that will provide accurate and complete reporting methods and procedures. The State of Oklahoma is in the process of bringing online a new system and will improve this area and assist in measuring and reporting accurate performance for future years.

Oklahoma's Training Provider List

Oklahoma's State Certified Training Provider Listing encompasses over 150 Training Providers offering over 2,100 programs. Our approved programs range from professional certification programs up to the attainment of a college degree. To bring this monumental statewide system from theory to reality took the work of many professionals across a wide training and educational spectrum of the State to include private schools, career technology centers, undergraduate and graduate degree institutions and even recommendations from the State's Higher Regents leadership.

The application process was developed and our Statewide Certified Training Provider Listing was fully implemented July 1, 2000. We were fully operational and have also worked diligently on an "on-line version" of the statewide application process. For Program Year 2001, we will have this phase of our statewide system in force with ultimate plans to incorporate all of our approved statewide programs within the American Learning Exchange network.

Best Practices and Successes



“We can’t all be heroes because somebody has to sit on the curb and clap as they go by.”

Will Rogers (1879 - 1935)

Oklahoma's Incumbent Workforce Training

Funded by the Workforce Investment Act

As a result of a Request for Proposals issued in the spring, the Oklahoma Employment Security Commission provided eight Oklahoma companies with funds to increase the skill levels of their workers. All funds awarded are matched 100% by the businesses.

Those businesses were:

- **Murray Biscuit Company**, a Keebler Company, in Marietta – In this small southern Oklahoma community, “The cookie factory” is the dominant employer with 329 employees. They were awarded \$32,560 to provide advanced training to machine mechanics to better equip them to service the new programmable logic controllers, reducing “down time” for the company.
- **Green Country Air Conditioning Contractors of America** – Tulsa
GCACCA’s proposal was to provide Mechanical Journeyman Certification for several employees of member businesses in this Tulsa Workforce Investment Area in northeastern Oklahoma. Training is provided by the Tulsa Career Tech and also includes on the job training. They were awarded \$100,000 for this training proposal.
- **Argent Consulting Services, Inc.**, of Oklahoma City applied for train-the-trainer certification. They will provide Lean Manufacturing training with The Oklahoma Alliance for Manufacturing Excellence. They requested, and received, \$17,325.
- **The Oklahoma Alliance for Manufacturing Excellence, Inc.**, Tulsa, will be providing training to twenty Tulsa and Oklahoma City manufacturing companies in the Lean Manufacturing process. Each of these firms is expected to receive training for 13-18 employees. The total awarded to The Oklahoma Alliance for Manufacturing Excellence was \$100,000.
- **Metzeler Automotive Profile Systems** of Frederick is a major provider of rubber automotive seals for General Motors, Chrysler, and heavy-duty truck customers. They were awarded \$100,000 for the purpose of training maintenance workers with 1600 clock hours, resulting in skill maintenance technicians.
- **Northeast Technology Centers** of Pryor received \$74,701 in training funds. They surveyed companies in their Workforce Investment Area and found that training was critical in the areas of Industrial Maintenance, MS Office Computer Training, Leadership/Management, and Manufacturing Principles. Those areas of training will be provided to the participating companies from the 5 county region. Training facilities in those areas will be utilized, including on site training.
- **Advance Food Company, Inc.** of Enid received \$15,591 to help with the start-up costs of their coach training program, designed as a means for unskilled labor to obtain the skills to retain and stay competitive in the more skilled coach position. Coaches are primarily needed on the production line, warehouse, night sanitation, in maintenance and in shipping. These classes will provide introductory, intermediate and advanced supervisory level skills training.
- **Bethany Public Schools**, Bethany, has teamed with Western Lawn Service to provide English as a second language training to the 90% of their employees who are Hispanic and have limited or no English skills. The after-hours classes are not only open to employees, but to their families, as well. The award was for \$19,350.

Dr. Roy Peters is President of Oklahoma Alliance for Manufacturing Excellence, Inc. On Tuesday, November 6, 2001 he was a panel member at the 2001 MET National Conference. The session was “Innovative Revenue Streams: New Workforce Funding.” The Session Description reads as follows:

“So...how about bringing a new funding to help customers pay for Lean and other Center services? Workforce funding has become FAR more flexible and accessible for transforming companies...in the process of education their workers. Traditionally, federal and state resources for workforce development (e.g., JTPA) have been only marginally helpful in the effort to modernize firms. They targeted narrow populations, focused on occupational skills training (vs. training in process improvement methods), and application processes were bureaucratic. With the passage of the Workforce Investment Act and widespread state customized job training funds, it is a new day! This session will explore various sources of available funds, how to access them, and how MEP Centers are using them for implementation projects, including examples and lessons learned.”

**Oklahoma Alliance for Manufacturing Excellence, Inc.
525 South Main, Suite 210
Tulsa, Oklahoma 74103-4503**

Workforce development is a major issue for manufacturers. Since the Oklahoma Alliance for Manufacturing Excellence was created in 1992, Oklahoma manufacturers have consistently stated a need for training new entrants to come into manufacturing and an even stronger need for us to find ways to improve their existing workforce. When the Oklahoma Workforce Investment Board issued a request for proposals to provide training for incumbent workers, it was a perfect fit for our two entities to work together.

The Oklahoma Alliance for Manufacturing Excellence is a recipient of Incumbent Worker funds under WIA.

This project teaches employees the principles of lean manufacturing. Lean drives costs out of the manufacturing process, thus making the manufacturer more profitable and much more competitive. Lean also improves the flow of work in process so the employee is not moving as many feet or picking up the product as many times. As a result, the safety of the worker is dramatically improved. At the time of the RFP, The Alliance was activity involved with the Oklahoma Career Technology System in teaching Lean Classes. A lean class is a one-day lean simulation workshop (Lean 101) and a three-day value stream mapping workshop. Over 200 companies and almost 5,000 employees have attended one or more of these workshops. But, far too many companies were not going to the important next step: implementation. Once a company goes through Lean 101, Value Stream Mapping and a five day implementation project, they begin to see dramatic improvements in their manufacturing processes. We can document those improvements. We are requiring the company match through tuition payments for Lean 101 and Value Stream Mapping. We then use the Workforce Investment Act grant to fund the implementation activity. Each Lean 101/Value Stream Mapping Workshop involves from 15 to 18 employees who then go through the Implementation Project Activity. Grant funds are allowing us to provide 20 companies an implementation project so we will serve up to 360 employees with these funds. We will be able to report impact numbers on these projects to the funding entities at the end of the grant period.

Dr. Roy Peters, President

OKC Metro Employer Council

Prior to 1997 in the Oklahoma City metro area, Employer Councils existed in neighborhood areas and were sponsored or supported by the local employment office. Participating business members were acquainted with one another both within and outside the workplace; however the councils often displayed limited growth. The success or failure of these councils was closely tied to the charisma of the local employment office manager. Office managers often lacked sufficient time to adequately organize and plan council programs.

