

**Program Year 2002  
WIA Annual Report  
Oklahoma**

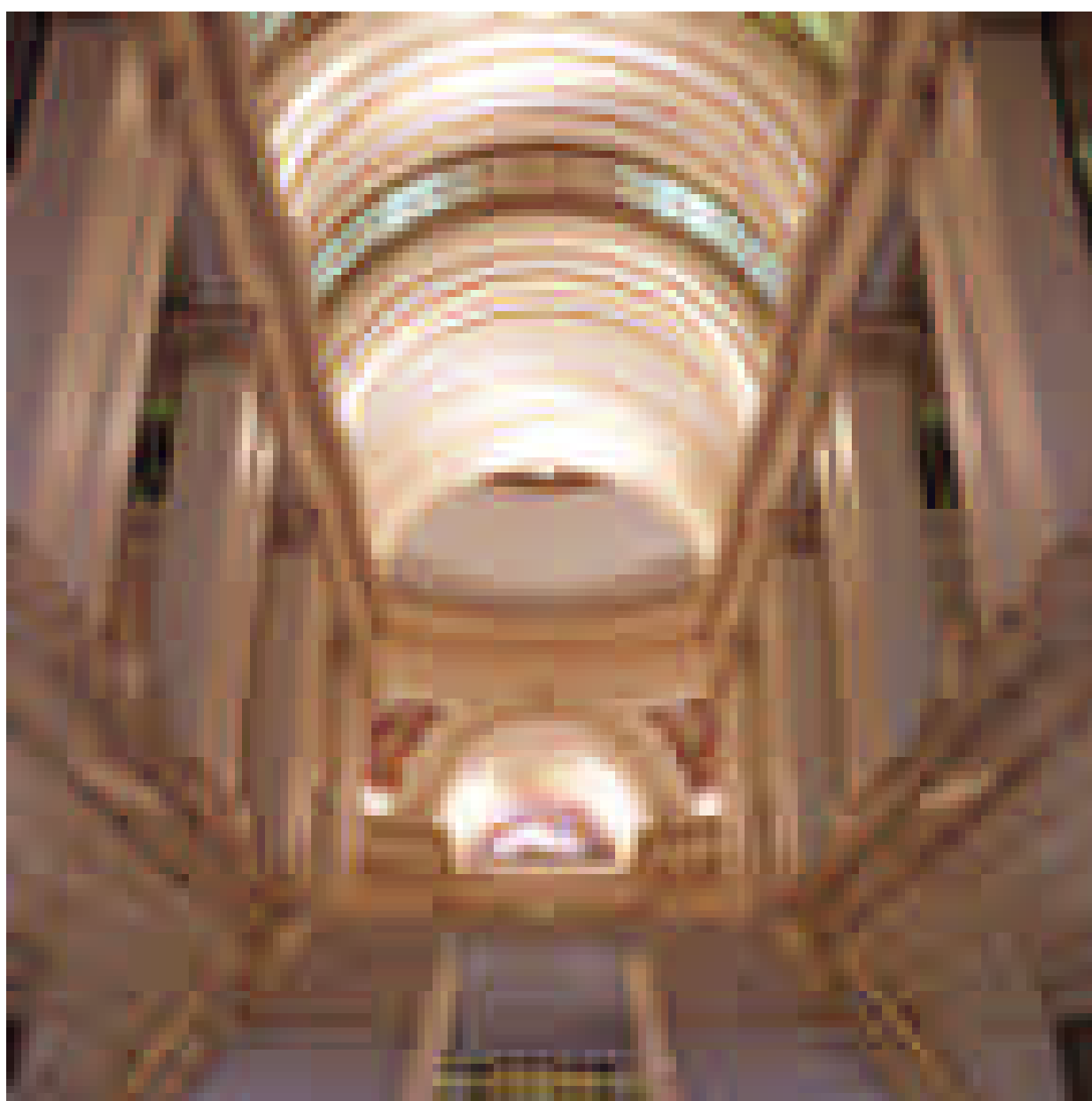


On the cover - Eighty five years after completion of the State Capitol of Oklahoma, our dome was finalized. World War I brought with it skyrocketing prices of building materials and the cost of adding the dome made it impossible. After a fundraising campaign of private and public funding, the dome became a reality. On November 16, 2002, statehood day, our long awaited dome made it's premier. The Guardian, a Native American bronze sculpture by Oklahoman Kelly Haney, stands over the Capitol, now finally complete.

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## Introduction



November 2002 brought a new governor to the state of Oklahoma and with Governor Henry came a renewed determination to improve our economy. The Power of E<sup>3</sup> has been embraced by this administration with an even keener emphasis on linking education, employment and economic development. These are, indeed, exciting times!

Gov. Brad Henry has teamed the Commerce Department and Higher Education to combine the innovative technical strength of our colleges and universities with the practical experience of economic development professionals. He has set an ambitious goal: to develop an integrated, innovative and focused action plan by December 2003 to provide Oklahoma a new competitive edge in the global economy.

Over the past decade, Oklahoma's economy has been moderately successful in sustaining growth over the long term. Although the state ranked 44th on state economic momentum, Oklahoma ranks from 35th to 40th in most national surveys and evaluations that rank states according to their ability to overcome economic challenges.



To become a major competitor, Oklahoma must adapt to the changes in the global market. We must target the immediate challenges we face, including the low cost of labor outside of our state and the country, the demand for mass customization of products and services, and the driving force of technology in business today. Recent local developments with far-reaching economic impacts underscore the urgency of these challenges.

Oklahoma's economy is growing stronger, but we still face several economic obstacles. To achieve economic success, Oklahoma must continue to adjust to the changes in the economy as well as overcome the "boom and bust" pattern based on the heritage industries of oil and agriculture. We must diversify our industries by moving more aggressively into the high-technology sector while providing our heritage industries with the cutting-edge technology to remain competitive.

To achieve success, Oklahoma must recognize and evaluate the efforts of other states and how those actions can benefit our state. Like other states, Oklahoma is creating active partnerships among government, universities and private industries. However, we must also enhance research capability, better support technological innovation, develop and nurture key industries, create mechanisms for commercializing technology, produce more college graduates in sciences, engineering and business, and create a high quality of life that is attractive to today's knowledge workers.

Oklahoma's EDGE was built on current and previous work undertaken by state leaders to energize economic development efforts at the local, regional and statewide levels. A governor-appointed Steering Committee and 23 teams of statewide experts guided the project from both the public and private sectors. This provided bold, innovative leadership and strategic recommendations for directing Oklahoma's economic future.

Regional public forums were held this fall to gather input from business and community leaders from across the state. The opinions expressed during these meetings were integrated into the final reports, which will be submitted to the Steering Committee and ultimately to the Governor by December 2003.

### **Evaluation of WIA Activities**

The Workforce Investment Act has numerous references to continuous improvement. The Oklahoma Employment Security Commission, Employment and Training Division, as staff to the State Workforce Investment Board, has developed a Technical Assistance Guide (TAG) that focuses on the provisions contained in the Act, Section 136(e)(1) ***“States must conduct ongoing evaluations of workforce investment activities for continuously improving them.”***

From the State’s perspective, the baseline or starting point for continuous improvement is simply defined as “where you are now.” It is easy to confuse the terms “baseline” and “benchmark.” The definition we provide for “benchmark” in our TAG is: *An example of a best in class practice, strategy, service, etc.* An organization seeking to improve itself in a particular area might compare itself to an organization that excels in that area to learn from them.

Chartering is another term that is used regularly and is somewhat unique within Oklahoma’s workforce development strategy. Several other states are using this term, but not in the same way that Oklahoma does. Outside of Oklahoma, the term is used to describe the re-certification process. Within Oklahoma, Chartering is an outcome of Continuous Improvement, and equates to a quality brand much like the Good Housekeeping Seal of Approval. With the anticipated Re-authorization of WIA, the focus will likely change from local chartering to state level certification. With either process, the documented continuous improvement process becomes the vehicle by which a charter is secured. This separation creates a marketing advantage by enabling local councils to announce that their Workforce Development System is certified for High Quality service delivery.

Our guide relies heavily on information and examples developed by the Workforce-Excellence Network and the Oklahoma Quality Award Foundation, Inc. The intent of the guide is to establish common definitions for terms regularly used in a continuous improvement process (CIP); to provide some guidance for a quick start-up; to provide examples of existing CIPs; and to answer these questions expressed by our Workforce Investment Boards and Local Workforce Development Councils:

- Are there “Quality Process” terms or concepts that I need to know?
- Why are we using Malcolm Baldrige Criteria and Principles?
- Where do we focus our Continuous Improvement efforts?
- What constitutes a documented Continuous Improvement Process?
- What’s the connection between Continuous Improvement and Chartering and who owns the Chartering Process?

The original state plan was for Local Workforce Development Councils to implement a continuous improvement strategy during the program year ending June 30, 2003. With the election of a new Governor, and the fact that the state board is being re-constituted, this plan is now being revised. However, the TAG is in the hands of local areas and continuous improvement processes are being emphasized and developed.

## WIA Technical Assistance

Our Workforce Oklahoma Training Institute assists the state workforce development system in continuous improvement by increasing the knowledge skills and capacity of professionals engaged in the development of Oklahoma's labor force and one stop delivery system. They provide technical assistance to WIA partners, service provider staff, Workforce Investment Boards, fiscal agent staff, and Workforce Development Local Council staff. They also provide training services at individual Workforce Oklahoma Centers.

Specific to our Continuous Improvement Process is the Workforce Development Quality Leader Certificate. This certificate, also offered through the University of Oklahoma, is open, primarily, to staff with management responsibilities, but is also available to frontline staff that wishes to take a leadership role in their local communities. Participants must complete a series of three workshops to complete the certificate. The content is based on Malcolm Baldrige quality principles featuring instruction on management styles, continuous improvement, community leadership and working with boards.

In addition, other activities have occurred that continue to provide technical assistance and continuous improvement opportunities. National consultant Greg Newton has continued to deliver training for the purpose of development of the workforce system, including the development of Business Services teams. The current emphasis from the new Governor to merge Economic Development and Workforce Development has led to plans to provide economic development specific training to local boards and service delivery partners. This will also expand the partnerships to include other entities beyond the traditional workforce services partners and will further enhance and improve the overall service delivery system.

Continuous improvement is a journey, not a destination. Oklahoma is continuing to develop strategies and processes that will make this journey one that will strive for seamless, efficient and effective services.



## **WIA Service Delivery**





## **Workforce Oklahoma Centers**

Oklahoma is looking forward to increased jobs filled by even better educated, skilled and trained workers. We have grown to 32 Full Service Workforce Oklahoma Career Centers and 35 Workforce Oklahoma Satellite Centers, serving Oklahomans from the panhandle in the Northwest to the Ouachita National Forest of Southeast.

Oklahomans have always had a well-deserved reputation of quality customer service. Thanks to the employees of these centers, Oklahoma has, again, met or exceeded the USDOL WIA Performance Measures.

Each of Oklahoma's centers is locally designed with national support. These centers balance automation with personal service and eliminate red tape at each step along the way. This major initiative to increase per capita income is creating a workforce development system to get employers the workers they need and empowers job seekers to meet the challenges of the new century by getting the training they need.

The customers of the Workforce Oklahoma Centers are businesses needing labor market information and qualified employees. Our customers are also students, college graduates, downsized professionals, career changers, people moving from welfare into the working community, veterans and workers with barriers to employment.

Our goal is to accept the challenges of a changing Oklahoma economy by providing businesses with high quality information on labor markets, education and training resources, government regulations and programs, and business management issues and assistance.

