

Oklahoma

OKLAHOMA



**WIA Annual Report
2001**

Table of Contents

1. **Introduction**
 - a. **Letter from Governor Keating**
 - b. **Oklahoma's Guiding Principles**
 - c. **Oklahoma's Electronic Workforce Development System**
2. **WIA Service Delivery**
 - a. **Workforce Investment Areas and Labor Market Areas**
 - b. **Workforce Oklahoma Center Directory**
3. **Performance Measures**
 - a. **State**
 - b. **Local**
 - c. **Cost of WIA Programs**
 - c. **Rapid Response**
 - d. **Youth**
4. **Best Practices and Successes**
 - a. **Business Customer**
 - **Incumbent Worker Activities**
 - **WIA Business Persons of the Year**
 - **Employer Council**
 - **Job Fair**
 - **New Business Assistance**
 - b. **Individual Customers**
 - **Veteran Services - Stand Down**
 - **WIA Success Stories**
5. **Conclusion**
 - a. **Evaluation of WIA Activities**
 - b. **State of the Oklahoma Economy**



OKLAHOMA

Introduction



**"I don't make jokes. I just watch the government
and report the facts."**

Will Rogers (1879 - 1935)



Frank Keating
Governor

October 15, 2002

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

Dear Mr. Juarez,

The new century gives us new challenges – and new opportunities. And through WIA, we have enhanced our efforts to continue building a delivery system that gives our citizens access to high quality information and services, helping more than ever to drive Oklahoma's economic growth. Through a business led network of 27 local labor markets, there are 433 employers actively involved statewide representing over 160,000 employees with over \$4.3 billion in annual payroll. Yes, Oklahoma is strategically poised to meet the ever-changing labor market demands while ensuring a customer-focused system for our citizenry.

The attached report documents a busy schedule of workforce achievements over the past year. It also reveals a rich and dynamic 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 blue ink, appearing to read "Frank Keating", with a long horizontal flourish extending to the right.

Frank Keating

Oklahoma State Board Strategic Plan

Guiding Principles

We are creating a system that is . . .

1. Employer driven
2. Labor market focused
3. Centrally guided and supported
4. Collaborative, and
5. Accountable for measurable results

Purpose

To create and implement a workforce development system that aligns business, educational, and government sectors toward common objectives that positively impact Oklahoma's economy.

Mission

To foster collaboration in aligning business, educational, and government sectors common objectives.

Vision

The Oklahoma Workforce Development System meets the needs of employers and the career aspirations of citizens.

Strengths

- Basic infrastructure is in place – 27 Local Labor Markets each with Local Workforce Development Councils
- 433 employers representing 160,000 employees and over \$4,316,800,000 in annual economic payroll – engaged in improving the effectiveness of workforce development resources through WIA Boards and Local Workforce Development Councils
- Conceptual framework for a comprehensive workforce development system is established
- Tremendous local labor market progress
- Three level design for “electronic system” is in place
- Lead city mayors are engaged as local elected officials
- Private sector majority on Boards and Councils

Opportunities

- To create a win/win/win situation for employers, workers, service providers, elected officials to positively impact the economy of Oklahoma
- To create a comprehensive workforce development system that is driven by employers' current and future needs
- To maximize the use of workforce development resources
- To be recognized as a national role model
- To utilize the existing employer base to gather data to make educated public policy decisions and gauge success
- To leverage public/private collaboration to create greater synergy
- To determine the economic impact of the comprehensive system
- To share best practices among local labor markets and WIA Boards
- To leverage the electronic system as a major economic development tool for the State

Goals

- To design and implement a *systems* approach to workforce development that satisfactorily serves the majority of employers within each local labor market
- To create a totally integrated and fully accountable approach to workforce development
- To continuously improve the design, operation and performance of the comprehensive workforce development system
- To assure that every employee, prospective employee and employer has awareness of and universal access to the full spectrum of workforce development services available in Oklahoma
- To fulfill all of the requirements assigned to the State Board in the federal WIA legislation

Objectives

- Each local labor market has a critical mass of employers actively engaged in using the electronic workforce development system by July 2003 with a majority of employers and job seekers actively engaged by December 2003

*Critical mass = 20% of the employers representing 80% of the employment opportunities
Majority = 51% of the targeted population*

- A comprehensive marketing program, utilizing print and electronic mediums, is effectively deployed within each of the 27 local labor markets by January 2003
- Workforce development public sector service providers within each local labor market make policy and resource allocation decisions based on valid, current and local data generated by the electronic workforce development system by July 2003
- The comprehensive workforce development system has a set of standardized measures for accountability purposes and baseline date is established on each measure within each local labor market by July 2003
- Each local labor market is actively engaged in implementing Malcolm Baldrige criteria, quality management principles and continuous improvement efforts by July 2003
- The State Board works collaboratively with the following workforce development stakeholders:
 - Each of the 27 local labor markets (24 LWDC's and 3 WIA Boards) to overcome obstacles and impediments to effectively implementing the local workforce development system within each local market

- Each of the 12 Workforce Investment Areas (12 WIA Boards) to overcome obstacles and impediments to effectively implementing the WIA federal programs in their areas
- Each of the Directors of State Agencies involved in workforce development to align resources and eliminate duplicative efforts
- The State Board maintains a positive and productive working relationship with the following strategic partners:
 - The Governor
 - The Legislature
 - The State Chamber of Commerce
 - Trade associations and other related organizations interested in workforce development
- All designated local workforce investment areas are in compliance with WIA legislation and meeting WIA performance requirements
- The 15% State set-aside funds are allocated each year to meet the strategic workforce development needs of the State
- Representatives from Local Workforce Development Councils and Workforce Investment Area Boards are appointed to appropriate State Workforce Board Task Forces to provide perspective and input from the entire state workforce system.

Strategies

- Create the following State Task Forces to address each objective:
 - **Electronic System Implementation Task Force**
Objectives:

Each local labor market has a “critical mass” of employers actively engaged in using the electronic workforce development system by December 2003.

Each local labor market has a majority of employers and job seekers actively engaged in using the electronic workforce development system by December 2003.
 - **Marketing Task Force**
Objectives:

A comprehensive marketing program (utilizing print and electronic mediums) is effectively deployed within each of the 27 labor markets by July 2003.
 - **System Measures Task Force**
Objectives:

The comprehensive workforce development system has a set of standardized measures for accountability purposes and baseline data is established on each measure within each local labor market by July 2003.

- **System Quality & Collaboration Task Force**

Objectives:

Workforce development service providers within each local labor market make policy and resource allocation decisions based on valid, current and local data generated by the electronic workforce development system by July 2003.

Each local labor market is actively engaged in implementing Malcolm Baldrige criteria, quality management principles, and continuous improvement efforts by July 2003.

The State Board works collaboratively with the following workforce development stakeholders:

- Each of the 27 local labor markets (24 LWDC's and 3 WIA Boards) to overcome obstacles and impediments to effectively implement the local workforce development system within each labor market.

- Each of the 12 Workforce Investment Areas (12 WIA Boards) to overcome obstacles and impediments to effectively implement the WIA federal programs in their area.

- Each of the Directors of State Agencies involved in workforce development to align resources and eliminate duplicative efforts.

- **WIA Task Force**

Objectives:

All designated local workforce investment areas are in compliance with WIA legislation and meeting WIA performance requirements.

The 15% State set-aside funds are allocated each year to meet the strategic "workforce development" needs of the State.

- **Strategic Relations Task Force**

Objectives:

The State Board maintains a positive and productive working relationship with the following strategic partners:

- The Governor

- The Legislature

- The State Chamber of Commerce

- Trade associations and other related organizations interested in workforce development

Oklahoma's Electronic Workforce Development System

Oklahoma has begun implementing an electronic workforce development system in support of the Comprehensive Workforce Development System. The purpose of Oklahoma's Workforce Development system ensures a skilled, productive workforce and supports a healthy economy throughout the State of Oklahoma. The electronic system will allow customers to gain universal access to products and services provided through Oklahoma's Workforce Development system. Through the electronic system, workforce investment partners provide greater exposure to customers from across the state through technologically enhanced service delivery.



Oklahoma is a member state of the America's Job Link Alliance (AJLA) and is currently utilizing both AJLA web based products, Service Link and Job Link. Oklahoma Job Link (OJL) is an electronic tool which can assist employers in meeting their hiring needs by allowing them 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. Job seekers may develop and post resumes, search for appropriate job opportunities and manage their career development. Oklahoma Service Link (OSL) is a tool used by workforce staff to gather Workforce Investment Act (WIA) services, perform case management, conduct potential eligibility screening and generate both ad-hoc and required federal reports.

These tools have met some of our needs but we also wanted to design our system to allow employers to identify and build comprehensive skill lists for their incumbent workforce. This data can then be used by educational partners within our state to generate and build curriculum based on the current needs of employers. This also enables us to gain perspective and some awareness of the workforce, which will help in the continual improvement of the system.

To meet this need, we have implemented OKSkillsNET, a web based tool which allows employers to perform job profiling on their workforce. Job profiling enables employers to identify and validate critical job tasks, O*NET Skills, O*NET Abilities, unique knowledge and devices (tools, equipment, software) at the job or task level. The exciting part is the integration we are doing with Oklahoma Job Link. Both applications share a common registration so employers need register only once and can use the same User ID and password for either job posting or

job profiling. If an employer profiles an occupation, they can seamlessly post a job to the Job Link system. Common information is being transferred to pre-populate a job order.

OKSkillsNET also allows employers to develop detailed job descriptions, access localized labor market information and build precision learning assessments which can be used to identify training needs company wide. All of the information is built around company specific job titles but is tied to an O*Net/SOC code.

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 which should be given to the customer.

Other electronic tools currently being developed include:

- **Oklahoma Service Link Enhancements** which will allow for the data gathering of Employment Service and Veterans services and the generation of ad hoc and required federal reports.
- **Internet Claims** which will allow individuals to file for unemployment claims benefits via the Internet.
- **Internet Contributions** which will allow liable Oklahoma employers to submit their quarterly State Unemployment Taxes via a secure Internet connection.
- **Labor Market Information (LMI) Access** which will provide dynamic access to LMI data.

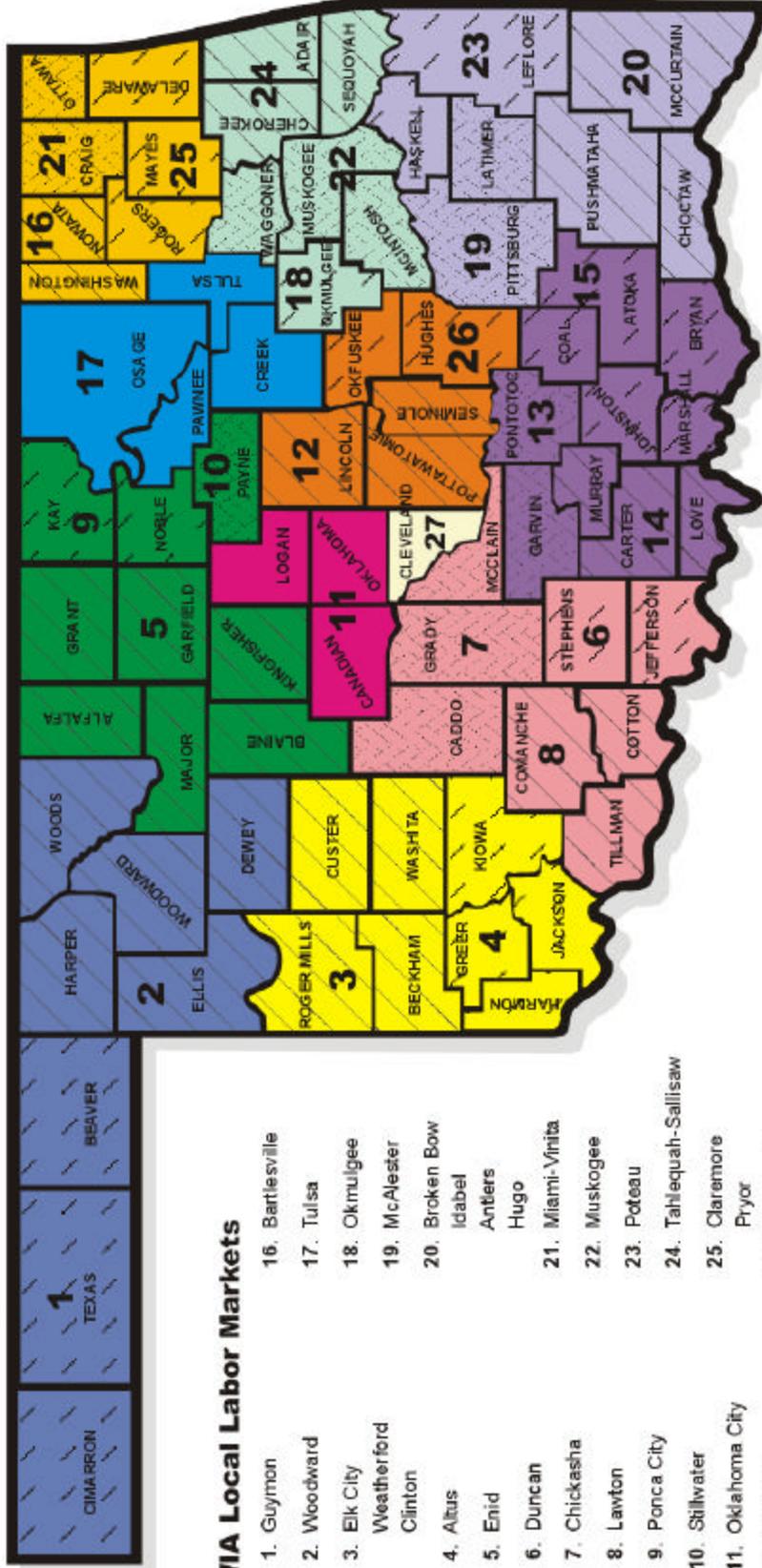
WIA Service Delivery



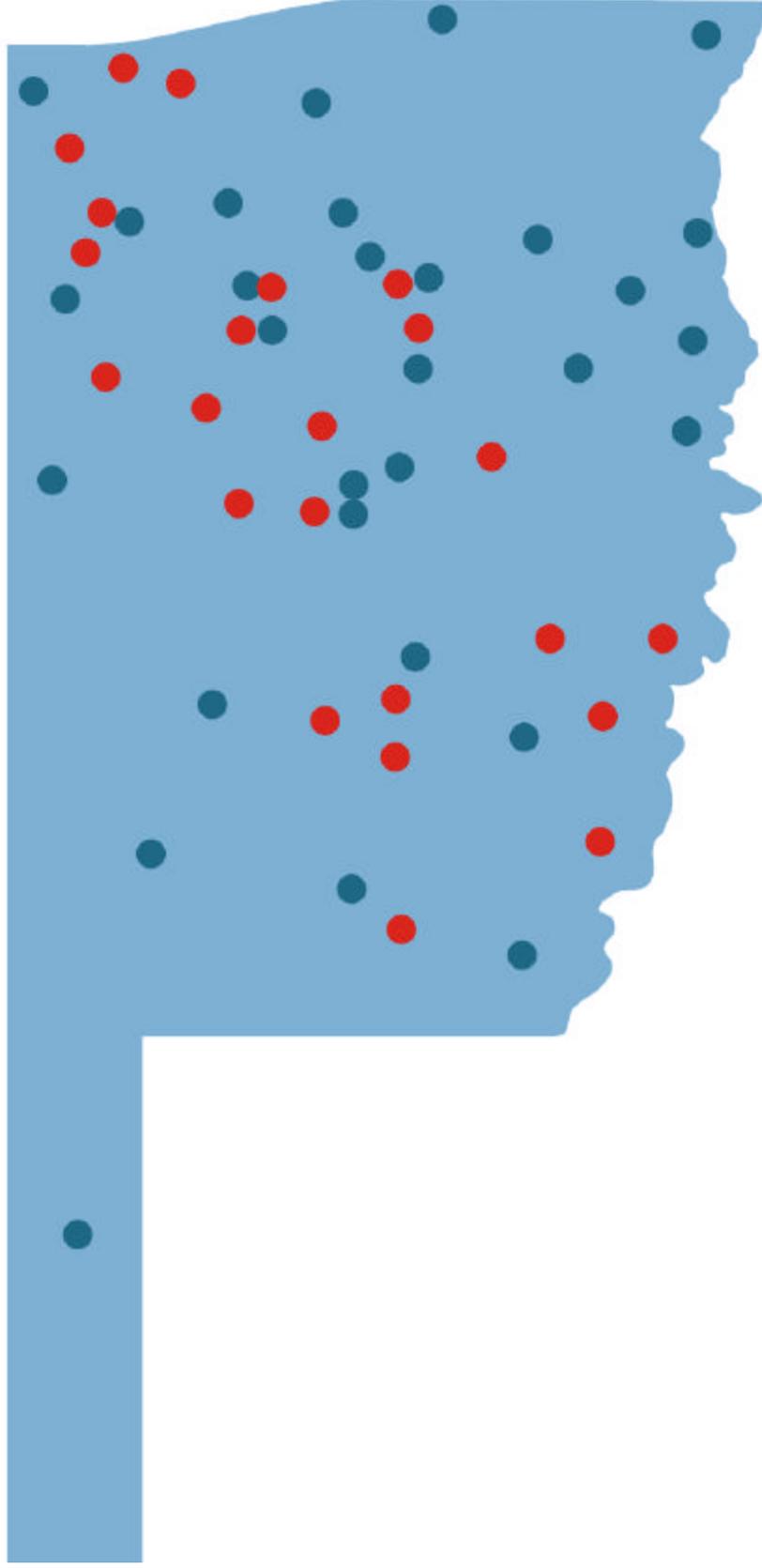
**"Get someone else to blow your horn and the sound
will carry twice as far."**

Will Rogers (1879 - 1935)

WIA Designations



Workforce Oklahoma Access Points



● Full Service Centers

- Ada
- Altus
- Antlers
- Ardmore
- Bartlesville
- Chickasha
- Claremore
- Clinton
- Durant
- Enid
- Guyman
- Holdenville
- Hugo
- Idabel
- Lawton
- McAlester
- Miami
- Muskogee
- Norman
- OKC Career Connection
- OKC Downtown Center
- Okmulgee
- Panama City
- Pryor
- Sapulpa
- Shawnee
- Tahlequah
- Tulsa * Hartford
- Woodward

