



**Workforce Innovation and Opportunity Act  
Annual Performance Narrative Report**

**State of Oklahoma**

**Program Year 2018**

**July 1, 2018 – June 30, 2019**



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## Contents

<b>Executive Summary</b>	4
<b>Research and Evaluation</b>	5
Completed or Planned Evaluation and Related Research Projects	5
Oklahoma Works for All Pilot Project	5
Evaluation of Participant Wage Outcomes	6
Pay for Performance Feasibility Study	6
Efforts to Coordinate with WIOA Core Partners, State Agencies and Local Boards	6
Title I Staffing Restructure	6
State Efforts to Provide Data and Survey Responses	6
2019 Talent Pipeline Report	6
2019 Oklahoma Works Business Survey	7
2018 Nursing Professions Issue Brief	7
My Reemployment Plan Pilot Project	7
Economic Data Trend Analysis	8
Provision of Data for Federal Evaluations	8
Continuous Improvement Strategies	8
<b>Oklahoma’s Approach to Customer Satisfaction</b>	9
Customer Satisfaction	9
Statewide Employer Satisfaction Survey	9
Local Area Customer Satisfaction and Continuous Improvement	9
<b>Oklahoma’s Strategic Vision and Goals Progress</b>	9
<b>Sector Strategies and Career Pathways</b>	10
Career Pathways	10
Sector Strategies Partnership Grants	10
Economic Transition Dislocated Worker Grant	11
Business Engagement Strategies	11
Statewide Career Exposure Week	11
Externships	12
Local Business Services Coordination	12
Work-Based Learning	12
Earn and Learn Oklahoma/Registered Apprenticeships and Internships	12
Northeast Workforce Development Board (NEWDB) OJT Expansion and Collaboration	13

Work Experience for Youth	13
<b>Oklahoma’s Performance Accountability System</b>	<b>13</b>
State Specific Performance Measures	13
Performance Deficiencies on Primary Indicators of Performance	14
Title I Programs: Oklahoma Office of Workforce Development	14
Oklahoma’s Common Exit Policy and Continuous Improvement	14
Negotiated Performance Levels for Title I and III, Program Year 2018	14
Data Validation and Data Integrity	14
Title I: Oklahoma Office of Workforce Development	14
Title III: Oklahoma Employment Security Commission	15
<b>Statewide Activities</b>	<b>15</b>
Governor’s Reserve Activities and Impact to Performance	15
Workforce System Accessibility	16
Rapid Response Activities and Layoff Aversion	16
Rapid Response Activities	16
Layoff Aversion	16
Oklahoma Department of Rehabilitation Services Business Services Program (BSP)	17
<b>Wagner-Peyser Employment Services</b>	<b>17</b>
Reemployment Services Delivered to Oklahomans	17
Reemployment Services and Eligibility Assessment (RESEA)	18
Unemployment Insurance Meaningful Assistance	18
Oklahoma Technical Assistance Needs	19
Promising Practices, Lessons Learned, and Success Stories	19
Oklahoma’s Accessibility Initiative for the Oklahoma Works System	19
Oklahoma Accessibility Star Rating System	20
Out-of-School Youth Outreach	20
Veteran Hiring Events	21
Jobs for Veterans State Grants: Oklahoma Employment Security Commission	21
Annual Oklahoma Works American Job Center Alumni Celebration	21
National Cohort and Cross-State Academy Participation	22
Skillful State Network	22
Participation in the U.S. Department of Labor’s Disability and Employment Cohort	22
Promising Practices	22

Unemployment Insurance Integrity and Fraud Detection	22
<b>Pay for Performance</b>	23
<b>Appendices</b>	23
Appendix I: Negotiated Performance Levels for Title I and III, Program Year 2018	23
Appendix II: Documents of Interest	25
Appendix III: Local Area Performance and Customer Satisfaction	25
Appendix IV : State Survey Data	25

## Executive Summary

The Oklahoma Office of Workforce Development (OOWD), the Governor's chosen administrative entity for Workforce Innovation and Opportunity Act (WIOA) and Title I, and the Oklahoma Employment Security Commission (OESC), administrative entity for multiple federal programs including Title III, work diligently to ensure Oklahomans have the skills they need to succeed in the 21<sup>st</sup> century workplace. Newer partners under WIOA, the Oklahoma Department of Rehabilitation Services (DRS), the sponsor of the Title IV Vocational Rehabilitation program, and the Oklahoma Department of Career and Technology Education (ODCTE), the sponsor of Title II Adult Education and Family Literacy Act program, also work diligently to embed their work in the Oklahoma Works American Job Centers, providing quality services to Oklahomans. This Annual Statewide Performance Report Narrative, developed collaboratively by all WIOA Core Partners, includes titles I and III performance.

Program Year 2018 (PY18) was a year of transition for the State of Oklahoma. A new Governor's administration established new priorities for the state's workforce system mid-year and the OOWD worked to implement the new vision, while also continuing with the Workforce Innovation and Opportunity Act (WIOA) implementation throughout the state. Additionally, OOWD experienced vacancies in key research and evaluation staff positions for most of the program year which set Oklahoma back in its progress toward research, evaluation and continuous improvement of the state's workforce system. However, the vacancy allowed for a staffing restructure that resulted in added capacity for these efforts in future program years.

Progress toward WIOA implementation continued with the distribution of multiple WIOA compliant policies, efforts to better share data needed to analyze and report performance, and the implementation of continuous improvement strategies aimed at improving services. New and continuing initiatives under the state's workforce board, the Governor's Council for Workforce and Economic Development, included such things as the expansion and diversification of work-based learning, the strengthening of sector partnerships, expanded efforts to ensure accessibility of the workforce system, and the creation of a new strategic plan and state evaluation metrics aligned to the Governor's priorities.

During this program year, the entire Oklahoma Works system continued its focus on ensuring individuals with disabilities have equitable access to the services and opportunities offered through the state's public workforce system, decreasing improper payments for UI, and completing research to inform future plans for programmatic and system evaluation.

These and other exciting outcomes are shared in the following pages of the Program Year 2018 Annual Report.

## Oklahoma Waivers

Oklahoma has no waivers.

## Effectiveness in Serving Employers

Oklahoma piloted all three Effectiveness in Serving Employers approaches established by the Departments as indicated in the Oklahoma State Plan. Data for the measures is collected by each program and collaboratively reported by the Core Partners. This performance indicator is measured as a shared outcome across all six core programs to ensure a holistic approach to serving employers. While piloting these measures the first year, the State's employer penetration rate was determined to be low. As a result, Oklahoma took on several continuous improvement strategies. See description below in the section pertaining to continuous improvement efforts.

Approach one, Retention with the Same Employer, addresses each program's efforts to provide employers with skilled workers. Oklahoma's PY18 Retention with the Same Employer rate was 65.3 percent, an increase from 62.4 percent in PY17. Approach two, Repeat Business Customers, addresses each program's efforts to provide quality engagement and services, and establish productive relationships with employers and sectors over extended periods of time. Oklahoma expects to have a measurement for Program Year 2019. Approach three, Employer Penetration Rate, addresses each program's efforts to provide quality engagement and services to all employers and sectors within the state and local area's economy. Oklahoma's PY18 Employer Penetration Rate was 6.4%, an increase from 3.0 percent in PY17. The State credits these strides to continuous improvement strategies implemented in the past two program years.