Recent changes and additions to our Workforce Oklahoma Centers include improved signage, embracing language needs, and enhanced assistive technology for customers with disabilities. We are also improving and enhancing our Resource Rooms and offering more variety in our group workshops.

Our new directory of Workforce Oklahoma Centers have been produced in English, Spanish, large type and in Braille.

Continuous Improvement is not only required, but also embraced by the staff of Workforce Oklahoma Centers. Each year brings new challenges, but also brings new accomplishments.

## **Workforce Oklahoma Centers 2002-2003**

<b>CENTER</b>	<b>ADDRESS</b>
<b>Workforce Oklahoma Ada Center</b>	1628 E. Beverly St., Suite 106 P.O. Box 850 Ada 74820 Phone: (580) 332-1533 FAX: (580) 421-9265 Email: <a href="mailto:manager.ada@OESC.state.ok.us">manager.ada@OESC.state.ok.us</a>
<b>Workforce Oklahoma Altus Center</b>	1115 N. Spurgeon St. P.O. Box 551 Altus 73521 Phone: (580) 482-3262 FAX: (580) 482-3284 Email: <a href="mailto:manager.altus@OESC.state.ok.us">manager.altus@OESC.state.ok.us</a>
<b>Workforce Oklahoma Antlers Center</b>	204 SW 4th Antlers 74523 Phone: (580) 298-6601 FAX: (580) 298-6603 Email: <a href="mailto:manager.antlers@OESC.state.ok.us">manager.antlers@OESC.state.ok.us</a>
<b>Workforce Oklahoma Ardmore Area Center</b>	201 "A" Street, SW P.O. Box 1467 Ardmore 73401 Phone: (580) 223-3291 FAX: (580) 226-2730 Email: <a href="mailto:manager.Ardmore@OESC.state.ok.us">manager.Ardmore@OESC.state.ok.us</a>
<b>Atoka/Coal Workforce Oklahoma Center</b>	1301 Liberty Rd. Atoka 74525 Phone: (580) 889-7074 FAX: (580) 889-3079
<b>Workforce Oklahoma Bartlesville Center</b>	6101 SE Nowata Rd., Ste D P.O. Box 4039 Bartlesville 74006 Phone: (918) 331-3400 FAX: (918) 331-0044 Email: <a href="mailto:manager.Bartlesville@OESC.state.ok.us">manager.Bartlesville@OESC.state.ok.us</a>
<b>Workforce Oklahoma Broken Bow Center</b>	217 North Main Broken Bow, OK 74728 Phone: (580) 584-3361 Fax: (580) 584-2315
<b>Workforce Oklahoma Burns Flat Center</b>	Building 420, Sooner Road Burns Flat, OK 73624 Phone: (580) 562-4882 Fax: (580) 562-4880
<b>Workforce Oklahoma Employment and Training</b>	Sooner Drive, Bldg 420 P.O. Box 569 Burns Flat 73624 Phone: (580) 562-4550 Fax: (580) 562-4274

**Workforce Oklahoma  
Chandler Satellite  
Center** 607 E. 1st  
P.O. Box 484  
Chandler 74834  
Phone: (405) 258-2870  
FAX: (405) 258-3073

**Chelsea Workforce  
Oklahoma Satellite  
Center** 104 Hester Place  
P.O. Box 305  
Chelsea 74016  
Phone: (918) 789-5566  
FAX: (918) 789-5050

**Workforce Oklahoma  
Chickasha Center** 301 South 2nd Street  
P.O. Box 398  
Chickasha 73018  
Phone: (405) 224-3310  
FAX: (405) 222-1215  
Email: [manager.chickasha@OESC.state.ok.us](mailto:manager.chickasha@OESC.state.ok.us)

**Workforce Oklahoma  
Claremore** 1810 N. Souix Ave  
P.O. Box 908  
Claremore 74017  
Phone: (918) 341-6633  
FAX: (918) 341-7723  
Email: [manager.Claremore@OESC.state.ok.us](mailto:manager.Claremore@OESC.state.ok.us)

**Workforce Oklahoma  
Cleveland Satellite  
Office** 111 North Broadway  
Cleveland 74020  
Phone: (918) 358-3662  
FAX: (918) 358-3916

**Workforce Oklahoma  
Clinton** 1120 Frisco Ave  
P.O. Box 605  
Clinton 73601  
Phone: (580) 323-1341  
FAX: (580) 323-9176  
Email: [manager.Clinton@oesc.state.ok.us](mailto:manager.Clinton@oesc.state.ok.us)

**Workforce Oklahoma  
Cushing Center** 122 N. Cleveland  
Cushing, OK 74023  
Phone: (405) 742-7514

**Workforce Oklahoma  
Duncan Center** 1927 W. Elk Avenue  
Duncan 73533  
Phone: (580) 255-8950  
FAX: (580) 255-8959  
Email: [manager.Duncan@oesc.state.ok.us](mailto:manager.Duncan@oesc.state.ok.us)

**Workforce Oklahoma  
Durant Center** 4310 Highway 70 West  
Durant, OK 74701  
Phone: (405) 580-924-1828  
Fax: (580) 920-2464 Email: [manager.Durant@oesc.state.ok.us](mailto:manager.Durant@oesc.state.ok.us)

**Workforce Oklahoma  
Bryan County** 4310 Highway 70W  
P.O. Box 1000  
Durant 74702  
Phone: (580) 924-1828  
FAX: (580) 920-2464

**Enid Workforce Center** 2613 N. Van Buren  
P.O. Box 1269  
Enid 73703  
Phone: (580) 234-6043  
FAX: (580) 234-8405  
Email: [manager.enid@oesc.state.ok.us](mailto:manager.enid@oesc.state.ok.us)

**Workforce Oklahoma  
Eufaula Center** 45-A E. Foley  
Eufaula, OK 74432  
Phone: (918) 689-2564  
Fax: (918) 689-2391

**Workforce Oklahoma  
Center Ft. Cobb  
Satellite Office** Caddo Kiowa Technical Center  
Ft Cobb 73038  
Phone: (405) 643-5511  
FAX: (405) 643-2144

**Grove Workforce  
Oklahoma Center** 104 W. 3rd  
Room 3  
Grove 74344  
Phone: (918) 787-4143

**Grove Center** 104 W 3<sup>rd</sup> St.  
Grove, OK 74344  
Phone: (918) 787-4143  
Fax: (918) 787-7759  
Email: [manager.pryor@oesc.state.ok.us](mailto:manager.pryor@oesc.state.ok.us)

**Guymon Workforce  
Oklahoma Center** 225 NE Highway 54  
Guymon 73942  
Phone: (580) 338-8521  
FAX: (580) 468-1814  
Email: [manager.Guymon@oesc.state.ok.us](mailto:manager.Guymon@oesc.state.ok.us)

**Workforce Oklahoma  
Holdenville Career  
Center** 115 N. Rodgers Drive  
P.O. Box 937  
Holdenville 74848  
Phone: (405) 379-5452  
FAX: (405) 379-6355  
Email: [manager.holswncllw@oesc.state.ok.us](mailto:manager.holswncllw@oesc.state.ok.us)

**Workforce Oklahoma  
Hugo Center** 107 S. 3rd  
P.O. Box 490  
Hugo 74743  
Phone: (580) 326-6472  
FAX: (580) 326-0958 Email: [manager.hugo@oesc.state.ok.us](mailto:manager.hugo@oesc.state.ok.us)

**Workforce Oklahoma  
Idabel Center** Hwy 70 & Brinkley Drive  
P.O. Box 1197  
Idabel 74745  
Phone: (580) 286-6667  
FAX: (580) 286-7867  
Email: [manager.idabel@oesc.state.ok.us](mailto:manager.idabel@oesc.state.ok.us)

**Jay Workforce  
Oklahoma Center** 137B. North Main  
P.O. Box 169  
Jay 74346  
Phone: (918) 253-8516  
FAX: (918) 253-2504  
Email: [manager.pryor@oesc.state.ok.us](mailto:manager.pryor@oesc.state.ok.us)

**Workforce Oklahoma  
Lawton/Ft. Sill Center** 1711 SW 11th Street  
P.O. Box 989  
Lawton 73501  
Phone: (405) 357-3500  
FAX: (405) 357-9629  
Email: [manager.Lawton@oesc.state.ok.us](mailto:manager.Lawton@oesc.state.ok.us)

**Ft. Sill Transition  
Assistance Program** Building 2866  
Ft. Sill, OK 73503-5001  
Phone: (580) 442-6403

**Workforce Oklahoma  
McAlester Center** 1202 Wade Watts Ave  
P.O. Box 1108  
McAlester 74501  
Phone: (918) 423-6830  
FAX: (918) 429-1175  
Email: [manager.mcalester@oesc.state.ok.us](mailto:manager.mcalester@oesc.state.ok.us)

**Workforce Oklahoma  
Miami Center** 121 N. Main  
P.O. Box 670  
Miami 74354  
Phone: (918) 542-5561  
FAX: (918) 542-7505  
Email: [manager.Miami@oesc.state.ok.us](mailto:manager.Miami@oesc.state.ok.us)

**Workforce Oklahoma  
Muskogee Center** 717 south 32<sup>nd</sup> Street  
Muskogee 74401  
Phone: (918) 682-3364  
FAX: (918) 682-4311  
Email: [manager.Muskogee@oesc.state.ok.us](mailto:manager.Muskogee@oesc.state.ok.us)

**Workforce Oklahoma  
Cleveland County  
Career Center** 1141 East Main  
Norman 73071  
Phone: (405) 701-2000  
FAX: (405) 701-2042  
Email: [manager.Norman@oesc.state.ok.us](mailto:manager.Norman@oesc.state.ok.us)

**Nowata Workforce  
Oklahoma Center** 317 East Delaware  
P.O. Box 215  
Nowata 74048  
Phone: (918) 273-7365  
FAX: (918) 273-1969

**Workforce Oklahoma  
Downtown OKC Center** 1 North Walker  
OKC Central 73102  
Phone: (405) 297-3053  
FAX: (405) 297-2940  
Email: [manager.downtown@oesc.state.ok.us](mailto:manager.downtown@oesc.state.ok.us)

**Workforce Oklahoma  
Career Connection  
Center** 7401 NE 23rd Street  
OKC Eastside 73141  
Phone: (405) 713-1890  
FAX: (405) 713-1895  
Email: [manager.east@oesc.state.ok.us](mailto:manager.east@oesc.state.ok.us)

**Workforce Oklahoma  
OKC Metro South** 4509 S I-35 Service Road  
OKC Southside 73129  
Phone: (405) 670-9100  
FAX: (405) 670-9292  
Email: [manager.south@oesc.state.ok.us](mailto:manager.south@oesc.state.ok.us)

**Workforce Oklahoma  
Okemah** Okfuskee County Courthouse  
Okemah 74859  
Phone: (918) 623-2837  
FAX: (918) 623-2758

**Workforce Oklahoma  
Okmulgee** 1801 E. 4th  
Okmulgee 74447  
Phone: (918) 756-5791  
Email: [manager.Okmulgee@oesc.state.ok.us](mailto:manager.Okmulgee@oesc.state.ok.us)

**OKC-VA Vet Center** FAX: (918) 756-0937  
3033 N. Walnut  
Oklahoma City, OK 73105  
Phone: (405) 270-0501 ext. 5030

**Tinker AFB  
Transition Assistance  
Program** 72 MSS/DPF  
3359 N. Ave., Suite 1  
Tinker AFB, OK  
Phone: (405) 734-2273