In 1997 the Oklahoma Employment Security Commission appointed two staff persons, to plan, organize and implement a single Employer Council for a metropolitan area of 500,000 to 1,000,000 people. The challenge was to bring together individuals who represented businesses and organizations throughout the metro Oklahoma City area and to tie those individuals, companies and organizations to the local workforce development system

Trial and error became the method of learning how to bring a business community closer together and to develop a true relationship between Workforce Oklahoma and the business community. The rise and fall of attendance numbers indicated whether or not the location, the program length, the meeting hour and date, or the topic and selected speaker were serving the needs of area businesses. As the sponsoring governmental entity, we were borrowing workers' time from their employers. We were also borrowing the valuable time of expert program speakers who volunteered their expertise for council programs. It was imperative the programs meet the educational needs and preferences of the audience. With no audience Workforce Oklahoma could not effectively market available services nor develop and expand relationships with individuals in the business community.

Attendance numbers hovered between thirty-five and fifty during the early months of this "consolidation" experiment. Possible program topics were presented in surveys to request input of businesses. It did not go unnoticed that the meeting location near an interstate highway was critical to attendance numbers.

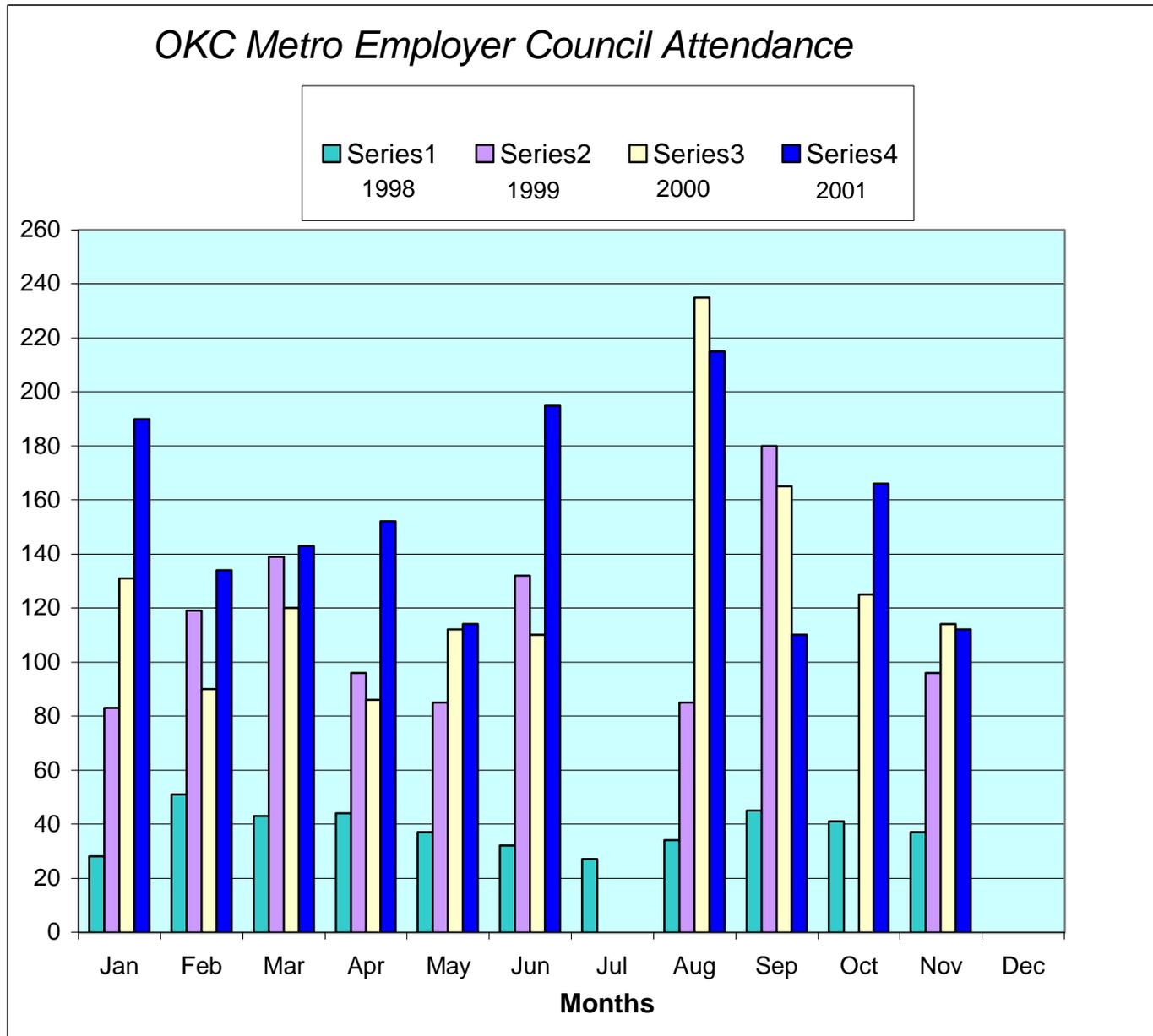
Indicating a real thirst for education in the area of human resources and in the management of workplace issues, attendance has quadrupled during the last four years and now averages one hundred sixty-five per meeting. In an age of increased litigation and legislation affecting the "bottom line" of businesses, speakers from the private sector, who have human resources or legal expertise, have been the most popular. Topics have ranged from the standard human resource issues such as sexual harassment, workplace violence, ADA, FMLA, EEOC, wage and hour issues, and terminations to more exotic subjects such as an employer's right to search the workplace or to manage workplace romances.



Council meetings are held ten times a year on a local university campus. Active council members nominate and elect candidates for chairperson and vice chairperson for one-year terms. In the second year the vice-chairperson assumes the chair position and a new vice chairperson is then nominated and elected. Businesses are surveyed annually for topic preferences. Both Workforce Oklahoma business representatives select the monthly topics and speakers after much research, interviews, and input from a "volunteer" group of active council attendees who act as an executive board. Throughout the year this board, in monthly meetings, develops marketing materials for recruitment of new council participants, assists with setup and host duties at meetings, oversees election results, and proposes workforce development projects. Members' requests for an annual group directory to facilitate networking culminated in publication of an annual directory of members' names, workforce development services available to businesses, and Workforce Oklahoma Center locations.

Quality and expertise of speakers, timely educational topics, convenient location/time/program length, business input, and employer-driven programs have caused attendance numbers to climb rapidly. Success is due to individuals who happen to represent private businesses and are now telling other individuals and businesses about the quality of the programs. All indicators point to continuing growth for the OKC Metro Employer Council as it focuses on business needs, promotes business-to-business networking, improves old relationships, and develops new relationships between WIA partners and businesses.

Jan	28	83	131	190
Feb	51	119	90	134
Mar	43	139	120	143
Apr	44	96	86	152
May	37	85	112	114
Jun	32	132	110	195
Jul	27	0	0	0
Aug	34	85	235	215
Sep	45	180	165	110
Oct	41	0	125	166
Nov	37	96	114	112
Dec	0	0	0	0
Average	38	113	129	158
Year	1998	1999	2000	2001



Success Stories

Successes in WIA are not programmatic – they involve real people and often prove to have profound and lasting significance in their lives. The following accounts tell the stories of successes that did not escape our attention. We are proud to share them.