## Research and Evaluation

### Completed or Planned Evaluation and Related Research Projects

#### Oklahoma Works for All Pilot Project

Planning for the Oklahoma Works for All started in Program Year 2017. Work on Oklahoma Works for All continued in Program Year 2018 with specific emphasis on creating evaluation strategies and seeking appropriate Institutional Review Board (IRB) oversight approval ([Link to Report](#)). There are two different evaluation strategies and IRB applications with two components to Oklahoma Works for All. The first component works with youth ages 16-24 with an intellectual disability (IQ of 70 or below) on training, work experience and customized employment opportunities. The second component focuses on developing Individualized Education Plans (IEPs) for students with intellectual disabilities working with families, caregivers and public schools using the Life Course model to ensure support of their vision for a good life.

While a quasi-experimental design is limited and cannot prove causality (i.e., the intervention caused the change in performance metrics), it will provide critical insight into the potential impact of the customized employment pilot. A control time-series design will be used to compare outcomes associated with pilot participation to outcomes associated with a nonequivalent control group composed of individuals who were deemed eligible for the pilot but did not choose to participate. Again, differences between the two groups could also account for the differences in outcomes. However, this

design will provide initial insight and baseline data to inform program design with additional data collected over time.

The IEP development component is seeking IRB approval through the University of Oklahoma Health Sciences Center (OUHSC) and led by a principal investigator employed by the Oklahoma State Department of Education and a co-principal investigator employed by OUHSC. The IRBs for the two components are being reviewed in PY19.

### Evaluation of Participant Wage Outcomes

Planned efforts to evaluate the effectiveness of our programs under the Workforce and Innovation Opportunity Act (WIOA) started in PY18. Data for this project will come from Oklahoma Works' case management system OKJobMatch and Unemployment Insurance (UI) records. The goal of the study is to measure the association of WIOA program participants and wage earnings progression. Since OKJobMatch includes data for both WIOA participants and non-participants, we will be able to use WIOA non-participant data as a comparison group.

### Pay for Performance Feasibility Study

OOWD became interested in WIOA's Pay for Performance contract strategy in PY18. One of the requirements is to conduct a feasibility study prior to engaging in a Pay for Performance contract strategy. OOWD developed a Request for Proposals (RFP) for Pay for Performance feasibility study and sent to purchasing for review. The RFP approval will be in PY19. The completion of the feasibility study will conclude in PY19.

## Efforts to Coordinate with WIOA Core Partners, State Agencies and Local Boards

### Title I Staffing Restructure

For much of PY18, OOWD experienced a vacancy in the position responsible for research and evaluation. This was due to the long-term medical leave and ultimate employment separation of previous staff. Subsequently, OOWD chose to revamp the position to be less focused on basic LMI reporting and include more duties centered on research and evaluation to help the OOWD better meet the requirements of WIOA. Near the end of PY18, a new Ph.D. educated, Research and Data Specialist was hired to spearhead OOWD's research and evaluation efforts. Also in PY18, an additional Assistant Performance and Data Specialist position was created within OOWD to add capacity for performance, evaluation and research functions. The Assistant position will begin work in PY19.

As part of the staffing restructure, Research and Data Specialist met with each local board in PY18 to determine evaluation needs and used that input to develop an evaluation plan and schedule for PY19. Also, with the addition of a new data assistant, the OOWD has added capacity to provide labor market information to local boards who lack the staff capacity to produce those data reports in-house. All of these efforts have been undertaken in an effort to better coordinate research, evaluation, and data collection and reporting with local boards and partners.

## State Efforts to Provide Data and Survey Responses

### 2019 Talent Pipeline Report

OOWD partnered with the Oklahoma Department of Commerce to release the first annual Talent Pipeline Report, which explored the projected growth in the supply of, and the demand for, talent in Oklahoma over the next ten years. The report indicates the state is on target to experience a worker

shortage of nearly 20,000 people by 2028. Factors contributing to this talent gap include an aging population, low workforce participation rates, low educational attainment and low unemployment. This report was used by the State Workforce Board to make policy and strategy recommendations for the coming years as part of their strategic planning process. It will also be used to inform the 4-year WIOA State Plan.

### 2019 Oklahoma Works Business Survey

Oklahoma Works conducted a survey study to evaluate hard to fill positions and their relationships with Oklahoma Works and its partners. Representatives from businesses in Oklahoma were invited to participate in an online survey. The survey was voluntary and confidential, and 171 responses were received. Results indicated a significant moderate relationship ( $r = .39$ ) between difficulty filling high-skilled positions and the average time to fill positions. The more skills needed for a position, the more difficult it is to fill this position. This finding is consistent with anecdotal feedback received from employers. Finding talent for high-skilled positions is a challenge in Oklahoma. Approximately 51% of respondents reported their level of satisfaction with the services provided by their local workforce development board and Oklahoma Works American Job Center. A one-sample t-test showed that businesses were significantly more satisfied versus being unsatisfied.

### 2018 Nursing Professions Issue Brief

The Health Workforce Subcommittee of the GCWED released a report of health workforce trends and shortage ([Link to report](#)). The report included data showing challenges including: an aging population, expanded health coverage, aging nursing workforce and other economic conditions leading to shortages. The group made several recommendations related to data, recruitment and retention, and maximizing the talent pipeline. As a result, workplace safety legislation was introduced and a nursing retention pilot program was launched. This report will be used to inform recommendations being made to the Governor related to his health improvement platform for the upcoming legislative session.

### My Reemployment Plan Pilot Project

The My Reemployment Plan Pilot Project (MRP) was developed by the National Association of State Workforce Agencies Information Technology Support Center (ITSC) and started out as a paper tool for Unemployment Insurance (UI) claimants. After many meetings and with substantive feedback from the states, the tool evolved and is now an online set of reemployment modules designed for any job seeker who may want to re-tool and prepare a plan for returning to work. The tool is an interactive job search guide, i.e. a “road map” of sorts. The MRP starts with a short inventory of ‘why you are here or what do you need’ statements such as:

- Developing a Plan;
- Analyzing Your Values and Interests;
- Assessing Your Knowledge, Skills, and Abilities;
- Career Exploration;
- Creating an Effective Resume;
- Online Job Search and Job Applications;
- Networking;
- Acing the Job Interview;
- Oklahoma Unemployment Information; and

- Other Available Partner and Community Services.

Job seekers can upload resumes, save employer and other professional contacts, record weekly work search efforts for unemployment, and record other notes that are relevant to getting back to work. Two of the major advantages of the MRP are: 1) Job seekers can conveniently access their plan, activities, and information from ANY computer that is connected to the internet; and 2) Job seekers can share their plan with workforce professionals at any point during their reemployment journey. This means reducing the potential duplications and streamlining the service delivery for Oklahoma's workforce. Yet another great part of this online tool is its ability to be customized and adapted to the specific requirements of Oklahoma's workforce system and its partner agencies. In Program Year 2019, OESC is exploring ways we can ramp up the job seeker participation with the MRP by partnering with the local Workforce Development Boards.

### Economic Data Trend Analysis

OESC provided several reports analyzing economic trends, including reports on Changes in Labor Force Participation, Rural Oklahoma Health Industry Employment and Earnings, and Oklahoma Unemployment Insurance Tax Rates by Industry. See appendices for more information. These data reports are also being used to inform strategy development and future evaluation studies that may be needed.

