

# Workforce Investment Act Oklahoma Annual Report

Program Year 2008



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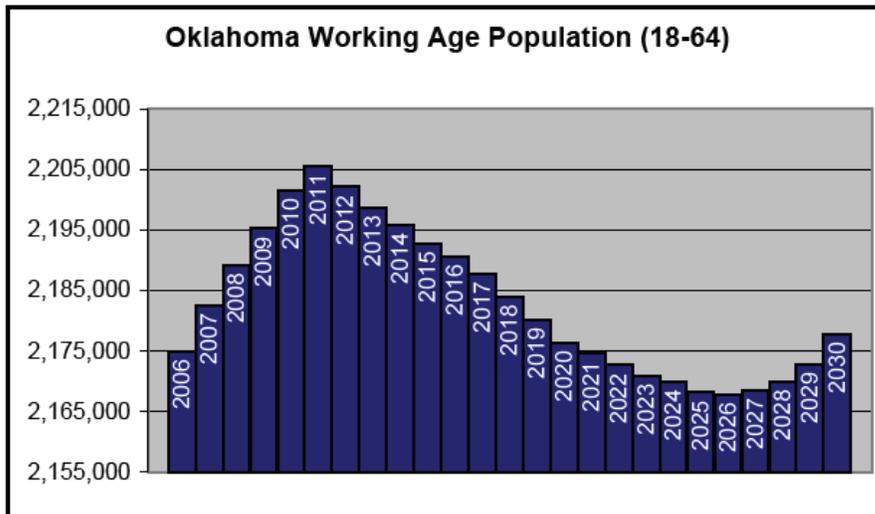
## INTRODUCTION

Before the recession, Oklahoma employers were passing up expansion and sales opportunities because of vacancies they could not fill. Major industries reported shortages in key occupations, including nurses, engineers, mechanics, and machinists. Most Oklahoma businesses reported difficulty finding employees with the right skills. And at least 20 important expanding businesses took 10,000 jobs – worth an estimated \$350 million a year to the state’s economy – elsewhere in 2007 and 2008.

Those were the costs of Oklahoma’s skills shortage. In an economic downturn, those problems can seem less pressing, but they don’t go away.

As the recession deepened and moved solidly into Oklahoma, the Governor’s Council for Workforce and Economic Development, the state’s Workforce Investment Board, stepped back to re-evaluate its priorities – and concluded by reaffirming its commitment to building workforce skills. A workforce with the education and skills sought by business is at least as vital to weathering and emerging from a recession as it is to prospering in an expanding economy. Even in these shifting times, the primary issue facing Oklahoma’s employers and workers is one of skills development. The primary question remains: Do the workers available have the skills employers need, and can they move quickly from one job or industry to another in a churning economy?

Adding to the urgency to ensure Oklahoma workers have the skills needed by Oklahoma employers is the coming decline in the size of the workforce. Oklahoma’s traditional working age population is expected to peak in 2011 and head into a 15-year decline, losing 2,500-3,000 potential workers a year.



Oklahoma’s skills gaps exist from entry level workers to potential CEOs, from the ability to read and calculate to the ability to engineer and manage and lead. Recession or boom, Oklahoma needs more young people graduating from high school, from CareerTech, and from college, as well as more seasoned professionals from outside the state

The Governor's Council for Workforce and Economic Development has developed a strategy to expand and improve Oklahoma's workforce, promote a knowledge-worker economy, and make the state more competitive globally. In 2008, the council honed its strategy to the following Action Plan:

### **Governor's Council Action Plan 2009**

#### **Make education and training more responsive to employer demand.**

- Identify employer skills gaps and expand training to fill them.
- Get WorkKeys and Career Readiness into more high schools.
- Expand up-skill training for existing workers.

#### **Expand Oklahoma's workforce.**

- Pilot regional outreach efforts to nonworking adults.
- Expand Project Boomerang.
- Recruit more military retirees.

#### **Increase high school graduation rates.**

- Expand guidance, coaching and other intervention efforts.
- Expand dual enrollment in high school and college.

In the succeeding months, the state was able to make real headway on many of those objectives. The WorkKeys and Career Readiness program was expanded into more high schools and beyond, into the general population and to more employers. Training has been made more flexible and better able to meet employer demand. Project Boomerang has continued to grow, and military retirees are being actively recruited. Legislation was enacted to encourage school districts to establish mentorship programs to help students stay in school. Another law was enacted to facilitate more dual enrollment by high school students in college classes.

Significant activity and progress during Program Year 2008 included the following:

- **Waivers.** Oklahoma sought and received several waivers allowing funds to be redeployed to in-demand activities, giving small businesses better access to the workforce development system, streamlining services, and putting more flexibility in the hands of local Workforce Investment Boards. The waivers allowed the state to serve more clients while making significant cost savings.
- **Integrated Services.** The state continued implementation of its new Integrated Services plans for adult, dislocated worker and labor exchange programs. This flexible model organizes customer flow by service, making the confusing array of programs invisible to the customer with the aim of providing more and better service to more customers.

- **Youth Program.** More than 100 foster youth in a Shared Youth Visioning pilot program, which was expanded from one county to four and led to significant academic improvement for participants. Approximately 1,700 economically disadvantaged youth from across the state participated in Oklahoma's third annual youth summit. The Oklahoma Youth Program helps low-income and at-risk youth learn daily living skills, gain exposure to workplace technology and skills, and spark a desire to learn and improve.
- **Statewide,** Oklahoma continued to expand its Career Readiness Certificate program, sponsored a Growing in Green conference on the growing significance of green jobs, expanded and improved its Grow Oklahoma career-planning website, and continued implementing a new program aimed at upgrading skills and opportunities for nurses. In addition, the Workforce Division received \$4.5 million in competitive grants, worked on 19 trade shows, helped pass legislation to expand opportunities for high school students to enroll in college classes, and trained more than 1,200 individuals in manufacturing skills through the Project MOVES program.

Details of these activities and progress are provided in the succeeding pages of this report

### **Uniform Reporting**

The required elements of this report will be submitted in the WIASRD Reporting and Data Evaluation format to assure they are reported uniformly to allow state-by-state comparisons.

## **WAIVERS AND BENEFITS**

### **State Waivers**

To make the best use of resources, Oklahoma continues to take advantage of federal waiver opportunities to seek relief from provisions that restrict flexibility and creativity or limit efficiencies. Oklahoma has developed waiver requests covering a broad array of workforce issues. These waivers, developed with Local Workforce Investment Boards and other stakeholders have provided the authority to increase local control of program delivery, improve Boards' ability to respond quickly to changing needs within their workforce areas, and increase flexibility at the local level to serve business and industry.

