

Reemployment Services Performance Report

State: Oklahoma

Date: September 25, 2005

The Oklahoma Employment Security Commission (OESC) has continued to expend the Reemployment Services Grant fund this year to maintain the Job Skills Workshop program. The availability of this grant has allowed OESC to utilize these specific positions designated as Job Skills Workshop Presenters to conduct enhanced Job Skills workshops across the state. Presenters provide quality information through Job Skills workshops not only in the metro areas but the rural areas as well. The presenters are very knowledgeable and qualified individuals. The presenters are stationed in the following areas across the state, Oklahoma City Metropolitan Area, Tulsa Metropolitan Area, Southeast, Northern and Southwest

The Workforce Center staff communicate weekly with the workshop presenters to insure that the local community's interests and needs are met within the workshop. Workshop presenters work closely with workforce center staff and partners devising methods for expanding job and training opportunities for claimants. Feedback from the individuals in the workshops is an integral part of our learning process as it alerts staff to any problems or needed changes.

The availability of the workshops for the claimants has allowed staff time to provide intensive one-on-one staff assisted job search activities in the individual workforce centers. The activities and/or services provided in the Centers are; career counseling, testing, labor market information, resume assistance, job development and referral to jobs. Workforce Center management and staff evaluate their individual situations in the workforce centers throughout the year to ensure that existing policies and procedures are understood and to identify best practices for providing reemployment services. Continuous improvement is a commitment the local areas strive to attain. The quality and quantity of reemployment services given to the claimants should result in the claimants achieving positive outcomes.

Workforce Center staff are aware that early intervention is key in moving claimants successfully back into the labor market. The Profiling orientation session allows staff to provide a preliminary assessment of the claimant's marketable job skills, their likelihood to return to the workforce or their need for additional training/retraining. Claimants identified in Orientation sessions, who are not being referred to training, are scheduled to attend a Job Skills Workshop. Providing effective reemployment services is a goal of each center, and the workforce staff and the presenters interact weekly to ensure that the claimant's needs are identified and met.

Customer feedback allows the state to assess the program and insure that it is improving the services that are being provided. Oklahoma is satisfied that the Job Skills Workshop program is meeting the needs of the local communities. Each and every workshop that is presented has feedback from the participants. Although 90% of the comments are positive, the program continues to improve based on comments from the claimants. Claimants across the state are being exposed to new and innovative ways of returning to the labor market. This is a service that the state feels benefits each and every claimant that attends.

Feedback has continued to show claimants who are able to receive more intensive one-on-one help are more successful.

Positive feedback comments received from the Workshops:

- ❖ Individuals gain hope
- ❖ Individuals identify how to market their abilities.
- ❖ Individuals gain valuable insights and ideas.
- ❖ Individuals learn to become more confident.
- ❖ Individuals are made aware of new and existing job search materials

Common success story and statements:

Ray,

Just wanted to drop you a little thank you note. I was in your Career Development Conference on August 15. After the class, I had a new focus on getting a good job. That Monday night I created my master application. It was amazing all the things I had achieved. Tuesday I began a new resume when I got the call for the interview. With all this ammo in my newfound arsenal, I went into the interview confident and eager. I was asked to tell them about myself. Instead of talking about family and where I was in life, I focused on my career and my achievements. When asked a question, I utilized the “prove it” statements to show how much I was worth. It worked so well, I had a second interview that day with the CIO that day. I am happy to say I started this past Monday and it feels great. Again, I want to thank you for the information and your time because I think it made the difference.

Cordially,

David C. Miller Jr
Sonic Corporation

“I feel like I’m better prepared now to get a great job.”

“I found the “mock” interview helpful. I enjoyed the day.”

“I think the job search workshop was the very thing I needed to help with my interviewing techniques. I have now found a job and believe that the skills I gained in this workshop were instrumental in my gaining employment.”

“The presenter was very professional”

“The workshop gave me a wake-up call”

“The workshop was full of wonderful information. It was educational, informative and fun.”

Our goal was to raise our percentage of claimants receiving job search activities to 47%.

- Program year 2003, the percentage of claimants receiving job search activities was 43%.
- Program year 2004, the percentage of claimants receiving job search activities was 44%.

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