Adult/Dislocated

Malissa

This is a story about a young woman who visited our Job Fair booth at Heritage Park Mall in Midwest City. Malissa was in a wheel chair pushed by her husband. She told me that she was sick of sitting in the chair, feeling sorry for herself. I asked her to visit the Workforce Oklahoma Career Connection Center the next week and we would talk about finding her a job. Sure enough, the following Monday, Melissa arrived full of enthusiasm and vinegar. During our initial visit she related that she had been in the Army National Guard for

Everyone in the room had a smile on their face when Malissa next visited, as she was walking with the aid of two canes.

three years. She was an extremely active person with a great future. However, in 1998 Malissa found herself the victim of a tragic automobile accident that left her a paraplegic. She spent the next year and a half in rehabilitation, learning how to become self-sufficient.

We discussed what she would like to do, including the

possibility of retraining. She was given a “SEA” Special Excepted Appointment package to be completed for consideration for federal employment. We also critiqued her resume and gave her a number of job referrals. Everyone in the Resource Room had a smile on their face when Malissa next visited, as she was walking with the aid of two canes. Jenny Thomas and Robert Young were assisting her with job search when I heard laughter coming from the Resource Room. I walked in to see what was going on and discovered that Malissa had the floor, talking about her fight to recover. Both Tinker AFB and FAA recently opened Administrative Assistant positions and Malissa was referred. We received a call from the Human Resources Division of FAA to say that Malissa had so impressed the supervisors that she was hired. The comment from Laurie with FAA was “she is quite a young lady who injects energy and enthusiasm anywhere she goes.”

Malissa is now assigned to the new Air Marshall Division assisting with recruitment of over 1000 Air Marshalls that are being hired to protect our citizens.

Congratulations Malissa!

Jennifer

Jennifer Malone, a single, 24 year old, and a food stamp recipient, faced a serious barrier to employment prior to seeking assistance for employment and training services. Ms. Malone was employed in several minimum wage jobs with limited work hours. Her work history was very unstable and she earned only an average salary of \$220.00 per month.

Upon enrollment with our services, Ms. Malone trained and became a Certified Physical Therapist. She entered employment at an average salary of \$3,160.00 per month and she was still employed by the same company after six months.

“W”

W is a participant in the WIA adult program. She was also a participant in the HIRE program at Moore-Norman Technology program, through which she enrolled in the Business Technology course at MNTC. W is a mother of 4 children and, at the time she began her participation in the WIA Adult program, was separated. Her husband was incarcerated, leaving W to make the restitution payments he was responsible for. Her work history was typical – short-term jobs at not much above minimum wage. One job she held for eight months and walked 4 miles each way to get to and from work.

She experiences setbacks from time to time, but doesn't allow them to detract her from her goals.

W entered the Business Technology course at MNTC and shortly thereafter landed a part-time job here in Norman. Not too long after that, she landed a job at the Technology Center in customer service. W completed her coursework, receiving a scholarship and becoming a member of the National Vocational Technical Honor Society.

W didn't stop there. Fueled by this success, she enrolled in Junior College and is currently pursuing her Associates in Administrative Office Technology. From there she plans on continuing in college to pursue a degree in Psychology in order to reach her ultimate goal of being a psychologist.

It has not been an easy road. She experiences setbacks from time to time, but doesn't allow them to detract her from her goals. She is an example of perseverance, hard work, initiative and self-reliance. She is learning how to budget her time and her finances and see a future beyond the next minute. She recently received a raise after maintaining her employment at the Tech Center for over a year.

W has benefited from a combination of services through the Department of Human Services, HIRE, Moore-Norman Technology Center, and the Cleveland County Workforce Development-WIA Adult program. These programs gave her support when she needed it, allowing her to focus her attention on her goals and gain success and confidence to pursue a dream she once thought unobtainable.

Danny

Danny Moore, the bread winner of a household of three, was laid off from the oil and gas industry. Assessment results revealed that Mr. Moore's skills were indeed obsolete and his likelihood to secure employment in his former industry was very remote. Mr. Moore had to retrain in order to reenter the labor force.

Mr. Moore retrained as a computer technician. He sat for his CISCO certification examination and scored 906 of 1000 possible point, which placed him at the top of his class. Mr. Moore found employment with MCI World Com in Tulsa where he relocated. His starting wage was \$13.00/hr but he was earning \$14.00/hr after six months of employment. Mr. Moore was earning \$22.00/hr by his first anniversary with the company.

Mr. Moore was earning \$22.00/hr by his first anniversary with the company.

Tim

I received your request for some good success stories about some of my clients and I could think of several that have done well since leaving the program. One young man comes to mind immediately because of the hardships he had faced prior to his enrollment in the WIA Adult program and his dogged determination to

succeed. Tim came into my office about two months ago wanting to go to truck driver training. He needed a short-term training program because he has a wife and two young children to support.

Successes in WIA are not programmatic – they involve real people and often prove to have profound and lasting significance in their lives.

Tim's life story was punctuated by many personal failures. He had grown up in a house where he was home schooled and where his career interests were not accepted by his family. When he married several years ago he decided to start a welding business. He bought a truck

and installed a welding rig on it. He pursued contract welding for several years and had never made much money at it. The last straw came when had been taken advantage of by a customer who did not pay for several months' work and materials. Tim, his wife, and two babies were out on the street having lost everything they owned. A good friend let Tim's family stay temporarily in his home but it was understood that this could only be a very short-term stay. Tim needed something fast.

Tim was very distraught when he came to my office although he had the strongest determination and best attitude I had seen from a client in years. He always greeted me with a genuine smile and his conversations were always upbeat. He was not going to let this set back stop him. We completed the normal assessments and discussed his future plans. He stated that he had always wanted to be a truck driver but his parents were dead set against it when he was younger. He felt that this was his time to do what he had always wanted to do and his decision was supported by the assessment instruments.

I felt that he was making a good decision for him but how would his wife feel about him being gone for several weeks at a time while he was on the road. I had him bring her in to the office to see if she was as supportive of his decision. She was great. She said that Tim had often talked about driving a truck long before he came in to my office. She had grown up in a truck driver's family and she understood that Tim would be gone for long stretches and that it would be hard on her and the boys but that she would totally support Tim's decision.

The next week I enrolled Tim in Central Tech at Drumright in the truck driver program. About two weeks into his training I visited the school and talked with Tim about his progress. He was more excited than when I told him he could attend the school. He graduated with a 98% average, the highest in the class and was immediately hired by U.S Express making a very good salary. I talked to Tim's wife a few days later and they were making plans to buy a manufactured home. She is very proud of Tim and so am I.

Tim had dogged determination!

Katherine

Katherine came to the Duncan Workforce Oklahoma Center in desperate need of employment. Recently divorced and relocated from far-western Oklahoma, she could not find a job in this area. Initially, the Labor Market Information indicated availability of jobs in this area; so, she assumed it would be easy to find employment.

