



Workforce Investment Act Oklahoma's Annual Report

Program Year 2015
July 1, 2015 – June 30, 2016

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Executive Summary

In the State of Oklahoma, Program Year 2015 provided the opportunity to close out performance under the Workforce Investment Act (WIA), and transition the Oklahoma Office of Workforce Development (OOWD) to the Workforce Innovation and Opportunity Act (WIOA).

Closing out WIA and Program Year 2015, there were many changes both with the administrative entity as well as with the Governor's overarching workforce development vision for the State. Oklahoma collected data on a variety of initiatives in 2015, including military hiring events and rapid response layoff events. The results of those events yielded better understanding of the populations we serve and cost-effective approaches to align resources for maximum impact. Oklahoma also made great strides in implementing workforce programs to help improve the skills of our workforce in order for our citizens to find quality employment.

As the state transitioned to WIOA with performance and programs, Oklahoma turned its focus to career pathways for all and Registered Apprenticeship (RA) availability and access during Program Year 2015. Oklahoma is currently developing and implementing the state's RA strategy and partner and industry engagement activities to support RA as a viable path to career entry and career building. By aligning exposure to Career Pathways and Career Options, Oklahoma will be able to prioritize education and training resources to support placement into high demand occupations, and businesses will be able to provide the hands-on training to build the skilled workforce that businesses need to succeed.

Program Year 2015 will also be remembered as a year that brought together a variety of workforce partners in the form of regional planning under WIOA. More than one hundred workforce professionals gathered in the spring of 2015 to explore collaboration at a regional level as part of the new WIOA law. We hope the spirit of regionalism and collaboration evident at this planning is continued into Program Year 2016 and beyond.

Laid out in this report are an overview of changes to the administrative entity and grant recipient for WIA/WIOA funding, updates to the State's overarching workforce initiative, Oklahoma's performance and participation, programmatic activities for target populations which occurred during the program year, results of data collected from workforce events, success stories and opportunities identified for the new program year.

Changes at the Oklahoma Office of Workforce Development

In June 2015, Oklahoma State University-Oklahoma City (OSU-OKC) became the new Workforce Innovation and Opportunity Act (WIOA) Title I Grant Recipient Agency and the State WIOA Title I Administrative Agency. The Office of Workforce Solutions at the Oklahoma Department of Commerce (ODOC) transferred to OSU-OKC and was renamed the Oklahoma Office of Workforce Development (OOWD). In part, the transfer of workforce to an education institution better reflected Oklahoma

Governor Mary Fallin's goals to align training and education to business' needs for a better workforce development infrastructure in the State.

The four core programs in Oklahoma are organized under four separate state agencies. The OOWD at OSU-OKC serves as the Governor's grant recipient and administrative entity for Oklahoma's WIOA Title I programs: Adult, Dislocated Worker, and Youth. OOWD also manages various discretionary grants and National Emergency Grants (NEG) that have been awarded to the office. Wagner-Peyser is administered by the Oklahoma Employment and Security Commission (OESC). Vocational Rehabilitation is administered by the Oklahoma Department of Rehabilitation Services (DRS). Adult Education and Family Literacy is administered by the Oklahoma Department of Career and Technology Education (ODCTE). All core partners work closely together to implement WIOA.

The State's Workforce Development Board, referred to in Oklahoma as the Governor's Council for Workforce and Economic Development (GCWED), advises the Governor on workforce priorities and initiatives, including those of WIOA. GCWED provides oversight of workforce activities across the state and assists in the development and implementation of the WIOA State Plan.

The Oklahoma Office of Workforce Development provides staffing support for the Governor's Council and its committees, provides technical assistance to eight local workforce development boards, and monitors their activities. It is responsible for workforce system planning and policy, and partner and resource development. It coordinates workforce system projects and provides strategic guidance to Local Workforce Development Boards. The office also coordinates Rapid Response activities for the state.

The OOWD is under the direction of the Governor and the Oklahoma Cabinet Secretary for Education and Workforce Development. In January of 2015, the Governor moved workforce to the purview of the Cabinet Secretary of Education, creating the Oklahoma Cabinet Secretary for Education and Workforce Development. In February 2016, the Governor named a new Deputy Secretary for Workforce and Economic Development, and in May 2016, a new Executive Director of the Oklahoma Office of Workforce Development was hired. The Deputy Secretary for Workforce Development and an Executive Director direct the office in its day-to-day operations.

Overview and Updates of Oklahoma Works

Over the past two years, the state has enhanced, aligned and expanded its workforce development activities to address the education and skill needs of Oklahoma's employers. These efforts were coordinated under Governor Mary Fallin's broader workforce development initiative for the State of Oklahoma, Oklahoma Works.

According to EMSI in Quarter Two of 2015, 46 percent of Oklahomans have the educational attainment of a high school diploma or less. Projections show in 2025, only 23 percent of the state's new, increasingly robust labor market will be accessible to Oklahomans who have, at most, a high school diploma. In other words, there is a 23-percentage point skills gap between the credentials held by the current workforce and what the state's future economy will require.

In order to meet labor demands so that businesses and entrepreneurs can grow and prosper and Oklahoma citizens can maintain wealth-generating occupations, the new minimum for success will

increasingly include a postsecondary degree or credential. Oklahoma Works is designed to increase the wealth of all Oklahomans by providing education and training for citizens to obtain quality employment.

Beginning in the summer of 2015, the Governor toured each of the Workforce Development Area across the state to speak with and listen to local business leaders, educators, Core Partner agency staff, Workforce Development Board members, and representatives from private organizations about the state's current skills gap and the developing plan to shrink the 23-point skills gap. She called the individuals in these geographies her Key Economic Network, or KENs. Valuable insight into business' needs was solicited, and many connections were formed among the state agencies, educators, and business leaders in the local area.

To achieve the overarching goal of Oklahoma Works and combat the skills gap, the Office of the Governor, state workforce agency partners (any state agency who has a hand in workforce development), business leaders, and numerous other contributors began a strategic planning effort to guide workforce development activities in the state. Local coalitions or Key Economic Networks (KENs) which are led by a regional business leader (Champions) appointed by the Governor were developed in areas across the state to identify local challenges and create solutions intended to grow a skilled workforce and encourage wealth generation in the state. The result of this collaboration was the Oklahoma Works Strategic Delivery Plan, which was approved by Governor Fallin and key state leaders on December 8, 2015.

The Oklahoma Works initiative provided all of the workforce partners, including the WIOA core partners, a way to align their efforts and provided an active role in ensuring that resources are used in ways that maximize, strengthen, and support the education to workforce path for all Oklahoma. A comprehensive asset map of workforce development programs and funding streams was built and is maintained by the Office of Management and Enterprise Services as a plan to help describe the current set of workforce resources and activities in Oklahoma. When fully leveraged, the knowledge generated by the map will allow us to provide our workforce partners, regional networks, and citizens with knowledge of available resources at the state and local level. We will also be able to effectively evaluate local and statewide socioeconomic and policy barriers allowing us to work toward solutions which will assist Oklahomans in obtaining the skills and education necessary for the career path they desire.

The Governor's Council for Workforce and Economic Development (GCWED) is primarily composed of business leaders who are appointed and are representative of Oklahoma's diverse population. GCWED governs, manages, and accounts for the way the state issues Department of Labor WIOA monies. The Council is in alignment with the Oklahoma Works goal and has recently been tasked with using data to inform policy, track progress, and measure success toward ensuring wealth generation.

During Program Year 2015, the Oklahoma Governor's Council's bylaws were revised to include four standing committees: the Workforce System Oversight Committee, the Youth Program Committee, the Career Pathways Committee, and the Health Care Workforce Committee.

The Workforce System Oversight Committee (WSOC) is designed to make decisions on program governance, policy and capacity building for the Local Workforce Development Boards and partnerships. WSOC created the System Oversight Subcommittee (SOS), which consists of staff from multiple programs and agencies across the state. This subcommittee, while seeking input from the Workforce

Development Boards and staff, is tasked with developing the system-wide framework and policy documents that will comply with WIOA legislation and Federal regulations.

The Youth Program Committee is designed to provide recommendations on policy and performance for the development and implementation of WIOA youth funded programs statewide. The committee is also designed to create an Oklahoma workforce strategy for youth that aligns with youth initiatives and provides common solutions that coordinate with the state's economic goals building wealth creation for all Oklahomans.

The Career Pathways Committee's goal is to have a comprehensive system in place that offers students, dislocated workers, and incumbent workers a full-range of education and training opportunities that correspond to employer needs. The Oklahoma State Department of Education has partnered with Oklahoma Works and is aligning their JP Morgan New Skills for Youth Grant to ensure business-driven career pathways will become a part of Oklahoma's K-12 system. Many Oklahoma communities have been actively involved in some aspect of career pathways. Some examples are:

- Woodall Public School's Cybercats Robotics Team competed in the White House Science Fair
- Students in Union Public Schools' Career Connect initiative enrolled in the certified production technician (CPT) program
- Oklahoma State University Institute of Technology provides opportunities for area educators and career guidance professionals to see first-hand what manufacturing is all about
- The Greater Muskogee Manufacturers Alliance recognized the need to help educational leaders understand manufacturing and the skills needed to work in manufacturing.
- Teachers from 15 rural communities around Tulsa participated in Project BUILD.

Oklahoma is a strong manufacturing state and many communities have adopted the Dream It. Do It. Initiative, which is a manufacturing related initiative of the National Association of Manufacturers and The Manufacturing Institute. In 2015 there were 267 activities across the state involving 18,780 students, employers, parents, and educators. Oklahoma expects for this to continue to grow with the state's increased focus on the Dream It. Do It. initiative.

The Health Care Workforce Committee was set up by Oklahoma state statute in 2015 to inform, coordinate and facilitate statewide efforts to ensure that a well-trained, adequately distributed, and flexible healthcare workforce is available to meet the needs of an efficient and effective healthcare system in Oklahoma.

WIA State Plan Overview

Under the Workforce Investment Act (WIA) State Plan, Oklahoma sought to complete work on the following major initiatives:

- Making online services to employers and job seekers more robust, seamless, and integrated;

- Focusing on the exact skills that employers need and substantially expanding the use of market-relevant credentials;
- Reinventing the one-stop system and the services offered to employers, working with industry partnerships and initiatives at a strategic level;
- Improving information tools by providing real-time information on available jobs and the labor market; and,
- Building career pathways for young people, working-age youth, and adults in partnership with employers in Oklahoma's key industries—advanced manufacturing and aerospace, business services, construction, energy and energy efficiency, and healthcare.

Program Year 2015 sought to close out performance measures under WIA, and complete the goals outlined above.

OKJobMatch: The State's Labor Exchange System and Case Management Tool

In the WIA State Plan, Oklahoma sought to make online services to employers and job seekers more robust, seamless and integrated, and to improve information tools by providing real-time information on available jobs and the labor market. OKJobMatch.com, Oklahoma's labor exchange system, is used as the statewide job bank as well as the case-management system, Oklahoma Service Link (OSL). This system provides online services to employers and job seekers providing real-time information on jobs, the labor markets, and serves as the data warehouse for performance measures.

Due to system performance issues, in December 2014, the State office, along with the Oklahoma Employment Security Commission, began the procurement process for a new vendor to operate labor exchange and case management system. Currently, the Request for Proposal (RFP) is out for bid. The State anticipates the new vendor will be procured by November 2016, with data migration and transition to the new software to be completed by spring 2017.

The State office released policy in March 2014 in alignment with President Obama's Green Initiative, that all documents be electronically scanned and uploaded to the OSL participant records to develop a virtual case file. This system is used to monitor and verify all program and performance measures. This system has been continuously updated to provide a seamless and integrated system statewide. The State is currently working with the existing vendor to incorporate the WIOA Participant Individual Record Layout (PIRL) metrics into the system.

The State utilized the Data Quality Discretionary grant, which closed at the end of Program Year 2015, to create a multi-agency data repository that will house workforce and education related data to provide a platform for linking data across data-generating agencies necessary to improve data collection and dissemination. This process will allow the state to track progress, measure success, and uniformly report performance measures for state-by-state comparison can be made.

Reinvigorating Registered Apprenticeship

At the very end of Program Year 2015, Oklahoma began developing and implementing the state's Registered Apprenticeship (RA) strategy and partner/industry engagement activities to support RA as a viable path to career entry and career building. By aligning exposure to Career Pathways and Career Options, Oklahoma will be able to prioritize education and training resources to support placement into high demand occupations, and businesses will be able to provide the hands-on training to build the skilled workforce that businesses need to succeed. The State is committed to fully integrating RA programs as an employment and training solution for one-stop centers. Local areas will have maximum flexibility in serving participants and supporting their placement into RA programs.

There are several ways in which Oklahoma plans to use training services in conjunction with RA programs, including developing an ITA for a participant to receive RA training; utilizing an OJT contract with a RA program for providing both classroom and on-the-job instruction; a combination of an ITA to cover the classroom instruction along with an OJT contract to cover on-the-job portions of the RA; and utilizing incumbent worker training for upskilling apprentices who already have an established working/training relationship with the RA program.

As a recipient of a State Accelerator Grant, which is a component of the ApprenticeshipUSA funding, at the start of Program Year 2016, set aside dollars will be used to supplement the award to expand available apprenticeship programs in the state so that all Oklahomans have access to and may successfully complete a program.

Oklahoma's Push for Higher Educational Attainment

Oklahoma Works identified a 23-point skills gap to combat if our State is going to be successful. In order for Oklahomans to compete in the future labor force, more Oklahomans must obtain a postsecondary degree or certificate. Without this education or training, Oklahomans will not be able to compete for new jobs, and Oklahoma will not be able to recruit or retain businesses.

Faced with this problem, the Oklahoma Office of Workforce Development commissioned a statewide study to answer a simple question: "Why do Oklahomans not complete high school, CareerTech, community college, or university?" From this study, we received valuable insight for our Workforce Development Boards and Planning Regions.