**Osage County  
Workforce Oklahoma  
Center** 516 Leahy Street  
Pawhuska 74056  
Phone: (918) 287-2410  
FAX: (918) 287-2424

**Ponca City Workforce  
Oklahoma Career  
Center** 1201 W. Grand  
P.O. Box 309  
Ponca City 74602  
Phone: (580) 765-3372  
FAX: (580) 765-6145

**Leflore County  
Workforce Oklahoma  
Center** 106 Rogers  
P.O. Box 9  
Poteau 74953  
Phone: (918) 647-3124  
FAX: (918) 647-8939



**Workforce Oklahoma Pryor** 219 NE 1st Street  
P.O. Box 427  
Pryor 74362  
Phone: (918) 825-2582  
FAX: (918) 825-6494  
Email: [manager.pryor@oesc.state.ok.us](mailto:manager.pryor@oesc.state.ok.us)

**Workforce Oklahoma Sallisaw** 1502 W. Chickasha  
Sallisaw 74955  
Phone: (918) 775-5541  
FAX: (918) 775-6385  
Email: [manager.Sallisaw@oesc.state.ok.us](mailto:manager.Sallisaw@oesc.state.ok.us)

**Srpinglake Campus (Metro Tech)** 1600 Springlake Dr, Room C48  
Oklahoma City, Ok 73111  
Phone: (405) 424-2324

**Francis Tuttle Technology Center** 12777 N. Rockwell  
Campus Center Building  
Oklahoma City, OK 73142  
Phone: (405) 470-3200 Fax: (405) 470-3206

**Workforce Oklahoma Sapulpa One Stop Career Center** 610 S Hiawatha  
1700 S Main Sapulpa 74066  
Phone: (918) 224-9430 FAX: (918) 227-2859  
Email: [manager.Sapulpa@oesc.state.ok.us](mailto:manager.Sapulpa@oesc.state.ok.us)

**Workforce Oklahoma Seminole** 111 N. 4th Street  
Seminole 74868  
Phone: (405) 382-4670  
FAX: (405) 382-0104  
Email: [manager.Seminole@oesc.state.ok.us](mailto:manager.Seminole@oesc.state.ok.us)

**Workforce Oklahoma Shawnee Career Center** 2 John C. Bruton Blvd  
Shawnee 74804  
Phone (405) 275-7800  
FAX: (405) 878-9742  
Email: [manager.Shawnee@oesc.state.ok.us](mailto:manager.Shawnee@oesc.state.ok.us)

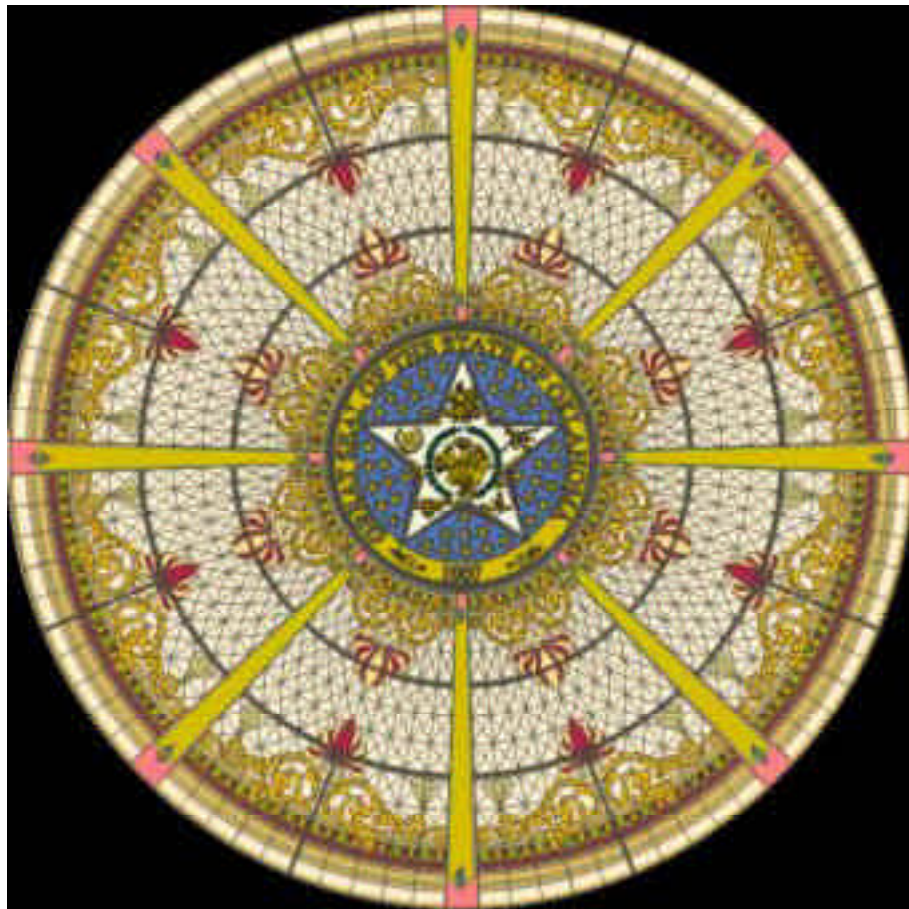
**Stillwater Center** 711 E. Krayler Ave  
Stillwater, OK 74076  
Phone: (405) 624-1450  
Fax: (405) 372-0295  
Email: [manager.Stillwater@oesc.state.ok.us](mailto:manager.Stillwater@oesc.state.ok.us)

**Workforce Oklahoma Stilwell Center** 219 W. Oak  
Stilwell 74960  
Phone: (918) 696-2910  
FAX: (918) 696-5196  
Email: [manager.tahlegquah@oesc.state.ok.us](mailto:manager.tahlegquah@oesc.state.ok.us)

**Skyline Workforce Center** 6128 E. 38<sup>th</sup> St.; Suite 405  
Tulsa, OK 74135  
Phone: (918) 384-2300  
Fax: (918) 384-2310  
Email: [manager.skyline@oesc.state.ok.us](mailto:manager.skyline@oesc.state.ok.us)

<b>Workforce Oklahoma Tahlequah Career Center</b>	1755 S. Muskogee P.O. Box 689 Tahlequah 74464 Phone: (918) 456-8846 FAX: (918) 456-3256
<b>Johnston County Center</b>	1201 S. Byrd Tishomingo 73460 Phone: (580) 371-3016 FAX: (580) 371-0431
<b>Downtown Tulsa Career Center</b>	2 N. Elgin Tulsa 74120 Phone: (918) 596-7200 FAX: (918) 596-9999
<b>Skyline Workforce Center</b>	6128 E. 38th, Suite 405 Tulsa 74135 Phone: (918) 384-2300 FAX: (918) 384-2310
<b>Tulsa VA Vet Center Vietnam Veterans CTR</b>	1408 South Harvard Tulsa, OK 74412 Phone: (918) 748-5105 Fax: (918) 748-5107
<b>Tulsa Temporary Labor</b>	415 W Archer 7413 Tulsa, OK Phone: (918) 582-3558 Fax: (918) 583-6745
<b>Wagoner Center</b>	316-B S. Hays Wagoner, OK 74467 Phone: (918) 485-4422 Fax: (918) 485-8729
<b>Workforce Oklahoma Center Walters</b>	212 N. Broadway Walters 73572 Phone: (580) 875-2311 FAX: (580) 875-3233
<b>Workforce Oklahoma Center Waurika</b>	13th & G Waurika 73573 Phone: (580) 228-3511 FAX: (580) 228-2530
<b>Workforce Oklahoma Woodward Career Center</b>	1117 11th Street Woodward 73801 Phone: (580) 256-3308 FAX: (580) 254-3093 Email: <a href="mailto:manager.woodward@oesc.state.ok.us">manager.woodward@oesc.state.ok.us</a>

## Oklahoma's Performance Measures



**Cost of Program Activities**

PROGRAM ACTIVITY		TOTAL FEDERAL SPENDING
<b>LOCAL ADULTS</b>		\$6,914,910
<b>LOCAL DISLOCATED WORKERS</b>		\$4,024,455
<b>LOCAL YOUTH</b>		\$8,743,181
<b>LOCAL ADMINISTRATON</b>		\$1,872,688
<b>RAPID RESPONSE (up to 25%)</b> 134 (a) (2) (A)		\$2,043,544
<b>STATEWIDE REQUIRED ACTIVITIES (up to 15%)</b> 134 (a) (2) (3)		\$2,421,235
<b>STATEWIDE ALLOWABLE ACTIVITIES</b> 134 (a) (3)		
(1) State administration of WIA Programs.	\$868,310	
(2) Carrying out other activities necessary to assist local areas to carry out required or optional local employment and training activities.	\$698,647	
(3) Capacity building and technical assistance to local areas.	\$37,220	\$1,604,177
<b>TOTAL OF ALL FEDERAL SPENDING LISTED ABOVE</b>		\$27,624,190

**WIA Financial Statement**

**Oklahoma Employment Security Commission  
For the Period Ending June 30, 2003**

<u>Program Activity</u>	<u>Available</u>	<u>Expended</u>	<u>Percent</u>	<u>Balance Remaining</u>
<b>Adult</b>	\$8,883,538	\$6,914,910	77.84%	\$1,968,628
<b>Dislocated Worker</b>	\$5,010,628	\$4,024,455	80.32%	\$986,173
<b>Youth</b>	\$11,620,517			
<b>Out-of-School Youth</b>		\$3,507,960		
<b>In-School Youth</b>		\$5,235,221		
<b>Summer Employment (Non-add Item)</b>		<u>\$1,562,169</u>		
<b>Total Youth</b>		\$8,743,181	75.24%	\$2,877,336
<b>Local Administration</b>	\$2,872,512	\$1,872,688	65.19%	\$999,824
<b>Rapid Response</b>	\$3,513,968	\$2,043,544	58.15%	\$1,470,424
<b>Statewide Activities</b>	\$4,806,421	\$4,025,412	83.75%	\$781,009
<b>Grand Total</b>	\$36,707,584	\$27,624,190	75.25%	\$9,083,394

**Workforce Investment Act Customer Satisfaction Results for Program Year 2002**

<b>Customer Satisfaction</b>	<b>Negotiated Performance Level</b>	<b>Actual Performance Level</b>	<b>Number of Surveys Completed</b>	<b>Number of Customers Eligible for the Survey</b>	<b>Number of Customers Included in the Sample</b>	<b>Response Rate</b>
<b>Participants</b>	<b>68%</b>	<b>79%</b>	<b>276</b>	<b>1089</b>	<b>2283</b>	<b>25%</b>
<b>Employers</b>	<b>66%</b>	<b>78%</b>	<b>507</b>	<b>104</b>	<b>1692</b>	<b>49%</b>

<b>Participation Levels</b>		
<b>Program Year 2002</b>		
	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	<b>6679</b>	<b>1706</b>
<b>Dislocated Workers</b>	<b>3822</b>	<b>994</b>
<b>Older Youth</b>	<b>733</b>	<b>267</b>
<b>Younger Youth</b>	<b>3482</b>	<b>1373</b>

Adult Program Results At-A-Glance			
Program Year 2002			
	Negotiated Performance Level		
Entered Employment Rate	76%	78.7%	770
			978
			1018
Employment Retention Rate	83%	86.9%	1171
			4727664
			1104
Earnings Change in Six Months	\$3,200	\$4,282	618
			795
Employment and Credential Rate	63%	77.7%	