### Provision of Data for Federal Evaluations

Oklahoma is committed to support all Federal evaluations and will provide data, survey responses, and timely site visits.

### Continuous Improvement Strategies

Oklahoma is committed to utilizing data to inform strategy development, service delivery, and to make recommendations to state and local partners on continuous improvement. An example of this is Oklahoma's efforts to improve performance outcomes. In PY17, Oklahoma's Effectiveness in Serving Employers performance was low. To improve performance, the State implemented several strategies aimed at addressing potential challenges and barriers to improvement. First, Oklahoma trained frontline staff in PY17 to ensure proper data collection and reporting. Additionally, employer centric focus groups were held in each of the state's seven workforce areas to determine needs and barriers to accessing services through the public workforce system. Then in PY18, the OOWD restructured staff to add capacity to Business Services. This new structure included the creation of a new position, Director of Public-Private Partnerships, with responsibilities for developing and implementing coordinated state initiatives and leading a team focused on coordinating partnerships, outreach and business services at the state and local levels. Also as a part of the staff restructure, the previous State Rapid Response Coordinator position was revamped to also include expanded duties for developing and coordinating statewide Business Services.

Once new staff was in place, additional capacity was added to OOWD's Business Services team through research and data analysis. In PY18, the state acquired new business intelligence and economic software to assist with layoff aversion strategies. Titles I and III also worked together to conduct two separate employer surveys; one through the state's labor market exchange, OKJobMatch, and one through the state's online UI filing portal. The focus group and survey data were used to inform the development of a strategic vision for Business Services in Oklahoma. In PY19, the OOWD is convening a Task Force of local boards and partner agencies to develop a strategic plan for Business Services in the state, including

the development of policy, monitoring tools, and performance goals that will help us continue to improve the Employer Penetration Rate and Repeat Business Customers performance metrics. As a result of these ongoing efforts, Oklahoma's Effectiveness in Serving Employers outcomes have improved and we hope to continue this trend in PY19.

## **Oklahoma's Approach to Customer Satisfaction**

### **Customer Satisfaction**

#### **Statewide Employer Satisfaction Survey**

The OOWD (title I) executed an employer survey in partnership with OESC (title III) in an effort to standardize data gathering from employers in order to inform workforce development. Representatives from businesses in Oklahoma completed the survey in January 2018 through the online UI portal and it was available to all businesses submitting their UI electronically during that month. The survey was voluntary and confidential, and 171 responses were collected. Results indicated a significant moderate relationship ( $r = .39$ ) between difficulty filling high-skilled positions and the average time to fill positions. The more skills needed for a position, the more difficult to fill this position. This finding is consistent with anecdotal feedback received from employers. Finding talent for high-skilled positions is a challenge in Oklahoma. Approximately 51% of respondents reported their level of satisfaction with the services provided by their local workforce development board and Oklahoma Works American Job Center. A one-sample t-test showed that businesses were significantly more satisfied versus being unsatisfied. These data are being used to inform the state's strategic planning process for local Business Services delivery.

#### **Local Area Customer Satisfaction and Continuous Improvement**

Due to previous low response rates, all Local Areas moved to online satisfaction surveys in PY17 in order to improve customer service within the system and the American Job Centers. Now, every individual that utilizes center resources has access to and is encouraged to complete a survey. In PY18, local areas continued to focus on increasing response rates and have undertaken system strategies to achieve that goal. Many local areas encourage centers to focus on response rates by sponsoring contests in which center staff win awards like traveling trophies or 'jeans days'. In PY18, local boards reported receiving more than 4,000 survey responses with response rates ranging from 5 to 40 percent. See Appendices for more information on local satisfaction surveys.

Local areas regularly review survey responses and comments, share that information with partners, and implement strategies to improve services based on feedback received. Continuous improvement efforts undertaken by local boards and service providers were in direct response to survey results. For example, surveys indicated when customers are asked about how they found out about Oklahoma Works only 3-6 percent of respondents each month site referrals from partners. As a result, the Northeast Workforce Development Board (NEWDB) identified a need for a shared referral tracking system among all required partner agencies. The NEWDB worked extensively with partners in PY18 to implement a referral process, and all but one partner has agreed to the referral process. NEWDB plans to launch the new referral process in PY19.

## **Oklahoma's Strategic Vision and Goals Progress**

### **Governor's Council for Workforce and Economic Development Strategic Plan**

In PY18, the Governor's Council for Workforce and Economic Development (GCWED) undertook a strategic planning process. The Oklahoma Works Strategic Plan outlines a statewide strategy for closing

sizable skill gaps in demand occupations at both the state and local levels. The plan identifies four objectives to building a skilled talent pipeline that meets the needs of business and industry:

**Expanding Oklahoma's Workforce:** An expanded workforce will provide a larger pool of potential workers, increase the financial and economic opportunities of workers, and encourage greater business investment, economic development, and job creation.

**Upskilling Oklahoma's Workforce:** A well-trained workforce will reduce the incidence and effects of unemployment, increase the financial and economic opportunities of workers, and encourage greater business investment and job creation.

**Offering Workforce Solutions to Oklahoma's Businesses:** Businesses that have access to a responsive, effective and solutions-focused public workforce system will be better positioned to expand the availability of quality jobs and capital investments.

**Building Oklahoma Workforce System Capacity:** A public workforce system able to respond to changing business needs and deliver innovative solutions will support the expansion of business investments and job creation.

Through this plan, the GCWED hopes to: increase the state's labor force participation rate; create private sector jobs with high salaries; continue to decrease unemployment; and increase the workforce system's effectiveness in serving employers.

## **Sector Strategies and Career Pathways**

### **Career Pathways**

Oklahoma continued its work in establishing career pathways for its current and future workforce. One initiative of note in PY18 came from the Northeast Workforce Development Board (NEWDB). The NEWDB and One Stop Operator convened staff from Northeast Tech and Northeastern Oklahoma College (NEO) Adult Basic Education (ABE) to discuss the launch of a pilot program for Career Pathways for ABE students. This program design exposes current ABE learners to career pathways while earning their GED or HiSet. Pathways is a place for adults to consider various demand occupation career pathways and engage with postsecondary education. The objective of the partnership is to expose these learners to viable career pathways and help leverage resources to provide linkage to these opportunities. Through this partnership the NEWDB will provide ABE learners with a viable career pathway leading to certificates, degrees and credentials. ABE career pathways, in particular, focus on strengthening connections between ABE and postsecondary education to help more adult learners acquire a postsecondary credential or degree in high wage occupations. This program will launch in PY19.

### **Sector Strategies Partnership Grants**

In 2018, two Sector Partnership Grants were awarded to three Local Workforce Development Boards (LWDBs), that made up two workforce regions, to support the establishment, strengthening, and expansion of sector partnerships. Grants were awarded to the Western Planning Region (South Central and Western Oklahoma LWDBs) and the Northeast LWDB. Both areas focused on the healthcare and advanced manufacturing industry sectors.

Through these grants, more than 200 employers were reached through surveys and focus groups to ascertain workforce challenges related to hiring and retention; workforce quality; alignment with education/training programs; and, industry trends that may affect workforce needs over the next five to ten years. As a result, strategies being implemented include the creation of a new online program aimed at increasing the retention rate of nurses, the development of a new Healthcare Workforce Advisory Council focused on innovation and design of education and employment pathways that are responsive to the health care needs of the service area, and the development of a new apprenticeship program.