The study included three focus groups in urban and rural Oklahoma, a statewide telephone survey of 730 non-completers in Oklahoma, and follow up interviews with 68 older Oklahomans who did not finish a postsecondary degree. This group is a sample representative of the state's population. Almost half report using some sort of public assistance, some are unemployed, some are employed full time, and most are working multiple jobs. Nearly three quarters of those who didn't complete are paying off debt from their time enrolled in postsecondary education. Those with the lowest educational attainment (some high school, high school diploma, and some postsecondary education) report the highest amount of dissatisfaction with their current career.

We anticipate the report to be released mid-Program Year 2016. However, early lessons from the study include: a younger target audience as they indicate they are most likely to return to school, a focus on

multiple external influencers to push an individual to higher educational attainment, the influence of employers in encouraging a person to return for a credential or degree, among other insights.

Regional Planning under WIOA

Oklahoma has led the way in implementing WIOA statewide. In particular, Oklahoma made considerable progress in regional planning during Program Year 2015.

On May 19, 2015, the Governor's Council on Workforce and Economic Development, through the Oklahoma Office of Workforce Development (OOWD), presented an opportunity for the statewide workforce system to begin the process of creating and implementing plans for each designated local planning regions. Under this plan guided by Governor Fallin's strategic vision, Oklahoma developed four Planning Regions: Central, Northeast, Southeast, and Western.

This new framework requires continual alignment of services among public agencies for the advancement of workforce and economic development initiatives. Through alignment, the workforce system can collaborate and fully support economic development in Oklahoma and provide a single voice for the state's interests in the development of regional economies, regardless of geographical and other political boundaries.

The following excerpt is from Rick Maher, President and CEO of Maher & Maher. Rick led a meeting at OSU-OKC during PY15 on how workforce development boards can come together as part of regional planning under WIOA.

I recently had the honor of working with close to 100 local workforce development board members from across the state of Oklahoma, and was so impressed with their positive energy and intentions! State officials worked in partnership with the U.S. Department of Labor's (USDOL) Dallas Regional Office to promote and sponsor the event. This highly collaborative event convened at Oklahoma State University brought together board members, including board chairs, business members and board staff and a robust representation of Local Elected Officials (LEOs), to explore the many important elements of the new Workforce Innovation and Opportunity Act (WIOA), and to train board members in their critical roles – among them to think and act more strategically in the years ahead.

We covered the essential elements of the new legislation, gave folks an overview of how the law would change the way they do business, and encouraged them to embrace acting within the State's new planning regions. But, as we at Maher always do, I pushed beyond the terms of the law to ask folks to consider a vision of a transformed workforce development system in a "post-WIOA" world. I talked of a workforce system that was more impactful, more integrated, more future-focused, and more effective in helping to build a "talent supply chain" for targeted sectors and driving economic prosperity for communities across Oklahoma. The resulting talent pipeline would alter all of our jobs – from board members to one-stop managers, job counselors, and business services representatives. It would need to provide pathways for ALL job seekers, even the hardest to serve.

After a robust discussion with the large group, we broke into regionally focused planning teams to create a “plan to plan” – something they would begin to act on and expand on after returning home. A few key themes came from this meeting that I think are worthy of sharing:

Proceed Until Apprehended! WIOA will be as transformational as state and local leaders make it, but there is a real need for the workforce system to become a talent engine for regional economies. That will require moving forcefully and boldly. Be bold!



Build Strong Partnerships Now. WIOA brings new mandatory partners into the workforce system, and we should be working NOW to open a dialogue and build a shared vision, create understanding about roles and responsibilities, and create trust. Early discussions now will make it easier to address tougher issues later (like cost-sharing MOUs, team-based case management and more).

Don't Reinvent the Wheel. Find emerging best practices and bring them to scale. I've been talking about a “talent pipeline” for too long now. In truth, it isn't a new idea anymore and many people are doing something like it in regions and local areas around the country. You can find shining examples of excellence in your state – believe me. We don't need to create these solutions from scratch. Solutions exist. We need to find them, promote them, and bring them to scale.

The folks I had a chance to work with in Oklahoma City were engaged, interested and willing. They WANT to do a great job with WIOA and they are eager to change in order to realize their vision for a post-WIOA world for workforce development. We wish them all the best as they push forward from this great start!

Oklahoma is proud of its regional collaboration to implement these new regions under WIOA. Regionalism in Oklahoma will allow for increased coordination in achieving a better trained workforce and a better aligned workforce system.

Oklahoma Works (One-Stop) Centers and System



Oklahoma Works (One-Stop) Center system, a proud partner of America's Job Center Network, was designed to be the springboard to success for our businesses and job seekers. The State developed a certification process for its workforce development one-stop system, local boards and service delivery staff, and it continues to work with local workforce areas to provide technical assistance for joint planning efforts.

In preparation for the full implementation of Oklahoma's WIOA New Day, New Way (formerly released under WIA but re-envisioned and reformulated under WIOA) business-driven workforce development system, the System Oversight Subcommittee reached out to one of the current workforce development areas with the intention of putting together a plan for the state to use for one-stop infrastructure and cost sharing model. The board and partnership team were engaged to select a pilot one-stop to dissect their overall operating requirements with the intended outcome to be a model for the entire state to replicate.

The McAlester, Oklahoma comprehensive center was selected for the pilot location and information regarding overall cost was made available by the current co-located agencies and partners. A team was formed to agree upon formulas for the infrastructure costs and will vote their approval. Consensus was reached that all partners represented in the room would be open to cost sharing in addition to infrastructure cost. The current one-stop operator for this area is an unfunded contract with one of the service providers. The role of the One Stop Operator has been defined as overall management, compliance and oversight of Oklahoma Works centers and services; and coordination of the delivery of Workforce services within the Oklahoma Works system throughout the entire region.

Regarding performance measures, operators are responsible for reporting to the One Stop Oversight Committee on performance accountability and continuous improvements, register all job seeking customers using the One Stop services in the State of Oklahoma database system, collect customer satisfaction information from employer customers, provide the Southern Workforce Board (SWB) with collected data on a quarterly basis, and assure that the contracted performance measures and deliverables established by the SWB are achieved.

Also, in PY15 Oklahoma began the process of rebranding workforce centers statewide with the "Oklahoma

Works” branding.

For example, on April 29, 2016, Governor Mary Fallin kicked off the opening of the newly branded Oklahoma Works center in Durant, OK with a ribbon-cutting. “They’ll be able to come into this center, learn about job openings,” Governor Mary Fallin said. “They’ll be able to have help in writing resumes, getting skills and training,” she stated. Oklahoma will continue to rebrand One-Stop Centers as Oklahoma Works Centers, proud partner of America’s Job Centers, in the upcoming program year, as resources allow.

Statewide Performance Measures

As Oklahoma begins the process of implementing WIOA performance measures, previous WIA accomplishments have laid the groundwork for future success.

Oklahoma’s Performance system has aligned with the specific demand-driven strategies that are identified at both the state and local levels. These strategies require unique approaches to training and service delivery in which the state and local areas continue to focus on connecting employers with skilled workers, and connecting those workers with good jobs. In PY 2015, Oklahoma achieved 100 percent or better on seven of the nine and 98.2 percent or better on the remaining two performance metrics.

| WIA PY 2015 Performance | | | |
|--|------------------------------|--------------------------|-------------------|
| Performance Measure | Negotiated Performance Level | Actual Performance Level | Percent of Target |
| Adult Entered Employment | 57.00% | 60.30% | 105.79% |
| Adult Employment Retention | 83.00% | 82.20% | 99.04% |
| Adult Average Earnings | \$13,000.00 | \$ 13,248.00 | 101.91% |
| Dislocated Worker Entered Employment | 73.00% | 77.80% | 106.58% |
| Dislocated Worker Employment Retention | 87.00% | 85.50% | 98.28% |
| Dislocated Worker Average Earnings | \$14,500.00 | \$14,693.00 | 101.33% |
| Placement in Employment or Education | 67.00% | 69.60% | 103.88% |
| Attainment of Degree or Certificate | 54.00% | 56.00% | 103.70% |
| Literacy and Numeracy Gains | 40.00% | 40.40% | 101.00% |

| WIA PY 2015 Participation Levels | | |
|--|---------------------------|---------------|
| Reported Information | Total Participants Served | Total Exiters |
| Total Adult Customers | 157,468 | 161,320 |
| Total Adults (self-service <u>only</u>) | 141,298 | 146,008 |
| WIA Adults | 157,360 | 161,280 |

| | | |
|------------------------------|-------|-----|
| WIA Dislocated Workers | 785 | 404 |
| Total Youth (14 - 21) | 1,329 | 672 |
| Out-of-School Youth | 974 | 428 |
| In-School Youth | 355 | 244 |

| WIA PY 2015 Performance by Local Area | | | | | | | | | |
|--|---------------------------------------|--|--|---|-------------------------------|------------------------------------|---|--|------------------------------------|
| | Adult Entered Employment Rates | Dislocated Worker Entered Employment Rate | Adult Employment Retention Rate | Dislocated Worker Retention Rate | Adult Average Earnings | Dislocated Average Earnings | Placement in Employment or Education | Attainment of Degree or Certificate | Literacy and Numeracy Gains |
| Central | 60.22% | 66.67% | 81.98% | 81.08% | \$ 14,001.02 | \$ 13,418.31 | 71.13% | 52.78% | 42.47% |
| East Central | 56.76% | 80.77% | 81.12% | 78.57% | \$ 12,574.72 | \$ 14,627.89 | 51.79% | 51.22% | 31.01% |
| Eastern | 77.56% | 92.31% | 82.96% | 80.00% | \$ 11,523.26 | \$ 11,454.82 | 71.93% | 60.66% | 39.13% |
| Northeast | 61.53% | 91.30% | 82.58% | 82.00% | \$ 13,051.46 | \$ 12,864.59 | 88.49% | 90.91% | 75.00% |
| Northwestern | 60.93% | 78.57% | 80.17% | 85.37% | \$ 14,194.27 | \$ 14,357.23 | 55.56% | 43.75% | 53.85% |
| South Central | 59.58% | 65.00% | 81.92% | 90.00% | \$ 11,649.84 | \$ 16,601.90 | 72.92% | 53.06% | 40.91% |
| Southern | 59.97% | 94.12% | 83.41% | 87.72% | \$ 14,123.14 | \$ 14,250.17 | 89.23% | 61.90% | 66.67% |
| Southwest | 59.01% | 90.00% | 80.74% | 91.67% | \$ 14,507.34 | \$ 21,121.70 | 76.47% | 90.91% | 63.64% |
| Tulsa | 59.27% | 58.44% | 84.86% | 96.23% | \$ 14,980.81 | \$ 17,513.24 | 61.67% | 49.59% | 28.57% |
| Oklahoma Performance | 60.30% | 77.80% | 82.20% | 85.50% | \$ 13,248.00 | \$ 14,693.00 | 69.60% | 56.00% | 40.40% |

Adult

Consistent with years' past, Oklahoma elected to co-enroll WIOA Adult and Wagner-Peyser individuals to ensure seamless, integrated service delivery. Integrated service delivery has been implemented to improve access to quality services through service and program integration, support the linkages between workforce programs and economic development by developing shared goals and emphases, implement the intent of the Governor's Council for Workforce and Economic Development and the former WIA State Plan. An integrated case management system and labor exchange system, OKJobMatch, assists in ensuring the client management application allows case managers to track and report for a variety of federal programs.

Beginning July 1, 2015, local areas establish written policies and procedures to ensure accurate eligibility determinations are made. Local areas are required to monitor their programs for program, fiscal, and performance compliance.

Below are tables outlining Oklahoma's performance outcome for the Adult Program, including percentage of individuals entering employment, retaining employment, and average earnings, the performance level comparison to Oklahoma's negotiated level, and outcomes for adult special

populations. Performance outcomes for the Adult Program indicate that average earnings is higher for those who exit training than for those who receive core and intensive services, further demonstrating the need for more Oklahomans to gain training in order to receive higher wages.