● Basic Service Centers

- Anadarko
- Burns Flat
- Chandler
- Chelsea
- Cleveland
- Duncan
- Edmond
- Fort Cobb
- Frederick
- Grave
- Jay
- Nowata
- Okemah
- Pawhuska
- Purcell
- Sand Springs
- Seminole
- Stillwater
- Tulsa * Renaissance
- Vinita
- Walters
- Wagona
- Waurika



Workforce Oklahoma Centers



CENTER	ADDRESS
Workforce Oklahoma Ada Center	1628 E. Beverly St. * P.O. Box 850 Ada 74820 Phone: (580) 332-1533 * FAX: (580) 421-9265
Workforce Oklahoma Altus Center	1115 N. Spurgeon St. * P.O. Box 551 Altus 73521 Phone: (580) 482-3262 * FAX: (580) 482-3284
Workforce Oklahoma Antlers Center	211 SW 3rd Antlers 74523 Phone: (580) 298-3854 * FAX: (580) 298-6601
Workforce Oklahoma Ardmore Area Center	201 "A" Street, SW * P.O. Box 1467 Ardmore 73401 Phone: (580) 223-3291 * FAX: (580) 226-2730
Workforce Oklahoma Atoka/Coal	1301 Liberty Rd. Atoka 74525 Phone: (580) 889-7074 * FAX: (580) 889-3079
Workforce Oklahoma Bartlesville Center	6101 SE Nowata Rd., Ste D * P.O. Box 4039 Bartlesville 74006 Phone: (918) 331-3400 * FAX: (918) 331-0044
Workforce Oklahoma Employment and Training	Sooner Drive, Bldg 420 * P.O. Box 569 Burns Flat 73624 Phone: (580) 562-4550 * FAX: (580) 562-4274
Workforce Oklahoma Chandler Center	607 E. 1 st * P.O. Box 484 Chandler 74834 Phone: (405) 258-2870 * FAX: (405) 258-3073
Chelsea Workforce Oklahoma Satellite Center	104 Hester Place * P.O. Box 305 Chelsea 74016 Phone: (918) 789-5566 * FAX: (918) 789-5050
Workforce Oklahoma Chickasha	301 South 2nd Street * P.O. Box 398 Chickasha 73018 Phone: (405) 224-3310 * FAX: (405) 222-1215
Workforce Oklahoma Claremore	1810 N. Souix Ave * P.O. Box 908 Claremore 74018 Phone: (918) 341-6633 * FAX: (918) 341-7723
Workforce Oklahoma Cleveland Center	110 North Broadway Cleveland 74020 Phone: (918) 358-3662 * FAX: (918) 358-3916

Workforce Oklahoma Clinton	1120 Frisco Ave * P.O. Box 605 Clinton 73601 Phone: (580) 323-1341 * FAX: (580) 323-9176
Workforce Oklahoma Duncan Center	1927 W. Elk Avenue Duncan 73533 Phone: (580) 255-8950 * FAX: (580) 255-8959
Workforce Oklahoma Bryan County	4310 Highway 70W * P.O. Box 1000 Durant 74702 Phone: (580) 924-1828 * FAX: (580) 920-2464
Workforce Oklahoma Centennial Center	1824 E. 2nd Street Edmond 73034 Phone: (405) 340-4407 * FAX: (405) 340-4512
Enid Workforce Center	2613 N. Van Buren * P.O. Box 1269 Enid 73703 Phone: (580) 234-6043 * FAX: (580) 234-8405
Workforce Oklahoma Center Ft. Cobb	NW of City * Box 190 Ft Cobb 73038 Phone: (405) 643-5511 * FAX: (405) 643-2144
Grove Workforce Oklahoma Center	104 W. 3 rd * Room 3 Grove 74344 Phone: (918) 787-4143 * FAX: (918) 787-7759
Guymon Workforce Oklahoma Center	225 NE Highway 54 Guymon 73942 Phone: (580) 338-8521 * FAX: (580) 468-1814
Workforce Oklahoma Holdenville Career Center	115 N. Rodgers Drive * P.O. Box 937 Holdenville 74848 Phone: (405) 379-5452 * FAX: (405) 379-6355
Workforce Oklahoma Hugo Center	107 S. 3 rd * P.O. Box 490 Hugo 74743 Phone: (580) 326-6472 * FAX: (580) 326-0958
Workforce Oklahoma Idabel Center	Hwy 70 & Brinkley Drive * P.O. Box 1197 Idabel 74745 Phone: (580) 286-6667 * FAX: (580) 286-7867
Workforce Oklahoma Jay Center	137B. North Main * P.O. Box 169 Jay 74346 Phone: (918) 253-8516 * FAX: (918) 253-2504

Workforce Oklahoma Lawton Center	1711 SW 11th Street * P.O. Box 989 Lawton 73501 Phone: (405) 357-3500 * FAX: (405) 357-9629
Workforce Oklahoma McAlester Center	1202 Wade Watts Ave * P.O. Box 1108 McAlester 74501 Phone: (918) 423-6860 * FAX: (918) 429-1175
Workforce Oklahoma Miami Center	121 N. Main * P.O. Box 670 Miami 74354 Phone: (918) 542-5561 * FAX: (918) 542-7505
Workforce Oklahoma Muskogee Center	2316 W. Shawnee * P.O. Box 1688 Muskogee 74401 Phone: (918) 682-3364 * FAX: (918) 682-4311
Workforce Oklahoma Cleveland County Career Center	1141 East Main Norman 73071 Phone: (405) 701-2000 * FAX: (405) 701-2042
Workforce Oklahoma Nowata Center	317 East Delaware * P.O. Box 215 Nowata 74048 Phone: (918) 273-7365 * FAX: (918) 273-1969
Workforce Oklahoma Downtown OKC (Central) Center	One North Walker Oklahoma City 73102 Phone: (405) 297-3053 * FAX: (405) 297-2940
Workforce Oklahoma Career Connection (Eastside) Center	7401 NE 23rd Street Oklahoma City 73140 Phone: (405) 278-1890 * FAX: (405) 278-1898
Workforce Oklahoma OKC Metro South Center	4509 S I-35 Service Road Oklahoma City 73129 Phone: (405) 670-9100 * FAX: (405) 670-9292
Workforce Oklahoma Okemah Center	Okfuskee County Courthouse Okemah 74859 Phone: (918) 623-2837 * FAX: (918) 623-2758
Workforce Oklahoma Okmulgee Center	1801 E. 4th Okmulgee 74447 Phone: (918) 756-5791 * FAX: (918) 756-0937
Osage County Workforce Oklahoma Center	516 Leahy Street Pawhuska 74056 Phone: (918) 287-2410 * FAX: (918) 287-2424

Ponca City Workforce Oklahoma Career Center	1201 W. Grand * P.O. Box 309 Ponca City 74602 Phone: (580) 765-3372 * FAX: (580) 765-6145
Workforce Oklahoma Pryor Center	219 NE 1st Street * P.O. Box 427 Pryor 74362 Phone: (918) 825-2582 * FAX: (918) 825-6494
Workforce Oklahoma Sallisaw Center	1502 W. Chickasha Sallisaw 74955 Phone: (918) 775-5541 * FAX: (918) 775-6385
Workforce Oklahoma Sand Springs Center	11 E. Broadway, Ste 207 * P.O. Box 9 Sand Springs 74063 Phone: (918) 245-9544 * FAX: (918) 245-9566
Workforce Oklahoma Sapulpa One Stop Career Center	610 S Hiawatha Sapulpa 74066 Phone: (918) 227-9430 * FAX: (918) 227-2859
Workforce Oklahoma Seminole Center	111 N. 4th Street Seminole 74868 Phone: (405) 382-4670 * FAX: (405) 382-0104
Workforce Oklahoma Shawnee Career Center	2 John C. Bruton Blvd Shawnee 74804 Phone (405) 275-7800 * FAX: (405) 878-9742
Workforce Oklahoma One-Stop Career Center	711 E. Krayler Stillwater 74075 Phone: (405) 624-1450 * FAX: (405) 372-0295
Workforce Oklahoma Stilwell Center	219 W. Oak Stilwell 74960 Phone: (918) 696-2910 * FAX: (918) 696-5196
Workforce Oklahoma Tahlequah Career Center	1755 S. Muskogee * P.O. Box 689 Tahlequah 74464 Phone (918) 456-8846 * FAX (918) 456-3256
Johnston County Center	1201 S. Byrd Tishomingo 73460 Phone: (580) 371-3016 * FAX: (580) 371-0431
Workforce Oklahoma Tulsa Hartford	111 S. Greenwood * Suite 100 Tulsa 74120 Phone: (918) 596-7200 * FAX: (918) 596-9999

Renaissance Workforce Oklahoma Center	11654 E. 21st Street Tulsa 74129 Phone: (918) 437-4473 * FAX: (918) 437-6737
Vinita Workforce Oklahoma Center	301 W. Canadian Vinita 74301 Phone: (918) 256-7387 * FAX: (918) 256-5713
Workforce Oklahoma Center Walters	212 N. Broadway Walters 73572 Phone: (580) 875-2311 * FAX: (580) 875-3233
Workforce Oklahoma Waurika Center	13th & G Waurika 73573 Phone: (580) 228-3511 * FAX: (580) 228-2530
Workforce Oklahoma Woodward Career Center	1117 11th Street Woodward 73801 Phone: (580) 256-3308 * FAX: (580) 254-3093

Performance Measures



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

Will Rogers (1879 - 1935)

**Statewide
and
Local Area
Data**

Participation Levels	
7-1-01 to 6-30-02	
	Total Participants Served
Adults	3568
Dislocated Workers	2004
Older Youth	678
Younger Youth	3356

Participation Levels	
7-1-01 to 6-30-02	
	Total Program Exiters
Adults	1161
Dislocated Workers	605
Older Youth	204
Younger Youth	805

Data reported does not necessarily reflect PY01 final data

Adult Program Results At-A-Glance			
10-1-00 TO 9-30-01			
	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75%	86%	587
			681
Employment Retention Rate	82%	90%	743
			823
Earnings Change in Six Months	\$3,100	\$3,935	2703197
			687
Employment and Credential Rate	62	75%	580
			777

Dislocated Worker Program Results At-A-Glance			
10-1-00 TO 9-30-01			
	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	82%	90%	469
			524
Employment Retention Rate	82%	91%	428
			469
Earnings Change in Six Months	88%	90%	2545419
			282084
Employment and Credential Rate	62%	70%	321
			461

Data reported does not necessarily reflect PY01 final data

Older Youth Results At-A-Glance			
	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	71%	91%	88
			97
Employment Retention Rate	79%	97%	94
			97
Earnings Change in Six Months	\$2,650.00	\$4,559	205469
			67
Credential Rate	53%	68%	82
			121

Younger Youth Results At-A-Glance			
10-1-00 to 9-30-01			
	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	74%	77%	1880
			2441
Diploma or Equivalent Attainment Rate	58%	44%	143
			328
Retention Rate	56%	52%	106
			204

Data reported does not necessarily reflect PY01 final data

Local Performance				
Central				
ETA Assigned # 40075				
7-1-01 to 6-30-02	Total Participants Served	Adults	697	
		Dislocated Workers	527	
		Older Youth	41	
		Younger Youth	295	
	Total Exiters	Adults	116	
		Dislocated Workers	63	
		Older Youth	2	
		Younger Youth	3	
Performance Measures		Negotiated Performance Level	Actual Performance Level	
10-1-00 to 9-30-01				
Entered Employment Rate	Adults	75%	85%	
	Dislocated Workers	82%	92%	
	Older Youth	71%	**	
Retention Rate	Adults	82%	89%	
	Dislocated Workers	83%	93%	
	Older Youth	79%	**	
	Younger Youth	56%	**	
Earnings Change / Replacement in 6 months	Adults	\$3,100	\$3,124	
	Dislocated Workers	88%	70%	
	Older Youth	\$2,650	**	
Credential / Diploma Rate	Adults	62%	69%	
	Dislocated Workers	62%	67%	
	Older Youth	53%	**	
	Younger Youth	58%	100%	
Skill Attainment Rate		74%	30%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2		8

Data reported does not necessarily reflect PY01 final data

**data reported does not meet criteria to
calculate performance

Local Performance				
Cleveland				
ETA Assigned # 40025				
7-1-01 to 6-30-02	Total Participants Served	Adults	37	
		Dislocated Wkrs	47	
		Older Youth	78	
		Younger Youth	11	
	Total Exiters	Adults	17	
		Dislocated Wkrs	19	
		Older Youth	40	
		Younger Youth	1	
Performance Measures		Negotiated Performance Level	Actual Performance	
10-1-00 to 9-30-01				
Entered Employment Rate	Adults	75%	100%	
	Dislocated Workers	82%	100%	
	Older Youth	65%	100%	
Retention Rate	Adults	82%	100%	
	Dislocated Workers	82%	100%	
	Older Youth	79%	100%	
	Younger Youth	56%	100%	
Earnings Change / Replacement in 6 months	Adults	\$3,100	\$5,445	
	Dislocated Workers	88%	95%	
	Older Youth	\$2,650	\$843	
Credential / Diploma Rate	Adults	62%	85%	
	Dislocated Workers	62%	67%	
	Older Youth	53%	100%	
	Younger Youth	58%	70%	
Skill Attainment Rate		74%	96%	
Overall Status of Local Performance		Not Met	Met	Exceeded
				15

Data reported does not necessarily reflect PY01 final data

Local Performance			
Eastern			
ETA Assigned # 40055			
7-1-01 to 6-30-02	Total Participants Served	Adults	593
		Dislocated Workers	135
		Older Youth	82
		Younger Youth	515
	Total Exiters	Adults	135
		Dislocated Workers	48
		Older Youth	25
		Younger Youth	135
Performance Measures		Negotiated Performance Level	Actual Performance Level
10-1-00 to 9-30-01			
Entered Employment Rate	Adults	75%	87%
	Dislocated Workers	82%	90%
	Older Youth	71%	85%
Retention Rate	Adults	82%	87%
	Dislocated Workers	82%	89%
	Older Youth	79%	82%
	Younger Youth	56%	27%
Earnings Change / Replacement in 6 months	Adults	\$3,100	\$8,757
	Dislocated Workers	88%	148%
	Older Youth	\$2,650	\$6,103
Credential / Diploma Rate	Adults	62%	71%
	Dislocated Workers	62%	71%
	Older Youth	53%	54%
	Younger Youth	58%	68%
Skill Attainment Rate		74%	79%
Overall Status of Local Performance		Not Met	Met
		1	14

Data reported does not necessarily reflect PY01 final data

Local Performance				
East Central				
ETA Assigned # 40040				
7-1-01 to 6-30-02	Total Participants Served	Adults	245	
		Dislocated Workers	96	
		Older Youth	54	
		Younger Youth	362	
	Total Exiters	Adults	117	
		Dislocated Workers	43	
		Older Youth	18	
		Younger Youth	103	
Performance Measures		Negotiated Performance Level	Actual Performance Level	
10-1-00 to 9-30-01				
Entered Employment Rate	Adults	75%	80%	
	Dislocated Workers	82%	88%	
	Older Youth	71%	83%	
Retention Rate	Adults	82%	83%	
	Dislocated Workers	82%	90%	
	Older Youth	79%	100%	
	Younger Youth	56%	57%	
Earnings Change / Replacement in 6 months	Adults	\$3,100	\$2,643	
	Dislocated Workers	88%	114%	
	Older Youth	\$2,650	\$8,909	
Credential / Diploma Rate	Adults	62%	68%	
	Dislocated Workers	62%	67%	
	Older Youth	53%	56%	
	Younger Youth	56%	25%	
Skill Attainment Rate		74%	75%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2		13

Data reported does not necessarily reflect PY01 final data

Local Performance				
North Central				
ETA Assigned # 40010				
7-1-01 to 6-30-02	Total Participants Served	Adults	218	
		Dislocated Workers	94	
		Older Youth	63	
		Younger Youth	292	
	Total Exiters	Adults	132	
		Dislocated Workers	45	
		Older Youth	11	
		Younger Youth	125	
Performance Measures		Negotiated Performance Level	Actual Performance Level	
10-1-00 to 9-30-01				
Entered Employment Rate	Adults	75%	79%	
	Dislocated Workers	82%	87%	
	Older Youth	65%	67%	
Retention Rate	Adults	82%	97%	
	Dislocated Workers	82%	94%	
	Older Youth	79%	100%	
	Younger Youth	54%	41%	
Earnings Change / Replacement in 6 months	Adults	\$3,080	\$1,716	
	Dislocated Workers	86%	69%	
	Older Youth	\$2,600	\$4,114	
Credential / Diploma Rate	Adults	60%	60%	
	Dislocated Workers	60%	54%	
	Older Youth	50%	79%	
	Younger Youth	55%	4%	
Skill Attainment Rate		72%	84%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		6		9

Data reported does not necessarily reflect PY01 final data

Local Performance			
Northeast			
ETA Assigned # 40050			
7-1-01 to 6-30-02	Total Participants Served	Adults	180
		Dislocated Workers	155
		Older Youth	38
		Younger Youth	184
	Total Exiters	Adults	85
		Dislocated Workers	43
		Older Youth	16
		Younger Youth	34
Performance Measures		Negotiated Performance Level	Actual Performance Level
10-1-00 to 9-30-01			
Entered Employment Rate	Adults	75%	85%
	Dislocated Workers	82%	89%
	Older Youth	71%	100%
Retention Rate	Adults	82%	96%
	Dislocated Workers	82%	92%
	Older Youth	79%	83%
	Younger Youth	58%	33%
Earnings Change / Replacement in 6 months	Adults	\$3,100	\$2,367
	Dislocated Workers	88%	115%
	Older Youth	\$2,650	\$1,827
Credential / Diploma Rate	Adults	62%	78%
	Dislocated Workers	62%	69%
	Older Youth	53%	57%
	Younger Youth	58%	92%
Skill Attainment Rate		74%	82%
Overall Status of Local Performance		Not Met	Met
		3	12