Oklahoma has obtained the following waivers, which afford both the state and local Boards maximum flexibility:

- Waiver that exempts reporting of the 17 core measures, which will allow better system alignment as the transition to common measures continues;
- Designation as a Work-Flex state and granting of several Work-Flex waivers to local areas;
- Extension of the waiver to permit use of a sliding scale in place of the required 50 percent employer match for customized training. This waiver puts the focus on employers' and job seekers' needs while minimizing programmatic and bureaucratic barriers. It opens the door for more small business participation in the Oklahoma workforce development system;
- Waiver requested to give local Workforce Development Boards the option to use the Eligible Training Provider system for older and out-of-school youth. Using Eligible Training Providers lets boards streamline the process of securing training; and
- Request for waiver for local workforce investment boards to use up to 25 percent of the funds allocated to them for adult, dislocated and youth and employment and training activities in the same manner and fashion as Statewide Activity Funds are used (including incumbent worker training). The purpose of the waiver is to give WIBs additional flexibility to meet demands of local workforce development area employers, incumbent workers, job seekers and youth.

### **Local Waivers**

To provide more tailored flexibility to the diverse needs of the different workforce areas, the following local waivers have also been obtained:

- Waiver to allow Youth funds to be treated as statewide activity funds to provide incumbent worker training opportunities specifically aimed at the energy industry sector and to serve three targeted populations: youthful offenders, incarcerated individuals, and disabled homemakers;
- Waiver permitting the transfer of up to 50 percent of funds from Dislocated Worker to Adult programs;
- Waiver allowing the use of WorkKeys in determining basic skills deficiency as an eligibility barrier for youth enrollment;

- Waiver to allow the use of Individual Training Accounts for youth that enrolled as young or in-school but now meet the minimum qualifications for enrolling in post-secondary education as required by the training institution;
- Waiver to continue to operate as the Service Provider with an extension of the waiver beyond December 31, 2008;
- Waiver for the inclusion of Youth Follow-Up Services as a Youth Program Framework Service in order to create a clear line of Youth Case Management; and
- Waiver allowing the Local Area to use, on a voluntary basis, up to 10 percent of formula funds to support local incumbent worker training programs.

### **Waivers Save \$300,000 and Improve Client Service**

Oklahoma regions used waiver flexibility to save at least \$300,000, serve at least 35 additional clients, train at least 26 additional adults for in-demand occupations, streamline youth training services, improve follow-up, provide more personal service, get more clients into jobs, and create other efficiencies and improvements. Below are specific examples of how some of our regional areas have used waivers to improve performance and provide value to clients.

**East Central.** The East Central Workforce Investment Board, Inc. (ECWIB) was granted a waiver to continue to operate as the Service Provider with an extension of the waiver beyond December 31, 2008. This waiver was originally requested due to a high level of costs in the previous contract for this service. ECWIB had experienced a lack of bidders in previous procurements even though there were more than 30 individuals and entities on the bidders list. This waiver allowed ECWIB to hire staff and to continue WIA operations with no interruptions in service to clients. For the first year of operations with this waiver, ECWIB was able to decrease the cost of service provision by more than \$300,000.00. That savings was then passed on to clients through an increase in clients receiving training. The waiver also allowed ECWIB additional time to develop organizational plans for the future. At the time the waiver was requested there was very little time to procure a service provider or to separate workforce investment board functions from the service delivery function.

The East Central Workforce Investment Board, Inc. also received a waiver of the limitation on the percentage of WIA funds that can be transferred from Dislocated Worker to Adult. The waiver permitted a transfer of up to 50 percent of funds and made it possible to accommodate a surplus of WIA Adult applicants along with a decrease in dislocated worker program applicants. The ECWIB was able to serve an estimated 35 additional clients that may not have received services without the funds transfer. The waiver also helped ECWIB meet the needs of employers by providing training in occupational areas that were needed by local employers. This flexibility in applying funds more strategically where they were most needed resulted in higher performance and additional jobs for our clients.

**South Central.** The South Central Workforce Investment Board requested a waiver to allow inclusion of Youth Follow-up Services as a Youth Program Framework Service in order to create a clear line of Youth Case Management and to avoid confusion and services of Board and State monitoring units and WIA Title I Youth Providers. This waiver has been used in every instance of follow-up provided to youth participants during Program Year 2008. The benefits of this waiver included efficient case management for participants in follow up status, cohesiveness throughout the participant's enrollment, a single point of contact for all entities including businesses, schools, participants, and other interested parties, and resulted in clear case notes and progress / status reports for each participant. Anecdotally, South Central anticipates making performance measures in each of the three youth related common measures due to more streamlined and consistent contact and follow-up support to participants.

**Southwest.** A waiver allowed the Southwest Workforce Investment Area to transfer 50 percent of its Program Year 2007 Dislocated Worker funds to Adult funds in order to better serve the integrated customers in the Workforce Centers. The majority of this transfer provided additional 26 Individual Training Accounts (ITAs) for adults in demand occupations. In addition, the service provider staff was able to devote more time to the welcome unit, the skills delivery unit, and to helping individuals use KeyTrain and take WorkKeys assessments. Individuals use KeyTrain and WorkKeys to attain a Career Readiness Certificate (CRC), and the number of CRCs issued surpassed the goal this year.

Unfortunately, although the extra ITAs were issued, nearly \$30,000.00 of the transferred funds was rescinded as part of the statewide WIA rescission. Any funds that were ultimately returned to the WIB after that were utilized for Adult (rather than Dislocated Worker) ITAs, helping to ameliorate the rescission effects and allowing the Southwest WIA to hold the original goal of helping more adults while the regional economy remained strong. It would be extremely helpful to continue to have this capability of transferring funds provided by the waiver to deal with fluctuations in the local economy – particularly when the economic situations of local areas may differ greatly.

**Eastern.** The Eastern Workforce Investment Area utilized the Youth ITA waiver. This waiver was very beneficial to the customer and to the case manager in tracking the participant's training progress. The Youth ITA waiver also made the administration of training to youth participants easier to manage.

**Southeast.** The waiver to include youth follow-up services as a youth program framework was very helpful in the Southeast area. Because the local elected official appointed the fiscal agent to do the framework services for youth and did not procure/contract with the Kiamichi Economic Development District of Oklahoma (KEDDO) for all ten elements, the waiver was necessary to include follow-up in the KEDDO provided WIA Youth Services. The waiver allowed a seamless service provision by the case manager to the participant.

**Southern,** The waiver to use the Eligible Training Provider system for older and out-of-school youth has been utilized for some of the youth participants attending a training institution in which a youth contract has not been executed. This occurs specifically with the larger universities. The waiver allows makes youth training available in a faster and more efficient manner., allows youth to chose the training provider they prefer, and eliminates duplication in securing service providers.

In addition, the waiver makes it possible to use the Eligible Training Provider system to include youth that were enrolled as younger or in-school but now meet the qualifications for post-secondary enrollment. This allows training services for youth to be available in a faster and more efficient manner. It is difficult to secure training providers willing to competitively bid to provide training to youth, and competitive procurement slows considerably the process of matching providers to youth.