Katherine had experience operating and driving forklifts, heavy equipment and trucks. Unfortunately, all of this experience had been for her father and she had not obtained a Commercial Drivers License. She soon realized that finding a job would not be as easy as she had thought. She was losing her motivation and her self-esteem was at an all time low; her emotional stability was severely affected. After terminating a 21-year marriage to make a better life, Katherine found herself alone, living in a trailer without water or electricity with no one to turn to for assistance.

After terminating a 21-year marriage to make a better life, Katherine found herself alone, living in a trailer without water or electricity, and with no one to turn to for

Katherine had used several Core Services at the Workforce Oklahoma Center—Duncan without success. With the assistance of Center staff, it was determined that she was eligible for WIA intensives or training services. A WIA counselor met with Katherine and together they developed an Individual Employment Plan. They concluded that the best opportunity for Katherine would be to continue working in the heavy equipment and trucking industry; however, for that to happen, she would need to secure a Commercial Drivers License. Truck driving as it turned out was a demand occupation in South Central Oklahoma and the Duncan Labor Market Area. With the assistance of her WIA counselor, Katherine researched the training options available on Oklahoma’s training provider list. She decided to attend a truck driver’s training program in Ardmore. Katherine was an exceptional student and with her license she became very employable.

Following WIA funded training, the Joe Brown Company, an Ardmore Ready Mix Concrete supplier, quickly hired Katherine. Even though Katherine was well on her way to a new life, her WIA counselor provided her with additional, needed assistance. After she first went to work, her WIA counselor arranged for limited supportive services assistance and made the required utility deposits so she could get her life stabilized

Labor Market Information indicated availability of jobs in this area; so, she assumed it would be easy to find employment.

again. Katherine calls her WIA/ASCOG counselor about once a month to thank her for believing in her. Katherine reports that today one of life’s biggest luxuries is “hot water”—something that at one time in her life she took for granted. In addition to the career, Katherine reports that the assistance provided by WIA has resulted in a newfound sense of self-esteem and emotional stability. Katherine reports: “I can face the world again; I now have a career, earn \$400.00 a week, medical insurance, and a retirement program.” The Workforce Oklahoma Center—Duncan has another satisfied customer.

“Jacob’s Ladder”

Jacob Collier first visited the Pawhuska Workforce Center in August 1999. He had been employed in short term, low wage occupations for many years. He and his wife, Angie, were struggling to provide enough income to support themselves and their child.

After assessments and counseling, the Pawhuska Workforce Center decided to assist Jacob in pursuing his goal to become self sufficient and to use the computer to do drafting and design. He enrolled in the Computer Aided Drafting program at Tri County Tech in Bartlesville, OK.

All was well.....briefly. Jacob had a bout with pneumonia, his wife was having a difficult pregnancy, his son had to have surgery, his grandmother had a stroke, and his second child was born! This all resulted in Jacob missing numerous classes. The enormity of the situations made completion of the Computer Aided Drafting course in May 2000 impossible.

With a collaborative effort between the Pawhuska Workforce Oklahoma staff, Jacob’s instructor, and the financial aid director at Tri County Technology, he was able to return in the Fall of 2000 to complete his coursework. Through all his personal problems, Jake continued to work hard to do what was necessary to finish his training. Jacob Collier completed his training in December of 2000.

Jacob interviewed in both Bartlesville and Tulsa. In late January, he was hired by FHS Inc., which is located in Tulsa. Jacob, Angie, and their two children moved from Pawhuska to Bartlesville to make the commute to Jacob’s job easier and to allow Angie more job opportunities. The road hasn’t been smooth, but their future is more secure. Because of hard work and determination, Jacob Collier is a success!

Curtis

Picture a man with a family, self-employed in the restaurant business and attending Northeastern State University with an accounting major. Sounds okay, doesn't it? Unfortunately, dreams have a way of getting sidetracked and becoming difficult to deal with. This man's business goes under, and he files bankruptcy to keep from losing everything. From there, he gets a job at an outing club for minimum wage which also turns out to be strictly seasonal. This leads him to apply for medical assistance and food stamps because his family has grown to include a small child. Wanting to ease the financial strain on his family, he contemplates dropping out. Student loans are out of the question because of the bankruptcy, and financial aid from PELL Grants and OTAG just aren't enough to allow him to complete his course work to continue toward his dream. **Curtis** was referred to the WIA Adult Program by the financial aid office on campus and the Oklahoma Employment Security Commission Claims office. Based on his eligibility, the WIA Adult Program was able to give Curtis the assistance needed to complete his degree program at NSU and graduate with a 4.0 GPA, placing him on the President's Honor Roll. Curtis Hale is now gainfully employed at PriceWaterhouseCooper, LLP in Tulsa and living his dream.

Stephanie

Too often the picture of a modern family is the single mother with children, as is that of Stephanie. When Stephanie's husband died, she was unable to collect widow's social security because of her husband's young age. Being a mother of four children, she set about trying to provide for her family. Stephanie applied for food stamps, medical assistance, and TANF. Later, she landed a job in the housekeeping department at Tahlequah City Hospital. Her dream had been to attend school and become a licensed practical nurse. With the assistance of WIA Adult Program, Physicians Manpower, and financial aid, Stephanie was able to graduate and pass the state boards. She is now working at a local nursing home as a licensed practical nurse. Stephanie readily admits that the going was tough and she tells anyone willing to listen that she could not have made it without the financial and personal support of the WIA Adult Program.

Danniele

Even the picture of health can take a turn for the worse and play havoc with a family. Danielle, a single mother, was working and attending Bacone College when she developed severe asthma and pulmonary problems, forcing her to quit her job. Danielle applied for PELL Grants and OTAG, but that wasn't enough to cover her school and living expenses. Vocational Rehabilitation was able to offer some financial assistance for her to continue her nursing studies and referred her to the WIA Adult Program to see if she was eligible for any further assistance. She was accepted to the program, and after attending Bacone for a couple of semesters, Danielle transferred to Connors State College to continue. After graduating and passing the state boards, she works as a registered nurse at Tahlequah City Hospital. Danielle still checks in with the Tahlequah office to let everyone know how good things are going for her. She always says thanks and that she could not have done any of it without the program or staff support.

Danielle still checks in with the Tahlequah office to let everyone know how good things are going for her.

Carol

Often times the picture of the modern family includes grandchildren being raised by the grandparents. Such is the case with another of our portraits of success, Carol. Being a single mother with three children and one grandchild, Carol was working as a certified medical assistant at Grace Living Center, a local nursing home, and always struggling to make ends meet. Carol always wanted to further her career and go back to school to become a licensed practical nurse. She applied for admission at Indian Capital Technology Center and was referred to the WIA Adult Program by the financial aid office. One of the biggest problems facing her was

trying to work full-time and attend school full-time. Her employer was understanding enough to allow for her school and study schedules and her family pitched in to assist with child care. Carol graduated third in her class and was promptly given a promotion to LPN at work the day after she passed the state boards. She continually tells people that she couldn't have reached her lifetime goal of nursing without the support of the WIA Adult Program.