Oklahoma exceeded the negotiated performance for both entering employment rate and average earnings. Oklahoma slightly fell short of performance on its employment retention rate.

| WIA PY 2015 Performance Outcome Information for the Adult Program | | | | |
|--|---|------------|--|-----------|
| Reported Information | Individuals Who Received Training Services | | Individuals Who Only Received Core and Intensive Services | |
| Entered Employment Rate | 78.6% | 611 | 68.5% | 478 |
| | | 777 | | 698 |
| Employment Retention Rate | 85.0% | 807 | 83.1% | 387 |
| | | 850 | | 466 |
| Average Earnings | \$13,246 | 10,583,162 | \$11,281 | 4,331,716 |
| | | 799 | | 384 |

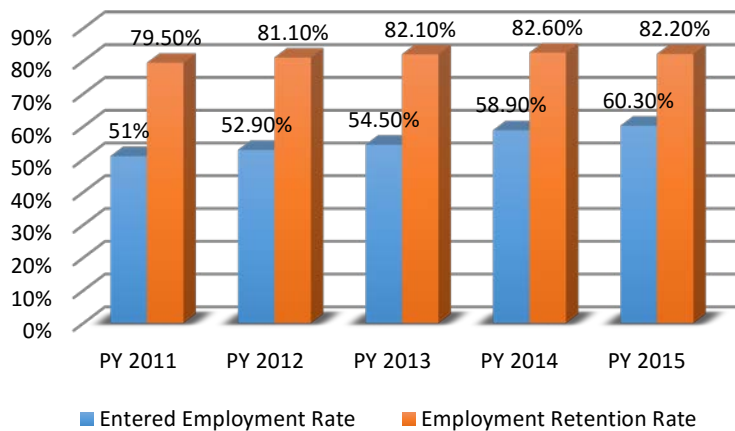
| WIA PY 2015 Adult Program Results | | | |
|--|-------------------------------------|---------------------------------|-------------|
| Reported Information | Negotiated Performance Level | Actual Performance Level | |
| Entered Employment Rate | 57.0% | 60.3% | 8,474 |
| | | | 14,044 |
| Employment Retention Rate | 83.0% | 82.2% | 9,361 |
| | | | 11,388 |
| Average Earnings | \$13,000 | \$13,248 | 123,485,404 |
| | | | 9,321 |

| WIA PY 2015 Outcomes for Adult Special Populations | | | | | | | | |
|---|--|-----|-----------------|-------|--------------------------------------|-----|--------------------------|-------|
| Reported Information | Public Assistance Recipients Receiving Intensive or Training Services | | Veterans | | Individuals With Disabilities | | Older Individuals | |
| Entered Employment Rate | 74.3% | 376 | 59.1% | 898 | 47.6% | 285 | 46.1% | 1,070 |
| | | 506 | | 1,519 | | 599 | | 2,320 |

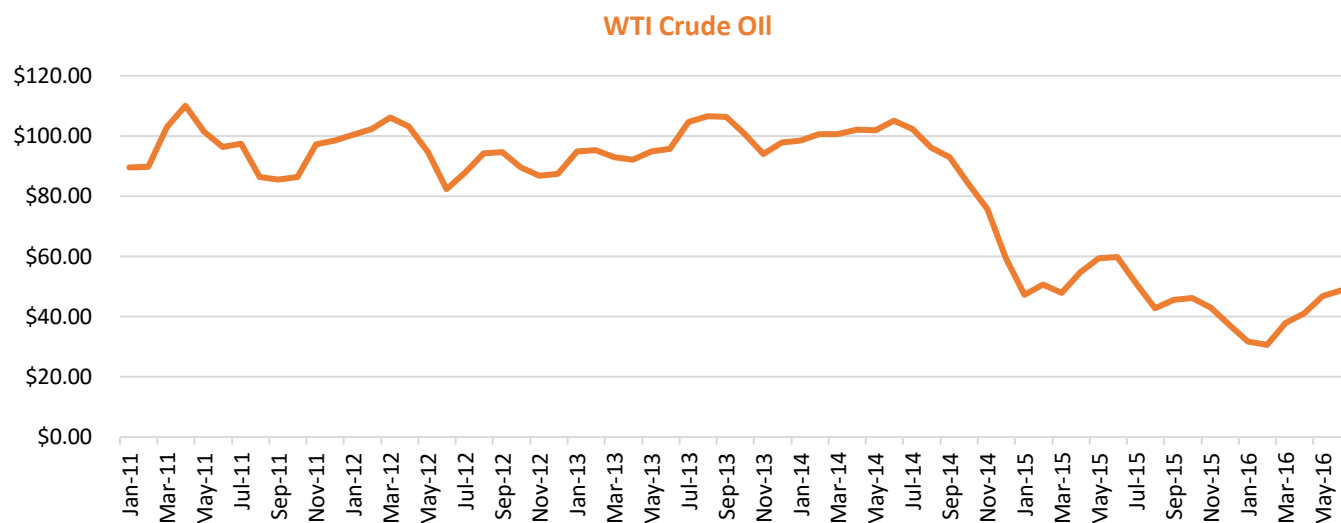
| | | | | | | | | |
|----------------------------------|-------------|-----------|----------|------------|----------|-----------|----------|------------|
| Employment Retention Rate | 82.8% | 472 | 82.5% | 880 | 77.2% | 268 | 83.2% | 1,129 |
| | | 570 | | 1,067 | | 347 | | 1,357 |
| Average Earnings | \$11,116.70 | 5,202,606 | \$15,829 | 13,628,874 | \$12,110 | 3,172,801 | \$14,806 | 16,716,426 |
| | | 468 | | 861 | | 262 | | 1,129 |

Oklahoma completed an analysis of adults entering employment and employment retention over the past five program years under WIA. The State experienced continuous improvement with adults entering employment, and except for a small decrease between program years 2014 and 2015, experienced continuous improvement with adults' employment retention.

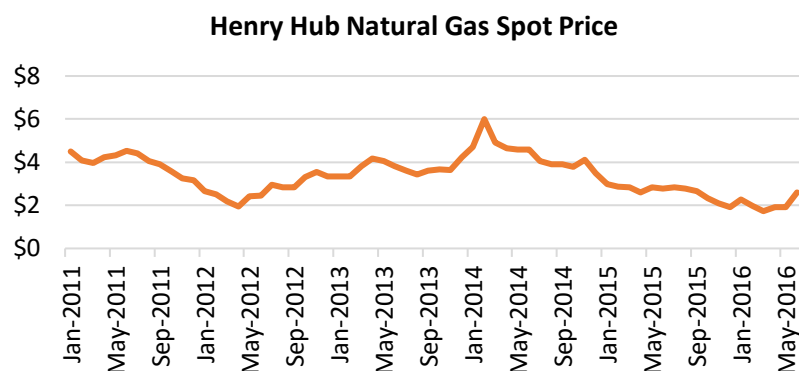
WIA PY 2011-2015 Adult Entered
Employment & Employment Retention Rates



Dislocated Worker

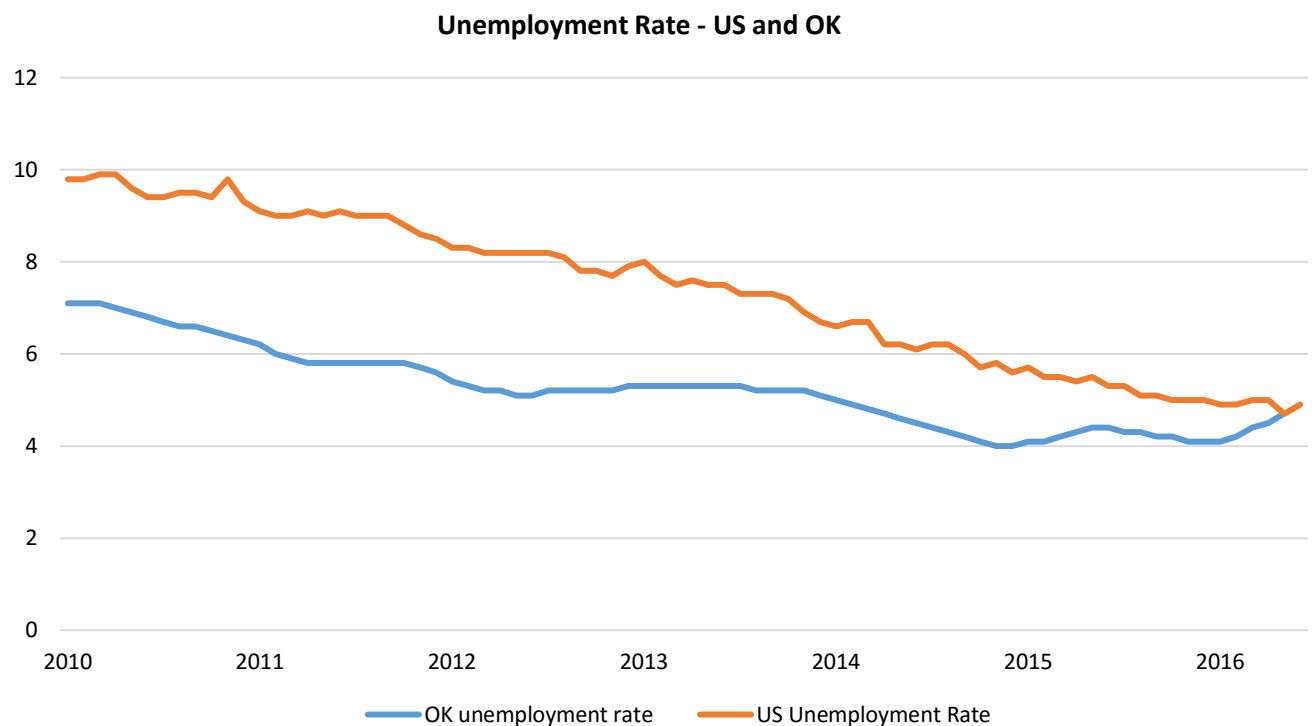


Oklahoma is facing particularly difficult labor market conditions, as of mid-Program Year 2015. Although Oklahoma's economy is more diversified than it was during the Oil Bust in the 1980's, the steep decline in energy commodity prices has had a significant impact on the state's economy. In fact, WTI Crude Oil and Henry Hub Natural Gas prices have decreased more than 70% from the peak prices in 2014 to the trough in February-March 2016.



As a result of the precipitous decline in energy commodity prices, the Oil and Gas industry, and related industries, have seen a decline beginning toward the end of calendar year 2015, with multiple lay-offs and closings of facilities in the Winter/Spring of 2016. For example, Chesapeake Energy, Sandridge, Devon, Baker Hughes, Halliburton, and AEP are only a few of the companies in Oklahoma that have laid off thousands of people. Based on WARN data and walk-in One Stop data of dislocated workers, Oklahoma has incurred roughly 6,700 layoffs in the Oil and Gas industry alone in 2015-2016. Including 700 layoffs at Devon Energy, 559 at Chesapeake, and 293 layoffs at Halliburton.

Thus, although Oklahoma has had lower than the national average of unemployment for years, Oklahoma's unemployment rate has steadily risen for six straight months at the end of Program Year 2015. January (4.1%), February (4.2%), March (4.4%), April (4.5%), May (4.7%), and June (4.8%). Oklahoma anticipates unemployment to continue to rise as severance packages expire at the end of Program Year 2015, crossing over into at least the beginning of Program Year 2016.



To help Oklahoma workers struggling with the downturn in the Oil and Gas industry, the Oklahoma Office of Workforce Development partnered with the Greater Oklahoma City Chamber to host two networking/hiring events. Due to increased partnerships with our state agencies and business partners under the Oklahoma Works initiative, these events were envisioned, developed, and implemented in a short amount of time to respond to the significant layoffs.

The two events provided more than one-hundred pre-registered job-seekers, at each event, the opportunity to interact and network with employers who were hiring. The first event was held on March 10, 2016 at the Embassy Suites in Oklahoma City. The event included several prominent Oklahoma City employers looking to hire including PayCom, Boeing, and Love's. The second event was held on June 7, 2016 at the Chevy Bricktown Events Center in Oklahoma City, and included Tinker Air Force Base, among other prominent Oklahoma City employers.

Both employers and job-seekers were surveyed immediately following both events, and after a three-month period. Employers found the job-seekers to be highly qualified and prepared for work in new careers. The majority of job-seekers found the events to be helpful in their search for new employment.

Dislocated worker activities and programs throughout the state are funded through formula funding and state set-aside dollars. In addition to these funds, twenty-five percent of dislocated worker funding is held at the state level for rapid respond activities including layoff aversion. This set aside funding can also be used for major layoff events.

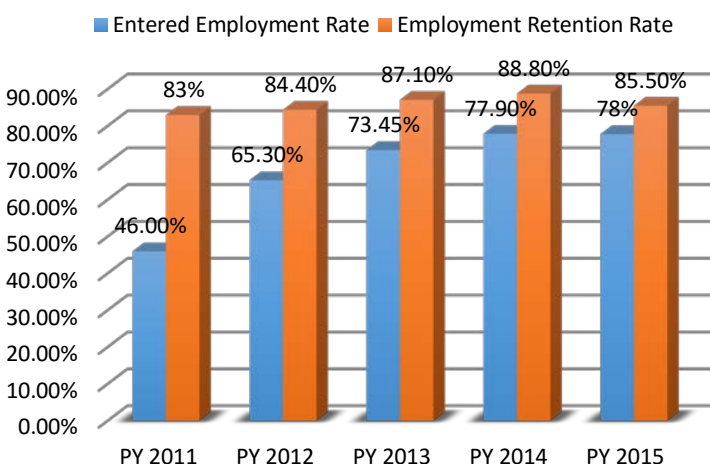
| WIA PY 2015 Outcome Information for the Dislocated Worker Program | | | | |
|---|--|-----------|---|-----------|
| Reported Information | Individuals Who Received Training Services | | Individuals Who Only Received Core and Intensive Services | |
| Entered Employment Rate | 85.0% | 192 | 61.4% | 62 |
| | | 226 | | 101 |
| Employment Retention Rate | 84.8% | 200 | 89.8% | 79 |
| | | 236 | | 88 |
| Average Earnings | \$14,919 | 2,909,273 | \$13,984 | 1,090,769 |
| | | 195 | | 78 |

| WIA PY 2015 Outcomes for Dislocated Worker Special Populations | | | | | | | | |
|--|-----------|---------|-------------------------------|--------|-------------------|--------------|----------------------|--------|
| Reported Information | Veterans | | Individuals With Disabilities | | Older Individuals | | Displaced Homemakers | |
| Entered Employment Rate | 78.6% | 22 | 62.5% | 5 | 72.4% | 42 | 60.0% | 3 |
| | | 28 | | 8 | | 58 | | 5 |
| Employment Retention Rate | 70.8% | 17 | 85.7% | 6 | 88.6% | 39 | 100.0% | 4 |
| | | 24 | | 7 | | 44 | | 4 |
| Average Earnings | \$ 16,898 | 287,270 | \$ 10,608 | 63,645 | \$ 13,692 | \$553,985.00 | \$ 5,848 | 23,393 |
| | | 17 | | 6 | | 39 | | 4 |

| WIA PY 2015 Dislocated Worker Program Results | | | |
|---|------------------------------|--------------------------|-----------|
| Reported Information | Negotiated Performance Level | Actual Performance Level | |
| Entered Employment Rate | 73.0% | 77.8% | 260 |
| | | | 334 |
| Employment Retention Rate | 87.0% | 85.5% | 295 |
| | | | 345 |
| Average Earnings | \$14,500 | \$14,693 | 4,246,260 |
| | | | 289 |

Oklahoma completed an analysis of dislocated workers entering employment and employment retention over the past five program years under WIA. The State experienced continuous improvement with dislocated workers entering employment, and except for a small decrease between program years 2014 and 2015, experienced continuous improvement with dislocated workers' employment.