Data reported does not necessarily reflect PY01 final data

Local Performance			
Northwest			
EtA Assigned # 40005			
7-1-01 to 6-30-02	Total Participants Served	Adults	59
		Dislocated Workers	28
		Older Youth	20
		Younger Youth	34
	Total Exiters	Adults	19
		Dislocated Workers	6
		Older Youth	5
		Younger Youth	4
Performance Measures		Negotiated Performance Level	Actual Performance Level
10-1-00 to 9-30-01			
Entered Employment Rate	Adults	75%	96%
	Dislocated Workers	83%	100%
	Older Youth	65%	100%
Retention Rate	Adults	89%	93%
	Dislocated Workers	83%	100%
	Older Youth	79%	100%
	Younger Youth	56%	0%
Earnings Change / Replacement in 6 months	Adults	\$3,100	\$3,148
	Dislocated Workers	88%	96%
	Older Youth	\$2,650	\$5,484
Credential / Diploma Rate	Adults	62%	67%
	Dislocated Workers	62%	75%
	Older Youth	53%	100%
	Younger Youth	58%	67%
Skill Attainment Rate		74%	75%
Overall Status of Local Performance		Not Met	Met
		1	14

Data reported does not necessarily reflect PY01 final data

Local Performance			
Southern			
ETA Assigned # 40045			
7-1-01 to 6-30-02	Total Participants Served	Adults	254
		Dislocated Workers	88
		Older Youth	68
		Younger Youth	226
	Total Exiters	Adults	119
		Dislocated Workers	49
		Older Youth	12
		Younger Youth	71
Performance Measures		Negotiated Performance Level	Actual Performance Level
10-1-00 to 9-30-01			
Entered Employment Rate	Adults	75%	91%
	Dislocated Workers	82%	95%
	Older Youth	71%	100%
Retention Rate	Adults	82%	100%
	Dislocated Workers	82%	100%
	Older Youth	79%	100%
	Younger Youth	56%	88%
Earnings Change / Replacement in 6 months	Adults	\$3,100	\$5,648
	Dislocated Workers	88%	113%
	Older Youth	\$2,650	\$4,755
Credential / Diploma Rate	Adults	62%	91%
	Dislocated Workers	62%	90%
	Older Youth	53%	80%
	Younger Youth	56%	80
Skill Attainment Rate		74%	98%
Overall Status of Local Performance		Not Met	Met
			15

Data reported does not necessarily reflect PY01 final data

Local Performance				
South Central				
ETA Assigned # 40020				
7-1-01 to 6-30-02	Total Participants Served	Adults	282	
		Dislocated Workers	179	
		Older Youth	132	
		Younger Youth	327	
	Total Exiters	Adults	75	
		Dislocated Workers	35	
		Older Youth	59	
		Younger Youth	56	
Performance Measures		Negotiated Performance Level	Actual Performance Level	
10-1-00 to 9-30-01				
Entered Employment Rate	Adults	75%	84%	
	Dislocated Workers	82%	84%	
	Older Youth	71%	96%	
Retention Rate	Adults	82%	82%	
	Dislocated Workers	83%	85%	
	Older Youth	79%	100%	
	Younger Youth	56%	66%	
Earnings Change / Replacement in 6 months	Adults	\$3,100	\$3,330	
	Dislocated Workers	88%	72%	
	Older Youth	\$2,650	\$4,513	
Credential / Diploma Rate	Adults	62%	74%	
	Dislocated Workers	62%	73%	
	Older Youth	53%	63%	
	Younger Youth	56%	3600%	
Skill Attainment Rate		74%	62%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		3		12

Data reported does not necessarily reflect PY01 final data

Local Performance				
Southwest				
ETA Assigned # 40015				
7-1-01 to 6-30-02	Total Participants Served	Adults	85	
		Dislocated Workers	29	
		Older Youth	11	
		Younger Youth	45	
	Total Exiters	Adults	45	
		Dislocated Workers	15	
		Older Youth	5	
		Younger Youth	26	
Performance Measures		Negotiated Performance Level	Actual Performance Level	
10-1-00 to 9-30-01				
Entered Employment Rate	Adults	75%	100%	
	Dislocated Workers	82%	92%	
	Older Youth	65%	50%	
Retention Rate	Adults	82%	100%	
	Dislocated Workers	82%	92%	
	Older Youth	79%	100%	
	Younger Youth	56%	0%	
Earnings Change / Replacement in 6 months	Adults	\$3,100	\$6,680	
	Dislocated Workers	88%	366%	
	Older Youth	\$2,650	**	
Credential / Diploma Rate	Adults	62%	74%	
	Dislocated Workers	62%	77%	
	Older Youth	53%	50%	
	Younger Youth	58%	64%	
Skill Attainment Rate		74%	84%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		4		10

Data reported does not necessarily reflect PY01 final data

Local Performance				
Southeast				
7-1-01 to 6-30-02				
7-1-01 to 6-30-02	Total Participants Served	Adults	466	
		Dislocated Workers	169	
		Older Youth	420	
		Younger Youth	65	
	Total Exiters	Adults	184	
		Dislocated Workers	56	
		Older Youth	43	
		Younger Youth	12	
Performance Measures		Negotiated Performance Level	Actual Performance Level	
10-1-00 to 9-30-01				
Customer Satisfaction	Program Participants			
	Employers			
Entered Employment Rate	Adults	76%	92%	
	Dislocated Workers	82%	91%	
	Older Youth	71%	89%	
Retention Rate	Adults	82%	89%	
	Dislocated Workers	82%	87%	
	Older Youth	79%	100%	
	Younger Youth	56%	48%	
Earnings Change / Replacement in 6 months	Adults	\$3,100	\$2,321	
	Dislocated Workers	88%	57%	
	Older Youth	\$2,650	\$4,466	
Credential / Diploma Rate	Adults	62%	82%	
	Dislocated Workers	62%	73%	
	Older Youth	53%	85%	
	Younger Youth	56%	75%	
Skill Attainment Rate		74%	98%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		3		12

Local Performance				
Tulsa				
ETA Assigned # 40035				
7-1-01 to 6-30-02	Total Participants Served	Adults	452	
		Dislocated Workers	169	
		Older Youth	65	
		Younger Youth	426	
	Total Exiters	Adults	202	
		Dislocated Workers	58	
		Older Youth	12	
		Younger Youth	46	
Performance Measures		Negotiated Performance Level	Actual Performance Level	
10-1-00 to 9-30-01				
Entered Employment Rate	Adults	75%	92%	
	Dislocated Workers	82%	91%	
	Older Youth	71%	90%	
Retention Rate	Adults	82%	92%	
	Dislocated Workers	82%	90%	
	Older Youth	79%	100%	
	Younger Youth	56%	57%	
Earnings Change / Replacement in 6 months	Adults	\$3,100	\$4,427	
	Dislocated Workers	88%	76%	
	Older Youth	\$2,650	\$5,604	
Credential / Diploma Rate	Adults	62%	84%	
	Dislocated Workers	62%	73%	
	Older Youth	53%	85%	
	Younger Youth	56%	74%	
Skill Attainment Rate		74%	98%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1		14

Data reported does not necessarily reflect PY01 final data

Cost of WIA Programs

WIA Financial Statement

Oklahoma Employment Security Commission
For the Period Ending June 30, 2002

Program Activity	Available	Expended	Percent	Balance Remaining
Adult	\$10,332,457	\$7,864,997	76.12%	\$2,467,460
Dislocated Worker	\$6,160,286	\$4,339,932	70.45%	\$1,820,354
Youth	\$12,206,202			
Out-of-School Youth		\$2,798,951		
In-School Youth		\$5,315,671		
Summer Employment (Non-add Item)		<u>\$1,998,045</u>		
Total Youth		\$8,114,622	66.48%	\$4,091,580
Local Administration	\$3,162,089	\$1,621,371	51.28%	\$1,540,718
Rapid Response	\$3,263,465	\$1,236,885	37.90%	\$2,026,580
Statewide Activities	\$4,838,614	\$4,243,434	87.70%	\$595,180
Grand Total	\$39,963,112	\$27,421,240	68.62%	\$12,541,872

Cost of Program Activities

PROGRAM ACTIVITY	TOTAL FEDERAL SPENDING	
LOCAL ADULTS		\$7,864,997
LOCAL DISLOCATED WORKERS		\$4,339,932
LOCAL YOUTH		\$8,114,622
RAPID RESPONSE (up to 25%)		\$1,236,885
134 (a) (2) (A)		
STATEWIDE REQUIRED ACTIVITIES (up to 15%)		\$2,661,496
134 (a) (2) (3)		
STATEWIDE ALLOWABLE ACTIVITIES		
134 (a) (3)		
(1) State administration of WIA Programs.	\$827,169	
(2) Carrying out other activities necessary to assist local areas to carry out required or optional local employment and training activities.	\$754,769	\$1,581,938
TOTAL OF ALL FEDERAL SPENDING LISTED ABOVE		\$25,799,869

Rapid Response

Activities for Dislocated Workers

The recession and the events of September 11, 2001 created a domino effect in the airlines, manufacturing, and the secondary services industries. The Oklahoma Employment Security Commission applied for and received a National Emergency Grant from the U S Department of Labor to service those displaced workers. This grant provides a wide range of re-employment services such as outreach, assessment, job placement, occupational skills training, classroom training and support services. Original Oklahoma companies to qualify for service under the National Emergency Grant were:

- Lucent Technologies (now Celestica)
- American Airlines
- Boeing Aircraft
- Lockheed Martin
- Dollar/Thrifty Car Rentals
- Staples, Inc.
- Williams Communications
- National Steak and Poultry
- Seagate Technology
- Gulfstream
- Black-eyed Pea
- First Union Corporation
- Siemens
- McCloud Communication
- Greade Foundry
- Worthington Cylinders
- Pratt & Whitney

Oklahoma anticipates serving over 2,000 participants with this National Emergency Grant. Since the initial grant request, several other companies have announced layoffs and closures:

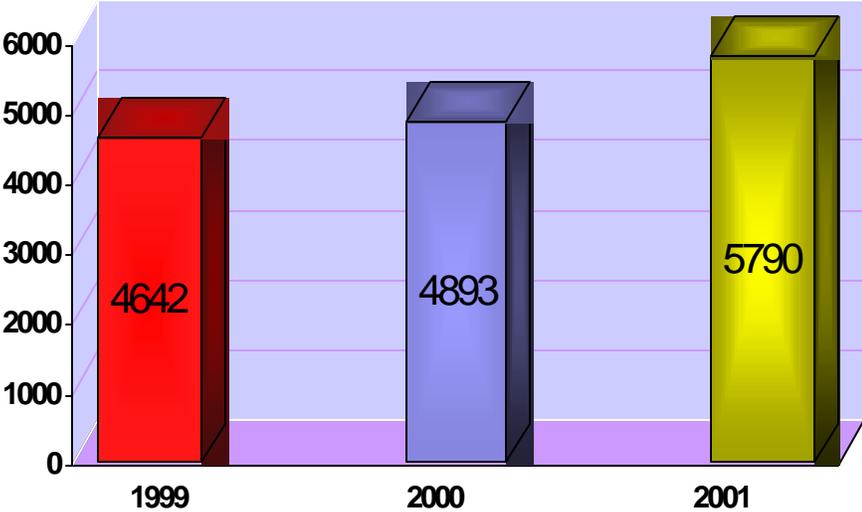
- VarTec CRM, Inc., a telecommunication company located in Tulsa, closed its facility July 31, 2002, displacing approximately 469 workers
- WorldCom, another telecommunication located in Tulsa, laid off 330 workers
- Farley's Sathers Candy Company, located in Oklahoma City, closes its plant November 30, 2002, displacing 160 workers
- Lockheed Martin Postal Technologies
- Williams Company/Energy Trading Group
- Pickle Company
- TrinityRail Group
- Fleming Company

The State's Rapid Response Unit has begun using a "needs" survey form, obtaining information from displaced workers to better assist them in re-employment. This form contains basic information such as: name, address, phone number, educational level, number of years employed with the company, current job title, primary skill, hourly wage/salary, and "need assistance" check list. The state keeps the original, and a copy is given to that person's local Workforce Oklahoma Center. Also, the rapid response team uses information from the needs survey to organize job fairs, bringing skilled workers and employers together, and for other transitional assistance to employers and displaced workers.

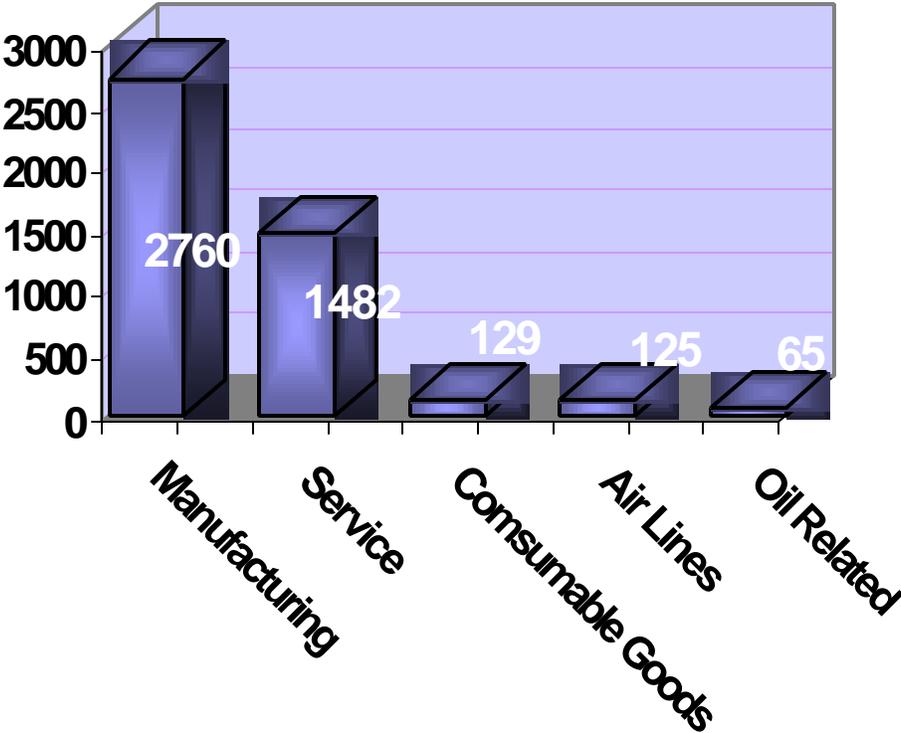
Some of these displaced workers will have transferable skills, however many will need training to compete in the current job market. The training programs funded with the National Emergency Grant must be in *demand occupations* such as computer science, administrative services, medical management, paralegal, legal assistant, teaching, etc.

The current employment outlook in the metropolitan areas of Oklahoma is projecting growth. The Workforce Oklahoma Centers across Oklahoma will utilize state and local resources to create re-employment plans for displaced workers.

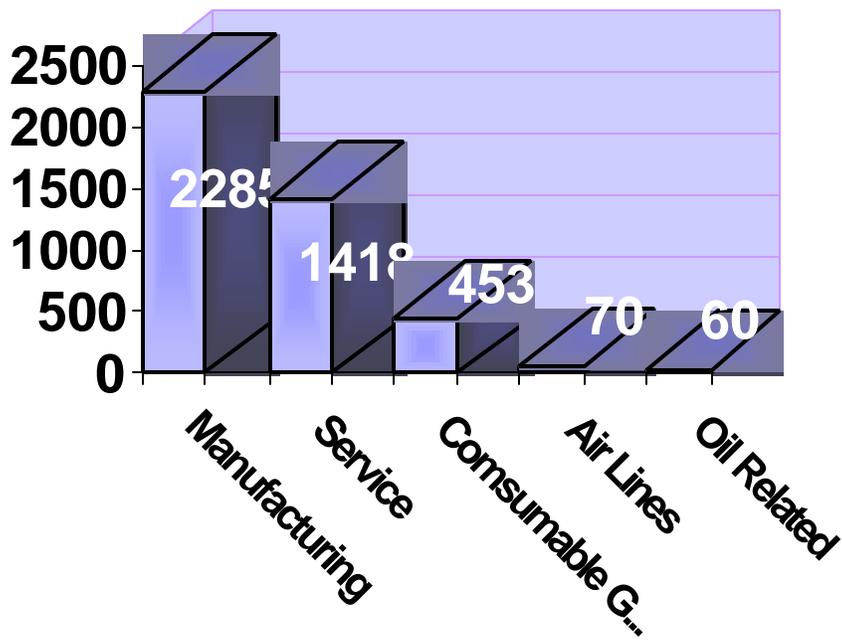
Displacement of Workers



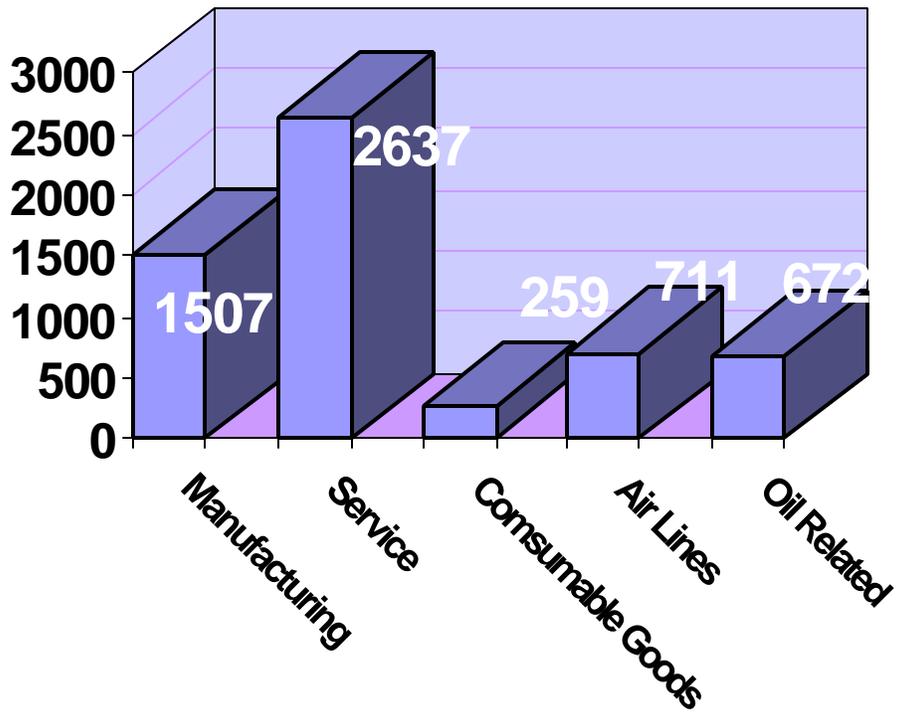
Industry Displacement 1999



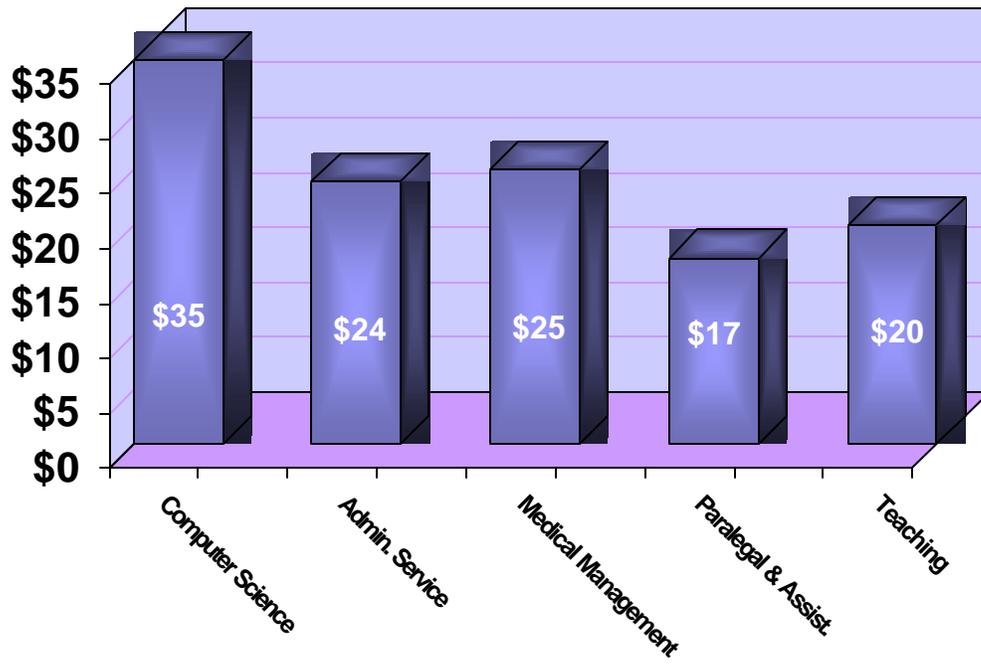
Industry Displacement 2000



Industry Displacement 2001



Wage and Occupations 1999-2008





Youth

With the completion of the second program year for WIA Title I Youth, ending in June of 2002, 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. Each area selected youth providers to provide the ten (10) elements and more youth have been served the second year. 3314 youths were served in 2001 with 981 exiting the program. In 2000 there were only 2715 participants and 491 exits.