The waiver to allow youth follow-up services as a youth program framework has also been utilized in the Southern region. The grant recipient/fiscal agent are already providing framework services to youth (as allowed under 664.405) and are in a better position to also provide follow-up services to these same youth. The requirement of an additional competitive bidding process for follow-up services is duplicative and burdensome. This waiver creates a more streamlined and cohesive approach to case management by allowing these providers of youth framework services to provide personal attention to each youth on a consistent basis throughout their service strategy.

## **INTEGRATION OF PROGRAM SERVICES**

Oklahoma continued implementation of an integrated customer flow model in the local workforce centers to provide universal access for all core services. Part of the implementation in PY 2008 included training sessions with a national consultant. The integrated model allows the workforce system to handle both employer and job seeker issues without being constrained by funding streams or program requirements. It is a system dedicated to integrated, demand-driven, local service delivery with maximum flexibility. Local WIBs have the flexibility to identify and provide the service mix needed in their local area.

The integrated customer flow model is organized by service rather than program. It also shifts the paradigm from focusing on “work first” to “skills first” in response to increased customer needs and the demand for more skilled workers. Service integration unifies purposes, goals, metrics, and policies. It makes programs invisible to customers, who only want to focus on services, regardless of what program they’re attached to.

The goals of service integration are:

- Demand-driven responsiveness;
- Efficient use of limited resources;
- Better customer service;
- Increased number of customers;
- Expansion of services;
- Improved service access;
- Simplicity of design;
- Reduced program requirements; and
- Equalization of work across staff.

In this model, people seeking core services are first seen by the Welcoming Function, where they receive initial assessment, career guidance, and labor market information. That determines what services they may need next in order to gain employment. The model has two additional functions. The Skill Development Function is responsible for assessing and developing the skills necessary to maximize an individual’s ability to obtain and retain employment. The Job Getting Function is responsible for basic job search, job development, job referrals, job placement, and follow-up for job retention.

The state also has Oklahoma Service Link, which helps to identify the targeted population and helps to assist those most in need. The individuals can either receive a self-service or a staff assisted service in our integrated center. The state plans to substantially increase the number of adults and dislocated workers served under the WIA adult and dislocated worker programs. It is the state plan to offer core services that will support entry or re-entry into the job market.

Core services are available to anyone using the local workforce system and include:

- Employment information, including job vacancy listings, skills necessary to obtain employment in specific jobs, and earnings and skill requirements for occupations in the local, regional and national labor markets.
- Information regarding filing claims for unemployment compensation.
- Eligibility determination for services requiring criteria-tested eligibility.
- Outreach and orientation to Workforce Center services.
- Performance and cost information on eligible providers of training services.
- Information and referrals to supportive services including transportation and childcare.
- Information on financial aid for training and education not funded under WIA.
- Job search and placement assistance and, where appropriate, career counseling.
- Initial assessment of skill levels, aptitudes, abilities and supportive service needs.
- Follow-up services.

In addition to physical access, the State encourages local Workforce Centers to promote to customers the availability of Internet-based core services. This includes core services available through Oklahoma Job Link and [www.growoklahoma.com](http://www.growoklahoma.com).

## **YOUTH PROGRAM**

The Oklahoma Youth Program (OYP) has a significant opportunity to impact youth in preparation for the workforce. Customers are low-income and at-risk youth who lack academic and applied skills critical for current and future workplace needs. By providing quality youth services now, OYP assists in reducing the future costs of youth in the public assistance and juvenile systems.

To further the cost effectiveness of youth services in PY 2008, OYP provided a robust Summer Youth Program for older out-of-school youth who do not have a high school diploma or GED. Availability of American Recovery and Reinvestment Act funds allowed the program to expand greatly and include many more youth participants. The program includes such academic activities as GED training, occupational skills training, information on targeted industry sectors and green technologies, team building, leadership lessons, and pre-employment skills in addition to summer work experiences. The combined effect of this program configuration culminates in:

- Sparking a desire to learn and improve,
- Exposure to new skills/career opportunities improving long-term employment and earning prospects,
- Introduction to current and future technologies,
- Teaching decision making and daily living skills,
- Interaction with others including team building and leadership opportunities, and
- Emulating positive attitudes and desired workplace behaviors.

The successful implementation of the Oklahoma Youth Program (OYP) relies on the availability of coordinated services for economically disadvantaged and at-risk youth. The Local Workforce Investment Boards and the State and Local Youth Councils help to ensure collaboration across agencies responsible for workforce development, education, social services, community corrections, health, Rehabilitation Services, Job Corps, and the business community. Convergence across community partners leads to positive shared outcomes.

Oklahoma's local WIBs and Youth Councils also make certain that workforce investment youth activities both complement and reinforce academic and occupational curriculum by focusing on the essential nature of work, accessing bona fide connections to employers, using a variety of contextual education options for competency certification, and employing opportunities for postsecondary education and training. The local WIBs and Youth Councils ensure success of Oklahoma's youth by providing opportunities for leadership development, positive peer support, serving the community, and follow up support over a sustained period.

### **Shared Youth Vision Pilot**

State and local partners continue the work of the Shared Youth Vision Pilot through the Governor's Youth Council Collaboration Committee.

More than 100 foster youth participated in the Youth Vision pilot in PY 2008. The program expanded from a single county, Tulsa, to also include Payne, Garfield and Kay Counties. Youth Vision participants at one site, the Tulsa Boy's Home, increased their reading levels by 70 percent.

Discussions have begun about adding a youth-centered option to the 2-1-1 helpline in Northeast Oklahoma. Community Service Council of Greater Tulsa, a United Way member agency, operates the service, providing callers and website visitors with health and social services information on 18 counties. The youth option would include information specifically for youth 16-24 years of age.

At the local level, Shared Youth Vision teams continue to incorporate other community partners and build on the pilot project objectives. The counties involved in last year's rollout effort (Kay, Garfield, and Payne) continue to meet on a monthly basis addressing challenges such as delivering needed services to a culturally diverse and primarily rural population, sharing resources and determining gaps in service delivery, and incorporating other community partners while building on the Shared Youth Vision objectives.

With the Shared Youth Vision pilot project completed, the state team can now analyze areas in which more support is needed and how all agencies can consistently measure the success of young people. Tools, such as a universal assessment, are in the development process. Discussions continue about "shared case management" and about the 2-1-1 resource website in order to centralize information and effectively accelerate our youth into self-sufficiency. State and Local teams will continue to encourage areas outside of the pilot to streamline their efforts to improve services for at-risk youth.

In addition, a Peer-to-Peer Conference in April gave Youth Vision sponsors a chance to share progress and plan steps to make the program sustainable. At the Florida conference, the group began work on an action plan to develop a unified assessment that all agencies can use to improve collection and sharing of information and avoid duplication of effort.

### **Youth Summit: *X-Treme Dreams are Power***

The third annual youth summit was held at the Choctaw Nation Event Center in Durant, Oklahoma, on June 16, 2009. This year's theme was "X-Treme Dreams are Power." Approximately 1,700 economically disadvantaged youth ages 14-24 throughout the state of Oklahoma were in attendance.