Matthew

My name is Matthew Gregory, and I am 17 years old. I was born in Paradise California. Due to my uncle's need for my mom, we moved to Stilwell, Ok. During my childhood, I've faced several barriers. I had dyslexia, hearing problems, and many personal problems. I overcame a very angry childhood. We moved back and forth between California and Oklahoma several times. I had to keep making new friends. My grandmother lived with us until I was 9 years old, when she passed away. This was an emotional thing for me to overcome. Right now I am trying to deal with the cancer my mom has.

When we moved back to Stilwell I found out about WIA Youth Services from my brother, who learned of it at Stilwell School when Sally Walker came to the explain the youth programs. She is my case manager. She has helped us with several youth activities. We participated in the Ropes program, where I learned to work as a team member and to trust people I had just met that day from other towns. It was a great experience. Mrs Walker, ask us if we would be interested in working on the summer program. My job was working on a project helping the teachers during summer school. Working at the school helped with my social skills. I also learned that teachers do not have it so easy. We worked with the children Monday though Thursday, and every Friday we took an educational trip where we explored different careers. I learned something new and valuable to me on each trip. I also met two wonderful women, which are Jimie Caldwell and Janice Hanlin, who were our project managers. They taught us about how to be more confident in ourselves and improve our academic skills. We did work-based learning and shade-tree curriculum. As a result, I feel more confident in applying for jobs and working with others as a part of a team. One thing that I gained over the summer was lifetime friends that I look forward to participating with in other year round activities. We have had several year round programs this fall. I really feel that we are gaining a lot of experience with resumes, interviewing skills, skills using the resource centers at the Workforce OK centers and etc

I will graduate high school this year with four years of Auto-Mechanics from Indian Capital Technology Center and have plans to attend college after high school.

Business Customer

Frederick Memorial Hospital and many other hospitals in Oklahoma experience difficulty recruiting, employing, and retaining both Registered and Licensed Practical Nurses.

The South Central Oklahoma Workforce Development/Investment System provided a forum for the hospital administrators to identify the challenges. Local council and board and WIA Title I staff reviewed and examined the issues and developed an action plan to address the challenges.

Workforce Oklahoma Center—Lawton staff and the South Central Oklahoma Workforce Investment Board conducted an informational briefing for the staff of Frederick Memorial Hospital. The briefings addressed the opportunities provided by WIA to participate in skills upgrading of current employees to meet the needs of businesses. The briefings focused on the shortage of Registered and Licensed Practical Nurses. Following the briefings, six members of the hospital staff, who met self-sufficiency criteria, enrolled in an evening LPN class at the local technology center. Cost of training was provided between PELL and WIA Adult funding. Two staff LPNs at the hospital qualified to receive WIA Adult assistance to begin taking core courses to become

Registered Nurses. Nine other residents of the Frederick area, six associated with the health care industry, enrolled in the evening. Of the eight people employed by Frederick Hospital, all but one remain in training. One person withdrew because of serious family health problems. It will take some time for the participants to graduate, but the hospital can expect that in the not too distant future several people who understand the rigors of health care in a rural community, who are tried and tested members of the workforce, who possess the necessary credentials as nurses will be available to a rural hospital.

Welfare to Work/TANF

Vickie

Vickie, mother of two, lived in rural Caddo County near Ft. Cobb. She had been on TANF for 33 months. Even though she had 108 college hours, she did not have a degree and no real work experience.

Vickie faced several challenges as she sought employment. She was the primary childcare provider for her two children and there were few childcare providers in the area where she lived. She had no transportation; she had no previous work experience; she lived in a rural area with few job opportunities; and the greatest barrier of all was her low self-esteem.

Vickie sought assistance at the Workforce Oklahoma Center—Ft. Cobb and was referred to a WIA and WtW counselor. Vickie was determined eligible for both WIA and WtW services. As the Family Independence Plan/ Individual Employment Plan for Vickie was being jointly developed, it became clear that Vickie needed assistance in developing occupational skills, refreshing her work habits, and documenting a history of employment. Caddo/Kiowa Technology Center in Ft. Cobb offered a program that combined work with classroom training especially designed for and funded by the Welfare to Work program. Through the Fastrack Program, Vickie was able to update her computer skills, receive job readiness training, and obtain a documented work history. During the program and with the assistance of Center staff, Vickie developed a professional resume, learned interviewing skills, and relentlessly conducted job searches. During this time, WIA staff provided Vickie transportation to and from job interviews.

“The assistance the Workforce Oklahoma Center provided to me and my family is far beyond anything that I had hoped and prayed for.”

After completion of the Fastrack Program, Vickie interviewed and was hired by DATA Com, a government contractor. Her starting wage was \$11.50 per hour and along with that she receives medical insurance, paid holidays, annual leave, sick leave, a company investment plan, and a retirement program. For the first two weeks WIA/ASCOG and Caddo County Department of Human Services assisted Vickie in getting back and forth to work. She now owns a car. Vickie plans to continue her education on her own in the future. Vickie says: “The assistance the Workforce Oklahoma Center provided to me and my family is far beyond anything that I had hoped and prayed for.”

Karla

Karla, 24 year old, mother of three had been a TANF recipient for 43 months. She had no usable work experience. Karla knew that education and training were the keys to her making a better life for herself and her family. She was enrolled and completed eleven months of a Licensed Practical Nurse training program at a local technology center when, she was arrested for possession of drugs - dropped out of training and for all practical purposes her life was a shambles. After serving months in a county jail for the alleged offense, her children were taken away from her. From the onset, Karla maintained that she was innocent; however, the criminal charges, the loss of her children resulted in her almost giving up. The entire affair placed her in a state

of deep depression. Karla desperately needed to prove that she was innocent, get her children back, and gain employment that would take care of her and her children if she could get them back.

When Karla was released on bond, she went to the Workforce Oklahoma Center—Ft. Cobb where she was introduced to a WIA/WtW counselor. They set about developing a strategy to get Karla into the workforce, a strategy that would give her a chance to realize her goals. Following determination of Karla’s eligibility for Welfare to Work, Karla and Sue developed a Family Independence Plan/Individual Employment Plan. Karla was enrolled in medical transcription and computer software skills program, but was on the verge of dropping out because she out of money and was overwhelmed with the circumstances of her life. All that Karla really needed was someone to listen to her and encourage her to stay the course. The WIA/WtW counselor arranged for a part-time job to overcome the lack of money and provided Karla the shoulder to lean on until she could complete training.

All that Karla really needed was someone to listen to her and encourage her to stay the course.

With the assistance of Center core services, Karla secured employment with a medical facility in Lawton. WIA supportive services for utilities deposits and initial transportation were also provided to Karla to get her life started again. She started work at \$8.90 per hour and she has a full benefits package. More importantly to Karla, shortly after beginning work, Karla was cleared of all charges and her children have been returned to her custody.

Djuana

Djuana, recently divorced and mother of two young children, came visited the Workforce Oklahoma Center--Lawton. She was not sure of what kind of assistance she needed, but she was there to see if her life could be turned around.