Youth Councils

All the Youth Councils are in place and have functioned well over the last year. Some meet as little as once a quarter and some meet each month. Not all youth councils have appointed full time youth staff but that is still the goal. Each youth council was able to prepare and approve new RFPs for their 2002 year and there were some changes to the youth providers in some of the areas. The Central, North Central and Eastern WIA areas selected multiple providers with multiple geographic areas. Central selected nine (9) providers, North Central selected four (4) and Eastern selected two (2). All providers were selected in accordance with Section 123 of the Act.

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. Many local assistance visits were scheduled to provide guidance in the operation and development of the Youth Councils and their roles and a Local Youth Coordinators meeting was held monthly to discuss issues and to share best practices. A new case management and reporting system was also introduced by OESC called Oklahoma Service Link (OSL).

Training

In visiting with local Youth Councils, the need for formalized training became a top priority expressed by all. In August of 2001 a formalized Youth Council training was held in Norman, Oklahoma to continue the training started by Marion Pines of Johns Hopkins University who was brought to Oklahoma to begin the training of youth councils and staff. 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, and Service Mapping, Gap Analysis but more training was centered on Strategic Planning in Norman. The challenge was to return to the local areas and continue the Planning process.

Oklahoma Service Link training has been provided in every area throughout the state and additional training has been provided to youth providers as well as youth council staff. The OESC staff has also been providing technical assistance on a day-to-day basis and intensive one-on-one training to selected areas that have requested it.

Challenges

There are some areas that still do not have staff assigned to their Youth Council and with the introduction of OSL the need for full time staff to support the Youth Council has become even more important. It has been the recommendation of the State, based on national best practices, that each area Youth Council be provided some kind of full or part time staff. Continued training and technical assistance is also one of the States top goals. OESC's Employment and Training Division is looking at developing more technical assistance focused on the youth council and the provision of better tools to assist providers and youth staff in the operation of OSL. Performance standards were a little down from where the state should be. The biggest challenge for the coming year is to provide a greater understanding of Youth Performance Standards and to bring performance back to levels we experienced in the past.

The Workforce Investment Act set four youth performance measures for FY2001 for older youth and three for younger youth. Of the four measures in older youth three were met and one was not. Of the three met, Entered Employment Rate, Retention Rate, and Earnings Replacement, two were met with an excellent margin and one with a comfortable margin. The only performance measure not met in older youth was the Credential rate, which was at 35%. The negotiated level was set at 53%.

Older Youth Measures

In analyzing the data relating to the older youth performance measures there were three reasons these measures were not met. First there was some confusion at the local level on the definition of what a credential consisted of which caused them to not meet the negotiated level expected by the state of Oklahoma. Second, there were very low exit figures, which tends to show great swings in performance levels. Third, the implementation of a new State of Oklahoma case management records keeping system called "Oklahoma Service Link" resulted in complications in entering data required that possibly could have resulted in not meeting this measure.

1. **Confusion at the local** - The State of Oklahoma chose not to define what a credential consisted of and it was left up to the local Youth Councils to decide this issue. This caused some confusion in how this measure was being reported in the new Service link program resulting in the measure not being met.

Best practices have been selected from the many programs offered in the state and have been shared to provide good examples of successful credential programs throughout the state.

2. **Exit figures** - In all 12 Workforce Investment Areas, there were only 123 exits in this category and there was only one area that had over 14 exits. The only area with over 14 exits actually had 43 and of the 43 exits only 7 were positive. This was a 16% rating and the areas' exits made up 35% of the state average. Also one of the areas with 14 exits had a rating of 14%. If these two areas had been able to bring up their average the State average would have been within the negotiated level.

The State is providing training to youth council staff, caseworkers and service providers to insure accurate data related to exits. Also discussions of this problem are conducted at monthly Youth Coordinators' meetings resulting in stronger peer-to-peer problem solving.

3. **New case management records keeping system** - The State has joined the American Service Link Alliance and implemented a new system hosted by Kansas called Service Link. This is the States' primary data collection system for the WIA programs. Youth case workers were the last to be trained on the system. Much of the data had to be hand entered while selected data fields were transferred from the old ALMIS System. Right up to the day that the performance was being finalized the locals were working furiously to get all of their data into the system. It is clear that there is some inconsistent data in the system resulting in numbers that do not meet negotiated levels.

State staff have an on going effort to increase training on the new system to insure all parties involved are well trained and understand this Oklahoma's Service Link system. Technical assistance is provided to the locals on reporting to improve quality control of data. Kansas' personnel are assisting to improve our understanding of what fields trigger what results in the system so that caseworkers can refine their case file data to improve the accuracy of system data. The State is continuing to provide training to caseworkers and administrators to make them more proficient in the use of the new system. We are also bringing representatives from Kansas WIA to Oklahoma to assist us in training youth staff who have been using this system longer and are very familiar with the system and youth programs.

Younger Youth Measures

There are three measures in younger youth. Of the three measures in younger youth only one was met which was Skill Attainment. The performance measures not met in younger youth were the Diploma Rate (22.3%), and Retention Rate (10%).

The reasons for not meeting these younger youth measures are identical to the problems experienced in the Older Youth Area. A combination of new youth providers, low exit figures and the new case management records-keeping system called Oklahoma Service Link combined and could have resulted in not meeting these measures.

1. **Exit figures** - In all 12 areas in the State of Oklahoma there were only 10 exits the six-month Retention for Younger Youth and there were only two areas that had exits. The one area had 9 exits with no positive performance and another area had one with one positive exit. The area with 9 exits consisted of 90% of the states total. If this area had been able to bring up their average the State average would have been within the negotiated level. In the youth diploma or equivalent measure we noticed in evaluating data that one area ended up with almost half of the exits for the state and only showed 2 diploma attainments in 114 exits. We do not feel that the data in this area is correct but with it in the system it shows that the State did not achieve its performance

The State of Oklahoma is developing a Technical Assistance plan to deal with situations like this as trends develop in the data and should have something in draft form to be put into policy by the first of the new-year. In the mean time the State is providing additional technical assistance to the locals in selected areas and monthly discussions of this problem go on at the Youth Coordinators meetings.

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)

Business Customer



Oklahoma's Incumbent Worker Training

In June 2001, Oklahoma selected eight companies to receive up to \$100,000 to increase the skills of 929 workers. This was our first attempt to offer an Incumbent Worker program and, not knowing what to expect, our first

requirement was that the process be easy for the customer—to cut through the red tape and paperwork that private businesses tend to expect when working closely with a government program. In other words, “exceed their expectations.” And.... That’s just what we did!

The participating companies were surveyed in April 2002 and the following responses were received:

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

Advance Food Company, Inc.	60
Argent Consulting Services, Inc.	66
Bethany Public Schools	30
Green Country Air Conditioning	37
Metzeler Automotive Profile Systems	20
Murray Biscuit Company (Keebler)	7
Northeast Technology Center	390
Oklahoma Alliance for Mfg Excellence	319

2. How many completed training? (4/02)

Advance Food Company, Inc.	60
Argent Consulting Services, Inc.	66
Bethany Public Schools	0 (as of 4/02)
Green Country Air Conditioning	0 (as of 4/02)
Metzeler Automotive Profile Systems	16
Murray Biscuit Company (Keebler)	3
Northeast Technology Center	145
Oklahoma Alliance for Mfg Excellence	319

3. How many do you expect to complete training? (6/04)

Advance Food Company, Inc.	60
Argent Consulting Services, Inc.	104
Bethany Public Schools	28 ESL, 10 Palm Pilot, 3 Chemical Safety
Green Country Air Conditioning	40
Metzeler Automotive Profile Systems	20
Murray Biscuit Company (Keebler)	13
Northeast Technology Center	500
Oklahoma Alliance for Mfg. Excellence	580

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

Advance Food Company, Inc.	no
Argent Consulting Services, Inc.	yes
Bethany Public Schools	unknown
Green Country Air Conditioning	\$8 training wage, \$14 at completion
Metzeler Automotive Profile Systems	yes, \$60,000 in increases
Murray Biscuit Company (Keebler)	yes
Northeast Technology Center	yes
Oklahoma Alliance for Mfg. Excellence	unknown, but increased productivity

5. Has training made a positive impact on business?

Advance Food Company, Inc.	yes
Argent Consulting Services, Inc.	yes
Bethany Public Schools	yes
Green Country Air Conditioning	unknown until completion
Metzeler Automotive Profile Systems	yes, reduced overtime, increased productivity, improved efficiency, \$500,000 overtime reduction, reduced errors from 105 to World Class 13
Murray Biscuit Company (Keebler)	yes
Northeast Technology Center	yes
Oklahoma Alliance for Mfg. Excellence	yes, 7 businesses (out of 20) report: sales increase \$5,650,000 sales retained \$4,850,000 investments avoided \$555,000

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

Advance Food Company, Inc.	yes
Argent Consulting Services, Inc.	yes
Bethany Public Schools	yes
Green Country Air Conditioning	yes
Metzeler Automotive Profile Systems	yes
Murray Biscuit Company (Keebler)	yes
Northeast Technology Center	yes
Oklahoma Alliance for Mfg Excellence	absolutely

7. Your suggestions for improvement?

Advance Food Company, Inc.	none
Argent Consulting Services, Inc.	none
Bethany Public Schools	none
Green Country Air Conditioning	none
Metzeler Automotive Profile Systems	none
Murray Biscuit Company (Keebler)	none
Northeast Technology Center	none
Oklahoma Alliance for Manufacturing	none

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

Advance Food Company, Inc.	\$8,000 to \$10,000
Argent Consulting Services, Inc.	unknown
Bethany Public Schools	increased employee retention, very low worker's compensation

Green Country Air Conditioning	unknown until completion
Metzeler Automotive Profile Systems	\$460,000
Murray Biscuit Company (Keebler)	several thousands of dollars
Northeast Technology Center	several thousands of dollars
Oklahoma Alliance for Mfg Excellence	cost savings on 11 projects - \$5,300,000

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

Advance Food Company, Inc.	no
Argent Consulting Services, Inc.	yes
Bethany Public Schools	unknown
Green Country Air Conditioning	\$8 training wage, \$14 at completion
Metzeler Automotive Profile System	\$60,000 in increases
Murray Biscuit Company (Keebler)	yes
Northeast Technology Center	yes
Oklahoma Alliance for Mfg. Excellence	unknown, but increased productivity

5. Has training made a positive impact on business?

Advance Food Company, Inc.	yes
Argent Consulting Services, Inc.	yes
Bethany Public Schools	yes
Green Country Air Conditioning	unknown until completion
Metzeler Automotive Profile Systems	yes, reduced overtime, increased productivity, improved efficiency, \$500,000 overtime reduction, reduced errors from 105 to World Class 13
Murray Biscuit Company (Keebler)	yes
Northeast Technology Center	yes
Oklahoma Alliance for Mfg Excellence	yes, 7 businesses (out of 20) report: sales increase \$5,650,000 sales retained \$4,850,000 investments avoided \$555,000

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

Advance Food Company, Inc.	yes
Argent Consulting Services, Inc.	yes
Bethany Public Schools	yes
Green Country Air Conditioning	yes
Metzeler Automotive Profile Systems	yes
Murray Biscuit Company (Keebler)	yes
Northeast Technology Center	yes
Oklahoma Alliance for Mfg Excellence	absolutely

7. Your suggestions for improvement?

Advance Food Company, Inc.	none
Argent Consulting Services, Inc.	none
Bethany Public Schools	none
Green Country Air Conditioning	none
Metzeler Automotive Profile Systems	none
Murray Biscuit Company (Keebler)	none
Northeast Technology Center	none
Oklahoma Alliance for Mfg Excellence	none

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

Advance Food Company, Inc.	\$8,000 to \$10,000
Argent Consulting Services, Inc.	unknown
Bethany Public Schools	increased employee retention, very low worker's compensation
Green Country Air Conditioning	unknown until completion
Metzeler Automotive Profile Systems	\$460,000
Murray Biscuit Company (Keebler)	several thousands of dollars
Northeast Technology Center	several thousands of dollars
Oklahoma Alliance for Mfg Excellence	cost savings on 11 projects—\$5,300,000

Comments from Business Recipients of Incumbent Worker Funding

Dr. Roy Peters
Oklahoma Alliance for Manufacturing Excellence, Inc.

“While we are not tracking pay increases, all firms are reporting increased worker productivity. One firm went from a production per shift of 900 units to 2,100 units. With productivity increases, firms will, in time, increase wages and keep jobs in Oklahoma/United States.

This has been a good project to manage. The project funding staff has been wonderful to work with - Very respectful and professional. We have been very pleased with our relationship. Many of our counterparts from other states have called on us for information about this project and have duplicated the project in their respective states. Oklahoma is getting recognition as a national model for the way our organization and the Workforce Investment Act have worked together for a common goal.”

Kevin Henson
Metzeler Automotive Profile Systems

Has this training made a positive impact on businesses? “Yes.

- 1) Supports the corporate strategic training goal.
- 2) It has increased the maintenance worker skills. The workers have demonstrated competency in seven critical skill areas.
- 3) It ensures a steady supply of trained industrial maintenance workers.
- 4) Increased compensation for the maintenance worker in recognition of the individual's increased competency.
- 5) Increased plant productivity as a result of a decrease in unscheduled machine down-time.
- 6) Reduced errors (PPMs) parts per million produced.
- 7) Reduced overtime by improved efficiency.
- 8) Overall plant efficiency improvement
- 9) Achieving quality and cost goals have allowed us to secure additional automotive business.

Has this impact been measured? Yes.

What was the result?

- 1) Increased compensation for the maintenance workers. A \$60,000 increase in maintenance compensation and benefits.
- 2) Increased plant productivity, reduced overtime and improved overall plant efficiency.
\$500,000 in overtime reductions and efficiency improvements.
- 3) Reduced errors (PPMs) parts per million produced. "Reduced from 105 (PPMs) before the training to a World-Class number of 13 (PPMs)."

Shauna Clark
Murray Biscuit Company
Keebler Company

Has this training made a positive impact on businesses? Yes

"Improved skills of the current workforce to troubleshoot and understand PLC. A skill set required of our new equipment."

- a. Has this impact been measured? Yes
- b. What was the result? Downtime had decreased below 2%, the lowest it has ever been since documenting.

Would you recommend that other Oklahoma businesses utilize training dollars through Incumbent Worker funds? "Yes and I have."

Mark Nash
Argent

Would you recommend that other Oklahoma businesses utilize training dollars through Incumbent Worker funds?

"Absolutely! This has been a fantastic program for us. Additionally, it has enabled us to assist other Oklahoma companies with employee training."

How much has your company saved as a result of receiving Incumbent Worker funding?

"Approximately \$8,000 to \$10,000. This grant has made it possible to arrange training for our employees in Oklahoma City and not only avoid travel expenses but also to utilize excess funds of the grant to pass along another approximately \$10,000 in savings to other companies trained by Argent as a result of the grant monies."

Tony Cordray
Northeast Technology Center

"The value of these training programs is only beginning to be measured at this point. The development of new supervisors, team leaders, and industrial maintenance employees will

benefit their companies for years to come. Any Oklahoma business would find training dollars through the Incumbent Work funds an invaluable asset.

Below is a list of companies served by the Incumbent Worker grant:

H.E.M. Saw
Precision Machine
General Mills Pillsbury
Labinal, Inc.
Orchids Paper Products
UPCO
Claremore Fire Department
Claremore Electric Department

To date, all have saved several thousands of dollars in their training budgets as a result of this grant. The companies involved have greatly benefited through the Incumbent Worker grant.”

The Bake-Line Group, LLC

In recent years, U.S. convenience food production facilities have undergone tremendous change and reorganization with extensive realignments and plant closures to achieve greater efficiency. Bake-Line Group is a mid-sized company with 329 employees in Marietta, Oklahoma, a rural community of approximately 2,000 people. Like many food manufacturers, Bake-Line Group had to meet difficult industry-wide challenges to stay competitive.