Members of the Southern and Southeast Workforce Boards, representing the Choctaw Nation, Wynnewood Public Schools, Oklahoma Employment Security Commission, Oklahoma Department of Rehabilitation Services and Big Five Community Services, Inc. began planning the summit in October. Representatives from the Muscogee Creek Nation, Citizen Potawatomie Tribal Nation, and Kiamichi Economic Development District of Oklahoma (KEDDO), also helped with the planning.



All speakers and entertainment for the event were selected based on their educational and motivational impact as well as their ability to capture and hold the attention of a mass of young people. Those chosen to present were 1) Billy Mills, Olympian and motivational speaker who discussed the importance of having the next generation to be able to generate critical thinking skills; 2) Jason Meadows, an Oklahoma native, musician and Nashville Star participant who talked about the importance of pursuing a dream; 3) Chris Rayman, a comedian and magician; 4) Choctaw Nation Youth Advisory Board, performing a motivational skit; and 5) Johnie Friedman, a hypnotist. The Choctaw Nation Color Guard presented the flags while the “Star Spangled Banner” was played. The Choctaw tribal princesses presenting the Lord’s Prayer in sign language followed. Assistant Chief Gary Batton of the Choctaw Nation provided a welcome to all in the audience and gave a short speech of encouragement to the youth. In addition, each participant was provided with an “X-Treme Dreams are Power” gym bag to use for gathering brochures and information while visiting booths set up by universities and services providers from throughout the state.

Funding for this event was achieved through a cooperative effort from all partners, while sponsors were sought to provide for the cost of the speakers, food, transportation and marketing. Use of the facility and staff to work the event center and provide security were generously provided by the Choctaw Nation. Marketing efforts included mail outs to schools and agencies providing programs for youth, press releases, public radio announcements, newspapers and local television broadcasts.

## SUCCESS STORIES

### Central WIB Customer Care Apprenticeships

Oklahoma's Central Workforce Investment Board launched its Customer Care Apprenticeship Training program with a deliberately small initial class of four apprentices. Three of those completed the initial two-month training curriculum and were hired by call centers to complete the final 10 months of the program. One apprentice works for a utility company and the others work in national contact centers in technology and finance.

The program, run by a 12-member board of customer care professionals, is the first customer care contact center program ever approved as a Registered Apprenticeship by the U.S. Department of Labor. It's also the first to be registered to a workforce board. The Central WIB partnered with the national Contact Center Network Group, the State Chamber and the Oklahoma Office of Apprenticeship to host the 2008 Contact Center Summit in October. In June, the WIB, the apprenticeship board and the Office of Apprenticeship hosted an Apprenticeship Workshop that brought in people from other states, who were able to take what they'd learned and start customer care apprenticeships in their home states.



### Jessica Acosta, WIA Youth Program

Jessica Acosta was a 20-year-old student attending Southwestern Oklahoma State University and experiencing difficulties financing her education when she applied to the WIA Youth Program. At the time, Jessica commuted from Clinton to Weatherford for classes and worked part-time as a secretary in the Distance Education Department of the university. Working on her bachelor's in health sciences with the ultimate goal of becoming a nurse, Jessica had thought there would be lots of sources available to help finance her education. However, for Jessica, these financial resources were far harder to obtain than she had anticipated.

When a co-worker, whose husband happened to be a local Workforce Investment Board member, forwarded her an e-mail with information on Workforce Oklahoma, Jessica followed up on the opportunity knowing that the possibility of receiving financial assistance would help her and her family immensely. Jessica met with WIA staff and learned that she qualified as



an older youth for the WIA Youth Program. As a result, Jessica applied to the nursing program at Western Oklahoma State College in Elk city and was accepted. The assistance helped pay for tuition, fees, books and uniforms. Through the help and support of her WIA case manager, Jessica achieved her goal and graduated with an associate's degree in nursing in May 2009. She is now employed as a registered nurse and believes that WIA has enabled her do what she loves. With regard to her experience in the youth program, Jessica believes "getting my R.N. opens countless doors for me in my career and essentially my future. Also, through my education I am prepared to provide for my family and myself not just financially but also with the knowledge I have obtained in the medical field."

### **Charles Rivard, WIA Adult Program**

Born in Phoenix, Arizona, Charles Rivard recognized at an early age that he was different from all of his childhood friends. While they were able to run, romp, and play, Charles had difficulty doing these things because he was born without the ability to see. He completed his formal education through the Arizona School for the Deaf and Blind in Phoenix, Arizona, where he discovered he had a profound interest in computers.

While at the Arizona School for the Deaf and Blind, he took every available course on computers. His efforts were rewarded when he received employment with Discover Card as a Terminal Troubleshooter, a job that required him to analyze and subsequently repair credit card terminal problems for businesses throughout the United States. After leaving this job, Charles worked as a consultant assisting visually-impaired individuals in the repair and setup of special computers to operate compatibly with regular ones.

In January 2008, Charles moved to Oklahoma and finding employment became his first priority. Charles met with Gentry Shofner, workforce development counselor at the Workforce Oklahoma office at the Truman Education Center in Fort Sill, to seek help in finding employment. Charles was required to take assessments, but none of the systems at the Workforce Center were designed to be used by the visually impaired. Desiring to complete the same requirements that are expected of a sighted individual in the Center, Charles embarked on a project that involved using the Jobs Access With Speech (JAWS) system and the "Open Book Program" to translate the entire Oklahoma Job Link assessments process from printed material through a flatbed scanner in to a speech program. This allowed Charles to



complete the entire assessment process. As a result of his efforts and completion of the

assessment process, Charles received a Silver Oklahoma Career Readiness Certificate (CRC) and special recognition from the Department of Rehabilitation Services for his work in the translation of the Job Link assessment process. The Department of Rehabilitation Services is currently in the process of reviewing plans that will result in Charles being able to use his total computer knowledge while employed full-time assisting visually impaired individuals in their assessment efforts.

### **Sheila Wright, WIA Dislocated Worker Program**

Sheila Wright had worked at the Dana/Eaton factory in Vinita for twenty years when the facility was closed in September 2007, and she began receiving unemployment. Sheila sent out several resumes and received interviews for only two jobs, both of which ultimately went to candidates with college educations. Sheila became discouraged because despite the fact that she had twenty years of steady work experience she still could not find a job.

Sheila met with Kristi Fritz at the Workforce Oklahoma office about the possibility of going to school. She was encouraged to follow through with this plan and with the help of WIA, Sheila started classes full-time at Northeastern Oklahoma College in the spring of 2008. Sheila maintained a 4.0 grade point average, and her school advisor informed her of a possible job



position as a bookkeeper at the Logan and Lowry Law Firm in Vinita. Sheila interviewed for the position, knowing she could only work part-time until she graduated. She was hired with the promise that she would become a full-time employee upon graduation. She graduated in May 2009 with an associate's degree in Applied Science (Management/Marketing – Accounting option) and a two-year Accounting Certificate. Sheila now works forty hours per week for the Logan and Lowry Law Firm and enjoys her new career very much.