Djuana had been unemployed for over a year and living with her parents. It was an arrangement that neither family enjoyed; but, it was her only way to survive. The only income she had was \$200.00 per month in child support. She had some work experience; but, it was very limited and she seemed unable to find or keep employment. She would have been happy to accept any job that paid more than minimum wage. All of her past experience had been at minimum wage jobs.

After registration and an initial assessment, there was an indication that WtW might be of benefit to her. She was determined eligible for WtW and was referred to a counselor. Following the development of a Family Independence Plan/Individual Employment Plan, it was determined that the first priority should be to get Djuana into the workforce so she could begin to support her family. With the assistance of the Center’s Comanche County Department of Human Services representative, she was approved for food stamps to help stabilize her situation. She was then referred to a local business--Cosmetic Specialty Labs--to interview for a work experience position. Cosmetic Specialty Labs has worked closely with the Workforce Oklahoma Center staff to give many people their initial start.

Never having been paid more than minimum wage, she is very excited and pleased how her life has changed.

Djuana was selected for a Secretarial Work Experience Program where she performed very well. After completing the program, she was hired to work full-time for the business. Djuana’s initial wage was \$6.00 per hour and she was provided full medical coverage for herself and her two children. Never having been paid more that minimum wage, she is very excited and pleased how her life has changed. She says that a job has really made a difference in her and her children’s lives. She now has the ability to pay her bills, provide a better life for her family, and is secure in the knowledge that she is on her way.

Diamond

My name is Diamond. I was on TANF for many years. I was getting near the point where I would no longer be able to receive any financial help through DHS and I had no idea what I was going to do. One day I ran into Mary at the grocery store and we talked for a while. She told me to come and see her at her office the next day.

Well, my visit with Mary really turned things around for me. With the help of KEDDO/WtW, I now hold a job at Eastern Oklahoma State College. I am the secretary in one of the dorms. They (KEDDO/WtW) bought the clothes I needed to get this job. The program also helped get my teeth fixed so I made a good appearance along with having my hair done. They also fixed my car so that I had reliable transportation back and forth to work. This really boosted my self-confidence, which I really needed. I feel that I can make a difference in my life now.

With the help of KEDDO/WtW, I have had a lot of changes since that day I talked to Mary. I am now a home owner and have remarried. I also am able to buy a better car and pay my bills on time. This also gives me self esteem and makes me feel proud of myself. My children are also proud of me and not ashamed of themselves. This can happen to you; I took my first paid vacation this year. It was really great. I no longer have to worry about getting proper medical attention because I have benefits with my job. I have money to go on weekend trips and still be able to pay my bills. You don't know what freedom is until you find yourself with a job and money to be debt free.

Thank you KEDDO/WtW for giving me a chance to become the person I am now. I hope that others will take what has happened to my life and see that their life can be just as great.

Mrs. A

The next story I am going to relate is one that shows how many people on this staff and many community services worked together over a period of two years to stabilize a very tough situation. With the help of a private employer this lady would move from welfare to achieve independence. I will call her Ms. A. for confidentiality reasons.

Ms. A is a native of middle-eastern country, was well educated in that country, and had held good jobs there. She met and married an American soldier who was stationed in her country and had two sons. After her husband's tour of duty had ended she immigrated to the United States with her husband and sons settling in Texas. She taught herself to speak English and could read English to a limited degree. Her husband was a serious alcoholic and was very abusive to her and her sons. Over a period of years the abuse became more constant and violent so Ms. A. left her home in Texas with her two sons and found the women's shelter here in Norman. She was truly in a strange land to her and had no family or friends to give her encouragement or support. She could not return to her country because her sons could not speak her native language and she did not have the money to return. Her limited language skills and a lack of understanding of American employment customs would prove to be large hurdles for her. Raising two resistant teenage sons would also prove to be a major challenge.

She taught herself to speak English and could read English to a limited degree

Ms. A. was referred to the Temporary Aid to Needy Families Project (TANF) in the Workforce office by the Department of Human Services in February of 1999. She had been drawing TANF for several years and had had several Public Work Experience jobs through DHS and she was nearing the end of the time limit she could receive TANF. She had not experienced much success in those situations and the workers at DHS were very frustrated with her seemingly poor performance on the jobs. When she arrived in our office to go through the

testing and assessment processes associated with the TANF Project she was at a very low point in her life. She was frustrated because she had held good jobs in her native country and she was not able to do that kind of work here. She was also having discipline problems with her sons in school and this was distracting her from her work as well. Her old car was on its' last legs and she had many past due bills. She needed a job and a lot of follow-up help.

The Marriott Hotel at the U.S. Postal Training Center had developed a training program called Pathways to Independence for clients such as Ms. A to learn to work in their facility, Ms. A. had always loved to cook and

She had been drawing TANF for several years and had had several Public Work Experience jobs through DHS and she was nearing the end of the time limit she could receive TANF.

thought that some day she would like to become a chef. The Marriott accepted her into their training program and she successfully completed it. She was placed in that facility as a kitchen assistant working directly with the chef. She found a home in that hotel and has received commendations for her work. The Marriott Hotel has proved to be a good community partner.

While she was doing well on her job her sons were giving her many problems. She was referred to the Center for Children and Families to assist her with her sons. She also received some supportive services to stabilize her living situation. After she had worked at the Marriott Hotel for a couple of months she was able to buy a better car.

It is now two years later and she is still happily going to work, is off assistance her, oldest son graduated from high school, and the other one will graduate this spring. Her life has now turned a corner.

Rapid Response

Although the economy in our area has been better than the national average for quite some time, that was beginning to change for the worse even before the events of September 11. Three industries, two of which were traditionally larger, high-end manufacturing entities, announced large layoffs within the past six months. The average salary for workers affected by these layoffs ranged from \$9 to \$12 per hour, making them some of the highest paying jobs (particularly for non-professional labor) in either of the labor markets.

Our WIA Title I counselors worked with rapid response teams to present information to these facilities about the availability of Dislocated Worker Funds. While interest was great among the workers, most hoped to find comparable employment before their UI benefits ran out. Unfortunately, in rural southwestern Oklahoma, those newly unemployed workers have discovered that jobs comparable in pay and benefits to those they lost were simply not available without relocation. After several weeks of job search, three applicants for the Dislocated Worker Program are seeking retraining through WIA funds to re-enter the workforce and remain in their own communities. The flexibility of training programs offered to these clients will allow them to train for professional employment in the field of horticulture, mortuary science, and secondary science education, with a promise of future employment within their current labor market and at an entrance salary above which they were previously employed.

Youth

15 Year Old Self Referral

A business owner requested to meet with the local Youth Council last month to discuss her experience with a youth that she had agreed to hire through the WIA Youth program. The young man – a 15 year old, in school youth – was a self-referral to the program when his mother entered the local One-Stop looking for employment for herself. In the resource room she was told of some of the opportunities available to her, and she questioned whether there might be anything for her son. The young man was interviewed and assessed by a WIA Title I counselor, and was enrolled in the program as eligible through his family's financial situation. While his grades were good and some of his skills were above average for his age, he was seriously at risk, and his individual plan included employment during the school year and mentoring for job skills through the youth service provider.

