

## Reemployment Services Performance Report

**State: Oklahoma**

**Date: October 1, 2006**

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

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 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.

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. Workforce Center staff are aware that early intervention is key in moving claimants successfully back into the labor market. 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.

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. The quality and quantity of reemployment services given to the claimants should result in the claimants achieving positive outcomes.

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.

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 learn how to set goals
- ❖ 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:**

Dear Ms. Durst,

I was in your Career Development Workshop on July 13th of this year. I was very excited about the class because I had been searching for a job, had a good work record and good education, and I could get no responses to my resume. I was getting very depressed!

From the first encouraging moment, I knew that your workshop was an answer to my prayer! I enjoyed every moment of the class. I especially loved the way you made everyone feel included and validated our viewpoint and our ideas. You made each one of us feel important and that we could succeed.

I listened very carefully, took a lot of notes and came home and began to use the tools and pointers you had given us. Debbie, I immediately began to get feedback! As a result of the changes you suggested (and a few pointers from Juanita Jones) I had call backs from the next three resumes I sent!

I interviewed with Quik Print today, was contacted by a property management company for further information with an interview to be set soon, and I was actually called within 43 minutes of e-mailing my resume to a company in Minnesota! Wow! What a difference.

I actually believe that, not only will I find a job; I will find a job I love and want! Thank you so much! This is fun! I would never have believed this possible before your workshop. It has proved to be a turning point in my life and I deeply appreciate your hard work on my behalf.

Sincerely,  
Vicky Vandever

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Susan,

This e-mail is to just say thank you. After the workshop on the 22nd, I read and practiced my interviewing skills. I had over four interviews last week and felt confident about each one. I am happy to say I had more than one job offer and will be starting a new job as office manager on Monday. After your workshop I felt much more confident and also was able to express my experience in a much more positive way. I think before I just took it for granted that they would know my skills from previous jobs I have had. Also setting daily goals got me up and committed each day. Again thanks for all your help and encouragement.

Debra L. Mattenson

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Dear Debbie,

I thank you for your time, energy and enthusiasm in the facilitation of the Career Development Workshop I attended yesterday. I admire your tenacity in facing groups day after day who would, for the most part, rather be almost anywhere else. This is not the first of these workshops I've attended, but fortunately, it has been awhile. I must say that I really got some direction and encouragement out of this workshop as compared to my prior experience, and I thank you for that.

I have incorporated the changes to my resume that you were kind enough to critique for me, and it is now in the hands of some potential employers. I appreciate your help and your understanding of the situation some of us more "seasoned" applicants are facing in a quest for meaningful employment. I'm off to a substitute teaching orientation and I hope that I can find some meaningful supplementation from that source. Again, thank you for yesterday and your assistance.

Best Regards,

Bruce Wiley

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Debbie,

I enjoyed the workshop and I think I might have learned a few things. That's really saying something about you. You can teach an old dog new tricks. I've been revising my resume and have stumbled over several things and would like your opinion. It doesn't have an objective yet since I haven't even started school and don't fully know what it will be. However, it is two pages long. Help! Would you please have a look at it and tell me how I'm doing? Oh, and I have a new email address on it. Theblondepain is now just HeatherDillon!

Thank you for all your time.

Sincerely,

Heather Dillon  
Sapulpa workshop

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

- Program year 2004, the percentage of claimants receiving job search activities was 44%.
- Program year 2005, the percentage of claimants receiving job search activities was 51%.

Questions may be directed to Ann Pendergraft, at 405-557-5317 or e-mail [ann.pendergraft@oesc.state.ok.us](mailto:ann.pendergraft@oesc.state.ok.us)