## STATEWIDE ACTIVITIES

### Career Readiness System



Oklahomans have earned 31,480 Bronze, Silver and Gold Career Readiness Certificates.

Oklahoma is making WorkKeys assessment and Career Readiness certification a centerpiece of its workforce and economic development efforts. The state began certifying worker basic skills in January of 2006 and continues to make significant investments of statewide Workforce funds in the program. By June of 2009, the system had certified 31,480 individual workers, as well as certifying two entire counties as the nation's first Work Ready Communities.

The certifications are based on basic reading and math skills as measured by ACT, Inc., WorkKeys assessments. The assessments are used nationwide to document to employers that an individual has recognized skill levels as a foundation for a job or further training. Tests are given at 100 sites across the state, including Workplace Oklahoma centers, schools and other partner locations. Employers can compare a worker's certified skill levels to a database of skill levels needed for thousands of jobs, or they can have individualized job profiles performed for their own workplace.

In the Program Year, Oklahoma certified 11,635 additional workers, bringing the total to 31,480. By the end of the year, 50 high schools were issuing certificates to seniors, and 33 were using ACT's KeyTrain curriculum to prepare students for the assessments. On the hiring side, 12 additional employers had job profiles completed and many more were using Career Readiness Certificates as part of their hiring and promotion processes.



In addition, Oklahoma developed standards for communities to document their local workforce skills based on the proportion of their workforces holding Career Readiness Certificates and on high school graduation rates in the area. Built on a unique partnership between state government, local chambers, economic developers, education, private industry and the state's workforce, Oklahoma's Work Ready Communities initiative

provides a concrete way to understand what businesses need from their workforce and what Oklahomans must know to fill those jobs.

The nation's first Certified Work Ready Communities, Chickasha and surrounding Grady County and Pryor and surrounding Mayes County, Oklahoma, were recognized during the summer and fall of 2008. In December, the city of Alva, Oklahoma, was recognized as the state's third Work Ready Community. Another six Oklahoma communities have applied for certification, and 15 more are preparing to apply.

"The key to economic development in Oklahoma is workforce recruitment, training, and certification," said Oklahoma Department of Commerce Secretary Natalie Shirley. Norma Noble, Deputy Secretary of Workforce Development, said, "Communities that earn Work Ready certification automatically gain a competitive advantage over non-certified communities because they can quantify a skilled workforce to an existing employer or a new business considering Oklahoma for a new location."

### **Growing in Green Conference**

Oklahoma held a "Growing in Green" summit in April. Individuals representing both state and local level partners attended from local WIBs, local CAP agencies, educational institutions, state agencies, private business and other local organizations.

WIA board staff and Community Action Agencies are coordinating information regarding weatherization, energy efficiency, and other projects to provide maximum return for training dollars. Local WIBs are also working with training providers on innovative healthcare projects that will address Oklahoma's critical healthcare worker shortage available through the Recovery Act. These programs may require the use of contracts as outlined in the Recovery Act.

Key messages of the conference were that green jobs are among the fastest growing in the economy, and that they are dispersed throughout the economy and through a wide spectrum of occupations.

### **Grow Oklahoma Career Planning Website**

The Grow Oklahoma career-planning website, launched in December 2007, added content and users during the Program Year. The site offers unique information and career planning tools for young people planning their first foray into the working world and for experienced workers looking for a change. As part of the state's sector strategy, the site highlights Oklahoma's large, growing sectors with well-paying jobs.

During Program Year 2008, Grow Oklahoma was expanded with the addition of major new content on the construction and advanced manufacturing industries, on military careers in Oklahoma, and on the Oklahoma CareerTech system. In April, the first *Reality Check* newsletter for Grow Oklahoma users was published. In addition, work began on a

complete redesign that will make the site more attractive, more appealing to its major target audience of high school students and easier to use. The site will also get more robust content and a more effective name.

Grow Oklahoma had 109,469 site visits and 930,210 page views from 20,214 different visitors during the year. During comparable six-month periods, visits were up by 85 percent, and page views increased 107 percent from the previous year. All this growth in usage came through word of mouth with no formal statewide promotion of the site.

### **Grow Oklahoma Day at Putnam City North**



More than a dozen organizations and companies partnered to introduce the Grow Oklahoma career planning website, along with other career and education information, to seniors at Putnam City North High School in Oklahoma City.

Hannah Morris, a freshman at the University of Oklahoma and member of the Governor's Youth Council, walked students through the site during a January assembly. Students then had an opportunity to visit with representatives of business and industry, colleges, and Oklahoma CareerTech. A popular attraction was the Manufacturing Education Training System skills trailer, considered the world's only mobile Fab Lab. The lab is sponsored by Oklahoma's Pioneer Technology Center in Ponca City and is used to introduce young people to the world of high tech manufacturing.

Participating in Grow Oklahoma Day were representatives from:

- Aerospace, health care, energy, advanced manufacturing, and construction industries with information on career opportunities in Oklahoma's largest and most talent-hungry industries.

- Oklahoma State Regents for Higher Education with information on grants, loans and scholarships.
- The Oklahoma Department of Commerce with information on Career Readiness Certification.
- Francis Tuttle Technology Center.
- Oklahoma State University, the University of Oklahoma and Southern Nazarene Universities with free on-site applications.

At the end of the assembly, Hannah Morris invited the seniors to join her as Facebook friends to discuss employment and training ideas, and in less than 48 hours, 63 students had taken her up on the offer.

The event was sponsored by the Governor's Council for Workforce and Economic Development, the Governor's Youth Council, and Central Oklahoma WIB.

### **Partners Investing in Nursing's Future**

The Oklahoma Hospital Education and Research Foundation Trust (OHERFT), an entity of the Oklahoma Hospital Association, was selected in 2007 as one of 11 foundations nationwide to receive funding in the second year of *Partners Investing in Nursing's Future*, a national initiative to develop and test solutions to America's nursing shortage. The OHERFT project is one of the first initiatives of the Oklahoma Health Care Workforce Center. Strategic oversight and coordination of the grant is the responsibility of the Center, with strong support from its organizational partners.

Since receiving the PIN grants, along with funding from local partners, strategies have been developed to provide:

- Scholarships to nurse educators to receive their master's of science in nursing education;
- Leadership & management courses for delivery to nurses in three rural regions of Southeast Oklahoma via distance education; and
- Develop a series of leadership and management courses for online access and self-paced learning in three rural regions of Oklahoma.

The project goals are to:

- Increase the number of masters prepared nurse educators;
- Improve nurse educator self-assessed competencies, based on the National League of Nursing (NLN) CNE criteria leadership & management development;
- Increase retention of staff nurses & nurse leaders; and
- Enhance nurse leader & employer satisfaction.

The *Partners Investing in Nursing's Future* program is a collaborative initiative of the Robert Wood Johnson Foundation and the Northwest Health Foundation.