Outcome for Adult Special Populations								
Program Year 2002								
Reported Information	Public Assistance Recipients Receiving Intensive or Training Services	Veterans		Individuals With Disabilities		Older Individuals		
Entered Employment Rate	78.3%	72	82.1%	46	66.7%	36	74.3%	26
		92		56		54		35
Employment Retention Rate	88.2%	90	89.7%	52	81.3%	39	84.2%	32
		102		58		48		38
Earnings Change in Six Months	\$4,471	442635	\$4,056	219033	\$2,925	134554	\$4,369	148529
		99		54		46		34
Employment and Credential Rate	62.8%	49	81.0%	34	65.7%	23	79.3%	23
		78		42		35		29



<b>Other Outcome Information for the Adult Program</b>				
<b>Program Year 2002</b>				
<b>Reported Information</b>	<b>Individuals Who Received Training Services</b>		<b>Individuals Who Received Only Core and Intensive</b>	
<b>Entered Employment Rate</b>	<b>84.2%</b>	462	<b>71.8%</b>	308
		549		429
<b>Employment Retention Rate</b>	<b>87.9%</b>	597	<b>85.6%</b>	421
		679		492
<b>Earnings Replacement Rate</b>	<b>\$4,893</b>	3107204	<b>\$3,455</b>	1620460
		635		469

Dislocated Worker Program Results At-A-Glance			
Program Year 2002			
	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	83%	86.9%	630
			725
			578
Employment Retention Rate	83%	91.7%	630
			6487934
			4887340
Earnings Change in Six Months	86%	132.7%	314
			378
Employment and Credential Rate	63%	83.1%	

Program Year 2002								
Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	89.5%	51	77.3%	17	79.6%	43	77.8%	7
		57		22		54		9
Employment Retention Rate	98.0%	50	94.1%	16	88.4%	38	85.7%	6
		51		17		43		7
Earnings Change in Six Months	144.8%	683484	104.6%	188241	122.2%	461905	2069.0%	\$64,938.00
		471899		179947		378134		\$3,139.00
Employment and Credential Rate	90.0%	27	75.0%	9	75.0%	18	100.0%	1
		30		12		24		1

Other Outcome Information for the Dislocated Worker Program				
Program Year 2002				
Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	89.2%	337	84.4%	293
		378		347
Employment Retention Rate	91.7%	309	91.8%	269
		337		293
Earnings Replacement Rate	126.6%	3420289	140.3%	3067645
		2701572		2185768

Older Youth Results At-A-Glance			
Program Year 2002			
	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	66%	71.6%	131
			183
			126
Employment Retention Rate	80%	80.3%	157
			612901
			152
Earnings Change in Six Months	\$2,700	\$4,032	139
			240
Credential Rate	55%	57.9%	

Outcome for Older Youth Special Populations								
Program Year 2002								
Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	86.4%	19	0.0%	0	83.3%	5	63.5%	33
		22		1		6		52
Employment Retention Rate	76.2%	16	0.0%	0	66.7%	4	71.1%	27
		21		0		6		38
Earnings Change in Six Months	\$3,755	78861	\$0	0	\$1,891	9453	\$3,147	113280
		21		0		5		36
Employment and Credential Rate	70.4%	19	0.0%	0	61.5%	8	47.5%	29
		27		1		13		61

Younger Youth Results At-A-Glance			
Program Year 2002			
	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	75%	77.3%	2436
			3153
Diploma or Equivalent Attainment Rate	60%	61.8%	209
			338
Retention Rate	60%	66.1%	265
			401

Outcome for Younger Youth Special Populations						
Program Year 2002						
Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	79.8%	154	73.6%	190	59.2%	168
		193		258		284
Diploma or Equivalent Attainment Rate	44.0%	11	69.0%	20	36.0%	36
		25		29		100
Retention rate	67.7%	21	57.9%	22	53.0%	62
		31		38		117

Other Reported Information										
Program Year 2002										
	12 Month Employment Retention Rate		12 Month Earnings Change (Adults and Older Youth) or 12 Months Earnings Replacement (Dislocated Worker)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	588	76.2%	3025847	\$4,062	82	10.6%	3228500	\$4,193	385	83.0%
	772		745		770		770		462	
Dislocated Workers	300	77.5%	3937890	306.7%	69	11.0%	3340653	\$5,303	261	77.0%
	387		1283997		630		630		337	
Older Youth	79	69.3%	437862	\$4,812	12	8.0%	344854	2,299	0	0.0%
	114		91		150		150		0	

Local Performance			
Program Year 2002			
<b>Central</b>	Total Participants Served	Adults	3406
		Dislocated Workers	1664
		Older Youth	47
		Younger Youth	435
ETA# 40075	Total Exiters	Adults	143
		Dislocated Workers	113
		Older Youth	10
		Younger Youth	214
Performance Measures		Negotiated Performance Level	Actual Performance Level
Program Year 2002			
Entered Employment Rate	Adults	76%	56%
	Dislocated Workers	83%	85%
	Older Youth	71%	25%
Retention Rate	Adults	83%	89%
	Dislocated Workers	83%	90%
	Older Youth	80%	67%
	Younger Youth	60%	40%
Earnings Change / Replacement in 6 months	Adults	\$3,200	\$4,635
	Dislocated Workers	86%	143%
	Older Youth	\$2,700	\$2,508
Credential / Diploma Rate	Adults	63%	72%
	Dislocated Workers	63%	80%
	Older Youth	55%	0%
	Younger Youth	60%	28%
Skill Attainment Rate		75%	71%

Local Performance			
Program Year 2002			
<b>Cleveland</b>	Total Participants Served	Adults	49
		Dislocated Workers	60
		Older Youth	11
		Younger Youth	63
ETA# 40025	Total Exiters	Adults	20
		Dislocated Workers	20
		Older Youth	1
		Younger Youth	13
Performance Measures		Negotiated Performance Level	Actual Performance Level
Entered Employment Rate	Adults	77%	90%
	Dislocated Workers	83%	75%
	Older Youth	67%	0%
Retention Rate	Adults	83%	91%
	Dislocated Workers	83%	100%
	Older Youth	80%	100%
	Younger Youth	60%	70%
Earnings Change / Replacement in 6 months	Adults	\$3,200	\$5,116
	Dislocated Workers	86%	109%
	Older Youth	\$2,700	\$10,524
Credential / Diploma Rate	Adults	63%	86%
	Dislocated Workers	63%	100%
	Older Youth	55%	100%
	Younger Youth	60%	0%
Skill Attainment Rate		75%	74%



Local Performance			
Program Year 2002			
<b>East Central</b>	Total Participants Served	Adults	137
		Dislocated Workers	56
		Older Youth	39
		Younger Youth	286
ETA# 40040	Total Exiters	Adults	67
		Dislocated Workers	25
		Older Youth	13
		Younger Youth	144
Performance Measures		Negotiated Performance Level	Actual Performance Level
Program Year 2002			
Entered Employment Rate	Adults	76%	84%
	Dislocated Workers	83%	94%
	Older Youth	71%	86%
Retention Rate	Adults	83%	87%
	Dislocated Workers	83%	91%
	Older Youth	80%	78%
	Younger Youth	60%	65%
Earnings Change / Replacement in 6 months	Adults	\$3,200	\$3,827
	Dislocated Workers	86%	138%
	Older Youth	\$2,700	\$1,931
Credential / Diploma Rate	Adults	63%	76%
	Dislocated Workers	63%	80%
	Older Youth	55%	82%
	Younger Youth	60%	65%
Skill Attainment Rate		75%	74%

Local Performance			
Program Year 2002			
<b>Eastern</b>	Total Participants Served	Adults	793
		Dislocated Workers	168
		Older Youth	90
		Younger Youth	464
ETA# 40055	Total Exiters	Adults	297
		Dislocated Workers	68
		Older Youth	14
		Younger Youth	112
Performance Measures		Negotiated Performance Level	Actual Performance Level
<b>10-1-00 to 9-30-01</b>			
Entered Employment Rate	Adults	76%	83%
	Dislocated Workers	83%	92%
	Older Youth	71%	69%
Retention Rate	Adults	83%	86%
	Dislocated Workers	83%	91%
	Older Youth	80%	92%
	Younger Youth	60%	77%
Earnings Change / Replacement in 6 months	Adults	\$3,200	\$4,905
	Dislocated Workers	86%	172%
	Older Youth	\$2,700	\$5,444
Credential / Diploma Rate	Adults	63%	73%
	Dislocated Workers	63%	87%
	Older Youth	55%	57%
	Younger Youth	60%	71%
Skill Attainment Rate		75%	83%

Local Performance			
Program Year 2002			
<b>Northeast</b>	Total Participants Served	Adults	185
		Dislocated Workers	209
		Older Youth	50
		Younger Youth	194
ETA# 40050	Total Exiters	Adults	77
		Dislocated Workers	64
		Older Youth	13
		Younger Youth	75
Performance Measures		Negotiated Performance Level	Actual Performance Level
Program Year 2002			
Entered Employment Rate	Adults	76%	87%
	Dislocated Workers	83%	90%
	Older Youth	71%	79%
Retention Rate	Adults	83%	83%
	Dislocated Workers	83%	90%
	Older Youth	80%	93%
	Younger Youth	60%	79%
Earnings Change / Replacement in 6 months	Adults	\$3,200	\$4,802
	Dislocated Workers	86%	119%
	Older Youth	\$2,700	\$6,231
Credential / Diploma Rate	Adults	63%	75%
	Dislocated Workers	63%	85%
	Older Youth	55%	63%
	Younger Youth	60%	74%
Skill Attainment Rate		75%	75%

Local Performance			
Program Year 2002			
<b>North Central</b>	Total Participants Served	Adults	299
		Dislocated Workers	108
		Older Youth	65
		Younger Youth	244
ETA# 40050	Total Exiters	Adults	196
		Dislocated Workers	71
		Older Youth	37
		Younger Youth	135
Performance Measures		Negotiated Performance Level	Actual Performance Level
Program Year 2002			
Entered Employment Rate	Adults	77%	71%
	Dislocated Workers	83%	91%
	Older Youth	67%	62%
Retention Rate	Adults	83%	85%
	Dislocated Workers	83%	94%
	Older Youth	80%	68%
	Younger Youth	60%	67%
Earnings Change / Replacement in 6 months	Adults	\$3,200	\$3,469
	Dislocated Workers	86%	75%
	Older Youth	\$2,700	\$2,324
Credential / Diploma Rate	Adults	63%	79%
	Dislocated Workers	63%	86%
	Older Youth	55%	24%
	Younger Youth	60%	49%
Skill Attainment Rate		75%	79%

Local Performance			
Program Year 2002			
<b>Northwest</b>	Total Participants Served	Adults	72
		Dislocated Workers	61
		Older Youth	37
		Younger Youth	70
ETA# 40005	Total Exiters	Adults	41
		Dislocated Workers	42
		Older Youth	12
		Younger Youth	17
Performance Measures		Negotiated Performance Level	Actual Performance Level
Program Year 2002			
Entered Employment Rate	Adults	77%	63%
	Dislocated Workers	84%	58%
	Older Youth	67%	86%
Retention Rate	Adults	90%	77%
	Dislocated Workers	83%	91%
	Older Youth	80%	83%
	Younger Youth	60%	71%
Earnings Change / Replacement in 6 months	Adults	\$3,200	\$1,409
	Dislocated Workers	86%	91%
	Older Youth	\$2,700	\$2,770
Credential / Diploma Rate	Adults	63%	64%
	Dislocated Workers	63%	56%
	Older Youth	55%	71%
	Younger Youth	60%	71%
Skill Attainment Rate		75%	93%