According to Bake-Line Group's Human Resource Manager, Ms. Shauna Clark, "A key to the plant's survival is to remain competitive. But, with investments to make us more competitive come big risks. It is vital for the Marietta bakery to upgrade equipment to maximize efficiency and production. However, with any investment, there is also a significant downside potential. For example, while the decision to install Programmatic Logic Control in both existing and new equipment was critical to keep us competitive the installation and training time would be significant. Maintenance personnel had to be fully trained for the new technology upgrades to speed-up operations and to avoid serious down time." In fact, controlling our already low down time rate of 2.05% while facing necessary down time from the new equipment installation, existing equipment upgrades, and maintenance personnel training on the new PLC systems, presented a huge challenge and was critical to our survival."

At the Southern Oklahoma Workforce Investment Board, Ms. Amber England understood the problem and suggested a plan. In partnership with the Oklahoma Employment Security Commission (OESC), Murray State College, and the Training Alliance of Southern Oklahoma, a specialized program of instruction was developed. Through OESC's Incumbent Worker program, eight key maintenance personnel were trained in preparation for the new PLC systems.

Ms. Clark stated, "At the end of 2001, the bakery's down time rate had dropped from 2.05% to 1.8%! Having the talent in-house, we realized a savings of several hundreds of thousands of dollars in installation and only weeks, instead of months, of down time while the ovens were being installed."

According to Ms. Clark, "This program was a quick investment with a quick payback!"



Local Business Person of the Year Honor Roll

CO-BUSINESS PERSON OF THE YEAR

Al Allee - South Central
*Frederick Memorial Hospital &
Physicians Group*

CO-BUSINESS PERSON OF THE YEAR

Terry Allen - Tulsa
Williams Energy Services

CENTRAL

Dee Hoshall
DeMarge College

NORTHEAST

John Hawkins
Insurance Professionals

CLEVELAND COUNTY

Charles Hollingsworth
Arvest Bank

NORTHWEST

Bill Gerber
Woodward Iodine

EAST CENTRAL

Roberta Pattison
Wes Watkins Technology Center

SOUTHEAST

Mike Bailey
Bailey Lumber Company

EASTERN

Michael Taffer
Mrs. Smith's Bakery

SOUTHERN

Buddy Watkins
Valley View Hospital

NORTH CENTRAL

Justin Bray
Mercury MerCruiser

SOUTHWEST

Jack Sorelle
Innovative Technology

Business Person

of the Year 2002



Al Allee - South Central WIA

**Chief Executive Officer, Frederick Memorial Hospital & Physicians Group
Frederick, OK**

Al Allee was the driving force behind bringing a scarce resource to the South Central Workforce Investment Area: nurses. As a member of the Lawton-Ft. Sill Local Workforce Development Council and the South Central Oklahoma Workforce Investment Board, Mr. Allee's dedication represents the best that these groups have to offer.

As CEO of a rural hospital, Mr. Allee was very familiar with the shortage of qualified nurses in Oklahoma. He knew that recruiting and retaining a trained, qualified and professional nursing staff is critical to delivering quality medical care. Recognizing this need, he spearheaded a way to develop programs to produce more nurses, retrain nurses and increase pay for nurses in the area.

To address this issue, Mr. Allee first began working towards designating nursing as a "critical demand" occupation and then laid out an action plan to solve the problem. He worked with the Great Plains Technology Center to set up an evening nursing course. He also introduced local workforce professionals to his staff and other interested in pursuing nursing. His goal was simple: give people the chance to develop new skills while meeting a critical need of his community and hospital.

Because of Mr. Allee's efforts, fifteen students from the area enrolled in licensed practical nurse training, seven of whom were employees of Frederick Hospital. In addition, two nurses at the hospital qualified for WIA assistance to become registered nurses. Now there are over 50 students pursuing the nursing profession just in the Lawton-Ft. Sill labor market area alone.

Mr. Allee's dedication and perseverance have helped make the workforce investment system in the area work!

Business Person of the Year 2002



Larry Allen - Tulsa WIA

**Director of Human Resources Operations, Williams Energy Services
Tulsa, OK**

Larry Allen has been invaluable to the Tulsa Workforce Investment Area. As a 25 year veteran of the human resources field, Mr. Allen has vast experience working with a variety of businesses serving diverse workforces. It is this experience that has helped the Tulsa WIA approach its goal of becoming a national model of workforce leadership, system collaboration and innovation.

Mr. Allen has worked closely with the Tulsa Workforce Investment Board to develop "as-is" and "to-be" process mapping for area One Stop Centers. Process mapping identifies duplicate processes among One Stop partners and gives a clear picture of how to more efficiently serve customers through integration of services. Because of Mr. Allen's efforts, Williams donated four consultants to facilitate this process.

Led by Mr. Allen, the Tulsa WIB pursued four major phases to increase the quality and responsiveness of Tulsa's workforce system. The first phase involved process mapping of the One Stop Centers. Next, a regional community audit was performed to see what services and assets were available. Third, the Tulsa WIB performed a self-assessment and came up with a strategic plan for making needed changes. Finally, they instituted One Stop Center process improvement, chartering and self assessment.

Aside from this daunting task, Mr. Allen has also assisted in working directly with employers to develop a complete picture of the labor market dynamics and possible solutions to any problems.

Larry Allen has been a great asset to the Tulsa Workforce Investment Area. We hope he will continue leading Tulsa to ever greater heights.

Central WIA

Business Person of the Year 2002



Dee Hoshall, President

DeMarge College - Oklahoma City, OK

The Central Oklahoma Workforce Investment Board (COWIB) is pleased to announce that Dee Hoshall has been named COWIB Business Person of the Year. Ms. Hoshall is an outstanding corporate citizen. Her contributions to the COWIB and the OKC Downtown Center have been instrumental in many positive results for Center customers and the Oklahoma City area.

Ms. Hoshall is currently a WIB member and served on the PIC for many years and in many capacities. She currently chairs the WIB Strategic Planning Committee and is a member of both the WIB Board Management Committee and the Executive Committee. She has also served as a member of the MSA Consortium Grant Committee and the Workforce Empowerment Collaboration (WEC), formerly the National League of Cities.

Ms. Hoshall's commitment to special populations has resulted in newly designed programs to meet the needs of Welfare to Work individuals. She also works closely with area hospitals to meet customer training needs.

Through Ms. Hoshall's leadership, collaboration and commitment, the Oklahoma City Downtown Center now offers soft skills training, computer skills training and highly successful programs for all Center customers. We are lucky to have her on board!

Cleveland County WIA

Business Person of the Year 2002



Charles Hollingsworth, Vice President

Arvest Bank - Norman, OK

As Vice President of Arvest Bank for the past 37 years, Charles Hollingsworth has been actively involved with the Norman business community. His contribution to the Cleveland County workforce system is immeasurable in terms of commitment and guidance.

Mr. Hollingsworth has been part of the Cleveland County workforce system since 1992. He has served as Vice Chair of the Private Industry Council, Chair of the Workforce Investment Board and Chair of the Workforce Development Board.

His focus has always been advancing public education. He has twice served as President of the Norman Board of Education and is currently Chair of the Moore-Norman Technology Center Foundation, Inc. He even takes time out of his busy schedule to work as an elementary school mentor.

Being a life-long Norman resident, Mr. Hollingsworth takes great pride in helping the community through fund raising and working with Big Brothers/Big Sisters of Cleveland County, the Christmas Store, Sooner Theatre and other programs.

As a committed "doer," Mr. Hollingsworth has given far more than was required. Cleveland County is fortunate to have Charles Hollingsworth as a resident and willing volunteer. Citizens have benefited from his community involvement, business acumen and dedication to the future of Cleveland County.

Workforce Oklahoma Alumni Celebration 2002

East Central WIA

Business Person of the Year 2002



Roberta Pattison, Information Technology Instructor

Wes Watkins Technology Center - Wetumka, OK

As an Information Technology Instructor for Wes Watkins Technology Center in Wetumka, Roberta Pattison provides services to WIA eligible youth while acting as a cooperative partner in the Workforce Investment Act program. She has touched students by encouraging them to reach for their goals no matter what anyone thinks. She is committed to helping students overcome barriers and prepare for anything that the working world might throw at them. She encourages all of her students to not only achieve, but also to explore outside of the comfort zone of their city or county.

Mrs. Pattison has been providing youth services for WIA for several years. Her summer academic program provides eligible youth with academic enrichment math and reading remediation which also involves leadership development, soft skills, computer skills, life skills and vocational exploration training.

When it comes to workforce development, Mrs. Pattison includes both individuals and companies in her efforts. She offers businesses the opportunity to set up actual job training for students. She also includes WIA services in the form of tuition assistance as well as work experience programs. Every effort is made to assist the student or client with finding employment.

Mrs. Pattison has been an inspiration to the students with whom she works. She gives her all to see her students become all that they can be. Her drive and enthusiasm make her an asset to the students and citizens of east central Oklahoma.

Eastern WIA

Business Person of the Year 2002



Michael Taffer, General Manager

Mrs. Smith's Bakery - Stilwell, OK

Michael Taffer is the Eastern Workforce Investment Area Business Person of the Year. Mr. Taffer is General Manager of Mrs. Smith's Bakery in Stilwell, the largest bakery of its kind in the United States and the largest employer in Adair County. Outside of work, Mr. Taffer serves as Vice President for the Eastern Workforce Investment Board and President of the local Kiwanis Club. He belongs to several boards, including the Stilwell Chamber of Commerce and the OSU Department of Agriculture Business Advisory Board. His role as leader allows Mr. Taffer to constantly strive for the betterment of the community.

Mr. Taffer's greatest contribution has been as champion of the new workforce center concept. As Chairperson of the Local Workforce Development Board, he worked with WIA partners and local businesses to solve problems and implement the system quickly. His dedication grew from his belief that government and business should work together to build a strong, skilled workforce.

Educating the community and workforce partners about the system was undertaken to explain the various roles, develop a plan for the future and establish self sufficiency. Mr. Taffer implemented this policy immediately at Mrs. Smith's, establishing a vo-tech training program and an internet-based training system for employees.

His efforts bringing people, agencies and businesses together put eastern Oklahoma ahead of the rest of the state in establishing Workforce Oklahoma. Michael Taffer is helping make eastern Oklahoma a place that families and businesses are proud to call home.

Workforce Oklahoma Alumni Celebration 2002

North Central WIA

Business Person of the Year 2002



Justin Bray, Training and Development Facilitator

Mercury MerCruiser - Stillwater, OK

Long before WIA was implemented in Oklahoma, Justin Bray and MerCruiser were committed to helping create a highly trained quality workforce. Through his educational background and experience at the local career technology center, Mr. Bray has shown a true understanding of the needs of businesses and what it takes to prepare workers to meet these needs.

Mr. Bray has been influential in collaborating with other manufacturers in the area to identify common training needs. He and his colleagues identified their needs and shared them with local educators. This collaboration created a formal partnership with four major companies, a career technology center, an Associate's degree program and a Bachelor's degree program. This curriculum is used widely by workers to develop skills and earn more money. In return, businesses gain higher quality workers.

Justin Bray has been a member of the North Central Oklahoma WIA Board of Directors since 2000. As Board Chair, he led the way in establishing objective criteria to review service provider performance. Recently, Mr. Bray facilitated meetings with local day care providers and businesses to implement "Success by Six," a program funded through Bank of America which ensures access to quality daycare on the local level.

Mr. Bray's efforts and energies have had a major impact on the union of the North Central Oklahoma Workforce Investment Area and the Stillwater Labor Market Area. His commitment has been exemplified by his actions, and he is much appreciated!

Northeast WIA

Business Person of the Year 2002



John Hawkins, Owner

Insurance Professionals - Pryor, OK

Representing the Northeast Workforce Investment Area as Business Person of the Year is John Hawkins. Besides serving as Chair of the Northeast Workforce Investment Board, Mr. Hawkins is a member of the state workforce investment board. He has worked hard to bolster his workforce system knowledge by attending conferences and meetings.

Mr. Hawkins has been in insurance for 22 years. He started as a Shelter agent in 1980 and was soon named Agent of the Year for Oklahoma. In 1986, he and his partner purchased Insurance Professionals in Pryor, and today they employ 24 people.

During his insurance career, Mr. Hawkins has served on various professional committees, including the Benefits Committee for the Oklahoma Independent Agents Association. In 1987, he received his Certified Insurance Counselor designation, a certification he has kept current. He has received numerous awards for insurance sales and is currently serving on the Insurance Commissioners Industry Committee and Aetna's Producer Advisory Council.

Over the years, Mr. Hawkins has been involved in various civic and business organizations. He has served on the regional and state boards for the American Lung Association and on the Great Lake Advisory Council. He is past president for the Pryor Creek Sertoma Club, the Pryor Area Arts and Humanities Council and the Pryor Area Chamber of Commerce.

John Hawkins is an involved local business owner, an active community leader and an Oklahoman devoted to providing opportunities for job seekers and businesses in the Northeast Labor Market Area.

Workforce Oklahoma Alumni Celebration 2002

Northwest WIA

Business Person of the Year 2002



Bill Gerber, Human Resources Manager

Woodward Iodine - Woodward, OK

Bill Gerber is dedicated. His dedication to the workforce in his local labor market shows in his consistent attendance and participation at meetings, his long service, his willingness to accept new challenges and his leadership towards results.

Mr. Gerber is a leader. He serves as Chair of the Northwest-2 Local Workforce Development Council, a group he has belonged to since its inception in 1999. He also serves on the Northwest Area Workforce Investment Board. An important factor in his success has been his leadership style. Mr. Gerber promotes participation and always considers the opinions and feelings of all stakeholders. His informal style puts Council members at ease, even when dealing with tough issues.

As Human Resources Manager, Mr. Gerber strongly supports the improvement of workers at Woodward Iodine. Most recently, he arranged for a worker to become certified in a major occupational specialty through collaboration with the local WIA Title I program and the local technology center.

Through Mr. Gerber's leadership, the Northwest-2 Council has achieved great results this year. A new strategic plan has been written. The One Stop Career Center has developed a business plan. The Council also has a well-publicized budget for the year. These are big steps forward for a Council that was practically inactive last year.

Mr. Gerber's dedication has held the Council together through some rough times, and his leadership and continued support will be a key factor in the Council's continued improvement.

Southeast WIA

Business Person of the Year 2002



Mike Bailey, Owner

Bailey Lumber Company - Broken Bow, OK

The Southeast WIA Business Person of the Year shows what can happen when business leaders buy into the workforce system. Mike Bailey is owner of the Bailey Lumber Company as well as a member of many local groups, including his Local Workforce Development Council, the Executive Board, the Broken Bow Chamber of Commerce and the Broken Bow Lions Club. He is serving his second term as a member of the Board of Directors for the Oklahoma Lumbermen's Association. His public support of workforce activities and programs has paid big dividends for the Southeast WIA.

Mr. Bailey has worked with other business leaders and groups in an effort to involve more businesses in the workforce system. He has participated in local workforce training sessions and has worked diligently to improve his knowledge of the workforce system.

His business, Bailey Lumber Company, has made a significant impact on the local workforce development system. Mr. Bailey has trained and employed six people through the Workforce Investment Act On the Job Training program. He has promoted three individuals who were originally trained using WIA dollars to higher skill level jobs with higher wages in order to help them reach self sufficiency. Mr. Bailey's dedication and effort make him the perfect candidate for Southeast WIA Business Person of the Year.

Workforce Oklahoma Alumni Celebration 2002

Southern WIA

Business Person of the Year 2002



Buddy Watkins, Human Resources Manager

Valley View Hospital - Ada, OK

The Southern Workforce Investment Area considers itself lucky to have Buddy Watkins. Mr. Watkins is very active in local workforce investment system, both as Human Resources Manager for Valley View Hospital in Ada and as a citizen. He has been an active member of the Southern Workforce Investment Board and the Pontotoc-Garvin Local Workforce Development Council since their start. He also belongs to the Ada Lions Club and the Oklahoma Healthcare Human Resources Association.

Mr. Watkins' greatest contributions have involved the Pontotoc-Garvin Child Care Initiative. This initiative, which Watkins started, is aimed at improving available options in the Ada area for childcare. Mr. Watkins and Valley View Hospital have collaborated with a variety of local businesses and organizations, including the Ada Chamber of Commerce, East Central University, Big Five Community Services, Inc., the Chickasaw Nation and the Ada Area Council on Alcohol.

Mr. Watkins' contributions have had a significant impact on his community. He has helped improve childcare options for local workers, especially those working night shift. Collaboration with state agencies has allowed numerous individuals to participate in try-out employment, job shadowing and on-the-job training. His quality initiatives include on-site adult education and literacy classes for hospital employees. Recent skills training conducted in association with East Central University and Pontotoc Technology Center resulted in the hiring of nine nurses. We thank Mr. Watkins for his dedication and congratulate him on earning Southern WIA Business Person of the Year honors!

Southwest WIA

Business Person of the Year 2002



Jack Sorelle, President/Chief Executive Officer

Innovative Technology - Elk City, OK

Jack Sorelle has been instrumental in the economic development of the Southwest Workforce Investment Area. As President and Chief Executive Officer of a company which provides computer networking, internet access and high speed phone service, he has encouraged his staff to be involved with local civic and community groups. He has also committed his company to working with the Elk City Economic Development staff to promote local economic development.

Mr. Sorelle served on the Private Industry Council from 1991 until the implementation of WIA. He then became a member of the Southwest Workforce Investment Board. At a more local level, he was an inaugural member of Local Workforce Development Council #3, a group he now serves as Chair.

One of Mr. Sorelle's most important services has been attending training sessions, then bringing the training and concepts of these sessions back to the local labor market area and sharing them with business representatives on the local council.

As part of the local workforce development initiative, Mr. Sorelle has helped set goals for the local area and develop a supportive service policy for the WIB. He has been involved in seeking grants to supplement WIA funds. He is also working with the local council to involve faith-based organizations in the One Stop system.

Whether you consider his impact on WIA programs or on the local business community, Jack Sorelle has been a key in establishing both the credibility of Workforce Oklahoma and furthering its goals in western Oklahoma.

Workforce Oklahoma Alumni Celebration 2002



OKC Metro Employer Council for 2002

Prior to 1997 small employer councils existed in Oklahoma City and the surrounding suburbs. Individual councils were sponsored by the local employment office and participants were often acquainted with one another; however, neighborhood councils often displayed limited growth. Employment office managers frequently lacked sufficient time to adequately organize and plan council programs. Small attendance numbers made it difficult to attract professional guest speakers.