Dislocated Worker PY11-15



Rapid Response

Oklahoma continued to deliver Rapid Response workshops and services for those who have been laid off with local teams of technical experts conducting the workshops during PY15. The focus is to make sure affected employees are aware of all of the services and resources available to them in this circumstance. For each Rapid Response (RR) event, participants complete a needs survey. These are taken to the local workforce team and used to contact affected workers to discuss their specific needs. Our ultimate goal is to help them transition to new employment as quickly as possible.

Each participant receives a copy of our Rapid Response Handbook ***Tools and Resources to help you Transfer to Your Next Job***. When feasible, a job fair is conducted as a part of the layoff services.

Unfortunately, we sometimes do not know about layoffs or closings until after employees have been laid off. We proactively address this issue by implementing the following services and activities:

- A letter explaining Rapid Response services went to every company in Oklahoma that pays unemployment insurance.
- When we learn about a layoff that is imminent and there isn't time to arrange for RR workshops, we create customized memos explaining the services available at their local Oklahoma Works Centers. Companies include these memos in severance packages for each employee or send them to employees if the layoff has already occurred.
- When possible, we also deliver copies of our Rapid Response handbook, which can also be put in severance packets.
- Our immediate future goal is to conduct presentations to community business people across the state through civic club meetings and chambers of commerce.

Participants also complete performance satisfaction surveys to assist us in continuous improvement efforts. On a scale of 1-4 with 4 being *excellent*, the Rapid Response teams across the state consistently receive an average score of 3.6. Participants also have the opportunity to make comments. Any comments related to improvements are shared with all Rapid Response team leaders across the state and discussed at quarterly meetings.

We continue to have representatives from the Trade Adjustment Assistance Community College and Career Training (TAACCCT) grants attend Rapid Response events. We also include local technology centers and community colleges at each event.

Veterans



The Oklahoma Military Connection is a state initiative sponsored by the Oklahoma Department of Career and Technology Education CareerTech for Vets program, the Oklahoma Department of Commerce, the Oklahoma Employment Security Commission and the Oklahoma National Guard Employment Coordination. There are numerous hiring events that are coordinated around the state every year. Pre-event workshops are held two weeks prior to the event to help prepare job-seekers with interview preparation, resume pointers, and advice on appropriate attire. Job-seekers who pre-register are matched to companies based on what positions employers are looking to fill.

Three Oklahoma Military Connection Hiring Events were held during PY 15.

Oklahoma Military Connection held a hiring event in Durant, OK on May 6, 2016 at the Kiamichi Technology Center. More than 30 employers participated, and more than 70 job-seekers attended.

Additionally, Fort Sill hosted its third Oklahoma Military Connection hiring event on September 25, 2015 at the Armed Forces Reserve Center on post. More than 50 companies were on hand with jobs open in Oklahoma. CareerTech's Amy Ewing-Holmstrom stated, "We find this to be very successful in preparing for this event. It leads to a direct connect between the employer and potential employees. The hiring rate is higher when there is a pre-match situation. When we held a similar event in Norman using this same formula, we had job offers and soldiers hired, and that is what we want."

Also, Oklahoma Military Connection held a hiring event in Enid, OK. Out of the 66 Veterans that attended this event 7 of them gained full-time employment. The Oklahoma Office of Workforce Development is continuing to develop processes that accurately track employment that is gained from these events. This program has grown and will continue to be a priority of the State Office. Col. Warren Griffis, director of the Oklahoma National Guard Employment Coordination program said job seekers can find meaningful, reputable employment and become contributors to Oklahoma's economy, and employers can find high-quality employees with good work ethics and values learned through military experience.

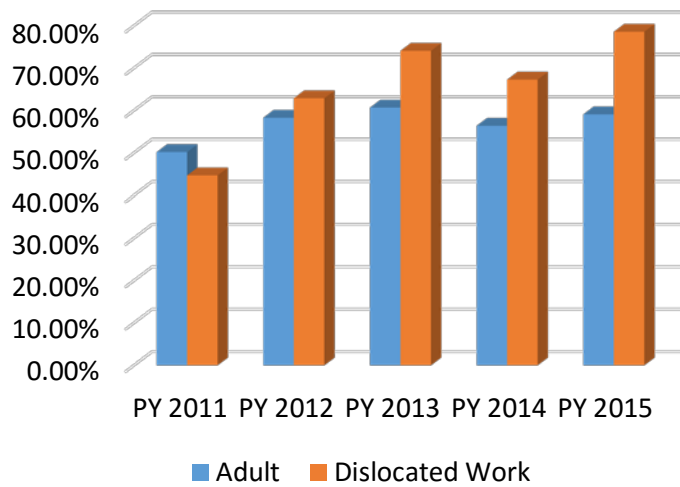
| WIA PY 2015 Veterans' Outcomes by Special Populations | | | | | | |
|---|------------------------|-----------|---|---------|--------------|-----------|
| Reported Information | Post 9/11 Era Veterans | | Post 9/11 Era Veterans who Received at least Intensive Services | | TAP Workshop | |
| Entered Employment Rate | 61.0% | 398 | 85.3% | 29 | 53.6% | 75 |
| | | 652 | | 34 | | 140 |
| Employment Retention Rate | 83.1% | 434 | 82.4% | 28 | 81.5% | 97 |
| | | 522 | | 34 | | 119 |
| Six-Months Average Earnings | \$ 15,630 | 6,486,576 | \$ 12,447 | 336,067 | \$ 17,489 | 1,609,023 |

| | | | | | | |
|--|--|-----|--|----|--|----|
| | | 415 | | 27 | | 92 |
|--|--|-----|--|----|--|----|

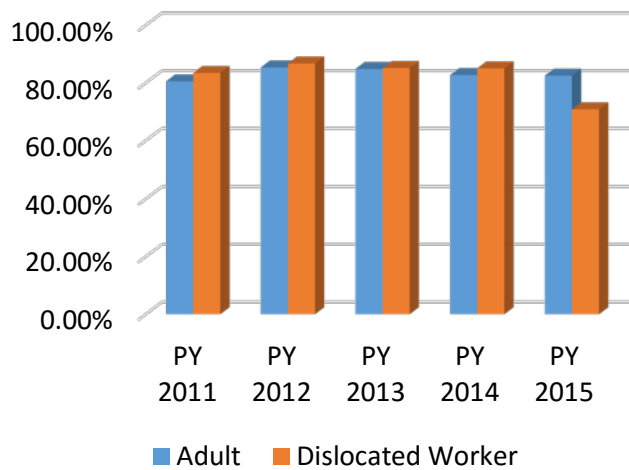
| WIA PY 2015 Veteran Priority of Service | | |
|--|-------|----------------|
| | Total | Percent Served |
| Covered Entrants Who Reached the End of the Entry Period | 10118 | |
| Covered Entrants Who Received a Service During the Entry Period | 10091 | 99.7% |
| Covered Entrants Who Received a Staff-Assisted Service During the Entry Period | 1542 | 15.2% |

Due to the outreach programs offered in Oklahoma, we have seen a steady increase of Veteran participants entering employment within the first quarter after exit over the last five years. The State maintains on average 80% of Veteran participants remaining employed one year after exiting the WIA program.

Special Population - Veterans Entered Employment



Special Population - Veterans Employment Retention



Youth

The state has developed criteria for local boards utilizing youth formula funds. The local board must evaluate the ability of contractors to deliver the full array of youth services within the workforce development area including the WIA and/or WIOA performance criteria. As Oklahoma is transitioning from WIA to WIOA, OOWD has been updating policies to focus on the new law. The state is working with the local areas and will complete monitoring to track and ensure the 14 program elements are being implemented and are connecting to the correct performance measures.

According to data provided by the U.S. Department of Education, approximately 16% of Oklahoma school aged children, or a little more than 90,000 youth, have disabilities as compared to 12.9% of school-aged youth nationwide. Assuming for planning purposes that the youth are evenly distributed between grades 1 - 12, there are approximately 30,000 eligible WIOA youth in our high schools with a documented disability. As our state's vocational rehabilitation agency must set aside at least 15 percent of their funding to provide transition services to youth with disabilities to ensure high school completion the state sees an opportunity for partnerships between Vocational Rehabilitation.

Oklahoma's Youth based Career Pathways venture will focus more in depth on strengthening the collaboration with High Schools and Alternative Schools; Adult Basic Education; Training Providers; Postsecondary Education and Quality Pre-Apprenticeships Programs to bridge the education gaps between future workers and the competitive industry clusters (Oklahoma's Eco-Systems). Sharing of partner information at the highest level will be a continuous focus to integrate both analytical and performance figures to maximize the outcomes of all state partners in the Oklahoma Works System. Oklahoma also continues to reach youth through innovative programs, such as the Central Oklahoma Juvenile Center in Tecumseh. The center seeks to end the revolving door of recidivism by helping inmates get on a path of acquiring the skills they need to be successful once they leave the center.

Oklahoma Works Centers (known as the One-Stop) will be retooled to improve quality; and focus on employer needs with regionalism as the concentration for improving economies. The key principle is on skills development, attainment of industry-recognized/industry relevant credentials; degrees; and prioritization of career pathways in high demand sectors.

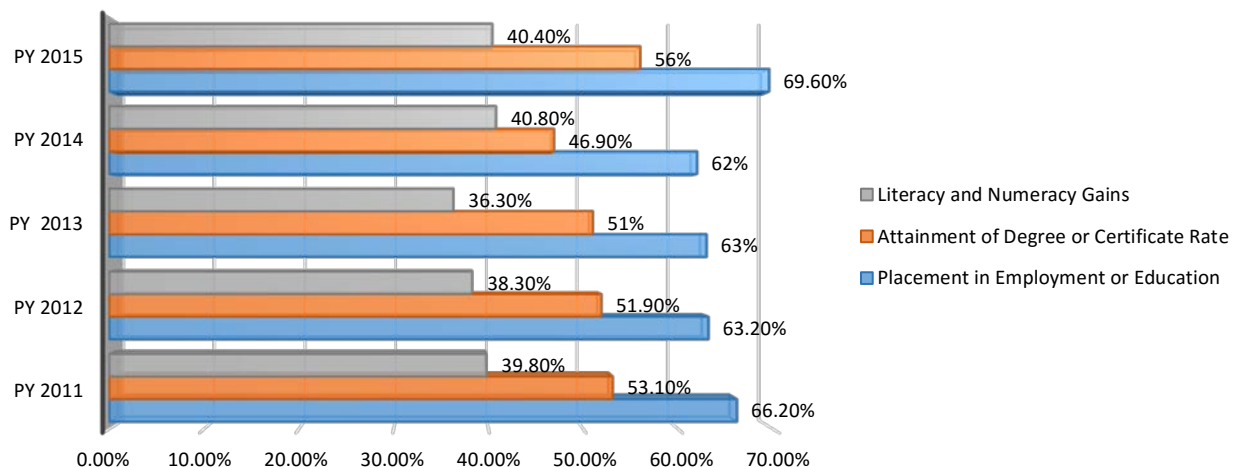
In Program Year 2015, Oklahoma exceeded each of the Youth negotiated performance levels.

| WIA PY 2015 Youth (14 - 21) Program Results | | | |
|---|------------------------------|--------------------------|-----|
| Reported Information | Negotiated Performance Level | Actual Performance Level | |
| Placement in Employment or Education | 67.0% | 69.6% | 351 |
| | | | 504 |
| Attainment of Degree or Certificate | 54.0% | 56.0% | 276 |
| | | | 493 |
| Literacy and Numeracy Gains | 40.0% | 40.4% | 113 |

| WIA PY 2015 Outcomes for Youth Special Populations | | | | | | | | |
|--|------------------------------|-----|----------|---|-------------------------------|----|---------------------|-----|
| Reported Information | Public Assistance Recipients | | Veterans | | Individuals With Disabilities | | Out-of-School Youth | |
| Placement in Employment or Education Rate | 70.9% | 219 | 50% | 1 | 64.2% | 43 | 69.4% | 200 |
| | | 309 | | 2 | | 67 | | 288 |
| Attainment of Degree or Certificate Rate | 58.4% | 170 | 50% | 1 | 54.8% | 34 | 54.6% | 124 |
| | | 291 | | 2 | | 62 | | 227 |
| Literacy and Numeracy Gains | 38.0% | 65 | 0% | 0 | 26.3% | 5 | 40.4% | 113 |
| | | 171 | | 0 | | 19 | | 280 |

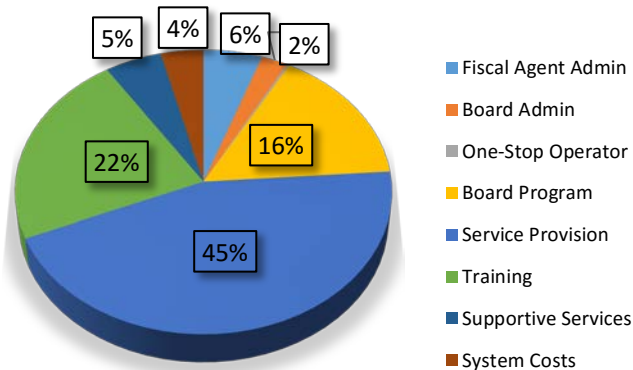
Oklahoma completed an analysis of the last five program years under WIA. In Program Year 2015, Oklahoma reached its highest percentage rate of youth attaining a degree or certificate. Also in Program Year 2015, Oklahoma achieved its highest rate of youth placement in employment or education.