### **Economic Transition Dislocated Worker Grant**

OESC and its workforce development partners know that we must continue working to narrow the skills gap. Creating and supporting education and training opportunities will increase productivity in the local economy, give a competitive advantage, and contribute to the State's overall success through employer engagement and industry partnerships. During the year, OESC was awarded an \$8,000,000 Trade and Economic Transition Dislocated Worker Grant from the United States Department of Labor. OESC and its partners will work together through co-enrollment and other program referral processes to link dislocated workers with education and training opportunities that are tied to local economies and aligned with the Oklahoma WIOA State Plan. At the same time, we will provide the needed supportive services that enable individuals to meet some of the basic requirements that often interfere with completing a training program.

#### **Program Services**

- Career planning that includes information on demand occupations and career pathways as well as related Labor Market Information;
- Development of an Individual Employment Plan outlining goals and following the participant's progress through the program;
- Soft skills workshops (Barriers to Employment, Interview Skills and Etiquette, Job Applications, Job Search, Social Media and Work Search, and Writing Resumes for Today's Employers);
- Linkages to community services;
- Assistance with any of the following: transportation, childcare and dependent care, and housing costs;
- Referrals to medical services;
- Assistance with uniforms or other appropriate work attire and work-related tools including items such as eyeglasses and protective eye gear;
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes; and

Payments and fees for employment and training-related applications, tests, and certifications.

### **Business Engagement Strategies**

#### **Statewide Career Exposure Week**

In November 2018, Oklahoma hosted the second annual statewide Career Exposure Week. This week-long event connected students with businesses to give future talent an opportunity to explore the possibilities that await them in Oklahoma. Events during Career Exposure Week also allowed local employers to showcase critical careers in demand industries to inspire and recruit new talent. Nearly 50 events were registered on our website, taking place in communities across the state, allowing students

of all ages to tour businesses, shadow professionals from varied industries, and learn about high-demand careers in industries that drive our state's economy. Through Career Exposure Week, Oklahoma hopes to: introduce people to careers in businesses and industries in Oklahoma's driver and complementary ecosystems and critical occupations; empower Oklahoma businesses and industries in the state's ecosystems and workforce planning regions to engage with educators, students, parents, and others about career opportunities; change misconceptions of Oklahoma's demand and critical occupations and the businesses and industries in Oklahoma's driver and complementary ecosystems; draw attention to the roles businesses and industries play in communities across the state; underscore the economic and social significance of demand and critical occupations and businesses and industries in Oklahoma's ecosystems, and recognize the important roles apprenticeship, work-based learning, and career exploration play in developing a highly skilled workforce that meets the needs of Oklahoma's growth and demand industries and occupations.

### Externships

The Northeast Workforce Development Board launched externship opportunities for workforce development professionals. Workforce professionals from Title I, Vocational Rehab, Cherokee Nation and OESC have participated in these one-day events designed to create exposure to career pathways in various industries in Northeast Oklahoma. Workforce staff from all workforce system partners are invited to participate in these quarterly externships.

Workforce professionals gain direct insights into demand occupations in Northeast Oklahoma. These professionals play a critical role in helping job seekers navigate their way into new careers. By participating in these externships, workforce professionals have greater insights into the careers available and will become more effective in supporting job seekers as they explore career options. Businesses play a significant role as they design these externships so that staff get as much exposure to the various career options available within their business. By inviting all workforce system partners to participate, this creates tremendous opportunities related to career pathways.

### Local Business Services Coordination

The Central Oklahoma Workforce Innovation Board (COWIB) Business Services Unit worked with organizations that engage the employer community to create a new Business Services Network in PY18. This partnership is memorializing individual partnership by signing a confidentiality agreement, as well as a conflict of interest agreement. The purpose is to share information and referrals from the business community to the appropriate service provider. It will also allow partners to avoid duplicate calls on employers and create a much more professional approach to providing business services in Central Oklahoma. The Network is using two public free software platforms to communicate and store data (Hub Spot and Slack).

### Work-Based Learning

#### Earn and Learn Oklahoma/Registered Apprenticeships and Internships

Since July 1, 2018, Oklahoma has been working to implement Senate Bill (SB) 1171, which created a state work-based learning program and dedicated state funds to workforce development for the first time. Regional liaisons and a state coordinator were hired to provide dedicated support and employer engagement with the goal of expanding and diversifying work-based learning opportunities. Oklahoma is working toward a statewide goal established in 2017 by Executive Order, which seeks to increase the

number of work-based learning opportunities to 20,000 by the year 2020. With new dedicated staff, Oklahoma has created 10 new registered apprenticeship programs with 26 active apprentices in PY18. There are also a dozen more programs in the process of becoming registered, including several in new industries, including health care, engineering, and automotive repair. In PY18, the OOWD also made strides in partnering with local workforce boards to better integrate apprenticeship opportunities with WIOA, including inclusion of apprenticeship sponsors on the ETPL.

### **Northeast Workforce Development Board (NEWDB) OJT Expansion and Collaboration**

Building on efforts which began prior to PY18, the NEWDB collaborated with the OOWD and local employer partners to expand work-based learning opportunities in Northeast Oklahoma. In PY18, NEWDB's work with partner Pelco Structural and American Castings led to the development of apprenticeship opportunities for several WIOA program participants. In May 2019, NEWDB began work with the Cherokee Nation to create cost sharing options for cost of OST and OJT for 2 of this year's PELCO apprentices. To date, NEWDB continues to work on its partnership with PELCO and American Castings on apprentice and OJT opportunities.

### **Work Experience for Youth**

Oklahoma has continued to support the WIOA vision of work experience being one of the most critical of the program elements. Each local board has been charged with prioritizing the component year-round to ensure that the provision of work experience is developed and provided with industry standards laced into the processes. The State's component includes on-the-job training and the traditional temporary work experience through employers that understand the need for building a longer term pool of workers through entry level experiences to more advanced placement of younger workers with no or limited experience in the workforce. Pre-apprenticeships and on-the-job training is a strategy that prepares our youth for the demands of impending and future permanent employment opportunities.

The State is also committed to meeting the required expenditure of 20 percent for work experience and we've exceeded the benchmark periodically by increased efforts in recruitment of youth aged 14- 24 years of age and due to the overhauling of local strategies for serving the youth, as well as continuous promotion of the critical on-the-job training contracts between local areas and employers which under the youth program is a form of work experience. The OJT adds an additional commitment by the employer and the client as these contracts by statute requires a commitment to permanent employment upon successful completion.

## **Oklahoma's Performance Accountability System**

### **State Specific Performance Measures**

The State Workforce Board, the Governor's Council for Workforce and Economic Development (GCWED), undertook a strategic planning process in PY18. The resulting plan prioritized four overarching metrics selected by Governor Stitt's administration: Increasing the state's labor force participation rate; Creating new private sector jobs with annual wages of \$55,000 or higher; Achieving top ten status in the unemployment rate; and Increasing the state's Effectiveness in Serving Employers. The GCWED will monitor these metrics annually and make recommendations for improvements.

## Performance Deficiencies on Primary Indicators of Performance

### Title I Programs: Oklahoma Office of Workforce Development

Currently, Oklahoma does not have a performance deficiency on any primary indicators of performance. However, the State has seen low youth credential attainment rates and significant declining enrollment in the Adult and Dislocated Worker programs. These are two issues Oklahoma plans to evaluate in PY19 to determine the root causes and implement continuous improvement strategies when necessary.