Local Performance			
Program Year 2002			
<b>South Central</b>	Total Participants Served	Adults	339
		Dislocated Workers	193
		Older Youth	113
		Younger Youth	392
ETA# 40020	Total Exiters	Adults	111
		Dislocated Workers	75
		Older Youth	58
		Younger Youth	202
Performance Measures		Negotiated Performance Level	Actual Performance Level
Program Year 2002			
Entered Employment Rate	Adults	76%	74%
	Dislocated Workers	83%	92%
	Older Youth	71%	71%
Retention Rate	Adults	83%	90%
	Dislocated Workers	83%	91%
	Older Youth	80%	84%
	Younger Youth	60%	61%
Earnings Change / Replacement in 6 months	Adults	\$3,200	\$6,932
	Dislocated Workers	86%	192%
	Older Youth	\$2,700	\$4,684
Credential / Diploma Rate	Adults	63%	68%
	Dislocated Workers	63%	73%
	Older Youth	55%	59%
	Younger Youth	60%	67%
Skill Attainment Rate		75%	54%

Local Performance			
Program Year 2002			
<b>Southeast</b>	Total Participants Served	Adults	410
		Dislocated Workers	143
		Older Youth	102
		Younger Youth	497
ETA# 40060	Total Exiters	Adults	229
		Dislocated Workers	75
		Older Youth	31
		Younger Youth	108
Performance Measures		Negotiated Performance Level	Actual Performance Level
Program Year 2002			
Entered Employment Rate	Adults	76%	84%
	Dislocated Workers	83%	92%
	Older Youth	71%	100%
Retention Rate	Adults	83%	90%
	Dislocated Workers	83%	98%
	Older Youth	80%	100%
	Younger Youth	60%	71%
Earnings Change / Replacement in 6 months	Adults	\$3,200	\$4,742
	Dislocated Workers	86%	108%
	Older Youth	\$2,700	\$5,726
Credential / Diploma Rate	Adults	63%	86%
	Dislocated Workers	63%	90%
	Older Youth	55%	100%
	Younger Youth	60%	81%
Skill Attainment Rate		75%	92%

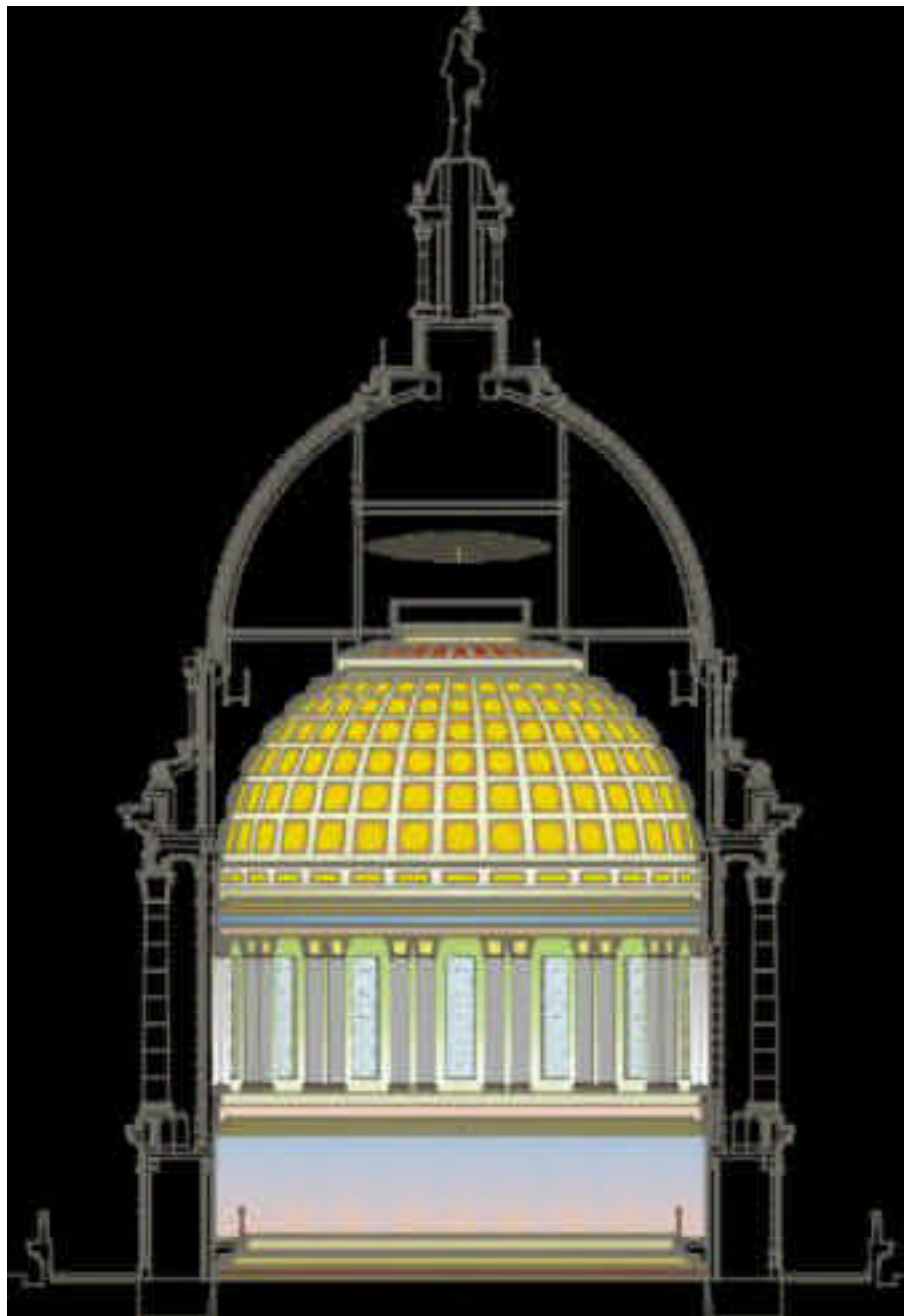
Local Performance			
Program Year 2002			
<b>Southern</b>	Total Participants Served	Adults	234
		Dislocated Workers	150
		Older Youth	68
		Younger Youth	281
ETA# 40045	Total Exiters	Adults	113
		Dislocated Workers	50
		Older Youth	22
		Younger Youth	54
Performance Measures		Negotiated Performance Level	Actual Performance Level
Program Year 2002			
Entered Employment Rate	Adults	76%	83%
	Dislocated Workers	83%	87%
	Older Youth	71%	78%
Retention Rate	Adults	83%	88%
	Dislocated Workers	83%	91%
	Older Youth	80%	88%
	Younger Youth	60%	75%
Earnings Change / Replacement in 6 months	Adults	\$3,200	\$4,505
	Dislocated Workers	86%	112%
	Older Youth	\$2,700	\$5,425
Credential / Diploma Rate	Adults	63%	76%
	Dislocated Workers	63%	84%
	Older Youth	55%	77%
	Younger Youth	60%	87%
Skill Attainment Rate		75%	87%



Local Performance			
Program Year 2002			
<b>Southwest</b>	Total Participants Served	Adults	114
		Dislocated Workers	50
		Older Youth	17
		Younger Youth	36
ETA# 40015	Total Exiters	Adults	66
		Dislocated Workers	26
		Older Youth	5
		Younger Youth	11
Performance Measures		Negotiated Performance Level	Actual Performance Level
Program Year 2002			
Entered Employment Rate	Adults	76%	79%
	Dislocated Workers	83%	100%
	Older Youth	66%	25%
Retention Rate	Adults	83%	91%
	Dislocated Workers	83%	92%
	Older Youth	80%	100%
	Younger Youth	60%	50%
Earnings Change / Replacement in 6 months	Adults	\$3,200	\$4,011
	Dislocated Workers	86%	77%
	Older Youth	\$2,700	\$65
Credential / Diploma Rate	Adults	63%	80%
	Dislocated Workers	63%	100%
	Older Youth	55%	40%
	Younger Youth	60%	29%
Skill Attainment Rate		75%	56%

Local Performance			
Program Year 2002			
<b>Tulsa</b>	Total Participants Served	Adults	621
		Dislocated Workers	938
		Older Youth	92
		Younger Youth	499
ETA# 40035	Total Exiters	Adults	342
		Dislocated Workers	357
		Older Youth	49
		Younger Youth	275
Performance Measures		Negotiated Performance Level	Actual Performance Level
Program Year 2002			
Entered Employment Rate	Adults	76%	83%
	Dislocated Workers	83%	84%
	Older Youth	71%	67%
Retention Rate	Adults	83%	81%
	Dislocated Workers	83%	91%
	Older Youth	80%	68%
	Younger Youth	60%	70%
Earnings Change / Replacement in 6 months	Adults	\$3,200	\$1,246
	Dislocated Workers	86%	192%
	Older Youth	\$2,700	\$3,608
Credential / Diploma Rate	Adults	63%	76%
	Dislocated Workers	63%	84%
	Older Youth	55%	59%
	Younger Youth	60%	76%
Skill Attainment Rate		75%	76%

Best Practices and Successes  
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## **Incumbent Worker Training Funds Program Year 2002**

Program Year 2002 was the second year for Oklahoma's Incumbent Worker training funds to be offered to business. Through the RFP process, we offered \$500,000 to companies who matched the funding at 100%. Awards ranged from \$10,000 to the maximum of \$100,000 and were selected based on cost/budget, management, and technical proposal of project goals and expected outcomes.

Companies who were funded in Program year 2002 were:

- Advance Food Company, Inc.  
Enid, Oklahoma  
Advance received \$10,000 in funds to produce a "food allergies" video for all 950 employees. Video was completed and company plans to make it available to other food manufacturing companies for training purposes.
  
- Oklahoma Alliance for Manufacturing Excellence, Inc.  
Tulsa, Oklahoma  
The Alliance received \$100,000 to provide Lean Manufacturing training to 350-400 employees of 20 companies.  
As a direct result of the training, the businesses reported 122 new jobs created, all reported that cost savings improved working conditions and increased employee involvement.  
The President of Alliance, Dr. Roy Peters, presented the project at the Manufacturing Extension Partnership National Conference in Cincinnati. He was also a guest speaker at a WIA Leaders Conference in Los Angeles. Mr. Peters has encouraged manufacturing extension partners to apply for incumbent worker training funds through their boards.
  
- Bake-Line Group, LLC  
Marietta, Oklahoma  
Bake-Line was awarded \$28,816 to provide maintenance training to the tech team as well as train one tech employee in advanced maintenance and repair. This is the second year that Bake-Line has trained crew members to repair the computerized baking equipment and they now are saving thousands of dollars by not having to close down the entire facility while waiting for an out of state repair specialist to arrive.
  
- Choctaw Electric Coop, Inc  
Hugo, Oklahoma  
The devastating ice storms of Christmas 2000 left many residents of Southeast Oklahoma without electrical power for weeks. Choctaw Electric approached us last year requesting for training funds to invest in electrical power line training, from pole climbing to computer classes. They are also training employees to move from mid-management to management as many top-level employees retire.

- Goodyear Tire and Rubber Co.  
Lawton, Oklahoma  
Southwest Oklahoma has a shortage of maintenance technicians and the Goodyear plant has solved that problem with training their current workforce for those positions. During 2002 Lawton's largest employer trained 13 employees in the technical maintenance field with the \$96,000 that they received in training funds. By working with the Technical Training Center in Lawton, they were able to customize the training specifically for Goodyear. Each round of training and promotion also creates job openings vacated due to advancement.
  
- Metzeler  
Frederick, Oklahoma  
A manufacturing company of automotive sealing systems for General Motors and Chrysler products, Metzeler was approved for \$100,000.00 for the second year. They trained 28 of their current workforce in the areas of fluid power, welding, mechanical and electrical. Through the training received, Metzeler was able to save 8 jobs and increase wages of trainees by 11%.
  