WIA PY11-PY15 Youth Program Results



Statewide Analysis: Training Cost Expenditure

FY16 Adult & Dislocated Worker - Percentage of Total Net Dollars Expended

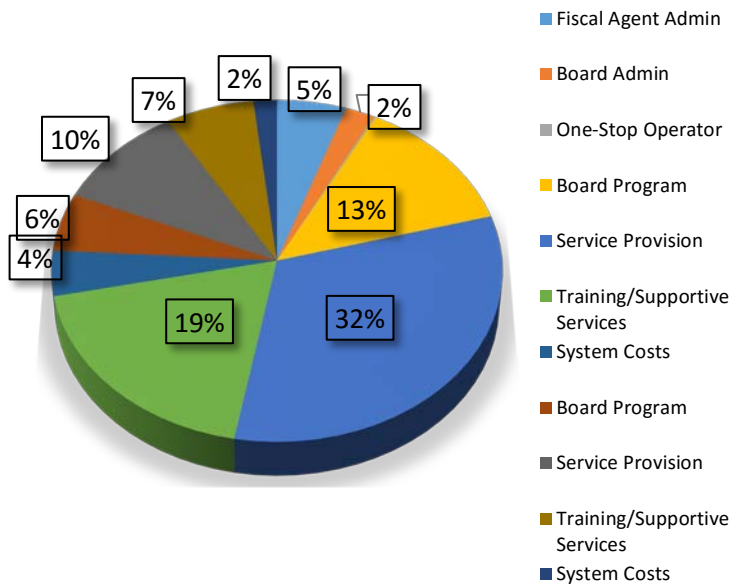


In support of Governor Fallin's vision and the Oklahoma Works initiative, Oklahoma implemented a policy requiring that local areas spend a minimum of 15 percent of combined total of Adult and Dislocated Worker formula fund on training services, in order to achieve initial designation as a local area under WIOA.

In PY 2015, all of Oklahoma's local areas met that goal with a combined total of 22.19 percent of their Adult and Dislocated Worker funding expended on training services, as well as 18.8 percent of Youth funding was expended on training services, even though a minimum expenditure goal on Youth funding was not set.

For the first quarter of fiscal year 2015, the total dollars expended on training was \$320,898.93, which represented 15.07 percent of total formula fund net dollars expended. By the end of fiscal year 2015—a year after implementation of the training minimum policy—\$2,269,064.43 was expended, which represented 22 percent of total formula fund net dollars expended.

FY16 Youth - Percentage of Total Net Dollars Expended



Adult and Dislocated worker expenditures on training services totaled \$2,269,064.43, which is 22.19% of the total formula fund awarded. Expenditures for supportive services totaled \$535,400.54, which is 5.24% of the total formula fund awarded. Cost per participant who received Intensive Services totaled \$2,840.12, received Core Services totaled \$561.54, and who received Core and Intensive Services totaled \$560.67.

Youth expenditures for training and supportive services combined totaled \$1,150,611.73, which is 18.8% of the total formula fund awarded. Out-of-school youth expenditures on training and supportive services totaled \$410,834.51, which is 6.71% of the total formula fund awarded.

Although Oklahoma is pleased that our initial goals were set and met by the local areas, we anticipate continuous improvement in the next program years to increase training expenditures as an overall percentage of funding received. OOWD considers the data gathered to be baseline data to use in creating policy and to set ambitious, but achievable metrics moving forward.

Statewide Analysis: Workforce Investment Activities' Cost

In program year 2015, Oklahoma spent an average of \$6,452.171 per participant receiving WIA Services.

| WIA PY 2015 Cost of Program Activities | |
|--|------------------------|
| Program Activity | Total Federal Spending |
| Local Adults | \$ 6,185,818.00 |

| | |
|---|------------------------|
| Local Dislocated Workers | \$4,044,424.00 |
| Local Youth | \$5,994,195.00 |
| Rapid Response (up to 25%) WIA Section 134(a)(2)(B) | \$ 1,386,197.00 |
| Statewide Required Activities (Up to 15%) WIA Section 134(a)(2)(B) | \$ 462,435.00 |
| Statewide Allowable Activities WIA Section 134(a)(3) | \$ 507,075.00 |
| Total of Federal Spending Listed Above | \$18,580,144.00 |

| WIA PY 2015 Adult/Dislocated Worker Costs in Relation to Services Provided | | |
|---|-----------------|---------------------------------|
| Total Net Dollars Expended | \$10,224,264.32 | Cost Per Participant |
| Total Net Admin Expended | \$823,451.62 | |
| Total Net Program Dollars Expended | \$9,400,812.70 | |
| Total Participants | 157,468.00 | \$59.70 |
| Total Core and Intensive Services Participants | 16,767.00 | \$560.67 |
| Total Core Services Participants | 16,741.00 | \$561.54 |
| Total Intensive Services Participants | 3,310.00 | \$2,840.12 |
| Total Adult/DLW Participants Receiving Training | 1,457.00 | \$6,452.171 |

Oklahoma completed a detailed cost analysis of WIA programs for program year 2015 in order to determine

Cost per participant who received Intensive Services totaled \$2,840.12, received Core Services totaled \$561.54, and who received Core and Intensive Services totaled \$560.67.

WIA 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 submitted waiver requests covering a broad array of workforce issues as part of the revised Strategic Two-Year Workforce Investment Plan in 2012.

The requested waivers were developed with local workforce boards and other stakeholders. They have provided the authority to increase local control of program delivery, improve the ability of the local workforce boards to respond quickly to the changing needs within their workforce areas and to increase flexibility at the local level to serve business and industry. No state or local statutory or regulatory barriers to implementing the requested waivers exist.

The following Oklahoma waivers were granted an extension to June 30, 2017.

Waiver to use common measures in lieu of performance measures for Workforce Investment Act Title I and the Wagner-Peyser Act

Oklahoma was previously granted a waiver that allows the State to replace the 17 performance measures under WIA Section 136(b) with the common measures. Oklahoma will negotiate and report WIA outcomes against the common performance measures only. The implementation of this waiver has allowed Oklahoma to successfully integrate Labor Exchange and WIA staff across the state. As Oklahoma expands with true “system integration,” the necessity for simplified performance measures will become more important than ever.

Oklahoma continues to simplify and streamline the performance accountability system. Duplicative performance measurements cause local workforce areas to focus on meeting program performance rather than meeting the needs of employers and participants. Refocusing them away from individual program performance to integrated services and Common Measures remains an integral part of the reformed workforce development system.

This allows Oklahoma to support the Governor’s Council’s mission of advancing demand-driven workforce and economic development systems. One set of clear outcome measures across workforce development programs ensures accountability, improves program management and performance, and facilitates service integration.

The use of common performance measures enhances Oklahoma’s ability to assess the effectiveness and impact of workforce development efforts. Providing a clear means of determining program performance, accomplishing this through a system-wide perspective.

Oklahoma conducts customer satisfaction surveys for employers and job seekers on a quarterly basis.

Oklahoma uses the three common performance measures to negotiate goals and report outcomes for the WIA Adult, Dislocated Worker, and Youth programs. The Workforce Investment Act Standardized Record Data System (WISARD) item 619, Type of Recognized Credential, will be completed for each individual as appropriate regardless of this waiver to report on common performance measure outcomes only. State regulations and policy statements are in compliance with current federal law.

Adult, Dislocated Worker and Youth program enrollments, service levels and program outcomes are monitored and analyzed on a monthly and quarterly basis using our comprehensive case management system, Oklahoma Service Link (OSL). In addition, program monitors conduct comprehensive compliance monitoring on an annual basis utilizing reports generated from Oklahoma Service Link. Oklahoma has policy that clearly outlines requirements for common measures, outlines documentation requirements for eligibility, program service delivery and program outcomes for Adult and Youth programs.

Waiver of the required 50% employer contribution for customized training at WIA Section 101 (8)(c)

Under this waiver, Oklahoma uses the following scale: (1) no less than 10% match for employers with 50 or fewer employees, and (2) no less than 25% match for employers with 51 to 250 employees. For employers with more than 250 employees, the current statutory requirements (50% contribution) continue to apply.

Customized training optimizes the resources available under workforce development initiatives to meet the needs of employers and job seekers. Customized training focuses on employers’ and job seekers’ needs while minimizing programmatic and bureaucratic barriers. Many small businesses are excluded

from these funds because they can't meet the match requirement. This waiver enables local workforce boards to provide funds for customized training on a sliding scale that open the door for more small business participation in the Oklahoma workforce development system.

Allowing businesses to apply the sliding match scale increases employer participation in WIA customized training programs at the local level. Employers further benefit by having a labor pool with the marketable skills they require and increasing participation rates for skilled job seekers that receive training and find employment. Oklahoma and the local workforce areas provide customized training to individuals over age 18 with WIA Adult funds and gives priority to low-income individuals when funds are limited.

Customized training provided with state funds must serve WIA eligible individuals. All customized training programs are monitored and analyzed on a monthly and quarterly basis using our comprehensive case management system, Oklahoma Service Link (OSL). In addition, program and financial monitors conduct comprehensive compliance monitoring on an annual basis utilizing reports generated from Oklahoma Service Link and local area fiscal records. Accounting records are reviewed to track all funding utilized and are tracked to the associated performance outcomes to ensure that they were used in accordance with training design and service delivery. The State continues to make adjustments to monitoring performance requirements to ensure that performance goals and objectives are met for all WIA customized training programs.

Waiver of WIA Section 101 (31)(B) to increase the employer reimbursement for on-the-job training (OJT) to a sliding scale based on the size of the business

Oklahoma operates under a previously granted waiver that allows an increase in employer reimbursement for on-the-job training through a sliding scale based on the size of the business. Under the waiver, Oklahoma uses the following reimbursements for OJT: (1) up to 90% for employers with 50 or fewer employees, and (2) up to 75% for employers with 51 to 250 employees. For employers with more than 250 employees, Oklahoma applies a 50% re-imbursement.

When determining the funding source for OJT, Oklahoma uses the appropriate program funds for the appropriate WIA-eligible population. Oklahoma and the local areas may provide OJT to individuals over age 18 with WIA Adult funds and provides priority to low-income individuals when funds are limited. OJT may be provided to dislocated workers through WIA Dislocated Worker funds.

Small to mid-sized businesses benefit from this waiver because it serves as an attractive incentive to participate in OJT programs that they might not otherwise be able to afford. Further, it provides them with highly skilled employees, which enables them to meet current market demands as well as expand capacity for growth. Job seekers, particularly the dislocated worker, long-term unemployed and other target populations, benefit by augmenting their education and training with on-the-job experience and avenues to employment that might otherwise be closed. OJT training contracts address the employer's intent to retain the participant in subsidized employment and ensure objectives are met for all WIA OJT contracts.

On the job contracts are monitored and analyzed on a monthly and quarterly basis using our comprehensive case management system, Oklahoma Service Link (OSL). In addition, program and financial monitors conduct comprehensive compliance monitoring on an annual basis utilizing reports

generated from Oklahoma Service Link and local area fiscal records comparing actual performance with contract benchmarks. The State continues to make adjustments to monitoring performance requirements to ensure that performance goals and objectives are met for all WIA OJT programs.

Waiver of WIA Section 134 (a)(1)(A) to permit up to 20% of State Rapid Response funds to be used for incumbent worker training

Under this waiver, Oklahoma uses up to 20% of Rapid Response funds for incumbent worker training only as part of a lay-off aversion strategy. All training is delivered under this waiver is restricted to skill attainment activities. Program participants benefit because local workforce boards have the added flexibility to design programs based on local needs and priorities; more customers have access to essential services; local areas can target more resources to layoff aversion activities involving incumbent worker training; and the State is able to more effectively target resources where most needed to provide incumbent worker and other activities. By increasing the skill base of employees in local business and industry, Oklahoma's employer community strengthen their standing in competitive markets, leading to more robust local economies and a faster recovery for those companies experiencing cut backs and/or closure.

Economic sectors, types of training and employers are selected based on potential impact to local economy. Each local area is required to justify how employers were selected as well as provide documentation of the employer's commitment to retain employees or pay a higher wage as a result of the training provided. Oklahoma reports performance outcomes for any incumbent workers served under this waiver in the WISARD, field 309. State regulations and policy statements are in compliance with current federal law.

Waiver of WIA Section 134(a) to permit local areas to use a portion of local funds for incumbent worker training

Oklahoma allows local workforce areas to use up to 20% of local Dislocated Worker funds for incumbent worker training only as part of a lay-off aversion strategy. All training delivered under this waiver is restricted to skill attainment activities. Local workforce areas are still required to conduct the required local employment and training activities at WIA Section 134(d), and the State is required to report performance outcomes for any individual served under this waiver in the WISARD, field 309.

This waiver is instrumental as a component in Oklahoma's workforce strategy, which is consistent with national policy direction, to develop a more integrated, efficient, and effective workforce system. Under this waiver, Oklahoma's workforce system improves the ability of local workforce boards to respond to changes within their local areas; provides greater flexibility in designing and implementing WIA programs; and increases local control for program delivery. The flexibility of these funds authorized under this waiver encourages local areas to increase their services and become more responsive and innovative to meet existing and new customers' needs.

The State can increase employer/board collaboration to address industry needs and the need for employer-driven worker training; enhance employment, re-employment, and job retention for job seekers and workers by providing education, training, and other services necessary to assist individuals

in moving along the wage and skill continuum; enhance effective access of individuals and businesses to training and employment services that meet a local area's workforce needs; contribute to maintaining and increasing the availability of a quality mix of jobs in all Oklahoma communities; and increase the number of incumbent workers trained across the state.

Economic sectors, types of training and employers will be selected based on potential impact to local economy. Each situation will be analyzed and addressed on an individual basis. Each local area will be required to justify how employers were selected as well as provide documentation of the employer's commitment to retain employees or pay a higher wage as a result of the training provided.

In accordance with the current monitoring plan, OOWD will conduct financial and program monitoring for all local areas by an annual on-site review and conduct monthly desk monitoring of reported expenditures and cash requests. Accounting records are reviewed to track all funding and will be tracked to the associated performance outcomes to ensure that all funds were used in accordance with training design and service delivery.