## Oklahoma's Common Exit Policy and Continuous Improvement

Utilizing common exit, a participant must complete services from all programs in which the participant is co-enrolled in order to exit from the system. This common exit requirement applies to participants who are co-enrolled in the WIOA Title I Adult, Dislocated Worker, and Youth programs, the WIOA Title III Wagner-Peyser Employment Services programs, and the Oklahoma Workforce Development Issuance #09-2017, Change 2, requires that a common intake process be in place to identify the needs of individuals in order to identify when co-enrollment is beneficial to the participant to provide optimal access and services to the individual participants. Appropriate services must be coordinated across partner programs, thereby optimizing the use of resources and preventing duplication of services, while simultaneously supporting the participants' skill development necessary to obtain employment. Common exit occurs only when all exit criteria are met for each program in which the participant is co-enrolled.

## Negotiated Performance Levels for Title I and III, Program Year 2018

See Appendix I: Negotiated Performance Levels for Title I and III, Program Year 2018.

## Data Validation and Data Integrity

### Title I: Oklahoma Office of Workforce Development

Oklahoma conducts annual data element validation to ensure data elements in participant records are accurate in order to maintain system integrity, ensure completeness of data, and to identify and correct specific issues associated with the reporting process. The Oklahoma Office of Workforce Development (OOWD) completes a data element and source documentation validation review of the Title I programs each program year. Oklahoma elected to develop their own data validation review described in the state's Data Validation and Source Documentation Requirements policy (Oklahoma Workforce Development Issuance #02-2019). See appendix.

The intent of the data element and source documentation validation process is to ensure the accuracy of data entered into OKJobMatch and subsequently submitted to the U.S. Department of Labor, Employment and Training Administration. During the annual validation, a list of Participant Identification (PID) numbers is generated utilizing random sample procedures to ensure generalizability. A worksheet for each PID is created from the Participant Individual Record Layout (PIRL) file that contains all applicable data elements and documentation reported during the reporting period, to be validated. The State Data Validation Unit then validates the source documentation in the participant's file using the worksheet. Each data element is coded as pass or fail for validation that applies to each participant.

The local area's combined pass/fail ratio must be below a five percent reporting error rate (95 percent confidence interval) to be considered a combined passing report for the area. If the local area's pass/fail ratio is below the error rate, the local area has 30 days to review and respond with concerns and

questions regarding the report. After the 30-day timeframe, OOWD issues a final determination report. If the local area's pass/fail ratio exceeds the reporting error rate, the local area must research, analyze case files, and/or review policy and/or procedure and training plans in an effort to remedy each specified data element within 60 days of receipt of the initial report. After the research effort is complete or at the end of the 60-day timeframe, the local area provides to OOWD an action plan with proposed remedies. Within 30 days, OOWD reviews the Action Plan and issues a final determination report to the Local Area and the U.S. Department of Labor.

### **Title III: Oklahoma Employment Security Commission**

The accuracy and reliability of program reports and data element validation are central to Oklahoma's good stewardship of federal funding. Title III (Wagner-Peyser) data validation is submitted by the Oklahoma Employment Security Commission (OESC) annually and consists of a minimal sample of 25 job seekers. The individual record files are reviewed and verified then compared to the state-level MIS data to ensure that the files used to conduct report validation were properly constructed.

Also submitted by OESC, the Trade Adjustment Assistance (TAA) program data validation random sample consists of between 100 – 150 participants depending on the number served during the year. Similar to Title I programs, TAA staff review worksheets and documentation according to the appropriate federal guidance and ensure accuracy of all applicable data elements. OESC consistently passes data validation samples for both programs.

## **Statewide Activities**

### **Governor's Reserve Activities and Impact to Performance**

This program year, activities supported by the Governor's Reserve funds included:

- The Oklahoma Works Partners Conference was held in May 2019. More than 300 Oklahoma Works System Partners attended the annual meeting. The purpose of this conference was to strengthen Oklahoma's workforce development system through innovation, alignment and improvement of employment, training, and education programs in the state. The conference brought together a variety of partners for training, professional development and collaboration. Subject matter experts including representatives from different federal agencies offered expertise to improve the knowledge of the individuals working to serve Oklahoma in coordination with Oklahoma Works American Job Centers. Sessions focused on performance related topics included: case management, customer service, Equal Opportunity/Accessibility, co-enrollment strategies and performance data collection and reporting.
- Oklahoma Works sponsored state convenings centered on WIOA strategies and performance, including:
  - ABLE Tech conference focused on improving accessibility of the workforce system.
  - Midwest Equal Opportunity Summit which provided training to State and Local EO Officers in a multi-state region.
  - Board Retreat and Strategic Planning Session was held for both state and local board members and staff. The convening produced recommendations for a new four-year strategic plan for the state board, including state performance metrics.

## Workforce System Accessibility

In PY18, the OOWD awarded \$36,000 to Local Workforce Development Boards for advancements in accessible technology. The local discretionary grant awards could be used to build, enhance or redesign accessible websites, provide assistive technologies in the American Job Centers, and to provide accessibility training to staff. As a result of local awards, six of the seven local workforce development boards accessed funds to purchase software that assists in compliance with WIOA Section 188 and 29 CFR Part 38; develop websites accessible to all clients and the general public; purchase training videos and materials for staff; purchase equipment for clients such as Enhanced Vision Pebble portable magnifiers, jumbo talking calculators, EZsee wireless large print keyboards, headsets with microphones for speech recognition, phone amplifiers, and other types of equipment to assist clients with disabilities.

## Rapid Response Activities and Layoff Aversion

### Rapid Response Activities

The Oklahoma Office of Workforce Development (OOWD), in coordination with local workforce development boards (LWDBs), and the Oklahoma Employment Security Commission (OESC), provided rapid response activities and information for companies that file WARNs and those that may not qualify for WARNs, but reach out for information or services. The cross-agency team provides workshops for individuals impacted from a layoff situation.

In PY18, 23 closures and layoffs were reported to Oklahoma's State Rapid Response Coordinator. Of the reported closures and layoffs, zero businesses did not disclose the number of employees affected. Therefore, the reported number of affected employees statewide was at minimum 1,150 Oklahomans. Of the 23 closures and layoffs, 15 WARNs were received. Statewide rapid response teams conducted 16 events with companies in PY18.

When a rapid response event occurs, the OESC Area Manager and/or the OOWD Rapid Response Coordinator interviews the company to find out the details of the layoff. The Area Manager then assembles a team to conduct sessions for the employees. The team may include as needed, OESC, the local One-stop Operator, LWDB, Oklahoma Insurance Department, OOWD, Cherokee Nation, Department of Human Services, and Local postsecondary education and training providers. As needed, the individuals are signed up or directed to appropriate programs like TAA, OJT, NDWG, HOPE, UI, and Cobra. They are also given any needed assistance in resume writing and applying for jobs.

In PY19, OESC will transition Rapid Response services to the OOWD and local workforce development boards. This will allow for additional capacity for rapid response and layoff aversion services at the local level, as well as increase local board engagement of employers. OOWD and OESC will provide funds and training to all seven local workforce development boards to ensure a successful transition.