Beginning in 1997 the Oklahoma Employment Security Commission appointed two staff members to plan, organize and implement a single employer council program for the entire Oklahoma City metropolitan area of 500,000 to 1,000,000 residents. 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.

If attendance numbers are a reasonable indicator of success, the following facts speak for themselves. During the first year, employer council re-organization produced attendance numbers between thirty-five and fifty attendees at each of the ten annual programs. At the close of 2000 average attendance numbers climbed to one hundred thirty-five. This year (2002) during the first eight meetings, average attendance numbers are now one hundred eighty-seven. Thus far in 2002, seven hundred sixty-four individuals, representing three hundred forty-nine businesses or organizations, have attended employer council meetings since January 1st.

The growth and success of this particular council is linked closely to meeting the workplace educational needs of the business community. Potential topics are suggested through member surveys, the council executive board, and major employment law firms. Speakers have come from law firms, business colleges of the local universities, from private businesses, and from human resource professionals who regularly attend our council meetings. In an age of increased litigation and legislation affecting the "bottom line" of business, preventative education has become a necessity for metro area businesses. Topics range from standard ADA, FMLA, EEOC fare to more exotics subjects encompassing workplace romances and privacy rights in the workplace.

The educational value of the Oklahoma City Metro Employer Council programs was recognized in early 2002. Each of the council programs was approved for 1.25 hours of continuing education credits. Every month the up-coming program is reviewed for content and approved by HRCI, the national Human Resource Certification Institute. The Oklahoma City Employer Council may be the one of the few, if not the only, government-sponsored program in the nation approved for such professional accreditation.

Workforce Oklahoma business representatives are responsible for quality control of the monthly programs. Significant hours are spent researching topics as well as observing and interviewing potential program presenters. An executive board of approximately ten members meets monthly with Workforce business representatives to discuss up-coming events, job fairs, program topics and to assist with marketing the employer council meetings to additional metro area businesses and individuals. The executive board continues to assist with setup and service duties at council meetings, oversees chairperson election returns, and proposes new workforce development projects.

With the support of the executive board, and by member request, it will be possible to again publish a membership directory of nearly four hundred employer council members. The directory, designed to facilitate networking, has proven to be a significant marketing tool for Workforce Oklahoma services and information available to businesses. Despite a diminished economy, indicators point to continued growth for the Oklahoma City Employer Council as it continues to focus on business needs, promotes business-to-business networking, improves old relationships, and develops new relationships between WIA forces and businesses.



Metro Employer Council

Oklahoma Employment Security Commission
PO Box 5950 Edmond, OK 73083

TOPICS COVERED (2002)

- **“SOUP TO NUTS...Navigating the Slippery Slope From Hiring to Firing”**
Gary C. Pierson, Attorney - McAfee & Taft
- **“NEW OSHA RECORDKEEPING: Improved, easier... and it’s the law effective January 1, 2002”**
Diana Jones, Director OSHA Consultation Program - Oklahoma Department of Labor
- **Recent Changes In The Drug Test Statutes (You’re Probably Violating the Law Right Now)”**
Robert E. Norman, Attorney – McKinney & Stringer, P.C.
- **“PROGRESSIVE DISCIPLINE: Making It Work for YOUR Organization”**
Dick Pryor, Attorney & Consultant – Norman, Oklahoma
- **“EMPLOYEE HANDBOOKS.....A Godsend or a Curse?”**
Charles S. Plumb, Attorney – Doemer, Sanders, Daniel & Anderson, L.L.P.
- **“UNDERSTAND YOUR LEGAL OBLIGATIONS WHERE EMPLOYEES HAVE FINANCIAL PROBLEMS (Theft, Embezzlement, Bankruptcy, Garnishment, and Child Support Issues)”**
Michael Lauderdale, Attorney – Steven Bugg, Attorney – McAfee & Taff
- **“HUMAN RESOURCE MANAGEMENT OF THE HIGH-RISK EMPLOYEE – Using a Psychological Consultant in the Workplace”**
Richard Gray and Becky Knight – United Parcel Service – Dr. Paul Tobin, Psychologist
- **“EMPLOYER-SPONSORED HEALTH PLANS: The Forgotten HIPPA Component?”**
William G. Denison, Consultant – Labor and Employment Law – Tulsa, Oklahoma
- **“LIBERATED OR HOG-TIED?” (Which Better Describes Employers’ Mood Since the Most Recent FMLA Decisions of the Courts)**
Gayle Barrett, Attorney – Crowe & Dunlevy, P.C.

Each program has been approved for 1.25 re-certification credit hours toward PHR and SPHR re-certification through the national Human Resource Certification Institute (HRCI).

For more information about certification or re-certification, please visit the HRCI homepage at www.hrci.org



OKC

Metro Employer Council

Oklahoma Employment Security Commission
PO Box 5950 Edmond, OK 73083

Program Dates for 2002

January 15th	Tuesday
February 12th	Tuesday
March 13th	Wednesday
April 16th	Tuesday
May 21st	Tuesday
June 18th	Tuesday
July	(No date will be scheduled)
August 20th	Tuesday
September 17th	Tuesday
October 15th	Tuesday
November 19th	Tuesday
December	(No date will be scheduled)

* * * * *

**These dates are scheduled for 8:30am-10:00am
OSU/OKC Student Center
900 N. Portland Ave.**

The OKC Metro Employer Council is a cooperative educational effort of the Oklahoma Employment Security Commission, Workforce Oklahoma partners and Oklahoma City area human resource professionals.

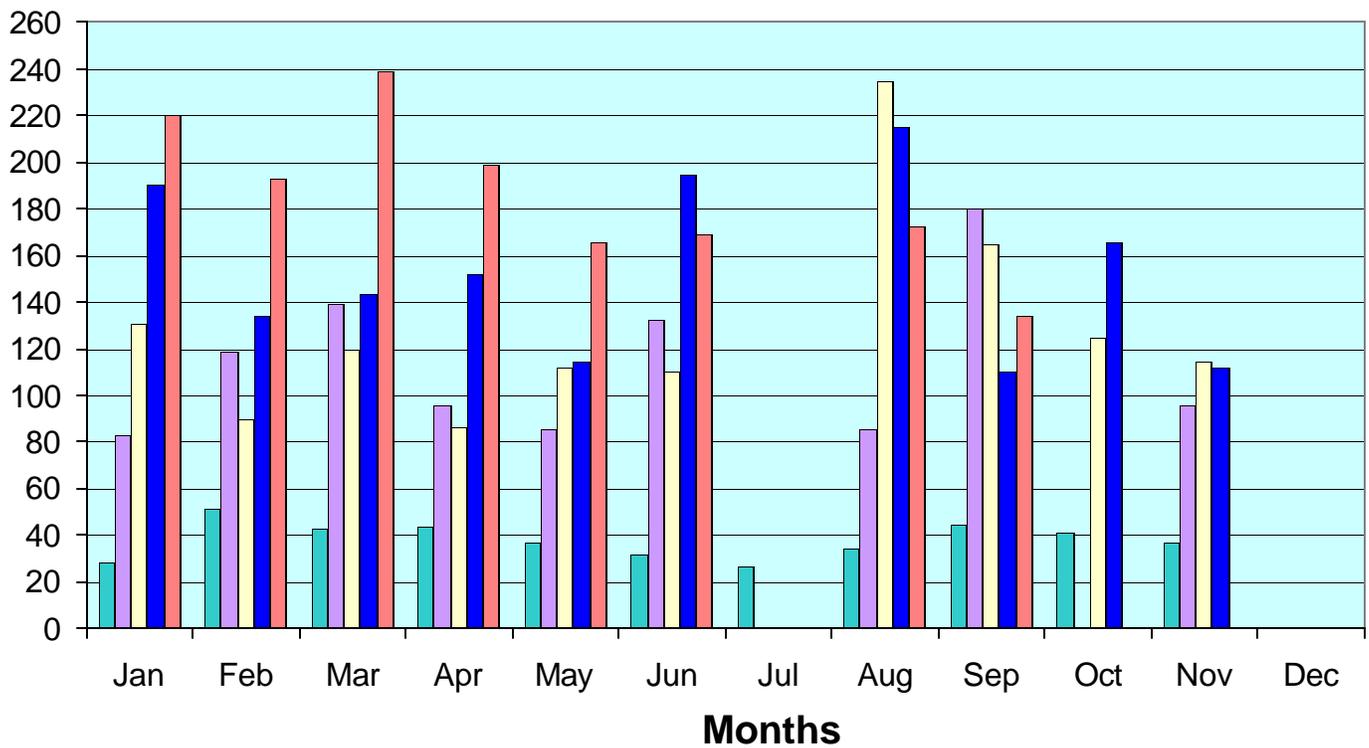
Guests are welcome and no charge is involved.

Each program has been approved for 1.25 re-certification credit hours toward PHR and SPHR re-certification through the Human Resource Certification Institute (HRCI). For more information about certification or re-certification, please visit the HRCI homepage at

www.hrci.org.

OKC Metro Employer Council Attendance

1998 1999 2000 2001 2002
 ■ Series1 ■ Series2 ■ Series3 ■ Series4 ■ Series5



JOB FAIRS

WORKFORCE OKLAHOMA CONSORTIUM

Workforce Oklahoma Career Connection Center successfully approached the management of Heritage Park Mall during the summer of 1997 concerning the possibility of holding a job fair. Mall management was very receptive in allowing Workforce Oklahoma to hold the fair. The first semi-annual job fair was held the 3^d Friday in October 1997 with approximately 40 employers and 1000 customers attending. As a result of the attendance, the mall food vendors ran out of food by early afternoon. Mall management discovered that the day of each fair, sales are up at least 30%. Since 1997, job fairs are held the 3^d Friday of May and October each year. Job fairs at Heritage Park Mall average 80 employers and 2500 – 3000 job seekers. Because we have no advertising funds, our Business Services staff utilizes public service announcements via television and radio, massive poster distribution throughout the central Oklahoma area, newspaper articles and are regular guests of Mike McCarville, KTOK talk radio prior to each job fair. Mr. McCarville is a believer and supporter of Workforce Oklahoma.



Fall Job Fair
Have We Got A Job For You!
Heritage Park Mall
East Reno and Air Depot
Friday * October 18th, 2002
10:00 a.m. to 4:00 p.m.
Over 70 Employers!
Federal, State And Local Government, Telecommunications, Education, Law Enforcement, Financial, Human Resources, Customer Service, Military, Retail, Hospitality, Advertising And Many More!
Co-Sponsored by:
Workforce Oklahoma and Tinker Air Force Base
For Information Call 405-713-1890
Equal Opportunity Employer/Program Auxiliary aids and services are available upon request to individuals with disabilities.

Spring, 2000, Workforce Oklahoma Career Connection Center and Workforce Oklahoma, Downtown Center began partnering in providing job fairs to the citizens of Central Oklahoma. This consortium has set the standard for others around the state to follow. Because of our successes, we have been approached by the U.S. Department of Labor to share “Best Practices” in initiating, planning and holding job fairs.

September 11th occurred bringing monumental security issues for Tinker Air Force Base. Workforce Oklahoma Career Connection Center approached Tinker about combining our job fair with the job fair they had scheduled and were forced to cancel September 20, 2001. The Tinker job fair team agreed to the merger of the job fairs. This massive job fair was held October 19th 2001 with the largest attendance ever recorded of over 4000 job seekers. Job seekers and Business customers all agreed that the job fair was a resounding success. This fall Tinker A.F.B. approached Workforce Oklahoma to fully partner in providing future job fairs including co-sponsoring the next job fair which is scheduled for Friday, October 18th at Heritage Park Mall.

New Business Assistance

In January 2000 the McAlester Economic Development Service, Inc. became aware of a potential expansion of a nationally known company from the home construction and improvement sector. The company was touring communities in eastern Oklahoma, Texas, Louisiana and Arkansas for potential relocation sites. Immediately, our business development team consisting of representatives from the McAlester Economic Development Service, Inc. (MEDS), the City of McAlester, the Oklahoma Department of Commerce and the Oklahoma Employment Security Commission began to formulate a plan to encourage this company to locate in McAlester.



It became apparent early on in the site selection process that the key issues for this company were logistics and labor availability. The Oklahoma Employment Security Commission, a partner in the Workforce Center, compiled the most recent labor force data in Pittsburg County as well as the surrounding counties. OESC also conducted a mock job fair with public service announcements in an effort to establish that labor force availability was adequate to meet the employer needs. As a result approximately 360 applications were received in the 10-day period, resulting in McAlester moving to the forefront of the selection process.

The Company sent the President, CFO, and Vice President of Manufacturing to meet with community leaders and tour the community. The Oklahoma Employment Security Commission made arrangements for the Corporate Director of Human Resources and a Human Resource Director to visit with the local plant managers and CEO's to answer any questions they might have concerning the business climate in McAlester. The companies that were visited also validated the information that OESC had provided on availability of labor. The local Workforce Center has built a culture of company cooperation in the area and the company was met with cooperation and enthusiasm.

Simonton Windows, one of the nations leading manufacturers of vinyl replacement and new construction windows made the announcement that it plans to open its sixth window manufacturing facility in McAlester, Oklahoma. The McAlester facility is scheduled to be online by late summer of 2002. The \$10 million facility will create 125 jobs in the first year, and in excess of 300 at full capacity.

The McAlester community was excited about the opening of this new facility. But in February 2002, Simmons Foods announced they would be closing their McAlester facility in April 2002 resulting in 420 displaced workers. It was apparent the majority of the production workers at Simmons Foods did not possess the necessary skills to obtain employment at Simonton. A meeting was arranged with Simonton's Corporate Director of Training, Oklahoma Employment Security Commission, McAlester Adult Education and Literacy, WIA, Kiamichi Technology Center, and the Oklahoma Department of Commerce to determine how we could train and prepare these transitional workers to meet the employment needs of Simonton. As a direct result, the Adult Education and Literacy partner sent staff to the Illinois plant to meet with

Simonton plant officials and design training to enhance the skills of those individuals so they could meet the requirements of Simonton.

This successful effort to create new jobs in McAlester and Southeast Oklahoma would not have been possible without a “can do” attitude on the part of every partner and “The service after the sale.” When no one entity worries about credit it’s amazing the benefits generated for the entire community. The Simonton project exemplifies this fact.



June 12, 2002

Mr. Jon Brock
P.O. Box 52003
Room 504, Will Rogers Building
Oklahoma City, OK 73105

Dear Mr. Brock,

I would like to take this opportunity to acknowledge the various state and local agencies, and the managers of those agencies, who have been instrumental in facilitating Simonton Windows' transition into McAlester, OK. The cooperation, support, and customer service at all levels has been exceptional and are key factors that have enabled this Simonton Windows' plant construction project to remain on schedule. Simonton's construction time line left no room for error and the collective efforts of many people in the McAlester community have kept this schedule intact.

Bob Philips, Jim Mills, and Brenda Vincent were most helpful in assisting us with bond issues, submission of the Quality Jobs Program application, and providing introductions to various state officials, including Senator Stipe. Although our decision to begin construction in the state of Oklahoma was delayed due to early concerns over the economy, each of these individuals maintained contact with Simonton and responded to Simonton's inquiries in a very prompt manner.

Jason Smith and the group at the McAlester Economic Development Service, Inc. were invaluable in setting up all of our initial contacts within the community. Jason was Simonton's initial point of contact and extremely helpful during the site acquisition phase of this project. The Expo Center is a fabulous facility and has already been utilized by Simonton, on numerous occasions, for events ranging from interview sessions to formal job fairs. Simonton looks forward to using this facility, and the surrounding grounds, in the future for company events such as annual summer picnics and Christmas dinners.

Kitty Corder and the Workforce of Oklahoma have been an invaluable resource. From Simonton's initial inquiries to the final decision to locate our manufacturing facility in McAlester, Kitty constantly made herself and staff available to respond to Simonton's needs. On numerous occasions her office supplied Simonton with unemployment and underemployment data that enabled Simonton to make an informed decision with respect to the plant location. The Workforce of Oklahoma also provided temporary office space for our Plant and Human Resource Managers. The Workforce of Oklahoma staff was involved in the scheduling and testing of approximately 300 potential Simonton employees. Additionally, Simonton Corporate

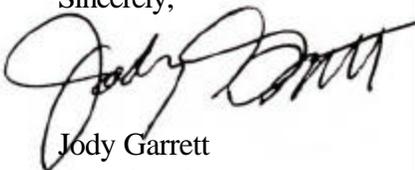
staff used the Workforce of Oklahoma office facilities for the conduct of final candidate interviewing. For a company relocating to the McAlester area, the availability of temporary office space and the assistance in recruitment of employees offered by the Workforce of Oklahoma made our start up in McAlester much easier.

The Kiamichi Technology Center has played an important role in ongoing training and support to our start up efforts. Kent Towne and Atonya Stites have provided outstanding support and guidance through the process to date and continue to assist with the scheduling of facilities, acting as a liaison for the TI P program and making recommendations about training structure and format. Going forward, this is a resource that will be extremely valuable to Simonton.

I would also like to mention Mary Shannon from Adult Basic Education. Her group traveled to Simonton Windows Paris, IL, plant and reviewed the production floor worker job tasks to create the pre-employment training program that is now benefiting many people in the area. This program has been a benefit to both Simonton and the community in general.

Again, the people and agencies mentioned above have represented the state of Oklahoma in an exemplary manner. We are proud to be a part of the "Oklahoma family" and look forward to many prosperous years in your state.

Sincerely,



Jody Garrett
Vice President, Manufacturing
Simonton Windows

Corporate Headquarters Rosemar Office Park • 5300 Briscoe Road • P.O. Box 1646 • Parkersburg, WV 26102-1646

Tel: 304.428.8261 • 800.542.9118 • Fax: 304.485.1476 • www.simonton.com

Pennsboro Plant One Cochrane Avenue • Pennsboro, WV 26415-9403 • Tel: 304.659.2903 • 800.746.6686 • Fax: 304.659.3657

ELLENBORO • HARRISVILLE • PARIS • PARKERSBURG • PENNSBORO • VACAVILLE

Individual Customers



Veteran Services Stand Down

June 14-15, 2002

The Oklahoma Employment Security Commission's Veterans Services Division participated in Veterans' Stand Down 2002, which was held June 14-15, 2002 at the 23rd Street National Guard Armory in Oklahoma City.