## **Other Accomplishments**

**Grants.** Oklahoma's Workforce Division applied for or assisted with 12 competitive grant opportunities and received, directly or indirectly, six grants worth \$4.5 million. In addition, the state received \$1.7 million as the second installment of Defense Base Closure and Realignment Commission funds.

**Trade Shows.** The Workforce Division was involved in 19 trade shows as a sponsor, planner or participant during the Program Year.

**Legislation.** The Governor's Council for Workforce and Economic Development and the Governor's Youth Council recommended legislation that would make it easier for high school students to take advantage of college dual enrollment opportunities. A bill to do that, by requiring high schools to give appropriate high school credit for college classes taken by their students, was approved and is now in effect. In the past, high schools could require students to take high school courses that duplicated the student's dual enrollment college classes.

Another proposal recommended by the two groups would establish graduation coaches, or success coaches, to identify at-risk high school students and help them overcome obstacles to graduation. A bill encouraging schools to set up mentorship programs for that purpose was enacted.

**Project MOVES.** Project MOVES (Manufacturing for Oklahoma's Vital Economic Sustainability) received a \$1.5 million training grant in 2006. The grant is being used to establish three Advanced Manufacturing Centers of Excellence, expand the Southeast Academy of Manufacturing at Southeast High School in Oklahoma City, and, in partnership with several organizations, educate disadvantaged youth to enter the manufacturing industry.

In Program Year 2008, Project MOVES trained 1,272 individuals, held training academies for 200 teachers, and taught workplace English to 50 manufacturing employees with limited English skills.

**DOL GRANTS RECAP  
STATE OF OKLAHOMA  
For the Period Ending June 30, 2009**

**Table N - Cost of Program Activities**

Program Activity	Total Federal Spending	
Local Adults	\$15,295,138.31	
Local Dislocated Workers	\$11,011,118.07	
Local Youth	\$16,928,763.00	
Rapid Response (up to 25%)	\$2,488,049.03	
Statewide Required Activities (up to 15%)	\$3,004,882.59	
<b>Statewide Allowable Activities</b>	<b>Program Activity Description</b>	
	Career Readiness Certification	\$425,940.25
	GrowOklahoma.com	\$110,198.60
	Healthcare Workforce Resource Center	\$52,408.97
	Assistance to Local Areas	\$16,120.00
	Capacity Building & T/A	\$0.00
	State Administration of WIA Grants	\$2,650,444.56
	Miscellaneous	\$29,160.34
<b>Total of All Federal Spending Listed Above</b>	<b>\$52,012,223.72</b>	

**WIA Financial Statement**

**Oklahoma Employment Security Commission  
For the Period Ending June 30, 2009**

<u>Program Activity</u>	<u>Available</u>	<u>Expended</u>	<u>Percent</u>	<u>Balance Remaining</u>
Adult	\$8,524,058	\$6,381,965	74.87%	\$2,142,093
Dislocated Worker	\$7,885,892	\$3,476,888	44.09%	\$4,409,004
Youth				
Out-of-School Youth	\$6,348,785	\$2,767,760		
In-School Youth	\$12,225,741	\$3,179,504		
Summer Employment (Non-add Item)		<u>\$551,541</u>		
Total Youth	\$18,574,526	\$5,947,264	32.02%	\$12,627,262
Local Administration	\$4,128,722	\$1,493,308	36.17%	\$2,635,414
Rapid Response	\$1,354,982	\$984,515	72.66%	\$370,467
Statewide Activities	\$270,000	\$34,946	12.94%	\$235,054
<b>Grand Total</b>	<b>\$40,738,180</b>	<b>\$18,318,886</b>		<b>\$22,419,294</b>

Adult Program Results At-A-Glance			
Program Year 2008			
Performance Measure	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	71%	66.6%	27214
			40889
Employment Retention Rate	83%	83.2%	33387
			40108
Average Earnings	\$11,200	\$12,112.00	400885894
			33098

Outcomes for Adult Special Populations								
Program Year 2008								
Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	68.4%	234	68%	3590	54.8%	1031	51.9%	2478
		342		5262		1883		4772
Employment Retention Rate	79.2%	289	83.9%	4451	78%	1129	81.0%	2775
		365		5304		1451		3427
Average Earnings	\$10,027.00	2877784	14,194.00	59756825	\$11,199.00	12319295	\$13,125.80	36411050
		287		4210		1100		2774

Other Outcome Information for the Adult Program				
Program Year 2008				
Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	76.3%	584	66.4%	26630
		765		40124
Employment Retention Rate	86.9%	821	83.2%	32566
		845		39163
Earnings Replacement Rate	\$12,920.40	10530147	\$12,091.70	390355748
		815		32283

Dislocated Worker Program Results At-A-Glance			
Program Year 2008			
Performance Measure	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	76%	76.7%	394
			514
Employment Retention Rate	90%	91.7%	400
			436
Average Earnings	\$12,600	\$13,633.60	5398831
			396

Outcomes for Dislocated Worker Special Populations								
Program Year 2008								
Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	75.0%	39	44.4%	4	66.7%	28	58.8%	10
		52		9		42		17
Employment Retention Rate	90.7%	49	100.0%	9	88.9%	32	78.9%	15
		54		9		36		19
Average Earnings	\$15,007.50	735369	\$11,951.00	107561	\$12,200.00	390401	\$10,935.90	164038
		49		9		32		15

Other Outcome Information for the Dislocated Worker Program				
Program Year 2008				
Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	78.3%	336	68.2%	58
		429		85
Employment Retention Rate	92.3%	337	88.7%	63
		365		71
Earnings Replacement Rate	\$14,038.00	4688702	\$11,454.70	710190
		334		62

Youth (14-21) Program Results			
Program Year 2008			
Performance Measures	Negotiated Performance Level	Actual Performance Level	
Placement in Employment or Education	61.5%	65.5%	324
			494
Attainment of Degree or Certificate	43.5%	46.6%	274
			588
Literacy and Numeracy Gains	31.0%	19.0%	28
			147

Table L - Other Reported Information									
Program Year 2008									
Program	12 Month		12 Mo. Earnings Increase		Placements for	Average Quarterly		Entry Into	
Adults	84.1	34,188	\$479.40	\$19,324,078	0.1	33	\$130,314,286	50.2	292
		40,654		40,310		27214	27,005		582
Dislocated Workers	91.6	414	91.1	6008421	3.0	12	\$2,453,592	38.1	128
		452		6591949		394	391		336

Table M - Participation Levels		
Program Year 2008		
	Total Participants Served	Total Exiters
<b>Total Adult Customers *</b>	107,581	87,798
Total Adults (self-service only)	47,845	37,932
WIA Adults	107,072	87,604
WIA Dislocated Worker	5,884	995
<b>Total Youth (14-21)</b>	1,131	645
Out-of-School Youth	433	244
In-School Youth	698	401

\* Total Adult Customers includes everyone served by the WIA Adult or Dislocated Worker program regardless of the level of service. Customers may be included in more than one of the breakouts depending on the program funding the service. Total Adults Customers will not equal the sum of the three breakouts, Total Adults (self-service only), WIA Adults and WIA Dislocated Worker.