Waiver of provision at 20 CFR 663.530 that prescribes a time limit on the period of initial eligibility for training providers

Oklahoma will postpone the determination of subsequent eligibility of training providers. The waiver also allows the State to provide an opportunity for training providers to re-enroll and be considered enrolled as initially eligible providers. This waiver improves services through increased customer choice in accessing training opportunities in demand occupations; increases the number of training providers; provides local workforce areas more flexibility in securing service providers; promotes better use of service providers in rural areas; and eliminates duplicate processes for service providers.

Many local areas find it difficult to secure training providers willing or able to provide the information required for subsequent eligibility so that training services in demand occupations can be provided to eligible participants. In many instances, providers have elected not to participate in the ETP because the data cannot be easily provided. As a result, approved training programs are severely limited particularly in rural areas.

The State uses OSL as the mechanism for dissemination of information pertaining to WIA approved training providers. Each local area's demand occupation policy is reviewed prior to the approval of each training provider and each training program. The State program staff reviews each application for initial and subsequent approval prior to publication on OSL. State provides direction to the local areas and the process is monitored through regular dialogue with local areas, employers, and training providers and through contact with local workforce board staff. Comprehensive compliance monitoring is conducted onsite to review the training services provided in coordination with the ETP system and the local areas demand occupation policy.

Waiver of the prohibition at 20 CFR 664.510 on the use of Individual Training Accounts (ITAs) for older and out-of-school youth program participants

This waiver enables local areas to continue utilizing ITAs for older and out-of-school youth program participants who are age 18 or older, regardless of the participant's age at the time of enrollment. Oklahoma tracks funds used for ITAs, and the ITAs are reflected in the individual service strategies for

these youths. Customer choice in accessing training opportunities in demand occupations provides the local workforce areas more flexibility in securing service providers for older and out-of-school youth, promotes better use of service providers in rural areas, and eliminates duplicate process for service providers.

The State provides direction to the local workforce boards to use the Eligible Training Provider and progress is monitored through regular dialogue with local areas, employers, and training providers and through contact with local workforce board staff.

Annual comprehensive compliance monitoring is conducted onsite of the comprehensive assessment tools, the ISS and ITA to assure the needs of the youth are addressed as outlined in local area policy. Monthly desk monitoring of reported expenditures, cash requests, and accounting records are reviewed to track all funding utilized to the associated performance outcomes to ensure that all funds are used in accordance with training design and service delivery.

Pursuant to WIA Section 189 (i)(4)(B) and the WIA Federal regulations at 20 CFR 661.320, the State of Oklahoma requests a waiver to increase the allowable transfer amount between Adult and Dislocated Worker streams allocated to a local area

Oklahoma requested that requirements of WIA Section 133 (b)(4) (29 USCA section (i)(4)(B) and WIA Regulations 20 CFR section 667 be waived. Oklahoma intends to increase the State's and local boards' ability to respond as needed to changes within the state and or region.

Currently, local areas have the ability to transfer up to 30% of funds between the Adult and Dislocated Worker programs. The waiver will allow local areas to transfer up to 50% of funds between programs to allow greater customization of service delivery, maximize use of limited funds, and redirect resources where demand is greatest. This waiver will allow local areas to serve greater numbers of low-income adults in areas where unemployment is low and to quickly serve greater numbers of dislocated workers in areas that experience sudden increases in unemployment due to mass layoffs or Rapid Response events.

The State requires the use of OSL electronic case management system to store all eligibility, programmatic and outcome documentation pertaining to each individual's program participation. State staff reviews and analyzes enrollment, service levels and program performance on a quarterly basis or more often if needed. Oklahoma policy will require that the LWIBs demonstrate board approval of the transfer and submit an impact study to outline the advantages of the transfer on local area performance and outcomes.

The state monitors all local areas annually and conduct monthly desk monitoring of expenditures and cash requests. Accounting records are reviewed to track all funding utilized and tracked to the associated performance outcomes to ensure all funds are used in accordance with the scope of work outlined in the impact study.

The State also provides direction to the local areas through regular dialogue with local board staff and service provider staff. Continual reviews of performance reports are compared against negotiated goals.

Pursuant to WIA Section 189 (i)(4)(B) and the WIA Federal regulations at 20 CFR 661.320, The State of Oklahoma requests a waiver to reduce the collection of participant data for incumbent workers

Oklahoma requested that the requirements of WIA Regulations 20 CFR 666 and 20 CFR 667.300(a) be waived to reduce the burden for employers participating in WIA-funded incumbent worker training. This waiver permits the State to discontinue the collection of the following Workforce Investment Act Standardized Record Data (WIASRD) elements: single parent (117), unemployment compensation eligible status at participation (118), low income (119), TANF (120), other public assistance (121), homeless individual and/or runaway (125), and offender (126). This will enable the State to streamline the data capture requirements so employers are not unnecessarily burdened with federal data requirements.

Employers have been reluctant to utilize incumbent worker funds because of the data collection requirements. The waiver strengthens the ability of Oklahoma's workforce system to meet lay-off aversion needs, coordinate with economic development strategies, and develop employer linkages. Economic sectors, types of training and employers will be selected based potential impact to local economy. Each local area will be required to justify how employers were selected as well as provide documentation of the employer's commitment to retain employees or pay a higher wage as a result of the training provided.

The State requires the use of the OSL electronic case management system to store all eligibility, programmatic and outcome documentation pertaining to each individual's program participation. State staff review and analyze enrollment, service levels and program performance on a quarterly basis or more often if needed. State program monitors conduct annual comprehensive compliance monitoring onsite of program expenditures and discretionary grants to assure that contract requirements are being met for all WIA programs. Continual reviews of performance reports are compared against negotiated goals.

Pursuant to WIA Section 189 (i)(4)(B) and the WIA Federal regulations at 20 CFR 661.320, the State of Oklahoma requests a waiver of the requirement to provide local workforce investment areas incentive grants to reward regional cooperation, local coordination of activities and exemplary performance

Oklahoma requested the requirements of WIA Section 134 (a)(2)(B)(iii) and 20 CFR 665.200 (e) be waived. The reduction to five percent in the WIA allotment of the governor's reserve has restricted the State's ability to carry out required statewide workforce investment activities. The reduction in funding has not eliminated the state's requirements to cover the following activities:

- Operation of fiscal and management accountability systems;
- Submission of required reports to the U.S. Department of Labor;
- Dissemination of the list of eligible training providers;
- Providing technical assistance to poor performing local areas; and,
- Assisting in the establishment of a one-stop delivery system.

Oklahoma is currently working to establish the first fully integrated workforce system in the country. This system will utilize a common data portal and informational video to provide job seekers and employers with information pertaining to services available to them through the Oklahoma workforce system. Although Oklahoma does intend to grant incentive awards to local workforce investment areas,

the continuation of the current funding level in the Governor's reserve is insufficient to continue to fund incentive grants to local areas.

Historically, Oklahoma has set aside up to \$200,000 to grant incentive awards to LWIBs. The reduction from 15% to 5% of the statewide activities funds has greatly affected the state's ability to conduct the following required activities: State administration of the WIA program, dissemination of the list of eligible providers of training services; funding the operation of the State's WIA case management and MIS system; providing technical assistance to local areas and carrying out federal reporting requirements. Approval of this waiver will ensure that the State may prioritize the use of the Governor's reserve funds for the activities the State deems most essential to the basic functions of the workforce investment system in Oklahoma.

In the WIOA State Plan, Oklahoma did not submit any new waiver requests. Waiver requests may be submitted as part of future modifications made to the State Plan.

Customer Satisfaction

JOB SEEKER

Customer satisfaction is measured by collecting and tabulating surveys, which are submitted electronically. The surveys are a valuable management tool in Oklahoma Works Centers and are used to rate services received, convenience of services, workforce center locations, customer service, staff, communications with customers, etc. From this feedback, improvements can be made in the workforce system such as to utilize the "no wrong door" approach. The "no wrong door" approach gives a customer the ability to go into any location (partner or workforce) and receive the same quality of service.

A few examples from the survey are listed below:

- *The staff worked with me to help set my goals and create my employment plan.*
 - 96.6% of respondents gave a satisfactory or excellent response.
- *My Career Coach maintained regular communication with me.*
 - 90.9% of respondents gave a satisfactory or excellent response.
- *Accessibility of the Resource Room.*
 - 93.8% of respondents gave a satisfactory or excellent response.
- *Reception/friendliness of staff upon entering the center.*
 - 100% of respondents gave a satisfactory or excellent response.
- *Overall satisfaction with the level of services received.*
 - 97% of respondents gave a satisfactory or excellent response.

The System Oversight Sub-committee of the Governor’s Council for Workforce and Economic Development (State Workforce Board) is currently in the process of developing new criteria for Workforce Center certification, which will assure quality service across all partners, measured by customer feedback.

EMPLOYER SURVEY

Oklahoma Works conducted a business survey (and is also currently conducting an education survey) in program year 2015. Responses came from a variety of companies and industries (retail, hospitality, aerospace & defense, non-profit, telecom, architecture, IT/computers, engineering, health care, educational services, etc.) The size of companies ranged from 1-10 employees to 5001-10,000 employees.

A sample of some of the questions asked and responses are below:

- Employability skills – defined as skills all employees need regardless of industry or position. Rank the following list of skills in the order of need for your business/industry.

| Answer Options | 1 | 2 | 3 | 4 | N/A | # of Responses |
|--|----|----|----|----|-----|----------------|
| People (teamwork, communication-appropriate language, respect) | 22 | 38 | 57 | 69 | 0 | 186 |
| Workplace Skills (planning/organizing, problem-solving, decision-making, business fundamentals, customer focus, working with tools/technology) | 23 | 61 | 51 | 49 | 0 | 184 |
| Personal (integrity, initiative, | 98 | 39 | 27 | 15 | 1 | 180 |

| | | | | | | |
|--|----|----|----|----|---|-----|
| dependability/reliability -arrive on time, adaptability, professionalism- appropriate attire) | | | | | | |
| Applied Knowledge (reading, writing, mathematics, science, technology, critical thinking, technical skills, technical skills) | 42 | 42 | 46 | 48 | 0 | 178 |

- In addition to employability skills, please select the top 5 most critical skills needed in the next 5 years to enter your company/industry.

| Answer Options | # of Responses |
|---|----------------|
| Customer Service | 106 |
| Leadership | 88 |
| Information Technology Skills (Computer Skills) | 70 |
| Business Development | 52 |
| Managing People | 50 |

- What level of educational attainment is currently, at minimum, required for your most critically needed occupation?

| Answer Options | # of Responses |
|---------------------|----------------|
| High School Diploma | 75 |
| Bachelor's Degree | 67 |
| GED | 35 |

| | |
|--|----|
| Industry Credentials and Certifications from a Career Tech | 25 |
| Industry Credentials and Certifications from a Private Vocational School | 17 |
| Associate Degree (other than applied science) | 13 |
| Career-Preparedness Training, but no certificate | 11 |
| Master's Degree | 11 |
| Associate of Applied Science Degree | 8 |
| Other | 8 |
| Ph.D. | 2 |

- What level of educational attainment will be required in 5 years, at minimum, for your most critically needed occupation?

| Answer Options | # of Responses |
|--|----------------|
| Bachelor's Degree | 73 |
| High School Diploma | 47 |
| Industry Credentials and Certifications from a Career Tech | 34 |
| GED | 27 |
| Associate Degree (other than applied science) | 19 |
| Master's Degree | 18 |
| Career-Preparedness Training, but no certificate | 17 |
| Industry Credentials and Certifications from a Private Vocational School | 16 |
| Associate of Applied Science Degree | 10 |
| Other | 10 |
| Ph.D. | 2 |

Employer survey results such as these are distributed to all workforce system partners for use in evaluating the needs of business in the local area with regard to current and future demand for skills and educational attainment, and for assessing business' satisfaction with the current skill levels of the State's workforce. Also included in the survey was an assessment of willingness to hire target populations.

Local Workforce Development Area Highlights

Central Oklahoma Workforce Development Area

Central Oklahoma Juvenile Center

Oklahoma Superintendent Jerry Fry stated, "One of the top indicators to whether or not a youth re-offends is whether or not they get a job when they get out." The Central Oklahoma Workforce Investment Board (COWIB) in partnership with Central Oklahoma Juvenile Center is putting this sentiment into practice by working to prepare youth to enter their home communities with the skills needed to get a job, keep the job and become a productive part of the workforce.

Central Oklahoma Juvenile Center (COJC) is a medium security State facility. It is located in Tecumseh, Oklahoma in Pottawatomie County. The purpose of Central Oklahoma Juvenile Center is to provide temporary residential care, offer effective intervention into the resident's delinquent behaviors, provide for the safety of the public and hold residents accountable for their behaviors. The capacity of the facility is 116. Sixty youth currently reside at COJC. Residents of the facility are in the custody of the Office of Juvenile Affairs until they complete treatment and not to exceed 19 years of age.

COJC offers high school classes, therapy, life and independent living skills, and other programs to help residents succeed. Residents at COJC progress through phases during treatment at the facility. The program phases are: Orientation Phase, Awareness Phase, Practice Phase, Leadership Phase, and Community Phase.

While this project was initiated under the East Central Workforce Board, COWIB is committed to continuing the practice of preparing these youths to enter their communities and find suitable self-sufficient employment.

Our plan is to begin working with the youth when they are in the leadership or community phase. Residents will be referred by the Superintendent of the facility. Workforce staff will establish eligibility and begin a service strategy and employment plan through career and skills assessments and personal career counseling. Once the youth is in the community phase, the career manager will develop a worksite according to the skills and interest of the youth. The worksite will allow the youth to gain experience that will help them get a job once they are back in the community. Other services such as training and supportive services will be offered to youth who remain in our area. For the youth who re-enter their communities outside of the Central Area, COWIB service provider staff will make referrals to the service providers in the Workforce area where the youth relocates.