The term "stand down" refers to military personnel taking a break from battle. This event serves much the same purpose, providing services to homeless veterans. Stand-Downs are collaborative events, coordinated between local Department of Veterans Affairs offices, OESC Veterans Services, veteran's service organizations and other groups serving the homeless.

Stand Down 2002 was a charitable event, with a majority of goods, services, and personal time being donated. Services included medical attention, legal counseling, social work and mental health assistance, eye exams, HIV testing, spiritual counseling, clothing and supplies, and housing and employment assistance.

The Department of Veterans Affairs estimates that on any given night more than 275,000 veterans are homeless nationwide. Participation in Oklahoma City's event has grown over the years as word of mouth has spread. The first year saw 288 participants. Last year saw 390. Although numbers were down slightly this year, it estimated that more than 380 homeless participated.

The first Stand-Down was held in 1988 in San Diego, CA. Since then, Stand Downs have been used to reach more than 200,000 homeless veterans and their families. Oklahoma City's Stand-Down was one of over 45 events of this type nationwide in 2002. Tulsa also participated, holding its event on June 6, 7 and 8 of this year.

WIA Success Stories

Central Area Outstanding WIA Participant



Carol Dempkowski



For 25 years, Carol Dempkowski was a stay-at-home mom with three children. Then came divorce. After moving into her own place, Carol realized that she had to start all over again at age 50.

Carol knew that she needed a job to make it on her own. She applied for jobs at a variety of businesses only to discover that she didn't have the required skills. Advice from friends led Carol to Workforce Oklahoma and WIA. By this time, she was confused, angry and scared about the future.

While at the Workforce Oklahoma Career Connection Center, counselors put Carol through an assessment process to help her decide on an occupation. Carol then worked with office staff to put together a plan.

Carol was referred to Mid-Del Technology Center for an 18 month training program in business/information technology. During training, Carol won a statewide desktop publishing competition, earning a trip to nationals in Anaheim, CA. Her work then placed third in another state competition, and she represented Oklahoma in Chicago. Carol completed training with a 4.0 GPA and won the Outstanding Adult Student award. She is working at the same job that paid her bills through training and is looking for a full-time position which utilizes her new skills.

Carol's life has changed for the better. She can handle hard times and cope with whatever comes her way. Carol thanks Workforce Oklahoma for the support to pursue a new life. Carol definitely recommends them to anyone looking to make a change for the better in their lives.

Cleveland County Area

Outstanding WIA Participant



Joseph Aldean Carroll



Following hip surgery, Joseph Aldean Carroll couldn't find a job. Manual labor was no longer an option, and he needed a career that he could do sitting down. But with a wife and three sons depending on him, he needed a job quickly. His strongest interest was in art and computers, but he had no formal training in either field. Joseph knew he needed a college degree to land the job he was looking for. This goal held a special significance since no one in his family had graduated from college.

Joseph began his quest by visiting the Cleveland County Workforce Oklahoma office for training. He met with a counselor and completed an assessment. It turned out that Joseph was eligible for tuition assistance, and he chose to attend Oklahoma State University-OKC to pursue his Graphic Arts degree. WIA paid for his tuition, fees, books, tutors and supplies.

At his counselor's suggestion, he stopped by the financial aid office and found he qualified for a Pell Grant.

Over the next three years, Joseph burnt the candle at both ends, working part-time and attending school. WIA and his counselor continued to help him with encouragement and support. His hard work paid dividends as Joseph was named to the Dean's Honor Roll. After graduation, he landed a job as Advertising Page Editor for Fleming, Inc. and has been there for one year.

Joseph says he now has more confidence in his abilities, more financial security and more pride. He encourages anyone who needs retraining or job skills to check into Workforce Oklahoma. Good work, Joseph!

East Central Area

Outstanding WIA Participant



Sherie Lynn Ames



Sherie Lynn Ames came to the Welfare to Work program from Seminole State College where she was participating in the Job Readiness program. Sherie expressed a strong interest in becoming a Dental Assistant and was referred back to Seminole State College where she received her certificate in Dental Assisting. Upon completion of the program, the Pontotoc Technology Center helped Sherie find employment with the Absentee Shawnee Dental Arts Clinic where she has been since June 18, 2001.

During this time, Sherie and her family were living with her father and receiving TANF from the Department of Human Services. A collaborative effort between the Pottawatomie County DHS, Seminole State College, the Pontotoc County Technology Center and Welfare to Work helped Ms. Ames become self-sufficient. DHS provided financial assistance for GED testing, car repairs and uniforms for training. Seminole State College provided job skills, GED training and secured employment for her. The Pontotoc Technology Center provided her training while Welfare to Work financed her dental assistance education and purchased new uniforms when she began work.

Since landing a job at the Absentee Shawnee Dental Arts Clinic, Sherie has managed to move into her own home, buy a newer, more reliable automobile and provide for the needs of her family. Although Sherie has always been very pleasant to be around, the assistance she has received has created a more confident and self-assured person. Way to go, Sherie!

Eastern Area

Outstanding WIA Participant



Geraldine “Buzzy” Manning



When Geraldine “Buzzy” Manning first walked into Workforce Oklahoma, she was desperate. The 46-year-old mother of three had been laid off and found very few choices for employment in Tahlequah, OK. She felt that she had nowhere to begin. Little did she know that WIA was about to change her life.

On her initial visit to the workforce center, Buzzy met with two counselors who took her under their wings and helped her create a plan for her life. Buzzy first enrolled at Capital Technology Center and soon discovered the value of self achievement. From the very first day to her graduation in May 2000, Buzzy felt that the WIA and Workforce Oklahoma staff cheered her on to her goal.

During her training, Buzzy took business and computer courses which prepared her for many different office jobs. She even attended classes which gave her a background in the telecommunications field!

After graduation, Buzzy applied at Williams Communications in Tulsa. She was soon hired into what she refers to as her “dream position.” She has spent the past two years working all across the nation doing exactly what she has been trained to do. She is still with Williams Communications today.

Buzzy says that she is now back in the mainstream of the technology world and has a secure future. It makes her feel even better to know that she can start over and succeed! She thanks both WIA and the workforce professionals who helped her get where she is today. Congratulations, Buzzy!

North Central Area

Outstanding WIA Participant



Christy Bonnicksen



Single mother Christy Bonnicksen came to the North Central Oklahoma WIA program struggling to make ends meet. She was working full time as a habilitation specialist to support her two children who were both under the age of five. In addition, Christy was receiving food stamps to supplement her income. She was also working on a better life by attending Licensed Practical Nurse night classes at Autry Tech in Enid, OK.

She learned about the WIA program through Autry Tech's financial aid officer. Christy then contacted a WIA case manager for Enid, OK. The three then worked together to come up with a plan to help Christy complete her LPN classes.

Christy credits the North Central Oklahoma WIA program and Autry Tech for helping her financially and giving her the encouragement and support to complete her training. Christy was impressed with the help she received, not only for schooling but also with uniforms.

Christy is now working as a LPN at the Tulsa Jewish Health Center. She has been there for several months making considerably more than she did as a habilitation specialist. Christy has a job that she truly enjoys, is self-sufficient and now supports her family without assistance. She is happy that she can now give herself and her family a better way of life.

Northeast Area

Outstanding WIA Participant



Beverly Haysler



Beverly Haysler needed help. The single mother of two was seven months pregnant and living in a HUD apartment near her parents in Claremore. Her car was in poor condition, and she had no drivers license. To top it off, she couldn't find a full time job that would allow for time off to have her baby.

Finally, Beverly let her pride down and applied for TANF at the Department of Human Services. While talking with her social worker, she decided to brush up on some office skills to make herself more employable. Beverly entered and completed the job readiness program offered by Project Aspire at Rogers State College.

On a referral from DHS, Beverly also visited Claremore's Workforce Oklahoma office and enrolled in the Welfare To Work program. Beverly's counselor assisted her with getting her drivers license reinstated and gaining work experience through temporary positions with the Department of Rehabilitation and Workforce Oklahoma. She is now employed by Oklahoma Workforce In Action as the Resource Room Technician in the Claremore Workforce Center.

Beverly's life is now dramatically different thanks to the changes she made with the help of WIA. She lives in a nice three bedroom home and has both a dependable vehicle and a good job that allows her to help people. Her plans for the future include furthering her education and getting married early next year.

Beverly says she appreciates the staff from all the agencies for the guidance, support and encouragement that helped her see the light at the end of the tunnel. Congratulations, Beverly!

Northwest Area

Outstanding WIA Participant



Loreta Sovereign



Loreta Sovereign came to the Workforce Oklahoma Center in Woodward to file for unemployment benefits and was referred to a workforce specialist. The high school dropout had only worked low paying jobs and didn't have many job skills. Adding to her problems was the fact that she lived in an abusive marriage with two young children. At the time, Loreta had very little self worth and found herself depressed and fearful.

After meeting with a WIA career counselor, Loreta used the core services and was referred to Adult Basic Education to help complete her GED. A few months later, she came dancing into the Career Center with diploma in hand. Her excitement was contagious, and her self-esteem was obvious.

Loreta was soon hired as a loan officer at Sun Loan Company in Woodward. With the help of WIA, she found the strength to divorce her husband and make a better life for her children. WIA provided supportive services for her as well as paying for her GED test. DHS provided help with afterschool day care for her children.

After a year on the job, Loreta was promoted to manager of the loan company office. Her hard work and the dedication of her local office staff has provided her with a new life, much better self-esteem and an opportunity to take control.

Loreta thanks the agencies that have helped her, the supportive friends that encourage her and her WIA counselor who has been one of her biggest cheerleaders. Congratulations, Loreta!

South Central Area

Outstanding WIA Participant



Vickie Wauqua

Vickie Wauqua was desperate. The single mother of two suffered from depression, needed surgery and had no job, medical insurance or even reliable transportation. She needed a change so she could provide for her family.

Vickie moved her family from Lawton to the Anadarko/ Ft. Cobb area to take advantage of the Comanche low-rent housing program. While visiting the Caddo-Kiowa Technology Center, Vickie heard about WIA, Workforce Oklahoma and the services available. Vickie met with the Workforce Oklahoma staff at the center and knew her life was about to change.

After enrolling in the Welfare to Work and the Temporary Assistance to Needy Families programs, Vickie underwent surgery and received help in overcoming depression. Then through Workforce Oklahoma, Vickie received career planning, job search help, counseling and job readiness training. She and her Workforce Oklahoma counselors developed an employability plan. She enrolled in computer classes and update her resume under her counselors' guidance. She also received assistance with transportation and child care.

In October 2001, Vickie landed a job as a Probate Junior Data Examiner with the Bureau of Indian Affairs at \$11.50 per hour. After a short probationary period in which she received job training and an excellent evaluation, Vickie was offered permanent placement and a bonus.

Vickie credits WIA with changing her life, and her counselors with playing instrumental roles in her achievements. They were her biggest supporters and offered encouragement and support every step of the way. Vickie Wauqua is truly an example of what can be achieved with encouragement and assistance from WIA.

Southeast Area

Outstanding WIA Participant



Amber Machel Gentry

After graduating high school, the farthest thing from Amber Gentry's mind was school. She worked at Taco Mayo earning \$5.50 per hour, and everything was fine. Then she became pregnant. After having her first child, Amber discovered that her paycheck just wasn't enough. She decided to go back to school, but found she couldn't afford it.

It was then that someone told Amber about WIA and a program that helps people go to school. She visited the Workforce Oklahoma office in McAlester and worked with counselors to develop a plan for her family's future.

With WIA assistance, Amber began a Computer Applications program at Kiamichi Technology Center in McAlester. During her second year, she gave birth to her second child. Following graduation, Amber accepted a position with a local business, but found that the job was not what she was looking for. Three months later, her job search began again, and Amber returned to her local Workforce Oklahoma office.

After speaking with WIA staff, Amber began job search classes and enrolled in the Welfare to Work Program. Staff assisted Amber with work experience placement and found her a temporary position at the Court Clerks Office. They also helped Amber pay for late rent, a car tag and car insurance as well as the eyeglasses she needed.

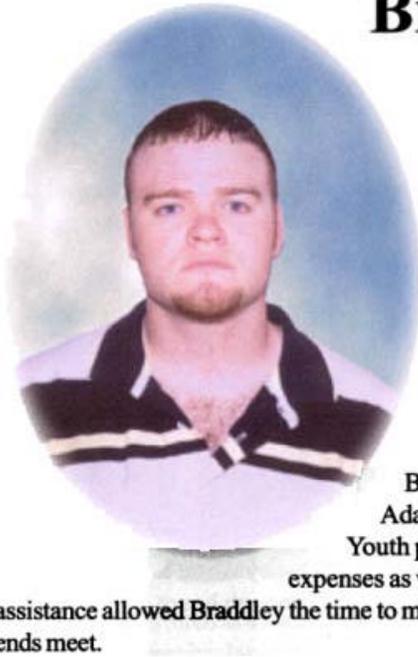
Two weeks after accepting the new job, Amber was offered a permanent position paying \$1,450.00 a month with state benefits. She accepted and is just as happy today as she was then! Without the help of Workforce Oklahoma and the WIA staff, Amber says she wouldn't be self-sufficient today. Good job, Amber!

Southern Area

Outstanding WIA Participant



Braddley Conaway



In December 2001, Braddley Conaway was fighting for a better life for himself and felt like he was losing. He was attending surgical technology training at Wes Watkins Vo-Tech in Wetumka, OK and working at Valley View Hospital in Ada. This amounted to an over 100 mile round trip each day in his 1969 Chevy pickup truck. Braddley was recently divorced, living in a travel trailer and struggling to keep his head above water while splitting his time between training, study and a full-time job. His goal was in sight, but Braddley knew that to make it work, he needed some help.

Braddley found a helping hand from WIA at Workforce Oklahoma in Ada. After evaluation of his situation, he was enrolled in the WIA Older Youth program. He then received funding for the remainder of his training expenses as well as travel reimbursements for as long as he was in training. This assistance allowed Braddley the time to make good grades in his courses rather than working full-time to make ends meet.

Braddley completed training in May 2002 and obtained full-time employment at Valley View Hospital. He is now a surgical technologist making \$8.50 per hour. Braddley is doing what he loves and making enough money to rent a house, pay utilities, buy groceries and drive a new pickup truck. Braddley says that he couldn't have done it without the help of the staff and programs of WIA. Way to go, Braddley!

Southwest Area

Outstanding WIA Participant



Brandi Ryan



Brandi Ryan had no idea what the future held for her. She needed a way to provide for her husband and daughter, but didn't know how to go about it. After thinking it over, Brandi decided on nursing school. She visited her Workforce Oklahoma office in Burns Flat, OK. After discussing her options with workforce professionals, Brandi enrolled in nursing courses at the Western Technology Center in Burns Flat, one of Workforce Oklahoma's partner agencies.

At the time, Brandi had no idea the kind of impact that her hard work would have on her life. With the help of Workforce Oklahoma and Welfare to Work, she was able to focus on her training without worrying about how she would afford it or whether she would finish. Nine months later, Brandi completed training. The Workforce Oklahoma staff was always there for Brandi, answering any questions she had and giving sincere support to her efforts.

With her training in hand, Brandi was able to land a nursing job with Health Care Innovations making \$18.00 per hour. She holds that this would have never been possible without the help of Workforce Oklahoma, the Oklahoma Department of Human Services and Western Technology Center. Brandi is extremely grateful to these agencies for making such a difference in her family's lives. She feels that WIA has allowed her to not only help herself and her family, but to also embark upon a career where she can truly help other people. Had it not been for Workforce Oklahoma, Brandi believes she would not be where she is today. Good job, Brandi!

Tulsa Area

Outstanding WIA Participant



Katherine Teter

When Katherine Teter visited the Workforce Oklahoma office in Cleveland, OK in November 2000, she desperately needed help. Her husband had passed away, leaving her with two sons to raise. His benefits were barely enough to make ends meet. While they never went without food, it was sometimes a choice between eating and propane for heat. Katherine was in school thanks to a Pell grant, but the money barely covered school costs, forcing her to do anything she could to support her children.

On her first visit, a Workforce Oklahoma counselor offered Katherine assistance with propane costs. They then contacted Central Tech in Drumright where Katherine was taking telecommunications courses. After speaking with one of her instructors, the decision was made to sponsor Katherine's training. Her oldest son also benefited from the WIA youth program which helped pay for her family's living expenses.

Katherine proceeded through the training program with excellent grades, attendance and attitude. She even began interviewing five months before her May graduation, but had trouble finding a job. Katherine then volunteered at a cellular company for a few weeks and followed a service technician around to get a feel for the job. Things changed on September 1, 2001. Katherine was hired by U.S. Cellular and is now making \$15.50 per hour with benefits. She really enjoys the work and believes that she is exactly where she wants to be.

During the time Katherine was receiving WIA assistance, she was very grateful for all that was being done for her. Since she has even referred customers to the WIA program. Good work!

Conclusion



"There ain't nothing that breaks up homes and nations like somebody publishing their memoirs."

Will Rogers (1879 - 1935)

Evaluation of WIA Activities

“Continuous improvement is the on-going improvement of programs, services or processes through incremental or breakthrough improvements”.

The Workforce Investment Act has numerous references to continuous improvement. The Oklahoma Employment Security Commission, Employment and Training Division, as staff to the State Workforce Investment Board, is developing a Technical Assistance Guide (TAG) that focuses on the provisions contained in the Act, Section 136(e)(1) *“States must conduct ongoing evaluations of workforce investment activities for continuously improving them.”*

From the State’s perspective, the baseline or starting point for continuous improvement is simply defined as “where you are now.” It is easy to confuse the terms “baseline” and “benchmark.” The definition we provide for “benchmark” in our TAG is: *An example of a best in class practice, strategy, service, etc.* An organization seeking to improve itself in a particular area might compare itself to an organization that excels in that area to learn from them.

Chartering is another term that is used regularly and is somewhat unique within Oklahoma’s workforce development strategy. Several other states are using this term, but not in the same way that Oklahoma does. Outside of Oklahoma, the term is used to describe the re-certification process. Within Oklahoma, Chartering is an outcome of Continuous Improvement, and equates to a quality brand much like the Good Housekeeping Seal of Approval. The documented continuous improvement process becomes the vehicle by which a charter is secured. This separation creates a marketing advantage by enabling local councils to announce that their Workforce Development System is certified for High Quality service delivery.