- Northeast Technology Center  
Pryor, Oklahoma  
The Northeast Technology Center received \$74,375.00 in Incumbent Worker training funds to serve the training needs of a consortium of businesses in a five-county area in our Northeast Workforce Investment Area. 559 enrolled in the training projects and all of the students graduated. Salaries were increased from 3.5% to 5%. The participating manufacturers estimated a total of \$240,000 saved as a result of training.

## **OKC Metro Employer Council Summary for PY 2002**

If attendance numbers are accepted as a reasonable indicator of success, the following facts speak for themselves. In 1998 employer attendance number hovered between thirty-five and fifty (35-50) attendees at each of the ten annual programs. By the close of 2000 the average attendance number has reached one hundred thirty-five (135). At the end of 2003 the final average attendance number is more than one hundred eighty (180). During 2002-2003 eight hundred forty (840) individuals, representing more than four hundred (400) businesses or organizations have attended employer council meetings with an average attendance expected to reach nearly one hundred ninety (190).

Despite a sluggish economy in recent years, the Oklahoma City Metro Employer Council has experienced a phenomenal six-fold increase in attendance numbers since its inception in 1997. The growth of the Council has occasionally attracted interest from businesses in surrounding states. The success and growth of the employer council remains contingent upon meeting the workplace educational needs and desires of the business community.

Potential program topics continue to be suggested via member surveys, the council executive board, and law firms who specialize in employment law issues. Speakers are recruited from business colleges in the local university, local employment law firms, from private businesses and from human resource professionals who regularly attend our council meetings.

Workforce Oklahoma business representatives continue to be responsible for quality control of the monthly programs. Significant hours are spent researching topics as well as observing and interviewing potential program presenters. The ten-member voluntary executive board, representing community businesses, meets monthly with Workforce business representatives to discuss up-coming events, job fairs, program topics and to assist with marketing the employer council programs to additional metro area businesses and individuals. The executive board continues to assist with monthly setup and service duties at council meetings, with oversight of election returns, and with proposals for new workforce development projects.

Nationally, the Oklahoma City Metro Employer Council programs were recognized for quality of educational content in early 2002 by the National Human Resource Certification Institute (NHRCI). Each of the council programs has been approved for 1.25 hours of continuing education credit for human resource professionals who have earned the PHR or SPHR professional designation. The council programs are reviewed each month and given an educational (credit hour) value. The Oklahoma City Metro Employer Council may be one of the few, if not the only government-sponsored program in the nation, approved for such professional accreditation.

Thanks to the support of the Oklahoma Employment Security Commission and members of the employer council executive board, a membership directory of more than four hundred employer council members was published in 2003. The directory, designed to facilitate networking, has proven to be a popular publication outside our agency. Internally, it continues to be a significant marketing tool for veterans and business services representatives in the promotion of Workforce Oklahoma services and information available to businesses.



### **Business Solutions Center**

The Oklahoma City Downtown Center offers the Business Solutions Center to companies to conduct business meetings and to interview prospective employees. Also available at the center are wage rates, labor market information, economic development information, and employment trends. The center includes various computer software, business related videos, books, business magazines, phone and fax line, copier, and access to Central Oklahoma's labor market. The Central Oklahoma Workforce Center's Business Solutions Team is also available to streamline the hiring process.



## **Oklahoma Skillsnet**

Oklahoma Skillsnet (OkSkills) has been fully operational since October 2002. OkSkills was implemented through the recommendation of the previous State Workforce Investment Board to identify and develop skills sets within local labor areas. With this information, educational entities could then develop the emerging workforce skill sets to meet the needs of business within their respective area.

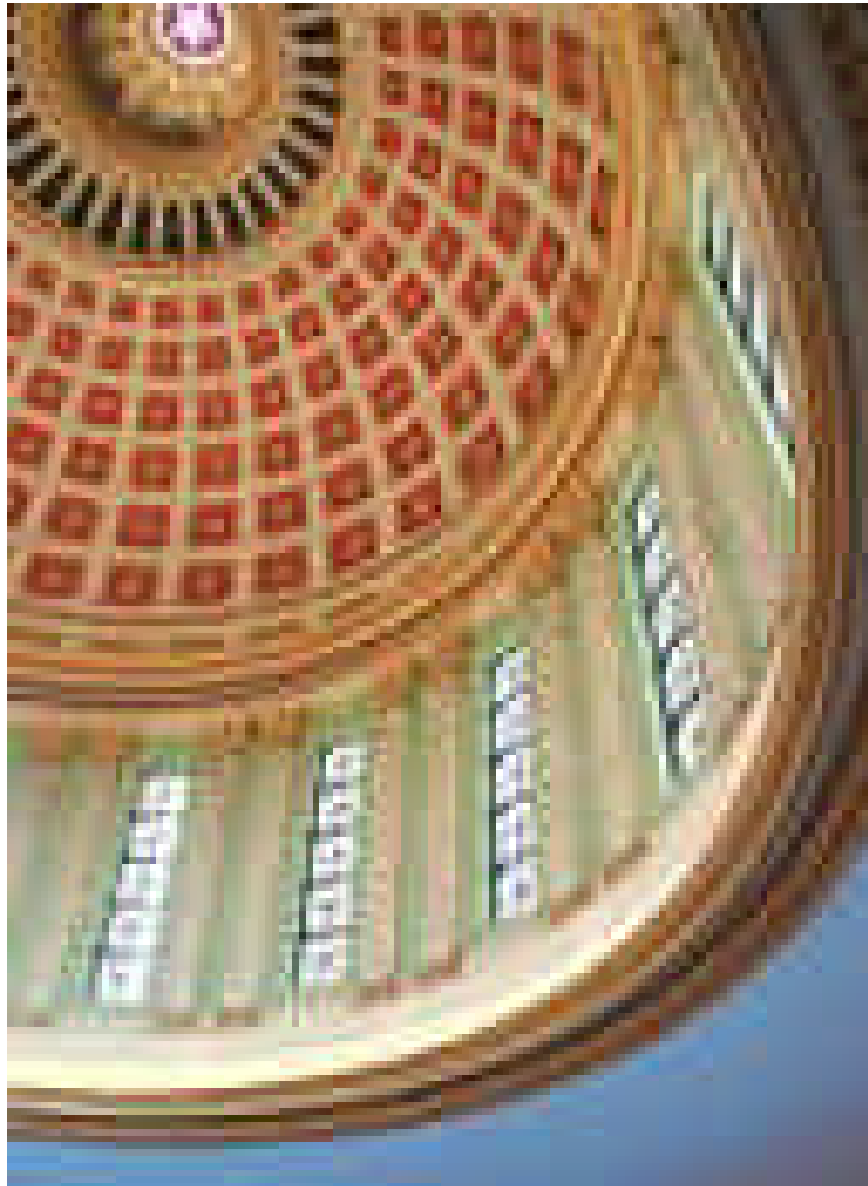
Its main impetus for gaining participation from the employer community had been through the twenty-seven local workforce development coordinators assigned to the twenty-seven local labor market areas. However, in order to pursue other initiatives and budget monies for these pursuits, the coordinator position was not retained. Due to this, we have attempted to market OkSkills with a different approach.

Applying usability studies where human resource professionals tested and recommended improvements in the system, OkSkills has undergone many enhancement changes. The product is now self-service without needing third party intervention to use and complete the features available in the OkSkills tool. While originally being marketed as a “job profiling” system, it is now exploiting the job description creation features. This language has proven to be more understandable to the human resource professional user. The tool intuitively guides the user through the creation of company specific job description, which can be saved for future reference, edited or printed. The system also features a training needs analysis module wherein the company can identify training needs within their workplace and even develop individual employee development plans. Users can also transfer common information to our labor exchange product, Oklahoma JobLink. This feature reduces the redundancy and burden on the employer who wishes to post job orders as well as make use of the OkSkills tool.

It is our hope that through these usability enhancements, OkSkills can be a viable tool for employers in the State of Oklahoma. We will continue to monitor its usage and strive to satisfy the needs of the employer community through an ongoing dialog with our users.



**Best Practices and Successes**  
**..... The Individual Customer**



## **CENTRAL WIA ALUMNI**

### **Joanette Wilson**

Joanette Wilson was a single parent with one child. She came to Workforce Oklahoma as a victim of domestic violence. In addition, Joanette was homeless and suffering from depression, with no transportation, no education and no way to change things in her life. Despite all of the things standing in her way, Joanette knew she could make a better life for herself with the right help.

When Joanette visited her local Workforce Oklahoma Center, she was told that she qualified for assistance. With help from the staff, she began her recovery by finding and moving into a nice apartment on a bus route which solved her housing and transportation problems. Utilizing resources within the Workforce Center, she received counseling for depression and co-dependency issues. She was well on her way to a new future.

As she worked hard towards her goal, Joanette found that things were going her way. She found a job with the state of Oklahoma. She began working on and completed her GED in the evening. With help from Workforce Oklahoma, she then enrolled in the Certified Nursing Assistant program at Metro Technology Center in Oklahoma City. She completed the program in August. In addition, Joanette is scheduled to receive a vehicle from the Vehicles for Families program soon.

While most of our celebrated alumni have completed their journeys to a better future, Joanette is still working on hers. Her goal is to find a job in the nursing field. With all that she has accomplished so far, it is a sure bet that she will achieve her goal and much, much more.

## **CLEVELAND COUNTY ALUMNI**

### **Rapeal Wright**

Rapeal Wright is a stellar example of someone who has overcome tremendous challenges and created a better life for himself. On his own at age 14, he was living on the streets and in the world of gang activity when he entered the Oklahoma foster care system. It turned his life around. By age 18, Rapeal was a senior at Midwest City High School and a participant in the DHS Independent Living program. He not only handled the usual challenges of being a high school student and a teenager, but also the responsibilities of living on his own.

In high school, Rapeal played football, maintained his grades and made plans for college. In order to receive help with college costs, he had to remain a participant in the state foster care system. To do that, he needed to find a full-time job by graduation. He learned of the WIA Youth program through a member of his church who just happened to be a customer service representative for the Cleveland County Workforce Development Board.

When he visited Workforce Oklahoma, Rapeal's counselor recommended a Work Experience for him. Because of his love of sports and his desire to work with kids in some way, his counselor placed him at the Tinker Area YMCA as a Sports Recreation Worker. He also received supportive services to help with transportation costs until his first paycheck came in. Rapeal worked part-time until graduation and was then hired as a full-time staff member for the summer.

In addition to his job, Rapeal participated in a WIA-funded career exploration workshop through Moore-Norman Technology Center over spring break of his senior year. The Youth Opportunity workshop explored web-design and related careers as well as worked on leadership and team-building skills.

Rapeal has now completed his first year at the University of Oklahoma and is contemplating a career working with young people as an educator or a criminalist. He is a promising young man with a world of potential to build upon. Rapeal will definitely be a positive influence on anyone whose life he touches!

## **NORTHEAST WIA ALUMNI**

### **Sheila Walker**

Sheila Walker was working at a sewing factory in a job that offered no room for advancement. Piecework wasn't her idea of the ideal job, but it provided a paycheck. At least it did until the plant closed. Before she was laid off, a Workforce Oklahoma Rapid Response team met with plant employees about resources available to help them, including help with retraining through the WIA Dislocated Worker program. This was the chance Sheila had been looking for.