This business owner operates a janitorial and office equipment supply store. She had agreed to provide some temporary work experience for an area youth, and was planning on supervising some fairly low-skills, manual labor type of activities that would help with work ethics and responsibility. When the provider took the youth to meet the employer and fill out the necessary

Having made himself nearly invaluable to this small business owner, she asked to talk to the Youth Council about the benefits she had received in being allowed to share in this young man's guidance and instruction.

paperwork for his employment, the owner was immediately impressed with his manners, personality and obvious intelligence. For the first week, he assisted in the store with the planned work, but expressed an interest in other, more challenging, aspects of the business. Within the month, the young man had been coached on invoicing customers, receiving and stocking merchandise, and was performing these and other duties each day after school and a few hours each weekend.

Having made himself nearly invaluable to this small business owner, she asked to talk to the Youth Council about the benefits she had received in being allowed to share in this young man's guidance and instruction. She is looking for ways to continue his employment past the number of hours the provider's budget allows, and, as she stated, more importantly to continue to coach him to become all that she sees him capable of being. This business owner sees not only his value to her as an employee, but also her value to him in encouraging his commitment to responsibility and positive behaviors during his out-of-school hours.

Shandy

Last spring Shandy Williams rejoiced when she graduated from Checotah High School. She was not expected to do so in a large African American family that always found a way to drop out before completing the requirements. Not since her first cousin, Tracy Scroggins, defensive end for the Detroit Lions, had graduated from Checotah and inspired her to not give up until she had completed her senior year.

Shandy worked on the Summer Youth Program at the high school this summer. During one of our chat sessions, she related that she was very

This young lady has a goal---she wants to prove everyone that all you need is just a helping hand to start and the rest you can do on your own with lots of hard work and dedication.

interested in child development and wanted to attend college classes at Connors State College in Warner. I encouraged her to go down to Warner and enroll in at least 12 hours if she could. This was a major task for

Shandy, as no one in her family had given her any encouragement and also did not know how to go about enrolling in college classes.

I inquired about the Early Childhood Development Certification program at Connors and found that she could get her certification after 36 hours of instruction. This was an area that she had expressed an interest and felt that this goal would be a reachable one for her. After talking with the director of a childcare facility about Shandy's desire to be a licensed day care teacher, it was decided to give one of our programs a try with this aspiring young lady.

I placed Shandy on a 4-week private work experience assignment at Lil Angels Learning Center in Checotah. This assignment proved to be very important to Shandy. Not only did she realize that she liked this working environment, but she was hired to work two days a week after her college classes started in the fall.

Shandy is doing great. Her family is very proud of her and has decided to support her in every way. Her cousin has visited her and has helped with her transportation costs to and from college. This young lady has a goal--she wants to prove to everyone that all you need is just a helping hand to get started and the rest you can do on your own with lots of hard work and dedication. Most of her female friends have small children to care for of their own, but Shandy just wants to complete her education and take care of someone else's children until she has her own family.

Katie

How do you get a chance to enter the working world when you've never been in it? One young lady was in that predicament. After graduating from Hulbert High School, Katie, who had not worked during high school, was uncertain of her future. Katie knew that she didn't want to attend college needlessly; she waited to know exactly what she wanted to study before committing to further education.

Katie prepared for the working world through the WIA Youth Services' Summer Youth Employment Program in the summer of 2001. She worked as a receptionist at the QuESTT Inc. and American Indian Resource Center (AIRC) offices where she gained various skills in office etiquette, greeting the public, and organizing files and the work area. Katie also participated in the filming of an AIRC video project as a production assistant. Informally, she received career mentoring from the AIRC staff; they encouraged her to explore a career around her interests.

Overjoyed, she shared the news with her mentors and youth case manager.

After the summer program, Katie felt confident and hopeful. She applied for various positions, but was particularly interested in ones involving children. On October 23, she began work at Lost City Early Headstart operated by the Cherokee Nation. Overjoyed, she shared the news with her mentors and youth case manager. Currently, Katie works as a teacher for ages 0 – 2 years of age and works under a lead teacher. Within months, she will attend training which will prepare her for teaching more effectively. Once her initial training is completed, she plans to attend college while working.

Nicole

When life is hard, you pick yourself up and go forward. This is exactly the attitude exhibited by a particular older youth served by the WIA Youth Services. Nicole entered the program as a single mother, pregnant, and attending the Talking Leaves Jobs Corps Center (TLJC) in Tahlequah, OK.

In July 2001, Nicole was promoted to Secretary of the company and became a full-time employee.

Nicole's choice of study was Business and Office Technology, and she would complete her studies within weeks. Given her circumstances, finding settlement before the baby arrived was high priority. While participating in WIA Youth Services, Nicole served as a youth representative on the Youth Council for Cherokee County in LMA 24. Shortly before completing her studies, Nicole joined the staff of QuESTT, Inc., where she served as a part-time assistant to the secretary. In this capacity, she assisted with paperwork, worked alongside case managers, and served as a liaison between QuESTT, Inc. and TLJC. In July 2001, Nicole was promoted to Secretary of the company and became a full-time employee.

Within a short span of time and by the time her son, Tyler, was born on July 27, Nicole had secured employment and began a life of her own. On August 10, she participated in the TLJC graduation ceremonies and received formal recognition of her certification; this was Nicole's first graduation in her lifetime! During the ceremony, she received the Outstanding Female Student Award from the TLJC. The award was given to a graduating female who achieved tremendous success in overcoming great odds and securing gainful employment.

Conclusion



“There ain’t nothing that breaks up homes and nations like somebody publishing their memoirs.”

Will Rogers (1879 - 1935)

And in Conclusion...

It is evident that Oklahoma has continued to address the needs of individuals and businesses who enter our doors, electronically and physically. The challenge of creating partnerships among people from agencies of common goals, yet different missions and administrative philosophies has been met, with our customers benefiting from our collaborations. As with any venture of such magnitude, Oklahoma has made mistakes, changed direction, and discovered solutions, all in a relatively short time.

One of the challenges that Oklahoma has faced is not having a common data system or reporting process. Two systems were attempted, but neither served our needs. As a result, Oklahoma “raised the bar” and we near implementation of a system that will be, without a doubt, the premier system in the nation.

Oklahoma’s Electronic System Overview

Oklahoma is currently developing an electronic comprehensive workforce development system. Cognizant of the varied and distinct needs under the Workforce Investment Act, Oklahoma is attempting to create a viable system that will satisfy various specific programmatic requirements. Working with the State Workforce Board and other partners, Oklahoma has addressed these needs and developed plans to appropriately comply with them.

Oklahoma is a member of the USDOL-sponsored America’s Job Link Alliance. The America’s Job Link Alliance is an alliance of states joined together to help each other maximize the return on their investments in workforce development strategies and business practices, therefore better enabling technologies, marketing, training and purchasing. The member states are committed to sharing information and practices about designing, implementing, managing and improving their workforce development initiatives and information technology systems.

Oklahoma “raised the bar” and we near completion of a system that will be the premier system in the nation.