ReMerge Partnership

COWIB is currently partnering with ReMerge of Oklahoma County, Inc.; a female diversion program designed to provide an alternative to prison for mothers of minor children or women who are pregnant. They provide comprehensive wraparound services to prepare participants to return to society after completion of the program. The goal of ReMerge is to help the participants become self-sufficient and be able to support themselves and their families without relying on another person. Employment is a key component in reducing recidivism and setting the participants on a path to lifelong recovery.

Our partnership with ReMerge is a very important component of the program. There is a full time Career Coach located at ReMerge. COWIB and ReMerge share the cost of salary and fringe benefits for that position at 50% each. The Career Coach facilitates training and employment services, job placement and retention services, and mentoring and/or follow up services. The education and

employment support provided through this partnership helps participants reach their education and employment goals and set them on a path of self-sufficiency.

In addition to having a full time Career Coach on site, COWIB facilitates the Smart Work Ethics curriculum; a “Work Ready Certificate” recognized by OKHR State Council and Sooner Human Resources Society (SHRS). Smart Work Ethics is a 24-hour course that covers Communication Skills, Attitude/Good Work Ethic, The Power of Your Image, Interpersonal Communication Skills, Cognitive Skills, Organizational Skills, Personal Life Skills, and Job Placement. Employers often state that employees lack “soft skills” Smart Work Ethics is designed to provide effective steps to learn acceptable workforce behavior prepares the participants for successful employment and long term success. To date, there have been 16 participants to successfully complete SWE training!

Performance Partnership Pilots (P3)

The Performance Partnership Pilots (P3) is a transformational policy innovation that gives selected local, tribal, and state agencies unprecedented flexibility to use existing discretionary federal funds in new, locally determined, evidenced-informed, collaborative ways that are likely to achieve significant improvements in the lives of disconnected youth. P3 allows local agencies to develop their own approach to serving this population by allowing flexibility to connect efforts that are typically fragmented by narrow federal funding streams. In exchange for the flexibility, the federal government holds the P3 sites accountable for achieving significant, agreed upon outcomes for disconnected youth. The project is also intended to help congressional staff and advocates consider if a similar performance partnership approach would be beneficial for other populations as well.

The specific project here in Oklahoma is led by the Oklahoma Department of Human Services. They are focusing on foster care youth and assisting them in completing educational requirements for high school graduation, postsecondary education, and employment. OKCPS Career Academies, Metro Career Academy, and Check & Connect provided by CASA are the evidenced-based and promising practices in education that are being used in the project. The target population is youth in local public schools 14-18. COWIB is a core partner in this project and assists with supportive services needed for the students to complete their education as well as transition into postsecondary education or employment. An estimated 150 youth will be served by the project; COWIB will serve, on average 20 P3OKC youth and young adults annually. WIOA funds will be braided with Now is the Time Healthy Transitions, Carl D. Perkins Career and Technical Education Act, AmeriCorps, and Chafee Education and Training Voucher.

This partnership allows an opportunity to give foster youth marketable, transferrable skills by granting easy access to training and career preparation resources. Some of the specific activities offered by COWIB will include: high school equivalency classes and/or tutoring as needed, career interest assessments, regularly scheduled job shadowing opportunities, paid and unpaid work experiences, summer STEM camp, and soft skills training using the Smart Work Ethics curriculum.

With success of this program, it could be the catalyst of change nationwide; trailblazers influencing future federal policy change.

Northeast Oklahoma Workforce Development Area

In response to employer request in northeast Oklahoma, the Northeast Workforce Development Board (NEWDB) has joined with Northeast Tech Center (NTC), OESC, DRS and business leaders to create a curriculum designed to address the critical employability skills that are needed for on- the- job success.

These partners have been working to build a curriculum design that can be used by employers, workforce staff, and other agency partners in a workshop or individual training session. Staff from NTC have graciously given their time and talent to the project by drafting the recommended content and facilitated “Train-the-Trainer” sessions so that all partner staff are equipped to present the workshop material as needed by each agency’s customers. The curriculum will be used in the workforce centers in workshops settings and through individual, one-on-one training as needed by One Stop customers.

One Stop staff may also utilize the materials by providing workshops in the community and in high schools. Partner staff such as, DRS, DHS and business may also use the curriculum as needed. NTC has also suggested that they are available to host monthly trainings at their locations in northeast Oklahoma, at no charge to customers. This collaborative effort will provide great opportunity for our communities, agencies and business to address the critical need for employability skills training.

New Day New Way

The Northeast Workforce Development Board (NEWDB) has facilitated a monthly discussion with system partners for some time. The group was originally assembled to respond to the system certification requirement but has since evolved and has committed to undertaking some significant collaborative projects. Active partners of the New Day New Way system partners include: Adult Basic Education (ABE), Career Tech, the Oklahoma Employment Security Commission (OESC), WIOA Title 1, Title V, economic development, business leaders, veteran’s representatives, DRS, DHS, regional partners, higher education, Oklahoma Manufactures Alliance, Mid America Industrial Park, secondary education, Job Corp, Native American Tribes, and local areas Chambers of Commerce. A sub-group, the Visionary Team, has been formed. The Visionary Team will work on various special projects that are the result of needs identified by system partners. Each individual agency may lack the resource to address the needs identified, but a collaborative response from system partners will allow us to respond to effectively community needs.

Some of the special projects the Visionary Team will collaborate to work on include:

- Research and respond to grant opportunities
- Provide support to the Juvenile Authority as they look for resources to provide training to youth who are serving out of school suspensions
- Process mapping
- Hiring fairs
- Resource fairs

Elevate

The Elevate Northeast Youth Summit was designed to inform and educate youth about careers and educational pathways through an informative, motivating and entertaining format and has become a yearly event since the original Youth Summit was envisioned in 2010 by the members of the Governor’s Council for Economic and Workforce Development and members of the Northeast Workforce Board.

The Northeast Oklahoma Workforce Board collaborated again to coordinate the June 28, 2016 event in partnership with local organizations to host the event in Pryor. Partners included: Mid America Industrial Park, Rogers State University, Northeast Tech Center, Cherokee Nation, Job Corp, OESC, OSU-IT, as well as numerous businesses in northeast Oklahoma. The event this year featured Coach D Andrews and the program will be focused on Employability Skills.

Northeast Community Resource Fair

As a branch of the workforce system consortium group, New Day New Way, the Visionary Team partnered with the Claremore community to host a community resource fair on August 4, 2015. Workforce system partners collaborated efforts to provide resources through the Back2School bash. In all over 44 organizations were part of the resource fair. The intent of the resource fair was to provide parents with and information regarding community resources and services. Workforce partners helped organize the event and also hosted an information table to distribute information on career services available through the career centers. In addition to serving the attendees of the resource fair, the event also provided opportunity for organizations to become more familiar with the resources and services within the community.

Rogers County DHS
Cherokee Nation
Rogers County Health Services
Rogers County Youth Services
Vocational Rehab
OESC
Oklahoma Caring Foundation
Bank First
Talking Leaves
And several faith-based groups

Northwest Oklahoma Workforce Development Area

The Northwestern Oklahoma Workforce Board (NOWB) has been collaborating with the Northwest Oklahoma Alliance (NwOA) for more than a year now on projects that affect the economic development of the Northwestern Oklahoma Area. A workforce and education committee was developed this year to develop solutions to labor force issues such as skills mismatching and sector strategies. The committee is moving forward with the construction industry and has partnered with area public school systems, economic development groups, workforce development organizations, the Oklahoma Department of Commerce, higher education, and others to construct a plan of action for the area.

Ponca City Development Authority (PCDA) has developed programs that are currently being reviewed by the NOWB Youth task force as projects to replicate across the area.

Girl Power! Camp

The Girl Power! Day Camp (Think Like a Girl) is designed to introduce middle school girls to potential career paths in manufacturing and jobs available specifically in Ponca City. In Program Year 2015, Girl

Power! Day Camp was held July 20-24, 2015. Girls are often over looked for many of these types of industry and higher wage positions.

Companies struggle trying to find the “right fit” for their current and future workforce needs. Whether due to education or skill set gaps, this “workforce crunch” is one of the main issues facing organizations involved in business retention or expansion for towns, cities and regions. To better facilitate growing the next generation of skilled and educated workers, local women employed in these fields are recruited from the community to facilitate camp activities and work with the campers on basic skills needed; tour the campers through several companies, and do some fun things to let them discover the possibilities of working in manufacturing. For example, during a presentation from a Purchasing Agent at Smith Bits, a Schlumberger Company, one of the campers raised her hand and asked, “So, you get paid to shop?” The answer was, “Yes, I do.” Girl Power! Day Camp is made possible by a partnership with PCDA, Pioneer Technology Center and several businesses in Ponca City. Forty-five girls have been through the program in its two-year existence. Hands on activities include manufacturing, inventory, welding, carpentry, health care and money handling.

Cookies and Careers

Cookies and Careers is a partnership with the local school system and businesses in Ponca City; it is ongoing throughout the school year. Two events were held in Program Year 2015: one on October 15, 2015, and one on January 21, 2016.

Seniors are invited to meet with local industry representatives, either employees or owners, about jobs available in Ponca City and what skill sets and education are needed to be employed. Each Cookies & Careers lasts about 50 minutes and the students are encouraged to ask questions about work environments, education needed, training, salaries, benefits, among other topics. The employees/owners share information about what soft skills are needed to be steadily employed, their work environments and how they came to find/keep their current jobs.

The stories are very powerful for the students to hear. Counselors and teachers are involved with topic discussion, planning of the Senior Lunch (high school seniors eat lunch with local company reps in a group setting) and the Career Fair at the end of the year.

The NOWB has restructured their Workforce Innovation and Opportunity Act (WIOA) Title I service provision to have a single contractor of services (Community Development Support Association (CDSA)) instead of multiple agencies. Contracting with the single agency has streamlined the case management process to allow front line staff implementing the all WIOA Title I programs to be comprehensive case managers. Having frontline staff who are comprehensive case managers improves services to job seekers regardless of what program for which the job seekers is ‘eligible’. The NOWB has created a twice a year face-to-face ‘boot camp’ for technical assistance to help train the new staff on the programs as well as flush-out any operational issues that could be barriers to serving job seekers effectively and efficiently. The plan is to merge the technical assistance with the One Stop Operator’s goals and objectives to allow for other partner programs to learn more about each other and to develop locally acceptable means of commination for referrals and cross-information ‘training’.

A Community Resource Summit is scheduled for November 7, 2016 in Woodward at the new Woodward Convention Center and will feature breakout sessions regarding Board Governance, Oklahoma Open Meetings, Health Care, Workforce Development, and Infrastructure with a featured luncheon speaker from the Governor's Youth Council on Workforce.

Eastern Oklahoma Workforce Development Area

Business Services

Eastern Workforce Board (EWB) is working closely with the Northeast Oklahoma Regional Alliance (NORA) to create a regional plan focused on Health Care, Manufacturing, and Hospitality/Tourism industries. The plan will be of major importance to the WIOA regional planning efforts as it involves collaboration with the Cherokee Nation and its 14 county multi-planning process designed to build upon existing regional strengths and address regional vulnerabilities as it strives to connect communities and leaders. EWB staff participates in one of the SET groups (stronger economies together) which consists of Cherokee, Sequoyah, Adair, and Delaware counties. The SET follows a national curriculum developed by the Southern Rural Development Center and the Purdue Center for Regional Development with funding from USDA which provides funding to cover travel/time of the facilitation team as well as training materials and meeting costs. The only cost to the region is the time allocated by participants.

EWB staff, Jason George, has been instrumental in providing workforce data to leverage focus development while engaging with other stakeholders. This data increases business recruitment and retention opportunities surrounds the chosen industry sectors. Meetings and collaboration is ongoing with a 2016 Regional Summit scheduled for October 25th.

Youth Services

EWB youth participated in the 2016 Elevate Youth Summit. Booth participants provided information from local manufacturers, health care providers, colleges and career techs as well as military and tribal program opportunities. The Summit focused on Science Technology Engineering Arts and Math. Local artists/musicians provided live music and with some of the youth naturally expressing an interest in a musical career.

Operation Orange gave participants on the WIOA youth program the opportunity to experience hands on studies of the anatomy of the human heart, lungs and brain along with practical clinical skills by testing their suturing skills.

Participant Success Stories

Eastern Workforce Development Area

Work Experience for EWB young adult participants has proven to be an opportunity for not only those young adults, but for businesses, too. Advantage Terra Fab performs powder coating as a portion of their business. After 520 hours participant Derek was hired based on acquisition of a skill unknown to

him prior to his placement. This business relationship opened another opportunity to place a female minority and single mother in a welding position. Despite her lack of skills in this field the company is working closely with her to develop new skills and hopefully, another successful placement for workforce participant, Hannah. Another participant, Cerrion, only has career expertise in 'job hopping'. After his 520 hours with Advantage Controls he was hired with an innovative water pump control company. Elise, yet another participant, is learning both office skills and the soft skills to be successful in a community center environment.

Northwest Workforce Development Area

Edith Vitela is a 19-year-old a graduate of Guymon High School. Even though Edith successfully completed high school, she was unaware of the opportunities available to her for continuing her education. Edith's work history amounted to 4 months in the fast food industry and she was having a difficult time obtaining fulltime employment. Coming from a single parent household, Edith needed help entering this new stage of her life and needed counsel on getting a job as well as furthering her education. When Edith enrolled into the WIOA program, she was in desperate need of new glasses. WIOA career planner, Theresa Carrillo was able to make a referral to the Guymon Lions Club, and thankfully they were able to provide a free eye exam and a new pair of glasses. After Edith enrolled into the WIOA Youth program her self-confidence began to grow instantly! Edith's passion is Art and her ultimate career goal is to become a tattoo artist. Edith participated in a work experience at Guymon's local art gallery, All Fired Up, under the supervision of gallery director, Matthew Crook. Throughout this work experience, Matthew taught Edith several skills including: marketing, inventory, sales, customer service, gallery upkeep, and many other useful skills she is now able to take into the workforce. After completing the work experience, Edith took the WorkKeys exam and attained a Silver CRC. Edith is now enrolled at Oklahoma Panhandle State University and is about to complete her first semester of her college career. Edith is also working at a local gas station where she thoroughly enjoys her co-workers as well as her daily duties of dealing with her customers. Edith shows great potential, and since beginning her work with Community Development Support Association (CDSA), has made many strides towards becoming a self-sufficient successful adult.