Our guide relies heavily on information and examples developed by the Workforce-Excellence Network and the Oklahoma Quality Award Foundation, Inc. The intent of the guide is to establish common definitions for terms regularly used in a continuous improvement process (CIP); to provide some guidance for a quick start-up; to provide examples of existing CIPs; and to answer these questions expressed by our Workforce Investment Boards and Local Workforce Development Councils:

- Are there “Quality Process” terms or concepts that I need to know?
- Why are we using Malcolm Baldrige Criteria and Principles?

- Where do we focus our Continuous Improvement efforts?
- What constitutes a documented Continuous Improvement Process?

- What's the connection between Continuous Improvement and Chartering and who owns the Chartering Process?

Local Workforce Development Councils must implement a continuous improvement strategy during the program year ending June 30, 2003.

WIA Technical Assistance

Our Workforce Oklahoma Training Institute assists the state workforce development system in continuous improvement by increasing the knowledge skills and capacity of professionals engaged in the development of Oklahoma's labor force and one stop delivery system. They provide technical assistance to WIA partners, service provider staff, Workforce Investment Boards, fiscal agent staff, and Workforce Development Local Council staff. They also provide training services at individual Workforce Oklahoma Centers.

Specific to our Continuous Improvement Process is the Workforce Development Quality Leader Certificate. This certificate, also offered through the University of Oklahoma, is open, primarily, to staff with management responsibilities, but is also available to frontline staff that wishes to take a leadership role in their local communities. Participants must complete a series of three workshops to complete the certificate. The content is based on Malcolm Baldrige quality principles featuring instruction on management styles, continuous improvement, community leadership and working with boards. Thus far, 46 professionals have received this certificate with another 38 in the program. The Quality Leader Certificate has been recognized as a "best practice" in training.



State of the Oklahoma Economy

As 2002 closes, the economy of Oklahoma might be best described as steady. The recession nationwide has been milder than most expected, but especially here in Oklahoma. Although certainly we have seen our unemployment rolls increase and our business and government sectors face revenue declines, overall conditions are not nearly as poor as they could be. When it is considered that in the past two years we have seen what was clearly a bubble in equity values burst, an ongoing siege of high level business scandals and of course the fact that the nation finds itself at war with an unusual enemy, even the economic calmness that we currently see is remarkable.

One of the major forces keeping the economy from faltering more, however, is perhaps also keeping a lid on any recovery. From the very beginning of the downturn in early 2001, the Federal Reserve has been very aggressive in forcing interest rates down. This policy has continued unabated right up through the end of this calendar year. As a result we have seen unusual strength in both the consumer durables and construction industries. This has allowed auto manufacturing to offer the now famous zero interest offers and has also fueled a refinancing boom in the housing market. Typically in a recession consumers hold back on big-ticket purchases such as cars and houses. Because that was not the case over the past year, the economy found strength in areas where it usually lacks it. However, this cushion we have enjoyed comes with a price. At the end of most economic downturns consumers have what is called "pent up demand" and as soon as the economy begins to improve we go shopping for all of those things we had been denying ourselves. As a result the economy takes off quickly. That isn't happening now. Because it seems we never really stopped or delayed buying new homes and consumer durables (and perhaps even accelerated our consumption of them) there is no burst of spending pushing our economy forward in Oklahoma at what should be the end of the downturn. How these facts will play out over the next year in our state and national economy is unclear and these conditions were definitely unexpected.



Oklahoma Employment Security Commission

Employment and Training Division

Terry Watson, Director

Will Rogers Memorial Office Building

2401 N. Lincoln Blvd

Oklahoma City, OK 73152

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

WIA Annual Report Data

State Name: OK

Program Year: 2001

Table A: Workforce Investment Act Customer Satisfaction Results

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	68	78	501	2,733	2,130	23.5
Employers	66	76.8	561	1,689	1,346	41.7

Table B: Adult Program Results At-A-Glan

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	75	86.3	559
			648
Employment Retention Rate	82	91.1	718
			788
Earnings Change in Six Month	3,100	4,088	2,710,479
			663
Employment and Credential Rate	62	74.9	571
			762

Table C: Outcomes for Adult Special Populations

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	84.1	207	77.8	28	86.5	32	92.9	26
		246		36		37		28
Employment Retention Rate	92	275	94.6	35	89.7	35	96.9	31
		299		37		39		32
Earnings Change in Six Months	3,971	1,048,257	1,865	55,947	4,829	169,005	5,535	132,848
		264		30		35		24
Employment and Credential Rate	72.3	211	73.2	30	63.9	23	70.4	19
		292		64		36		27

Table D: Other Outcome Information for the Adult Program

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	87	462	82.9	97
		531		117
Employment Retention Rate	92.2	614	85.2	104
		666		122
Earnings Change in Six Months	4,170	2,285,429	3,696	425,050
		548		115

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

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	82	88.9	457
			514
Employment Retention Rate	82	91.5	418
			457
Earnings Replacement in Six Months	88	84.4	3,004,273
			3,559,087
Employment and Credential Rate	62	70.4	321
			456

Table F: Outcomes for Dislocated Worker Special Populations

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	83.3	25	83.3	15	88.4	38	100	6
		30		18		43		6
Employment Retention Rate	100	25	100	15	86.8	33	100	6
		25		15		38		6
Earnings Replacement Rate	78.3	251,173	90.3	64,131	67.3	215,749	27.3	1,976
		320,766		71,049		320,385		7,241
Employment And Credential Rate	75	21	62.5	10	54.8	17	60	3
		28		16		31		5

Table G: Other Outcome Information for the Dislocated Worker Program

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	88.8	405	89.7
456			58	
Employment Retention Rate	91.9	372	88.5	46
		405		52
Earnings Replacement Rate	92.8	2,481,770	59.1	522,503
		2,675,315		883,772

Table H: Older Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	65
Employment Retention Rate	79	98	105
			99
Earnings Change in Six Months	2,650	4,818	332,457
			69
Credential Rate	53	67.2	86
			128

Table I: Outcomes for Older Youth Special Populations

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	95.5	21	0	0	100	3	87
	22		1		3		69	
Employment Retention Rate	100	21	0	0	100	4	96.9	62
		21		1		4		64
Earnings Change in Six Months	3,560	67,647	0	0	9,708	19,416	5,202	228,866
		19		1		2		44
Credential Rate	69.2	18	0	0	75	3	63.4	52
		26		1		4		82

Table J: Younger Youth Results At-A-Glance

	Negotiated Performance Level	Actual Performance Level	
		Skill Attainment Rate	74
			3,695
Diploma or Equivalent Attainment Rate	58	57.8	144
			249
Retention Rate	56	58.5	86
			147

Table K: Outcomes for Younger Youth Special Populations

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	86	1,403	86.3	252	86	2,834
		1,631		292		3,296
Diploma or Equivalent Attainment Rate	57.3	43	72	18	67.1	102
		75		25		152
Retention Rate	56.7	17	50	4	62	62
		30		8		100

Table L: Other Reported Information

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	91.2	177	7,440	1,227,558	8.2	46	9,713	4,652,314	71	328
		194		165		559		479		462
Dislocated Workers	91.4	117	89.9	555,422	6.8	31	12,646	5,032,974	70.4	285
		128		617,831		457		398		405
Older Youth	93.3	14	6,106	67,161	2.2	2	2,736	177,839		
		15		11		92		65		

Table M: Participation Levels

	Total Participants Served	Total Exiters
Adults	3,211	1,143
Dislocated Workers	1,848	608
Older Youth	666	213
Younger Youth	3,306	836

Table N: Cost of Program Activities

Program Activity		Total Federal Spending
Local Adults		\$7,864,997.00
Local Dislocated Workers		\$4,339,932.00
Local Youth		\$8,114,622.00
Rapid Response (up to 25%) 134 (a) (2) (A)		\$1,236,885.00
Statewide Required Activities (up to 25%) 134 (a) (2) (B)		\$2,661,496.00
Statewide Allowable Activities 134 (a) (3)	State Administration of WIA Progra	\$827,169.00
	Assisting LLM's with emp & training activities	\$754,769.00
Total of All Federal Spending Listed Above		\$25,799,870.00

WIA Annual Report Data

State Name: OK

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Central Oklahoma Workforce Investment Board	Total Participants Served	Adults	551
		Dislocated Workers	468
		Older Youth	42
		Younger Youth	326
	Total Exiters	Adults	89
		Dislocated Workers	72
		Older Youth	2
		Younger Youth	14

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	75	84
	Dislocated Workers	82	92
	Older Youth	71	0
Retention Rate	Adults	82	91
	Dislocated Workers	83	93
	Older Youth	79	0
	Younger Youth	56	0
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,100	4,019
	Dislocated Workers	88	75
	Older Youth (\$)	2,650	0
Credential / Diploma Rate	Adults	62	68
	Dislocated Workers	62	67
	Older Youth	53	0
	Younger Youth	58	25
Skill Attainment Rate	Younger Youth	74	50
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		8	7

WIA Annual Report Data

State Name: OK

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Cleveland County Workforce Development Board, Inc.	Total Participants Served	Adults	29
		Dislocated Workers	43
		Older Youth	10
		Younger Youth	78
	Total Exiters	Adults	14
		Dislocated Workers	19
		Older Youth	1
		Younger Youth	40

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	75	100
	Dislocated Workers	82	100
	Older Youth	65	100
Retention Rate	Adults	82	100
	Dislocated Workers	82	100
	Older Youth	79	100
	Younger Youth	56	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,100	5,446
	Dislocated Workers	88	95
	Older Youth (\$)	2,650	843
Credential / Diploma Rate	Adults	62	85
	Dislocated Workers	62	67
	Older Youth	53	100
	Younger Youth	58	70
Skill Attainment Rate	Younger Youth	74	96
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		1	14

WIA Annual Report Data

State Name: OK

Program Year: 2001

Table O: Summary of Participants

Local Area Name: East Central Workforce Development, Inc.	Total Participants Served	Adults	233
		Dislocated Workers	92
		Older Youth	54
		Younger Youth	359
	Total Exiters	Adults	134
		Dislocated Workers	50
		Older Youth	20
		Younger Youth	103

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	0	0	
	Employers	0	0	
Entered Employment Rate	Adults	75	80	
	Dislocated Workers	82	88	
	Older Youth	71	83	
Retention Rate	Adults	82	83	
	Dislocated Workers	82	90	
	Older Youth	79	100	
	Younger Youth	56	57	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,100	2,698	
	Dislocated Workers	88	114	
	Older Youth (\$)	2,650	8,909	
Credential / Diploma Rate	Adults	62	68	
	Dislocated Workers	62	67	
	Older Youth	53	55	
	Younger Youth	58	25	
Skill Attainment Rate	Younger Youth	74	83	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		2		13

WIA Annual Report Data

State Name: OK

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Eastern Workforce Investment Board	Total Participants Served	Adults	534
		Dislocated Workers	121
		Older Youth	82
		Younger Youth	514
	Total Exiters	Adults	122
		Dislocated Workers	51
		Older Youth	25
		Younger Youth	133

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	75	86
	Dislocated Workers	82	89
	Older Youth	71	85
Retention Rate	Adults	82	86
	Dislocated Workers	82	88
	Older Youth	79	82
	Younger Youth	56	28
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,100	8,360
	Dislocated Workers	88	144
	Older Youth (\$)	2,650	6,103
Credential / Diploma Rate	Adults	62	73
	Dislocated Workers	62	70
	Older Youth	53	54
	Younger Youth	58	69
Skill Attainment Rate	Younger Youth	74	87
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		1	14

WIA Annual Report Data

State Name: OK

Program Year: 2001

Table O: Summary of Participants

Local Area Name: North Central Workforce Investment Board	Total Participants Served	Adults	211
		Dislocated Workers	93
		Older Youth	61
		Younger Youth	287
	Total Exiters	Adults	128
		Dislocated Workers	46
		Older Youth	11
		Younger Youth	140

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	75	79
	Dislocated Workers	82	87
	Older Youth	65	67
Retention Rate	Adults	82	97
	Dislocated Workers	82	94
	Older Youth	79	100
	Younger Youth	56	50
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,100	1,715
	Dislocated Workers	88	69
	Older Youth (\$)	2,650	4,114
Credential / Diploma Rate	Adults	62	60
	Dislocated Workers	62	60
	Older Youth	53	78
	Younger Youth	58	12
Skill Attainment Rate	Younger Youth	74	84
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		6	9

WIA Annual Report Data

State Name: OK

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Northeast Workforce Investment Board	Total Participants Served	Adults	167
		Dislocated Workers	160
		Older Youth	36
		Younger Youth	182
	Total Exiters	Adults	79
		Dislocated Workers	47
		Older Youth	14
		Younger Youth	35

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	0	0	
	Employers	0	0	
Entered Employment Rate	Adults	75	85	
	Dislocated Workers	82	89	
	Older Youth	71	100	
Retention Rate	Adults	82	96	
	Dislocated Workers	82	92	
	Older Youth	79	83	
	Younger Youth	56	67	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,100	2,367	
	Dislocated Workers	88	115	
	Older Youth (\$)	2,650	1,827	
Credential / Diploma Rate	Adults	62	78	
	Dislocated Workers	62	67	
	Older Youth	53	67	
	Younger Youth	58	92	
Skill Attainment Rate	Younger Youth	74	94	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1		13

WIA Annual Report Data

State Name: OK

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Northwest Workforce Investment Board	Total Participants Served	Adults	48
		Dislocated Workers	28
		Older Youth	19
		Younger Youth	31
	Total Exiters	Adults	17
		Dislocated Workers	9
		Older Youth	5
		Younger Youth	4

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	75	96
	Dislocated Workers	83	100
	Older Youth	65	100
Retention Rate	Adults	89	92
	Dislocated Workers	83	100
	Older Youth	79	100
	Younger Youth	56	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,100	3,216
	Dislocated Workers	88	93
	Older Youth (\$)	2,650	5,483
Credential / Diploma Rate	Adults	62	71
	Dislocated Workers	62	75
	Older Youth	53	100
	Younger Youth	56	67
Skill Attainment Rate	Younger Youth	74	93
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded 15

WIA Annual Report Data

State Name: OK

Program Year: 2001

Table O: Summary of Participants

Local Area Name: South Central Oklahoma Workforce Investment Board	Total Participants Served	Adults	275
		Dislocated Workers	177
		Older Youth	126
		Younger Youth	284
	Total Exiters	Adults	76
		Dislocated Workers	35
		Older Youth	58
		Younger Youth	56

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	75	84
	Dislocated Workers	82	84
	Older Youth	71	96
Retention Rate	Adults	80	82
	Dislocated Workers	83	85
	Older Youth	79	100
	Younger Youth	56	65
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,100	3,329
	Dislocated Workers	88	69
	Older Youth (\$)	2,650	4,512
Credential / Diploma Rate	Adults	62	74
	Dislocated Workers	62	73
	Older Youth	53	63
	Younger Youth	58	36
Skill Attainment Rate	Younger Youth	74	69
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		3	12

WIA Annual Report Data

State Name: OK

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Southeast Workforce Investment Board	Total Participants Served	Adults	401
		Dislocated Workers	161
		Older Youth	67
		Younger Youth	425
	Total Exiters	Adults	215
		Dislocated Workers	64
		Older Youth	12
		Younger Youth	46

		Negotiated Performance Level	Actual Performance Level	
Customer Satisfaction	Program Participants	0	0	
	Employers	0	0	
Entered Employment Rate	Adults	76	92	
	Dislocated Workers	82	86	
	Older Youth	71	90	
Retention Rate	Adults	82	92	
	Dislocated Workers	82	92	
	Older Youth	79	100	
	Younger Youth	56	57	
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,100	4,606	
	Dislocated Workers	88	75	
	Older Youth (\$)	2,650	4,697	
Credential / Diploma Rate	Adults	62	83	
	Dislocated Workers	62	71	
	Older Youth	53	86	
	Younger Youth	58	74	
Skill Attainment Rate	Younger Youth	74	99	
Description of Other State Indicators of Performance				
Overall Status of Local Performance		Not Met	Met	Exceeded
		1		14

WIA Annual Report Data

State Name: OK

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Southern Workforce Investment Board	Total Participants Served	Adults	262
		Dislocated Workers	92
		Older Youth	71
		Younger Youth	221
	Total Exiters	Adults	125
		Dislocated Workers	50
		Older Youth	22
		Younger Youth	76

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	75	90
	Dislocated Workers	82	95
	Older Youth	71	76
Retention Rate	Adults	82	100
	Dislocated Workers	82	100
	Older Youth	79	100
	Younger Youth	56	82
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,100	5,648
	Dislocated Workers	88	113
	Older Youth (\$)	2,650	4,754
Credential / Diploma Rate	Adults	62	90
	Dislocated Workers	62	89
	Older Youth	53	55
	Younger Youth	58	72
Skill Attainment Rate	Younger Youth	74	99
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded 15

WIA Annual Report Data

State Name: OK

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Southwest Workforce Investment Board	Total Participants Served	Adults	83
		Dislocated Workers	30
		Older Youth	11
		Younger Youth	44
	Total Exiters	Adults	46
		Dislocated Workers	17
		Older Youth	6
		Younger Youth	26

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	75	100
	Dislocated Workers	82	92
	Older Youth	65	50
Retention Rate	Adults	82	100
	Dislocated Workers	82	92
	Older Youth	79	100
	Younger Youth	56	0
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,100	6,680
	Dislocated Workers	88	364
	Older Youth (\$)	2,650	0
Credential / Diploma Rate	Adults	62	74
	Dislocated Workers	62	77
	Older Youth	53	50
	Younger Youth	58	63
Skill Attainment Rate	Younger Youth	74	82
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		4	11

WIA Annual Report Data

State Name: OK

Program Year: 2001

Table O: Summary of Participants

Local Area Name: Tulsa Area Workforce Investment Board, Inc.	Total Participants Served	Adults	417
		Dislocated Workers	383
		Older Youth	87
		Younger Youth	555
	Total Exiters	Adults	99
		Dislocated Workers	148
		Older Youth	37
		Younger Youth	163

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	75	79
	Dislocated Workers	82	87
	Older Youth	71	100
Retention Rate	Adults	82	82
	Dislocated Workers	82	90
	Older Youth	79	100
	Younger Youth	56	100
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,100	3,167
	Dislocated Workers	88	95
	Older Youth (\$)	2,650	3,014
Credential / Diploma Rate	Adults	62	85
	Dislocated Workers	62	75
	Older Youth	53	100
	Younger Youth	58	65
Skill Attainment Rate	Younger Youth	74	78
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		0	1
		Exceeded	14