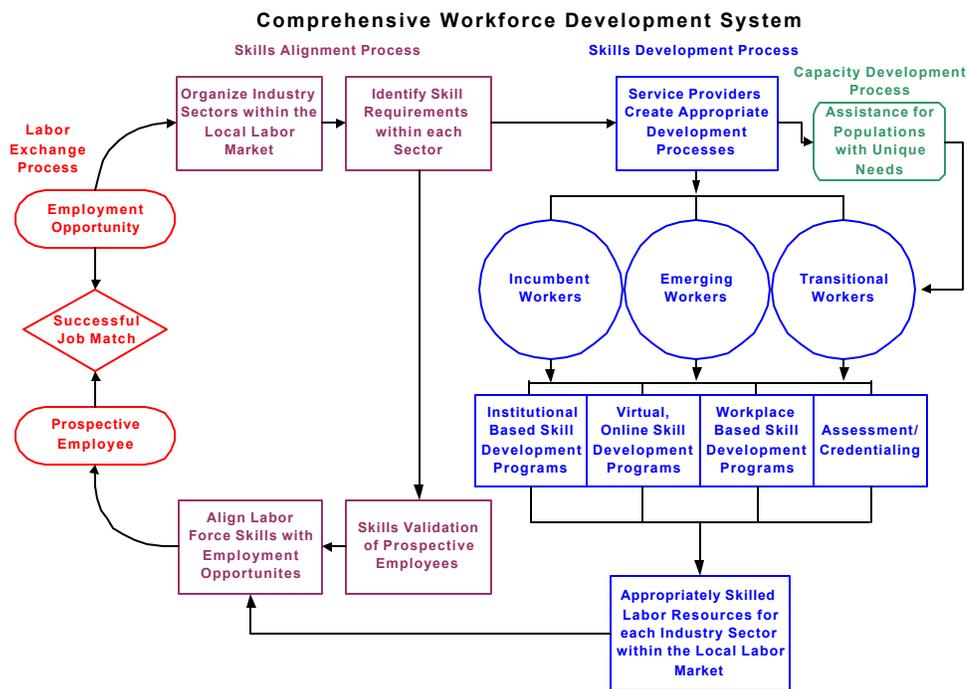
Oklahoma is committed to utilizing the Alliance as the basis for creating an electronic workforce development. Oklahoma is currently working with the State of Kansas to customize the Alliance product to meet Oklahoma specific needs. The first module that will be operational is the reporting and case management application. This module will provide required reporting for Workforce Investment, Welfare-to-Work and Trade Act Assistance. It will also provide a diverse case management application to allow management of intensive services to customers needing these types of services. Oklahoma will begin local training in January, 2002.

Pending O*Net integration and other coding enhancements, Oklahoma will then migrate the Alliance Job Matching module into the Oklahoma system. This module includes online job matching, skill matching and a resume system. This module includes both self-service and staff-assisted features, which allows customers to navigate appropriately depending on their level of need.

Another part of the Oklahoma system is the development of a web-enabled system that will allow employers from across the state to input job vacancies, search for qualified employees, develop skills assessments of their current workforce, access and enter local labor market information, and generate local area reports. This module will be based on the O*Net coding taxonomy and will be integrated into the Kansas Job Matching component.

The Oklahoma Employment Security Commission is also leading a twelve agency partnership in the creation of a Data Repository. This repository, called the Joint Oklahoma Information Network (JOIN), will allow

partnering agencies to view customer level data including case and service provision information. This effort will reduce duplication of service as well as deliver detailed data to staff to determine the proper level of service provision for the customer.



Report on the Economy of the State of Oklahoma

In the years to come 2001 will most likely be only be remembered for the events of just one day. Just as December 7th and April 19th dominate our collective memories and histories of all that 1941 and 1995 were so to will September 11th consume 2001. That is understandable. Perhaps it is proof that these acts will never be forgotten. In this respect the blurring of the rest of the year's events is good. However, it leaves us with an unbalanced view of history and in the case of this report economic history.

Blaming the current recession on the events of September 11th is only partially valid. Yes, the disruption to the transportation and financial industries was significant and yes the reduced spending of consumers in the weeks that followed did fell the economy, but the economy was clearly stumbling anyway. Nationwide initial and continuing claims for unemployment insurance were up by as much as 60% over the previous levels. GDP had failed for four consecutive quarters to reach the estimated minimum of 2% growth needed to ensure a growing standard of living. Here in Oklahoma we had also seen compelling evidence that the economy was weak. To start off 2001 we had a seasonally adjusted 43,888 people unemployed. This number swelled during

the spring and summer months so that by the week of the attacks it had reached 57,201 an increase of over 30% in under a year. In addition manufacturing employment fell from its post oil boom/bust high of 187,500 in July 1998 to 176,400 in the days leading up to the attacks.

Even though the state economy has weakened a great deal over the past year the national economy has fared worse. Throughout the first three quarters of the year higher energy prices provided the state with something of a hedge from the downturn. Combine this with the fact that we avoided much of the impact of the dot.com implosion meant that Oklahoma while seeing a significant slow down was still doing better than the nation as a whole.

Up to September 11th the deciding factor of whether the longest economic expansion in US history seemed to be a race between consumer and commercial spending. Business spending was very dismal during 2001 and the only factor keeping the nation out of recession was the continued strength of the consumer. The question economists kept asking was how long could or would the consumer under pressure from rising unemployment rates and already massive debt load keep spending and could they keep it up until business spending and investment improved? The answer came in an unexpected and unwanted way. The attacks at least temporarily paralyzed consumer confidence and forced many business executives to reconsider their widely held assumption that the economy would rebound in late 2001. Thus not only would there be no increase in business investment there would be an even larger wave of layoffs than what had already occurred.

Up to this point the layoffs have been relative easy for Oklahoma. Because we lack any substantial tourism industry the state was spared most impact of the layoffs. However, what burden we did bear fell largely upon a single area of the state. The Tulsa MSA with a large air transport employment base has suffered several large layoffs but even these were milder than what many expected at first. The full economic impact of the war will probably not be felt here until next year as the ripple effects find their way from other more heavily damaged parts of the economy and country.

So in large part the economic story of this year for Oklahoma is one of transitions. The first and longest of these was a slow ride down from the very robust and unsustainable growth of the past few years to what was hoped to be a soft landing and then continued moderate expansion. Then after the attacks another picture of transition appeared to color the remainder of the year. This new phase is a transition from a slowing economy to one actually contracting.

Final Words

Implementation of the Workforce Investment Act in Oklahoma, as in the rest of the nation, has been challenging, yet rewarding. We have seen many great successes, yet faced many barriers. We are not yet where we want to be, but we do have a better understanding of the challenges and are dealing with them. We also have tremendous opportunities. WIA is allowing Oklahoma to build a workforce system that will consist of both local centers, and an electronic system. Together they will meet the workforce needs of business and citizens well into the century. This system will be a key to improving the quality of life, as well as raising the economic standards of our state. We are on the ground floor of a new paradigm in workforce development and look forward to continuing to develop a world class workforce system.



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