Central Workforce Investment Area	Total Participants Served	Adults	20,540	
		Dislocated Workers	938	
		Older Youth	129	
		Younger Youth	117	
ETA Area # 40075	Total Exiters	Adults	16,418	
		Dislocated Workers	180	
		Older Youth	76	
		Younger Youth	69	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	71.0%	84.2%	
	Dislocated Workers	76.0%	80.2%	
Retention Rate	Adults	83.0%	84.8%	
	Dislocated Workers	90.0%	92.2%	
Six Month Earnings Change Earnings Increase	Adults	\$11,200.00	\$12,516.80	
	Dislocated Workers	\$12,600.00	\$15,144.80	
Placement in Employment or Education	Youth (14-21)	61.5%	66.7%	
Attainment of Degree or Certificate	Youth (14-21)	43.5%	28.6%	
Literacy and Numeracy Gains	Youth (14-21)	31.0%	12.5%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	1	6

Table O - Local Program Activities Program Year 2008				
Cleveland Workforce Investment Area	Total Participants Served	Adults	4,772	
		Dislocated Workers	265	
		Older Youth	6	
		Younger Youth	21	
ETA Area # 40025	Total Exiters	Adults	3,947	
		Dislocated Workers	52	
		Older Youth	7	
		Younger Youth	7	
Reported Information		Negotiated Performance Level		
Entered Employment Rate	Adults	71.0%	67.7%	
	Dislocated Workers	76.0%	81.0%	
Retention Rate	Adults	83.0%	83.5%	
	Dislocated Workers	90.0%	100.0%	
Six Month Earnings Change Earnings Increase	Adults	\$11,200.00	\$12,256.80	
	Dislocated Workers	\$12,600.00	\$14,207.10	
Placement in Employment or Education	Youth (14-21)	61.5%	20.0%	
Attainment of Degree or Certificate	Youth (14-21)	43.5%	56.6%	
Literacy and Numeracy Gains	Youth (14-21)	31.0%	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	1	6

Table O - Local Program Activities Program Year 2008				
East Central Workforce Investment Area	Total Participants Served	Adults	5,880	
		Dislocated Workers	55	
		Older Youth	21	
		Younger Youth	91	
ETA Area # 40040	Total Exiters	Adults	4,419	
		Dislocated Workers	19	
		Older Youth	14	
		Younger Youth	47	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	71.0%	69.8%	
	Dislocated Workers	78.0%	80.0%	
Retention Rate	Adults	83.0%	82.8%	
	Dislocated Workers	90.0%	77.8%	
Six Month Earnings Change Earnings Increase	Adults	\$11,200.00	\$10,772.10	
	Dislocated Workers	\$12,800.00	\$14,787.00	
Placement in Employment or Education	Youth (14-21)	61.5%	71.4%	
Attainment of Degree or Certificate	Youth (14-21)	43.5%	37.0%	
Literacy and Numeracy Gains	Youth (14-21)	31.0%	14.3%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	3	3

Table O - Local Program Activities Program Year 2008				
Eastern Workforce Investment Area	Total Participants Served	Adults	13,423	
		Dislocated Workers	840	
		Older Youth	39	
		Younger Youth	168	
ETA Area # 40055	Total Exiters	Adults	11,213	
		Dislocated Workers	133	
		Older Youth	26	
		Younger Youth	97	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	71.0%	62.8%	
	Dislocated Workers	78.0%	69.0%	
Retention Rate	Adults	83.0%	83.2%	
	Dislocated Workers	90.0%	85.1%	
Six Month Earnings Change Earnings Increase	Adults	\$11,200.00	\$11,563.00	
	Dislocated Workers	\$12,800.00	\$12,537.00	
Placement in Employment or Education	Youth (14-21)	61.5%	63.3%	
Attainment of Degree or Certificate	Youth (14-21)	43.5%	63.5%	
Literacy and Numeracy Gains	Youth (14-21)	31.0%	8.3%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	3	4

Table O - Local Program Activities Program Year 2008				
Northwest Workforce Investment Area	Total Participants Served	Adults	1,125	
		Dislocated Workers	132	
		Older Youth	3	
		Younger Youth	4	
ETA Area # 40005	Total Exiters	Adults	753	
		Dislocated Workers	28	
		Older Youth	1	
		Younger Youth	5	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	71.0%	73.1%	
	Dislocated Workers	78.0%	50.0%	
Retention Rate	Adults	83.0%	84.1%	
	Dislocated Workers	90.0%	100.0%	
Six Month Earnings Change Earnings Increase	Adults	\$11,200.00	\$13,067.50	
	Dislocated Workers	\$12,600.00	\$15,021.00	
Placement in Employment or Education	Youth (14-21)	61.5%	50.0%	
Attainment of Degree or Certificate	Youth (14-21)	43.5%	0.0%	
Literacy and Numeracy Gains	Youth (14-21)	31.0%	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		4	0	5

Table O - Local Program Activities Program Year 2008				
South Central Workforce Investment Area	Total Participants Served	Adults	8,928	
		Dislocated Workers	265	
		Older Youth	18	
		Younger Youth	91	
ETA Area # 40020	Total Exiters	Adults	7,598	
		Dislocated Workers	108	
		Older Youth	10	
		Younger Youth	55	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	71.0%	68.0%	
	Dislocated Workers	78.0%	77.4%	
Retention Rate	Adults	83.0%	82.5%	
	Dislocated Workers	90.0%	91.7%	
Six Month Earnings Change Earnings Increase	Adults	\$11,200.00	\$10,947.50	
	Dislocated Workers	\$12,600.00	\$13,539.10	
Placement in Employment or Education	Youth (14-21)	61.5%	53.6%	
Attainment of Degree or Certificate	Youth (14-21)	43.5%	43.8%	
Literacy and Numeracy Gains	Youth (14-21)	31.0%	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	3	4

Table O - Local Program Activities Program Year 2008				
North Central Workforce Investment Area	Total Participants Served	Adults	7,513	
		Dislocated Workers	874	
		Older Youth	8	
		Younger Youth	43	
ETA Area # 40010	Total Exiters	Adults	5,490	
		Dislocated Workers	60	
		Older Youth	5	
		Younger Youth	26	
Reported Information		Negotiated Performance Level		
Entered Employment Rate	Adults	71.0%	71.6%	
	Dislocated Workers	76.0%	86.7%	
Retention Rate	Adults	83.0%	84.7%	
	Dislocated Workers	90.0%	100.0%	
Six Month Earnings Change Earnings Increase	Adults	\$11,200.00	\$11,109.20	
	Dislocated Workers	\$12,600.00	\$10,975.20	
Placement in Employment or Education	Youth (14-21)	81.5%	70.8%	
Attainment of Degree or Certificate	Youth (14-21)	43.5%	37.0%	
Literacy and Numeracy Gains	Youth (14-21)	31.0%	0.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		3	1	5