Clairissa Mouton, in October, started the WIOA program at Payne County Youth Services. In addition to the WIOA program, she is involved in the Transitional Living Program at Payne County Youth Services. She will be having her first baby, a boy, in February. Clairissa wants to provide a wonderful life to her baby boy and she knows that getting her GED is the first step in accomplishing that goal. She quickly started working on getting her GED. She has worked very hard to study for her GED tests (Language, Math, Science and Social Studies) by attending classes at Meridian Technology. It is with great pride to announce that she has passed all 4 tests with High Honors in the Science section. Clairissa is a very dedicated young lady and will continue to have success in all she does.

When Cheryl Majors, the WIA Specialist for Community Development Support Association (CDSA) at the Stillwater Workforce Center, first met Sherry Cooper, she was depressed and hopeless. She was very distraught over the recent news that the company where she had worked for 6 years was closing its

Stillwater location because of the economic downturns. To make matters worse, she was not given an opportunity to move with the company. The financial battle she had been fighting to pay for her education just intensified by the loss of her job. Basically, she was at the point of quitting, giving up on her dream of becoming a Registered Nurse. She was anxious to find financial assistance to complete her training at Northern Oklahoma College. She had completed her general education and had begun the RN training. During Sherry's training, there were many instances that she felt insecure and uncertain of her ability to complete the training. She would call the Specialist for support and a word of encouragement to continue on the course. Well, Sherry did succeed in completing the RN program and graduated on May 12, 2014 with an Associate Degree in Applied Science Nursing-Registered Nurse. She then took the NCLEX Exam on June 18, 2014 and received her License. By July 28, 2014, Sherry was hired at OU Medical Center, Critical Care Unit in Oklahoma City, OK. In the meantime, Sherry's Dad assisted her with the purchase of a brand new car so that she would have better, reliable transportation. This would be the first time in many years that she would be on her own without being dependent on anyone and did not know how to act. When the Specialist had last seen Sherry, she looked like a new person. Her face was glowing and her eyes were sparkling. She was so excited and could not wait to begin a new chapter in her life. After commuting to Oklahoma City for nearly two months, she was able to rent an apartment close to work. Once Sherry had worked for a few months, the Specialist asked her how she was adjusting to becoming self-sufficient. Her exact statement, through tears of joy, was "I have to keep pinching myself to make sure it is really real, especially when I look at my paycheck and there is money left over after all my bills are met." Sherry and Specialist, recalling the first day that they met, were both amazed at the transformation that this accomplishment had made in her life, especially the Specialist. Sherry's perseverance to succeed made such a huge impact that, more than a year later, the Specialist uses it as an example for others that face difficult moments and decisions during their training program. Sherry is such an inspiration.

Local Performance Measures

| Local Program Activities Program Year 2015 | | | |
|--|---------------------------|------------------------------|--------------------------|
| Local Area Name Central | Total Participants Served | Adults | 52195 |
| | | Dislocated Workers | 189 |
| | | Older Youth (19 - 21) | 188 |
| ETA Assigned # 40080 | Total Exited | Adults | 53121 |
| | | Dislocated Workers | 79 |
| | | Older Youth (19 - 21) | 72 |
| | | | |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Entered Employment Rates | Adults | 57.00% | 60.22% |

| | | | |
|---|---------------------------|-------------|-------------|
| | Dislocated Workers | 73.00% | 66.67% |
| Retention Rates | Adults | 83.00% | 81.98% |
| | Dislocated Workers | 87.00% | 81.08% |
| Six Months Average Earnings | Adults | \$13,000.00 | \$14,001.02 |
| | Dislocated Workers | \$14,500.00 | \$13,418.31 |
| Placement in Employment or Education | Youth (14 - 21) | 67.00% | 71.13% |
| Attainment of Degree or Certificate | Youth (14 - 21) | 54.00% | 52.78% |
| Literacy and Numeracy Gains | Youth (14 - 21) | 40.00% | 42.47% |

| Local Program Activities Program Year 2015 | | | |
|--|---------------------------|------------------------------|--------------------------|
| Local Area Name East Central | Total Participants Served | Adults | 7953 |
| | | Dislocated Workers | 45 |
| | | Older Youth (19 - 21) | 80 |
| ETA Assigned # 40040 | Total Exited | Adults | 8208 |
| | | Dislocated Workers | 26 |
| | | Older Youth (19 - 21) | 35 |
| | | | |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Entered Employment Rates | Adults | 57.00% | 56.76% |
| | Dislocated Workers | 73.00% | 80.77% |
| Retention Rates | Adults | 83.00% | 81.12% |
| | Dislocated Workers | 87.00% | 78.57% |
| Six Months Average Earnings | Adults | \$ 13,000.00 | \$ 12,574.72 |
| | Dislocated Workers | \$14,500.00 | \$ 14,627.89 |
| Placement in Employment or Education | Youth (14 - 21) | 67.00% | 51.79% |
| Attainment of Degree or Certificate | Youth (14 - 21) | 54.00% | 51.22% |
| Literacy and Numeracy Gains | Youth (14 - 21) | 40.00% | 31.03% |

| Local Program Activities Program Year 2015 | | | |
|--|----------------------------------|------------------------------|--------------|
| Local Area Name Eastern | Total Participants Served | Adults | 15463 |
| | | Dislocated Workers | 59 |
| | | Older Youth (19 - 21) | 69 |
| ETA Assigned # 40095 | Total Exited | Adults | 15466 |
| | | Dislocated Workers | 31 |

| | | | |
|---|---------------------------|-------------------------------------|---------------------------------|
| | | Older Youth (19 - 21) | 31 |
| | | | |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Entered Employment Rates | Adults | 57.00% | 77.56% |
| | Dislocated Workers | 73.00% | 92.31% |
| Retention Rates | Adults | 83.00% | 82.96% |
| | Dislocated Workers | 87.00% | 80.00% |
| Six Months Average Earnings | Adults | \$13,000.00 | \$11,526.23 |
| | Dislocated Workers | \$14,500.00 | \$11,454.82 |
| Placement in Employment or Education | Youth (14 - 21) | 67.00% | 71.93% |
| Attainment of Degree or Certificate | Youth (14 - 21) | 54.00% | 60.66% |
| Literacy and Numeracy Gains | Youth (14 - 21) | 40.00% | 39.13% |

| Local Program Activities Program Year 2015 | | | |
|--|---------------------------|------------------------------|--------------------------|
| Local Area Name Northeast | Total Participants Served | Adults | 13483 |
| | | Dislocated Workers | 62 |
| | | Older Youth (19 - 21) | 30 |
| ETA Assigned # 40050 | Total Exited | Adults | 14104 |
| | | Dislocated Workers | 41 |
| | | Older Youth (19 - 21) | 21 |
| | | | |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Entered Employment Rates | Adults | 57.00% | 61.53% |
| | Dislocated Workers | 73.00% | 91.30% |
| Retention Rates | Adults | 83.00% | 82.58% |
| | Dislocated Workers | 87.00% | 82.00% |
| Six Months Average Earnings | Adults | \$13,000.00 | \$13,051.46 |
| | Dislocated Workers | \$ 14,500.00 | \$ 12,864.59 |
| Placement in Employment or Education | Youth (14 - 21) | 67.00% | 88.49% |
| Attainment of Degree or Certificate | Youth (14 - 21) | 54.00% | 90.91% |
| Literacy and Numeracy Gains | Youth (14 - 21) | 40.00% | 75.00% |

| Local Program Activities Program Year 2015 | | | |
|---|----------------------------------|------------------------------|-------------|
| Local Area Name Northwestern | Total Participants Served | Adults | 2013 |
| | | Dislocated Workers | 31 |
| | | Older Youth (19 - 21) | 22 |
| ETA Assigned # 40105 | Total Exited | Adults | 2567 |
| | | Dislocated Workers | 19 |

| | | | |
|--------------------------------------|--------------------|------------------------------|--------------------------|
| | | Older Youth (19 - 21) | 13 |
| | | | |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Entered Employment Rates | Adults | 57.00% | 60.93% |
| | Dislocated Workers | 73.00% | 78.57% |
| Retention Rates | Adults | 83.00% | 80.17% |
| | Dislocated Workers | 87.00% | 85.37% |
| Six Months Average Earnings | Adults | \$13,000.00 | \$ 14,194.27 |
| | Dislocated Workers | \$14,500.00 | \$14,357.23 |
| Placement in Employment or Education | Youth (14 - 21) | 67.00% | 55.56% |
| Attainment of Degree or Certificate | Youth (14 - 21) | 54.00% | 43.75% |
| Literacy and Numeracy Gains | Youth (14 - 21) | 40.00% | 53.85% |

| Local Program Activities Program Year 2015 | | | |
|--|---------------------------|------------------------------|--------------------------|
| Local Area Name South Central | Total Participants Served | Adults | 12159 |
| | | Dislocated Workers | 104 |
| | | Older Youth (19 - 21) | 66 |
| ETA Assigned # 40020 | Total Exited | Adults | 12451 |
| | | Dislocated Workers | 39 |
| | | Older Youth (19 - 21) | 20 |
| | | | |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Entered Employment Rates | Adults | 57.00% | 59.58% |
| | Dislocated Workers | 73.00% | 65.00% |
| Retention Rates | Adults | 83.00% | 81.92% |
| | Dislocated Workers | 87.00% | 90.00% |
| Six Months Average Earnings | Adults | \$13,000.00 | \$11,649.84 |
| | Dislocated Workers | \$14,500.00 | \$16,601.90 |
| Placement in Employment or Education | Youth (14 - 21) | 67.00% | 72.92% |
| Attainment of Degree or Certificate | Youth (14 - 21) | 54.00% | 53.06% |
| Literacy and Numeracy Gains | Youth (14 - 21) | 40.00% | 40.91% |

| Local Program Activities Program Year 2015 | | | |
|--|---------------------------|-----------------------|-------|
| Local Area Name Southern | Total Participants Served | Adults | 20524 |
| | | Dislocated Workers | 79 |
| | | Older Youth (19 - 21) | 73 |
| ETA Assigned # | Total Exited | Adults | 21420 |

| | | | |
|--------------------------------------|--------------------|------------------------------|--------------------------|
| 40085 | | Dislocated Workers | 68 |
| | | Older Youth (19 - 21) | 31 |
| | | | |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Entered Employment Rates | Adults | 57.00% | 59.97% |
| | Dislocated Workers | 73.00% | 94.12% |
| Retention Rates | Adults | 83.00% | 83.41% |
| | Dislocated Workers | 87.00% | 87.72% |
| Six Months Average Earnings | Adults | \$13,000.00 | \$14,123.14 |
| | Dislocated Workers | \$14,500.00 | \$14,250.17 |
| Placement in Employment or Education | Youth (14 - 21) | 67.00% | 89.23% |
| Attainment of Degree or Certificate | Youth (14 - 21) | 54.00% | 61.90% |
| Literacy and Numeracy Gains | Youth (14 - 21) | 40.00% | 66.67% |

| Local Program Activities Program Year 2015 | | | |
|--|---------------------------|------------------------------|--------------------------|
| Local Area Name Southwestern | Total Participants Served | Adults | 4856 |
| | | Dislocated Workers | 16 |
| | | Older Youth (19 - 21) | 12 |
| ETA Assigned # 40015 | Total Exited | Adults | 5140 |
| | | Dislocated Workers | 9 |
| | | Older Youth (19 - 21) | 12 |
| | | | |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Entered Employment Rates | Adults | 57.00% | 59.01% |
| | Dislocated Workers | 73.00% | 90.00% |
| Retention Rates | Adults | 83.00% | 80.74% |
| | Dislocated Workers | 87.00% | 91.67% |
| Six Months Average Earnings | Adults | \$13,000.00 | \$14,507.34 |
| | Dislocated Workers | \$14,500.00 | \$21,122.00 |
| Placement in Employment or Education | Youth (14 - 21) | 67.00% | 76.47% |
| Attainment of Degree or Certificate | Youth (14 - 21) | 54.00% | 90.91% |
| Literacy and Numeracy Gains | Youth (14 - 21) | 40.00% | 63.64% |

| Local Program Activities Program Year 2015 | | | |
|--|---------------------------|-----------------------|-------|
| Local Area Name Tulsa | Total Participants Served | Adults | 28690 |
| | | Dislocated Workers | 219 |
| | | Older Youth (19 - 21) | 76 |
| ETA Assigned # | Total Exited | Adults | 28804 |

| | | | |
|--------------------------------------|--------------------|------------------------------|--------------------------|
| 40035 | | Dislocated Workers | 95 |
| | | Older Youth (19 - 21) | 68 |
| | | | |
| Reported Information | | Negotiated Performance Level | Actual Performance Level |
| Entered Employment Rates | Adults | 57.00% | 59.27% |
| | Dislocated Workers | 73.00% | 58.44% |
| Retention Rates | Adults | 83.00% | 84.86% |
| | Dislocated Workers | 87.00% | 96.23% |
| Six Months Average Earnings | Adults | \$13,000.00 | \$14,980.81 |
| | Dislocated Workers | \$14,500.00 | \$17,513.24 |
| Placement in Employment or Education | Youth (14 - 21) | 67.00% | 61.67% |
| Attainment of Degree or Certificate | Youth (14 - 21) | 54.00% | 49.59% |
| Literacy and Numeracy Gains | Youth (14 - 21) | 40.00% | 28.57% |