### Layoff Aversion

Oklahoma purchased business performance software through Dun and Bradstreet. Subscriptions for Econoview and Market Insight were tested as a layoff aversion strategy in PY18. Training was provided for OOWD staff and workforce system partners to identify companies at risk of downsizing or closure early and offer business services to prevent a layoff situation. Partnerships were developed with local chambers and economic development organizations as a means of outreach to struggling business and industry. With training complete and partnerships developed, OOWD plans to implement the usage of

the Dun and Bradstreet software on a larger scale in PY19. These data will be utilized for two targeted layoff aversion strategies: work-based learning and incumbent worker training.

### Oklahoma Department of Rehabilitation Services Business Services Program (BSP)

Oklahoma Department of Rehabilitation (DRS) Business Services Program (BSP) is uniting talent with opportunity across the state with its dual customer approach. DRS Business services liaisons are engaged with all seven workforce boards and provide training during partner meetings on various disability related topics to foster development of collaborative relationships with local workforce development areas.

### Wagner-Peyser Employment Services

As an active, involved partner in the development of a collaborative and emergent workforce system and as the administrator of several major federal programs including Jobs for Veterans State Grants (Veterans), Trade Adjustment Assistance (TAA) and Reemployment Trade Adjustment Assistance (RTAA), Wagner-Peyser/Employment Services (ES), and Unemployment Insurance (UI), the Oklahoma Employment Security Commission (OESC) continues to prioritize service delivery and professional development.

Because OESC is comprised of several federal programs covering various reporting periods, some by program year and others by fiscal or even calendar year, the agency has included a 12-month snapshot of service delivery numbers crossing 2018 and 2019.

### Reemployment Services Delivered to Oklahomans

Service Description	Number Served
Staff Assisted Services Provided to Employers	36,747
Services Provided to Veterans	29,312
Services Provided to Veterans	29,312
Job Openings Listed on OKJobMatch (Oklahoma’s Electronic Job Bank)	204,067
Active Resumes Posted on OKJobMatch	39,345
Employer Accounts Posted on OKJobMatch	2,572
UI Claims Filed	83,796
Number of Customers Who Received UI Benefits	38,478
UI Benefits Infused into the Local Economy	\$207,995,613
TAA Clients Served	316
TAA Petitions	46

Service Description	Number Served
TAA Clients Attending Occupational Training	255
Received RTAA Subsidies, Job Search, and Job Relocation Assistance	80

### Reemployment Services and Eligibility Assessment (RESEA)

RESEA is an individualized process designed to assess the needs of individuals who've been identified as likely to exhaust unemployment benefits and unlikely to return to their previous occupation because they were employed in a declining industry. The program also serves claimants who've been separated from the military. Claimants are scheduled before the 5<sup>th</sup> week of unemployment benefits. The sessions include information about the workforce system and its available resources. In addition, claimants receive the following intensive services:

- An assessment of a claimant's skills and career goals including any necessary transferable skills;
- Job search strategies including the establishment of an individual reemployment plan;
- Provision of job referrals; and
- Follow-up appointment(s) to check in on the claimant's employment status and work search efforts.

These reemployment services are provided in an effort to reduce the time a claimant will be paid unemployment benefits and increase the likelihood the claimant will attain self-sufficient employment more quickly.

OESC is currently making policy revisions with some changes that will include: adding a UI eligibility assessment or work search review process, the flexibility to provide services to claimants at locations outside of the AJC, allowing the use of online or self-directed individual reemployment plans, eliminating the AJC orientation presentation and making use of a brochure the claimant can access later, and referring all claimants to the appropriate programs according to their needs. In an effort to take advantage of the flexibility the grant offers and enhances access points for customers a pilot project was launched in the summer of 2019 with the Elk City Library. Customers in this rural area will have access to OESC services outside of the American Job Center.

### Unemployment Insurance Meaningful Assistance

Unemployment Oklahoma continues its support of unemployed individuals by providing trained, knowledgeable, integrated staff members to help the customer through the claims filing process while also leveraging technology. OESC has transitioned all **initial** Unemployment Insurance (UI) claims filing to an online platform while continuing to provide inquiry focused problem solving over the telephone and training staff on the basic rights and responsibilities of the UI claimant.

#### **Rights and Responsibilities of the UI Claimant**

- **Assistance with the filing of initial or weekly claims.** This means guiding the claimant through the Online Network Initial Claims (ONIC) online filing tool and ensuring they are aware of the various self-service options available.

- Informing the claimant about their **responsibility to search for work** including where to find the work search log, how to fill out the work search log, and what constitutes an allowable work search item.
- Informing the claimant about their **responsibility to keep all scheduled appointments and return all requested documents.**
- Informing the claimant about their **responsibility to accept offers of suitable work.**
- Informing claimant of their **right to an Appeal** including where and how to file.
- Explaining the claimant’s **responsibility to register for work** and guiding them through creating a resume or completing the online process in OKJobMatch.
- Informing the claimant of their **right to receive reemployment services.**
- Answering questions about applications, online job search and application tools, social media platforms, and other tools that the claimant may use in performing their **work search responsibilities.**

### Oklahoma Technical Assistance Needs

Through Technical Assistance funding from DOL, OOWD was able to coordinate service mapping for the Northeast Oklahoma Workforce Development Board with consultants from Maher & Maher. In the scope of the project, the Maher & Maher team developed a survey to collect program information and a directory of local area resources. The Maher & Maher team shared the tool during a 1-day training at Rogers State University in Claremore, OK. The partners gave feedback to the survey data collected and generated a list of additional local area resources to include. The session also included a journey map activity using cases from the NE area to analyze a customer’s experience from a human-centered design approach. The human-centered design approach and evaluation tools were shared with One-Stop Operators from the other six local workforce development areas, who attended the training session to bring the process back to their teams.

## Promising Practices, Lessons Learned, and Success Stories

### Oklahoma’s Accessibility Initiative for the Oklahoma Works System

The Governor’s Council for Workforce and Economic Development (GCWED) is playing a key role as the vehicle to establish the state vision for accessibility for all jobseekers, businesses, workforce and economic development integration. This initiative provides training, consulting, and resources for Oklahoma Works American Job Center partners and employers to ensure individuals with disabilities are intentionally included in efforts to achieve greater household wealth for Oklahomans. The initiative is brought to the Oklahoma Works system through a partnership between the Oklahoma Department of Rehabilitation Services (Oklahoma’s Vocational Rehabilitation Program) and Oklahoma ABLE Tech (Oklahoma’s Assistive Technology Act Program).

Access for All equips each Oklahoma Works American Job Center with the knowledge and resources needed to make it accessible to individuals with disabilities that utilize one-stop system programs in person, on the phone, or through the web. The one-stop system’s standards and certification criteria are designed to integrate physical and programmatic accessibility into the benchmark criteria for center certification. Prior to center certification approval, physical and technology accessibility is reviewed at each Oklahoma Works (One-Stop) American Job Center. When issues related to physical and programmatic accessibility are identified, an Equally Effective Alternative Access Plan (EEAAP) is created.

These plans are designed to function as corrective action plans, which are designed to be monitored regularly and updated by local Equal Opportunity Officers.