Table O - Local Program Activities Program Year 2008				
Northeast Workforce Investment Area	Total Participants Served	Adults	12,632	
		Dislocated Workers	1,552	
		Older Youth	14	
		Younger Youth	34	
ETA Area # 40050	Total Exiters	Adults	10,326	
		Dislocated Workers	259	
		Older Youth	9	
		Younger Youth	15	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	71.0%	67.6%	
	Dislocated Workers	76.0%	77.1%	
Retention Rate	Adults	83.0%	82.1%	
	Dislocated Workers	90.0%	90.3%	
Six Month Earnings Change Earnings Increase	Adults	\$11,200.00	\$12,123.10	
	Dislocated Workers	\$12,600.00	\$11,278.80	
Placement in Employment or Education	Youth (14-21)	81.5%	48.0%	
Attainment of Degree or Certificate	Youth (14-21)	43.5%	55.2%	
Literacy and Numeracy Gains	Youth (14-21)	31.0%	28.6%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	3	4

Table O - Local Program Activities Program Year 2008				
Northwest Workforce Investment Area	Total Participants Served	Adults	1,125	
		Dislocated Workers	132	
		Older Youth	3	
		Younger Youth	4	
ETA Area # 40005	Total Exiters	Adults	753	
		Dislocated Workers	28	
		Older Youth	1	
		Younger Youth	5	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	71.0%	73.1%	
	Dislocated Workers	78.0%	50.0%	
Retention Rate	Adults	83.0%	84.1%	
	Dislocated Workers	90.0%	100.0%	
Six Month Earnings Change Earnings Increase	Adults	\$11,200.00	\$13,067.50	
	Dislocated Workers	\$12,800.00	\$15,021.00	
Placement in Employment or Education	Youth (14-21)	61.5%	50.0%	
Attainment of Degree or Certificate	Youth (14-21)	43.5%	0.0%	
Literacy and Numeracy Gains	Youth (14-21)	31.0%	0.0%	
Overall Status of Local Performance	Not Met		Met	Exceeded
	4		0	5

Table O - Local Program Activities Program Year 2008				
South Central Workforce Investment Area	Total Participants Served	Adults	8,928	
		Dislocated Workers	265	
		Older Youth	18	
		Younger Youth	91	
ETA Area # 40020	Total Exiters	Adults	7,598	
		Dislocated Workers	108	
		Older Youth	10	
		Younger Youth	55	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	71.0%	68.0%	
	Dislocated Workers	78.0%	77.4%	
Retention Rate	Adults	83.0%	82.5%	
	Dislocated Workers	90.0%	91.7%	
Six Month Earnings Change Earnings Increase	Adults	\$11,200.00	\$10,947.50	
	Dislocated Workers	\$12,800.00	\$13,539.10	
Placement in Employment or Education	Youth (14-21)	61.5%	53.6%	
Attainment of Degree or Certificate	Youth (14-21)	43.5%	43.8%	
Literacy and Numeracy Gains	Youth (14-21)	31.0%	0.0%	
Overall Status of Local Performance	Not Met		Met	Exceeded
	2		3	4

Table O - Local Program Activities Program Year 2008				
Southern Workforce Investment Area	Total Participants Served	Adults	8,811	
		Dislocated Workers	277	
		Older Youth	20	
		Younger Youth	43	
ETA Area # 40045	Total Exiters	Adults	5,777	
		Dislocated Workers	32	
		Older Youth	8	
		Younger Youth	28	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	71.0%	70.9%	
	Dislocated Workers	76.0%	91.7%	
Retention Rate	Adults	83.0%	82.7%	
	Dislocated Workers	90.0%	100.0%	
Six Month Earnings Change Earnings Increase	Adults	\$11,200.00	\$10,912.90	
	Dislocated Workers	\$12,600.00	\$12,612.80	
Placement in Employment or Education	Youth (14-21)	61.5%	75.0%	
Attainment of Degree or Certificate	Youth (14-21)	43.5%	79.4%	
Literacy and Numeracy Gains	Youth (14-21)	31.0%	80.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	3	6

Table O - Local Program Activities Program Year 2008				
Southeast Workforce Investment Area	Total Participants Served	Adults	6,239	
		Dislocated Workers	260	
		Older Youth	20	
		Younger Youth	40	
ETA Area # 40060	Total Exiters	Adults	5,097	
		Dislocated Workers	22	
		Older Youth	12	
		Younger Youth	39	
Reported Information		Negotiated Performance Level		
Entered Employment Rate	Adults	71.0%	66.3%	
	Dislocated Workers	76.0%	63.8%	
Retention Rate	Adults	83.0%	78.7%	
	Dislocated Workers	90.0%	94.1%	
Six Month Earnings Change Earnings Increase	Adults	\$11,200.00	\$11,210.20	
	Dislocated Workers	\$12,600.00	\$13,318.30	
Placement in Employment or Education	Youth (14-21)	61.5%	69.6%	
Attainment of Degree or Certificate	Youth (14-21)	43.5%	46.8%	
Literacy and Numeracy Gains	Youth (14-21)	31.0%	50.0%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1	2	6

Table O - Local Program Activities Program Year 2008				
Southwest Workforce Investment Area	Total Participants Served	Adults	2,494	
		Dislocated Workers	170	
		Older Youth	8	
		Younger Youth	24	
ETA Area # 40015	Total Exiters	Adults	2,133	
		Dislocated Workers	70	
		Older Youth	5	
		Younger Youth	7	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	71.0%	67.9%	
	Dislocated Workers	76.0%	72.9%	
Retention Rate	Adults	83.0%	83.2%	
	Dislocated Workers	90.0%	94.1%	
Six Month Earnings Change Earnings Increase	Adults	\$11,200.00	\$12,854.80	
	Dislocated Workers	\$12,600.00	\$13,364.60	
Placement in Employment or Education	Youth (14-21)	61.5%	77.8%	
Attainment of Degree or Certificate	Youth (14-21)	43.5%	56.3%	
Literacy and Numeracy Gains	Youth (14-21)	31.0%	66.7%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	2	7

Table O - Local Program Activities Program Year 2008				
Tulsa Workforce Investment Area	Total Participants Served	Adults	16,715	
		Dislocated Workers	455	
		Older Youth	44	
		Younger Youth	125	
ETA Assigned # 40035	Total Exiters	Adults	14,433	
		Dislocated Workers	29	
		Older Youth	17	
		Younger Youth	62	
Reported Information		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	71.0%	65.5%	
	Dislocated Workers	76.0%	85.7%	
Retention Rate	Adults	83.0%	84.7%	
	Dislocated Workers	90.0%	92.9%	
Six Month Earnings Change Earnings Increase	Adults	\$11,200.00	\$13,285.10	
	Dislocated Workers	\$12,600.00	\$14,224.50	
Placement in Employment or Education	Youth (14-21)	61.5%	65.6%	
Attainment of Degree or Certificate	Youth (14-21)	43.5%	52.3%	
Literacy and Numeracy Gains	Youth (14-21)	31.0%	32.3%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		0	1	8