When she visited the Workforce Oklahoma Center in Pryor, Sheila and her counselor discussed her career goals, completed assessments and developed an employment plan. She also received assistance enrolling at Rogers State University in Claremore where she earned an associates degree in accounting. Trade Adjustment Assistance/Trade Readjustment Allowances paid for her tuition and books. Sheila was also able to draw unemployment and TRA benefits while attending college so she could devote all of her time to her studies.

After graduation, Sheila was offered a Work Experience position at the Workforce Oklahoma Center in Claremore. She was soon hired by Oklahoma Workforce in Action as a Resource Technician. Unfortunately, tragedy struck. Due to the death of her daughter, Sheila was forced to give up her position. Her Workforce Oklahoma counselor offered a good deal of support during this difficult time. When she was finally able to return to work, she found that her position had been filled. She took a job at a convenience store to make ends meet. In February 2003, she was recalled to Oklahoma Workforce in Action as a Resource Technician for the Pryor Workforce Center.

Sheila thanks Workforce Oklahoma for helping her get where she wanted to go. "I have the privilege of providing information and assisting people every day that are looking for work," Sheila says. "I can encourage individuals laid off from their jobs that a closed door can be an open window of opportunity! I appreciate the financial assistance for training, the encouragement and support from my family, counselor, coworkers and friends. I love my job, and I am eager to go to work each day. I have pride in my life and my job now."

## **SOUTHERN WIA ALUMNI**

### **Jonas Valdez**

At 24 years of age, Jonas Valdez was a husband and the father of one boy with another child on the way. Because he hadn't pursued any education past high school, Jonas found himself making less than \$20,000 per year, renting a small apartment in Little Elm, TX, sharing a car with his wife and worrying about his family's future. He needed and wanted something better, but he had to land a better job to get it. The opportunity for something better presented itself when a friend told him about Workforce Oklahoma and their services.

When he visited Workforce Oklahoma and was assessed, Jonas received counseling which resulted in his enrollment in the Fast Track Program at Murray State College. He also received financial help with transportation costs, utilities, clothes, tools, housing costs, tuition, books and certification tests. Within 11 months, Alex had an Associates Degree in Computer Science Network Engineering and a new future.

Alex has been a Network Engineer/Systems Administrator for almost a year now. His new career pays almost three times his salary before training. He's bought another car and a four-bedroom home for his wife and children.

"I now enjoy getting up in the morning and going to work because I like what I do, and I can now provide for my family," he says proudly. "I just want to thank everyone at Workforce Oklahoma and Big Five Community Services that made this possible. Without it, my family would not be where they are today, and my career is only going up from here."

## **TULSA ALUMNI**

### **Robyn Cheatham-Brooks**

For Robyn Cheatham-Brooks, the world began crumbling around her in February 2002. The single mom of two young children had just been diagnosed with cancer. In March, she was nearing surgery when she was informed that she was being laid off from her job. Robyn found herself and her children moving from home to home as they stayed with friends and family. She knew that she needed to get job training that would carry over, allowing some stability for her family.

While visiting the Workforce Oklahoma office in Tulsa to file for unemployment benefits, Robyn happened to strike up a conversation with a veterans representative. She had decided to go to welding school. When this fact came up, the veterans rep told her that Workforce Oklahoma might be able to help her out. Because she and her children were essentially homeless, they qualified for a WIA homeless program. Workforce Oklahoma was able to assist Robyn in enrolling at Tulsa Welding School, paying tuition, finding a home and clothing for her young family, and purchasing the uniforms she needed for work. She completed her program in January 2003.

Robyn was hired by CRC Evans Pipeline of Tulsa soon after graduation and is now earning \$14 per hour. Robyn has traveled the long road between being homeless with no income to being gainfully employed and self-sufficient.

“My life has changed dramatically since I graduated from welding school,” she says. “I’m making more money now than I have ever made before, and it has opened a lot of doors for me. I don’t have to worry anymore about having the money to keep my children safe and happy.”

## **WORKFORCE OKLAHOMA JOB FAIRS**

Workforce Oklahoma Career Connection Center successfully approached the management of Heritage Park Mall during the summer of 1997 concerning the possibility of holding a job fair. Mall management was very receptive in allowing Workforce Oklahoma to hold the fair. The first semi-annual job fair was held the 3<sup>rd</sup> Friday in October 1997 with approximately 40 employers and 1000 customers attending. As a result of the attendance, the mall food vendors ran out of food by early afternoon. Mall management discovered that the day of each fair, sales are up at least 30%. Since 1997, job fairs are held the 3<sup>rd</sup> Friday of May and October each year. Job fairs at Heritage Park Mall average 80 employers and 2500 – 3000 job seekers. Because we have no advertising funds, our Business Services staff utilizes public service announcements via television and radio, massive poster distribution throughout the central Oklahoma area, newspaper articles and are regular guests of Mike McCarville, KTOK talk radio, prior to each job fair. Mr. McCarville is a strong supporter of Workforce Oklahoma.

September 11<sup>th</sup> occurred bringing monumental security issues for Tinker Air Force Base. Workforce Oklahoma Career Connection Center approached Tinker about combining our job fair with the job fair they had scheduled and were forced to cancel September 20, 2001. The Tinker job fair team agreed to the merger of the job fairs. This massive job fair was held October 19<sup>th</sup> 2001 with the largest attendance ever recorded of over 4000 job seekers. Job seekers and Business customers all agreed that the job fair was a resounding success. That fall Tinker A.F.B. approached Workforce Oklahoma to fully partner in providing future job fairs including co-sponsoring the next job fair which was scheduled for Friday, October 18<sup>th</sup> at Heritage Park Mall. Since the fall of 2001 Workforce Oklahoma Career Center has organized and held four job fairs with the last one scheduled for October 17<sup>th</sup>. In spite of the economy, each job fair has consistently had at least 70 employers participating with an average of over 2500 job seekers attending.

**VETERANS SERVICES:  
Stand Down 2003  
Gives Veterans a Helping Hand**

Hundreds of homeless veterans received a helping hand from our Veterans Services division and the Department of Veterans Affairs during Stand Down 2003. Now in its fourth year, Stand Down 2003 was held June 6-7, 2003, at the 23<sup>rd</sup> Street National Guard Armory in Oklahoma City. Tulsa also held their annual Stand Down event June 12-14, 2003, at 114 N. Boston Avenue, a new location for them this year. Both events utilized local VA Regional offices, VA Medical Centers, the Oklahoma Department of Veterans Affairs, the Vietnam Veterans of America Chapter 524 (Tulsa) and other contributing agencies.

Stand Down serves homeless veterans by providing them with goods and services that they don't usually have access to. Through the collaboration and coordination of local VA offices, the agency's Veterans Services division, veteran service organizations and other groups that serve the homeless, veterans are given the 'full treatment' while attending these events. Oklahoma has two events like this each year, one in the Oklahoma City area and one in Tulsa.

Veterans from Oklahoma City and Tulsa were welcomed with hot coffee, breakfast and lots of friendly smiles. Services provided include medical attention, legal counseling, eye and dental exams, mental health assistance, HIV testing, clothing, supplies, housing, employment assistance, and spiritual counseling. A veteran can even get a haircut if they want! The agencies and volunteers are unified through one goal, helping those that have helped us by defending our country.

Stand Down 2003 saw an increase in participation this year. Oklahoma City had 443 participants sign-up for assistance, while Tulsa served 184 veterans. In Oklahoma City, fifty-eight veterans received a variety of employment services by LVER and DVOP staff. Both Stand Downs offered everyone who walked through the doors breakfast and a hearty lunch. Oklahoma City served 610 meals during their two-day Stand Down. Tulsa served 1,679 hot meals to both volunteers and participants during the two-and-a-half day event! The Department of Veterans Affairs estimates that on any given night, more than 300,000 veterans are homeless nationwide, and the numbers continue to grow every year. In Oklahoma City, it is estimated that at least 1,200 veterans are currently homeless. These veterans are usually Vietnam-era veterans, but over the past few years, more and more Desert Storm veterans are seeking help. This year Tulsa served six World War II veterans, three Korean War veterans, 12 Desert Storm veterans and more than 50 Vietnam veterans.

Stand Down is a national, community-based intervention program specifically designed to help the homeless veteran 'combat' life on the streets. The event's philosophy of giving veterans a hand up, not a handout is carried out through the dedication of hundreds of volunteers and organizations throughout the nation.

The success of Stand Down is evident through the stories told by veterans who are now back on their feet. One Oklahoma City veteran who was homeless now volunteers his time every year to Stand Down. It was during one of the Stand Down events that he received the help he so badly needed. After beginning to receive his pension checks in 2002, he went back to school where he earned his Computer Engineering Certification. In his own words, "I was so surprised to find people who really wanted to help me. Stand Down is an event where you can put your feet back on the ground."

## **VEHICLES FOR FAMILIES**

Report to Oklahoma Employment Security Commission  
WIA Annual Report

*Vehicles for Families* is a dynamic solution to the transportation barrier that faces many low-income working families in Oklahoma City. The Office of Workforce Development, a Division of Personnel of the City of Oklahoma City and a partner in the Central Oklahoma Workforce Center, was awarded a *State of Oklahoma's Local Initiative Projects to Eliminate Barriers to Employment* grant in the amount of \$41,554 through the Department of Human Services to improve transportation services in Oklahoma City. The Community Action Agency of Oklahoma City, and Oklahoma/Canadian Counties, Inc. was a major partner in the grant. The Office of Workforce Development was the Project Administrator.

*Vehicles for Families* was designed to assist low-income working families by: 1) selling them a high-quality used automobile at a minimal price; 2) developing a financial network and/or loan pools to finance the special loans; 3) providing case management and support services related to maintaining the automobiles; and 4) developing a network of repair garages to provide discounted quality repair services. Not only does the program provide a much-needed source of reliable transportation to and from work that includes a six (6) month complete warranty on the car, but also it introduces families to systems of personal finance and the opportunity to repair their credit. The end result provides opportunities for these families to increase their income, retain their jobs, and become self-sufficient.

A Project Advisory Committee was convened made up of fourteen individuals with expertise related to the project. Through their efforts networks were created to offer discount auto repair, specialized loans, application review and referrals.

The success of the program rested with the Project Advisory Committee members who represented a cross section of disciplines and knowledge that blended their talents and time to create a "first-of-it's kind" program in Oklahoma.

Additional funding in the amount of \$64,500 above the initial grant was secured to purchase, repair, and outfit eight (8) quality used cars for the program. One car donation was made to the program. A total of nine (9) cars were offered to eligible applicants in Oklahoma City. The new owners not only received great cars with a six-month bumper to bumper warranty, but personal financial counseling, car care maintenance instruction, one year membership to AAA, gas card incentives, oil change certificates, new child safety and booster seats, and car care kits. A unique loan package that included: the cost of the car, \$750.00 (way below market value), insurance, and a \$500 savings for repairs after the 6 month warranty made it possible for nine (9) Oklahoma City families to purchase cars.

The successful conclusion to the project created a secure program with policies and procedures in place along with \$40,000 from the Central Oklahoma Transportation and Parking Authority (COTPA) to purchase and repair autos for the next two years. The program is now located in the capable hands of the Community Action Agency of Oklahoma City, and Oklahoma/Canadian Counties, Inc.

## **Grant Activities**





**WORK INCENTIVE GRANT FUNDS  
AWARDED TO BIG FIVE COMMUNITY SERVICES, INC.**

Oklahoma's Southern Workforce Investment Board was recently awarded \$297,751 in Work Incentive Grant funds through its fiscal agent and administrative entity, Big Five Community Services, Inc. The funds were awarded by the United States Department of Labor through a competitive grant process to enhance local workforce development systems. The Southern Workforce Investment Board formed a consortium with the Southeast Workforce Investment Board for this initiative. Big Five Community Services and Kiamichi Economic Development District of Oklahoma (KEDDO), on behalf of their respective Boards have employed staff to serve as Project Coordinators to ensure a successful grant project.