### Oklahoma Accessibility Star Rating System

Oklahoma Works Access for All is an initiative that has provided training and technical assistance to the Oklahoma Works system in partnership with the Department of Rehabilitation Services and Oklahoma ABLE Tech. A working group under this initiative has been developing a system-wide framework to promote a proactive workforce system culture in the spirit of continuous assessment and progress for physical and programmatic accessibility. The working group has been building a tiered rubric in the areas of Customer Service, Outreach, Physical Accessibility and Training for local workforce development area partners. The team is also curating a catalogue of training resources to support growth and improvement across the rubric and will be developing policy and implementation guidance in Spring 2020.

### Out-of-School Youth Outreach

Oklahoma's seven local workforce development areas have made concentrated efforts over the past program year to increase outreach to out-of-school youth (OSY) as a target population in WIOA. Strategies to increase outreach and participation by OSY include utilizing entities that are connected to the hard to reach populations, creating specialized programming, and developing outreach messages that appeal to the needs of the OSY population.

Oklahoma's LWDA's strategically utilize organizations and individuals linked to the communities to access the OSY population, which is generally difficult to locate, access, and maintain contact. Local areas are increasingly strengthening partnerships with the state's Job Corps programs. Both metro areas, Oklahoma City and Tulsa, are working with housing authorities to identify and refer eligible youth. Local Areas are also utilizing non-profits to assist with referrals. The Tulsa Area Board has attended career/job fairs and conducted information sessions for Tulsa Housing Authority for all the Self Sufficiency Clients. For youth specifically, they have worked with Youth Services of Tulsa's Transitional Living program.

The Eastern Workforce Development Board (EWDB) works with local youth live-in facilities, such as R.I.S.E. in Muskogee and Circles of Care in Tahlequah to connect with this hard to reach population. EWDB continued its partner engagement with Talking Leaves Job Corps; and with OOWD providing the State with the policy supporting Job Corps and Formula Program coordination, there was even more enthusiasm within the region for connecting Job Corps and the youth program resources to serve common customers. Their counselors are connecting with students throughout their academic plan, and providing the necessary support to increase the chances of success through the provision of services.

The Northeast Workforce Development Board (NEWDB) partners with an organization called Light of Hope for outreach. The NEWDB, South Central, and Southern Workforce Development Areas also noted strengthening their partnerships with Adult Basic Education providers to reach this population.

Local areas are also developing youth-specific programming. The EWDB partnered with the Bank of Oklahoma to facilitate a financial literacy workshop for youth participants, and the Central Oklahoma Workforce Development Board (COWIB) partnered with the Oklahoma County Juvenile Bureau to provide work readiness classes. Over the last program year the outreach that produced the best results for the Western Workforce Development Board was spreading the word at sector strategy and other

community meetings. Finding the right audience in the communities has been key to regional success. Western credits their one page application and universal referral form for the increased number of participants; and getting the word out to the schools, training providers and community resource proved to be very effective. Also, the Western Oklahoma WDB developed fliers that are youth-centered with trendy colors and language to appeal to youth participants.

### Veteran Hiring Events

During PY18 Oklahoma's military hiring event partnership, OKMilitaryConnection, continued its efforts to match Oklahoma's veteran population with employment opportunities. OKMilitaryConnection is a partnership between the Oklahoma Office of Workforce Development, the Oklahoma Employment Security Commission, the Oklahoma Department of Career Technology, and the Oklahoma National Guard.

Events were held in Fort Sill, Norman, and Oklahoma City. At these events, job seekers who pre-registered online were matched by OESC Veterans Services representatives with available opportunities listed by registered employers. This is done as a service to employers to maximize the employer's recruitment efforts, and to better ensure positive outcomes for job seekers. In PY18, more than 160 employers and more than 500 job-seekers attended these events.

### Jobs for Veterans State Grants: Oklahoma Employment Security Commission

Veterans Employment Services ("VES"), a department of the Oklahoma Employment Security Commission ("OESC"), is the administrator of the Jobs For Veterans State Grant ("JVSG") for the State of Oklahoma from the Department of Labor, Veterans Employment & Training Service. The VES team is made up entirely of veterans who have a passion for helping their veteran brothers and sisters to find meaningful employment and/or careers. VES has "boots on the ground" servicing every county in the state through Disabled Veterans Outreach Program ("DVOP") specialists and Local Veterans Employment Representatives ("LVER"). The DVOP specialists work exclusively with qualified veterans and their spouses to prepare them for job-readiness by assisting them in dealing with significant barriers to employment such as homelessness, low income, low education, no transportation, inadequate resume skills and much more. LVER's work exclusively with employers who wish to hire veterans to become veteran-ready employers by assisting them in setting up apprenticeship and on-the-job training programs, helping them understand the benefits of hiring veterans, getting them to participate in regular job clubs and coordinating veteran-specific hiring events.

VES just concluded its PY18, which was very successful in bringing the veteran unemployment rate in Oklahoma to 3.2%, a historically low measurement. This was accomplished through 7 major hiring events – including three in cooperation with the Oklahoma Military Connection, case management of veteran clients across 29 American Job Centers ("AJC) in Oklahoma, partnerships with countless civic organizations and other critical state agencies, monthly job clubs across 5 regions of Oklahoma, and the perseverance and passion of a dedicated team.

### Annual Oklahoma Works American Job Center Alumni Celebration

The Alumni Celebration is an annual event to celebrate and recognize the success of customers, both job seekers and businesses, of the Oklahoma workforce system. Many of the honorees recognized have faced situations that seemed insurmountable and must have thought themselves without opportunity to overcome their personal barriers. The success of the honorees is made possible by a workforce

system guided by business professionals and a dedicated staff that work directly with its customers on a daily basis. The volunteers that serve on local boards and workforce staff provide the knowledge, skills and resources for learning, earning and living. The annual event is sponsored by the Oklahoma Workforce Association, of which the local boards and the state board are members. Information about the 2018 Alumni, including their personal stories, can be found in the [Celebration Program Book](#).

## National Cohort and Cross-State Academy Participation

### Skillful State Network

Oklahoma continued participation as one of the founding member states for the State Skillful Network. Skillful, a non-profit initiative of the Markle Foundation, is working to achieve a skills-based labor market to help millions of Americans overcome barriers to obtaining better-paying jobs in today's digital economy. Skillful helps employers achieve the workforce they need by providing data, tools, and resources that enable the adoption of skills-based hiring and training practices.

Oklahoma participated in the Skillful State Network in-person convening in August 2019. Through participation in this network, Oklahoma has developed a partnership with the State Human Resources Chapter (OKHR) to pilot skills-based hiring curriculum next Program Year.

### Participation in the U.S. Department of Labor's Disability and Employment Cohort

Oklahoma was one of six states selected to join the U.S. Department of Labor's Disability and Employment Cohort focused on customer service. The cohort brought states and local areas together to identify ways to collaborate to create national and local solutions for systemic issues facing the disability and employment communities. Teams participated through a series of events to share resources, challenges and develop innovative solutions that ensure individuals with disabilities experience seamless customer service across WIOA partner programs. The Oklahoma Department of Rehabilitation Services, the Northeast one-stop operator, the Southern one-stop operator, OESC, Adult Basic Education, and the Oklahoma Office of Workforce Development participated as a team in this cohort.

## Promising Practices

### Unemployment Insurance Integrity and Fraud Detection

Nationally, there has been an increased amount of perpetrators filing fraudulent unemployment insurance claims. Unfortunately, this same trend has been identified in Oklahoma as well. It is believed that this resulted from data breaches from numerous entities. While OESC did not have a data breach, we are ever mindful of the security of our customer's information and during the program year have taken significant steps in this area. Some of the procedures we have implemented, or that we are close to implementing include:

- **IP Address Verification:** The IP address from which the claim is filed is examined. If multiple claims are filed from one IP address, those claims are flagged and investigated.
- **Mailing Address Review:** The mailing address of the claimant is examined. If multiple claims are filed using the same mailing address, those claims are flagged and investigated.
- **Address Change Review:** The claimant changes the mailing address of the claim from an in-state to an out-of-state address shortly after the claim is filed and before the debit card is mailed out. These claims are being flagged for investigation.
- **ID Verification:** In June, OESC now requires all claimants to report in person to a local American Job Center for identify verification within 7 days of filing a claim. Out-of-state claimants will be

required to report to a workforce center in their state of residence to register for work and to have their ID documents copied by an employee in that workforce center and faxed to OESC.

- **ID Authentication:** ID documents that are received from claimants in flagged cases that appear to be fake or otherwise suspicious are sent for verification to the Office of Inspector General (OIG). The OIG can check special databases to compare ID numbers with names and birthdates to verify authenticity of the ID document. When fake ID’s are discovered, the claim will be denied.
- **National Verification:** The USDOL Integrity Action Center administers the Integrity Data Hub and the Suspicious Actor Repository. Certain patterns and repetitive actions that are indications of fraud are reported and indexed in the Suspicious Actor Repository. States can send claim information to the Integrity Data Hub to process through the Suspicious Actor Repository and if the information of a suspicious claim matches the profile or pattern of a previous fraudulent claim from anywhere in the U.S., a hold can be placed on the claim and the claimant can be called in to provide further information to legitimize the claim. Claimants that fail to cooperate will have their claims denied.

Procedures like these continue to support the integrity of the unemployment insurance Trust Fund. Oklahoma continues to be a Top 10 state in trust fund solvency and number two in the nation for having an extremely low improper payment rate.

## Pay for Performance

Oklahoma currently has no pay for performance contracts.

## Appendices

### Appendix I: Negotiated Performance Levels for Title I and III, Program Year 2018

Table 1: Negotiated Performance Levels for Program Year 2018 Adults

Report Period	PY17-18 Negotiated Performance Levels	PY18 Performance Measures Reported
Employment Rate 2nd Quarter After Exit	66.70%	67.40%
Employment Rate 4th Quarter After Exit	67.00%	68.10%
Median Earnings 2nd Quarter After Exit	\$5,200.00	\$5,744.00
Credential Attainment within 4th Quarter after Exit	64.50%	69.80%

*Table 2: Negotiated Performance Levels for Program Year 2018 Dislocated Worker*

Report Period	PY17-18 Negotiated Performance Levels	PY18 Performance Measures Reported
Employment Rate 2nd Quarter After Exit	75.00%	78.10%
Employment Rate 4th Quarter After Exit	67.00%	68.10%
Median Earnings 2nd Quarter After Exit	\$7,600.00	\$8,334.00
Credential Attainment within 4th Quarter after Exit	59.10%	68.50%

*Table 3: Negotiated Performance Levels for Program Year 2018 Wagner-Peyser*

Report Period	PY17-18 Negotiated Performance Levels	PY18 Performance Measures Reported
Employment Rate 2nd Quarter After Exit	63.50%	65.00%
Employment Rate 4th Quarter After Exit	64.00%	66.50%
Median Earnings 2nd Quarter After Exit	\$5,200.00	\$5,541.00

*Table 4: Negotiated Performance Levels for Program Year 2018 Youth*

Report Period	PY17-18 Negotiated Performance Levels	PY18 Performance Measures Reported
Employment Rate 2nd Quarter After Exit	66.50%	72.80%
Employment Rate 4th Quarter After Exit	62.70%	72.00%
Median Earnings 2nd Quarter After Exit	Baseline	\$3,282.00
Credential Attainment within 4th Quarter after Exit	46.10%	47.60%

## Appendix II: Documents of Interest

ABE Success Story: <https://oklahomaworks.gov/success-story-kenneth-lee-ludolph-jr/>

Career Exposure Week: <https://oklahomaworks.gov/wp-content/uploads/2019/01/CEW18-Stats.pdf>

Data Integrity Policy: <https://oklahomaworks.gov/wp-content/uploads/2018/06/OWDI-08-2017-CHANGE-2-Data-Integrity.pdf>.

Data Validation Policy: [https://oklahomaworks.gov/wp-content/uploads/2019/05/OWDI-02-2019\\_Data-Validation\\_Combined.pdf](https://oklahomaworks.gov/wp-content/uploads/2019/05/OWDI-02-2019_Data-Validation_Combined.pdf).

Equal Opportunity Accessible Technology Grant Award: <https://oklahomaworks.gov/wp-content/uploads/2019/01/Memo-M-01-2019-EO-Accessible-Technology-Grant-Award.docx>

Governor's Council for Workforce and Economic Development Strategic Plan: <https://oklahomaworks.gov/wp-content/uploads/2019/09/GCWED-Strategic-Plan-2019-22-FINAL.pdf>

Health Care Reports: [Nursing Professions in Oklahoma Issue Brief, August 2018](#); [Nursing Workforce Report, March 2018](#); [Physician Supply Brief, September 2017](#)

OESC Economic Data Trend Analysis Reports: [https://www.ok.gov/oesc/Labor\\_Market/Labor\\_Market\\_Publications/](https://www.ok.gov/oesc/Labor_Market/Labor_Market_Publications/)

Talent Pipeline Report: <https://oklahomaworks.gov/wp-content/uploads/2019/04/OK-Talent-Pipeline-Report-2019v2.pdf>

WIOA Title I Formula Programs and Job Corps Coordination: <https://oklahomaworks.gov/wp-content/uploads/2018/12/OWDI-09-2018-WIOA-Formula-Programs-Job-Corps-Coordination.pdf>

## Appendix III: Local Area Performance and Customer Satisfaction

Central Oklahoma Workforce Innovation Board Narrative, PY18: <https://www.dropbox.com/s/fyyt4vgb91q9I9p/COWIB%20Narrative%20for%20PY18.docx?dl=0>

Eastern Workforce Development Board Narrative, PY18: <https://www.dropbox.com/s/l1wy76ulcmjhtid/Eastern%20Narrative%20PY18.docx?dl=0>

Northeast Workforce Development Board Customer Satisfaction Data, PY18: <https://www.dropbox.com/s/r79kmwuqmwslzx/NEWDB%20Customer%20Satisfaction%20Surveys%20Narrative%20for%20PY18.docx?dl=0>

Western Oklahoma Workforce Development Board Customer Satisfaction Data, PY18: [https://www.dropbox.com/s/246q0xpmlyf3bu/WOWDB%20Customer%20Satisfaction%20Data\\_7.1.18-6.30.19.pdf?dl=0](https://www.dropbox.com/s/246q0xpmlyf3bu/WOWDB%20Customer%20Satisfaction%20Data_7.1.18-6.30.19.pdf?dl=0)

## Appendix IV : State Survey Data

State Core Partner Business Survey: <https://www.dropbox.com/s/pjzt2lXkdjv8wbg/Business%20Survey%2001.2019.pdf?dl=0>

State Rapid Response Employer Focus Groups Themes:

<https://www.dropbox.com/s/rmeup11zmhcnjs6/Focus%20Group%20Summary%202019.pdf?dl=0>