The Work Incentive Grant funds will be utilized to achieve integration of persons with disabilities into our workforce investment system. The Workforce Oklahoma Centers, Big Five Workforce offices and KEDDO Workforce offices will procure services, information and assistive technology equipment that will ensure an integrated environment where job seekers or employers do not have to worry about accessibility, restrictions or differences.

Work Incentive Grant Advisory Teams have been formed in Ada, Ardmore, Durant, Poteau, Idabel and McAlester. The Teams are partnerships that have been formed to ensure a positive commitment of success of the project through the valuable input from staff of the Oklahoma Department of Rehabilitative Services, Department of Human Services, Employment Service, Post-Secondary Education, private businesses and other interested parties.

A strong and vast marketing campaign will be conducted throughout Southern and Southeastern Oklahoma once all of the assistive technology equipment, door openers and signage has been purchased and Workforce staff has been trained on its use. Workforce staff will also be trained under this Project on Disability Work Incentives, Employer Tax Incentives, State, Local, Federal Laws, Statutes and Labor Exchange best practices. For more information you may contact Big Five at (580) 924-5331 or KEDDO at (918) 465-2367.

## **Community Resource Mapping a Success**

In 2001 the Eastern Workforce Investment Board recognized a need for pulling together the communities' partners that are active in our 7 counties to compile a resource map. This map would identify services being provided, those that are being duplicated and also identify the service gaps in our area. EWIB wrote a proposal to the U.S. Department of Labor and received the only Technical Assistance and Training (TAT) grant awarded in Oklahoma that year. Utilizing grant funds and assistance of a DOL national contractor who was to promote innovative local approaches, EWIB hired the Center for Workforce Learning, a national recognized consulting group, to put together an action plan.

Mary Ann Lawrence, CEO of the Center for Workforce Learning, came to Muskogee for two days of training a variety of partners on strategic planning, Memorandums of Understanding (MOU) and negotiation. We had over thirty partners participate in the sessions and we ended up with three MOU templates for future use.

The next part of the experience was that Dewey Thompson, also from the Center, came to Muskogee for three days later in the summer and worked with a wide range of partners to teach them how to conduct community audits and to complete a resource mapping instrument. Again there were over thirty partners involved and they all learned about a variety of services available to their shared customers that they didn't know existed prior to the sessions. Out of this intense process we developed a resource map for our area and a better understanding of how to keep it current and utilize it during our MOU negotiations.

All together during the two sessions, we had 62 different people participate and they represented 17 state agencies, CBOs and tribal governments. We wrote with three separate MOU templates and a better understanding of how that process should work. We also realize the need for the community to come together on a fairly regularly basis to stay abreast of concerns that affect us all.

## WtW Non Custodial Parents in the Eastern Workforce Investment Area

### Introduction

Eastern Workforce Investment Board's (EWIB) Non Custodial Parent (NCP) Program is a program that brings together Child Support Enforcement, Department of Human Services, the county court systems, and Workforce Oklahoma to encourage the support of non custodial parents in their quest to providing monetary care for their families through intensive case management. NCP Program Coordinators enroll NCPs into the Welfare to Work (WtW) program and can offer supportive services if necessary to ensure the NCP will gain and retain employment.

It should be noted that the NCP population is one of the most challenging and difficult due to their unique barriers. As of the September 30, 2003 report to the Department of Labor, there are 25 NCPs in program. Out of the 25 individuals enrolled in Welfare to Work, 15 have met or exceeded performance standards (gaining and retaining employment for 3 consecutive quarters) with no additional supportive services expenditures.

### Cost Savings/ Expenditure Report

The program was started in June 2002. During this time, there have been 77 court-ordered and volunteer customers. Forty of the 77 cases have been transferred to Ada, Chickasaw Nation; Child Support Enforcement Office, which handles all tribal child support for the state of Oklahoma. Thirty-seven cases remain with District Court at this time. During June 2001 to June 2002, these customers had active child support cases and paid less than \$5000 collectively in child support payments. These same customers paid \$56,878.17 in child support payments after being enrolled in the NCP Program and put through intensive job search.

It is customary for the court to charge customers who fail to pay their child support with being in contempt of court when all other means of collecting child support have failed. These NCP customers have spent ample time in and out of the county jails for non-payment of child support. The contempt of court charge holds a typical jail sentence of 180 days. During June 2002 to June 2003, only two of the 77 customers that have been enrolled in the NCP program served any jail time. These two customers spent three hours each in jail. Prior to the NCP program, the county jails were over crowded with non-payment of child support offenders. The cost of incarceration is approximately \$40 a day. It is reasonable to estimate that the three counties have saved a total of **\$554,400** in annual taxpayer expenditures. The following is the break down of how this figure was obtained:

77 customers X 180 days X \$40 per day = \$554,400 in taxpayer savings.

EWIB's NCP program has been the model for the growing division of Child Support Enforcement for Tribal Child Support in Ada, OK. Our NCP Coordinator has been approached about coordinating the program for Tribal Child Support in that area as well as running the existing program.



State of Oklahoma  
WIA Annual Report  
Program Year 2002

## WIA Annual Report Data

State Name: OK

Program Year: 2002

**Table A: Workforce Investment Act Customer Satisfaction Results**

Customer Satisfaction	Negotiated Performance Level	Actual Performance - Level - American Customer Satisfaction Index	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	68	79	276	1,089	1,089	25.3
Employers	66	78	507	1,692	1,692	30

**Table B: Adult Program Results At-A-Glan**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	76	78.7	770
			978
Employment Retention Rate	83	86.9	1,018
			1,171
Earnings Change in Six Month	3,200	4,282	4,727,664
			1,104
Employment and Credential Rate	63	77.7	618
			795

**Table C: Outcomes for Adult Special Populations**

Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older Individuals	
Entered Employment Rate	78.3	72	82.1	46	66.7	36	74.3	26
		92		56		54		35
Employment Retention Rate	88.2	90	89.7	52	81.3	39	84.2	32
		102		58		48		38
Earnings Change in Six Months	4,471	442,635	4,056	219,033	2,925	134,554	4,369	148,529
		99		54		46		34
Employment and Credential Rate	62.8	49	81	34	65.7	23	79.3	23
		78		42		35		29

**Table D: Other Outcome Information for the Adult Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Only Received Core and Intensive Services	
Entered Employment Rate	84.2	462	71.8	308
		549		429
Employment Retention Rate	87.9	597	85.6	421
		679		492
Earnings Change in Six Months	4,893	3,107,204	3,455	1,620,460
		635		469

**Table E: Dislocated Worker Program Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	83	86.9	630
			725
Employment Retention Rate	83	91.7	578
			630
Earnings Replacement in Six Months	86	132.7	6,487,934
			4,887,340
Employment and Credential Rate	63	83.1	314
			378

**Table F: Outcomes for Dislocated Worker Special Populations**

Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displaced Homemakers	
Entered Employment Rate	89.5	51	77.3	17	79.6	43	77.8	7
		57		22		54		9
Employment Retention Rate	98	50	94.1	16	88.4	38	85.7	6
		51		17		43		7
Earnings Replacement Rate	144.8	683,484	104.6	188,241	122.2	461,905	2,068.7	64,938
		471,899		179,947		378,134		3,139
Employment And Credential Rate	90	27	75	9	75	18	100	1
		30		12		24		1

**Table G: Other Outcome Information for the Dislocated Worker Program**

Reported Information	Individuals Who Received Training Services		Individuals Who Received Core and Intensive Services	
	Entered Employment Rate	89.2	337	84.4
378			347	
Employment Retention Rate	91.7	309	91.8	269
		337		293
Earnings Replacement Rate	126.6	3,420,289	140.3	3,067,645
		2,701,572		2,185,768

**Table H: Older Youth Results At-A-Glance**

	Negotiated Performance Level	Actual Performance Level	
		Entered Employment Rate	66
Employment Retention Rate	80	80.3	183
			126
Earnings Change in Six Months	2,700	4,032	612,901
			152
Credential Rate	55	57.9	139
			240



**Table I: Outcomes for Older Youth Special Populations**

Reported Information	Public Assistance Recipients		Veterans		Individuals With Disabilities		Out-of-School Youth	
	Entered Employment Rate	86.4	19 22	0	0 1	83.3	5 6	63.5
Employment Retention Rate	76.2	16 21	0	0 1	66.7	4 6	71.1	27 38
Earnings Change in Six Months	3,755	78,861 21	0	0 1	1,891	9,453 5	3,147	113,280 36
Credential Rate	70.4	19 27	0	0 1	61.5	8 13	47.5	29 61

**Table J: Younger Youth Results At-A-Glance**

	Negotiated Performance Level		Actual Performance Level	
	Skill Attainment Rate	75	77.3	2,436 3,153
Diploma or Equivalent Attainment Rate	60	61.8	209 338	
Retention Rate	60	66.1	265 401	

**Table K: Outcomes for Younger Youth Special Populations**

Reported Information	Public Assistance Recipients		Individuals Disabilities		Out-of-School Youth	
Skill Attainment Rate	79.8	154	73.6	190	59.2	168
		193		258		284
Diploma or Equivalent Attainment Rate	44	11	69	20	36	36
		25		29		100
Retention Rate	67.7	21	57.9	22	53	62
		31		38		117

**Table L: Other Reported Information**

	12 Month Employment Retention Rate		12 Mo. Earnings Change (Adults and Older Youth) or 12 Mo. Earnings Replacement (Dislocated Workers)		Placements for Participants in Nontraditional Employment		Wages At Entry Into Employment For Those Individuals Who Entered Employment Unsubsidized Employment		Entry Into Unsubsidized Employment Related to the Training Received of Those Who Completed Training Services	
Adults	76.2	588	4,062	3,025,847	10.6	82	4,193	3,228,500	83.3	385
		772		745		770		770		462
Dislocated Workers	77.5	300	306.7	3,937,890	11	69	5,303	3,340,653	77.4	261
		387		1,283,997		630		630		337
Older Youth	69.3	79	4,812	437,862	9.2	12	2,632	344,854		
		114		91		131		131		

**Table M: Participation Levels**

	<b>Total Participants Served</b>	<b>Total Exiters</b>
<b>Adults</b>	<b>6,679</b>	<b>1,706</b>
<b>Dislocated Workers</b>	<b>3,822</b>	<b>994</b>
<b>Older Youth</b>	<b>733</b>	<b>267</b>
<b>Younger Youth</b>	<b>3,482</b>	<b>1,373</b>

**Table N: Cost of Program Activities**

<b>Program Activity</b>		<b>Total Federal Spending</b>
<b>Local Adults</b>		<b>\$6,914,910.00</b>
<b>Local Dislocated Workers</b>		<b>\$4,024,455.00</b>
<b>Local Youth</b>		<b>\$8,743,181.00</b>
<b>Rapid Response</b> (up to 25%) 134 (a) (2) (A)		<b>\$2,043,544.00</b>
<b>Statewide Required Activities</b> (up to 25%) 134 (a) (2) (B)		<b>\$2,421,235.00</b>
<b>Statewide Allowable Activities</b> 134 (a) (3)	state administration	<b>\$868,310.00</b>
	assistance to local areas for optional local employment and training activities	<b>\$698,647.00</b>
	capacity building and technical assistance to local areas	<b>\$37,220.00</b>
	local administration	<b>\$1,872,688.00</b>
<b>Total of All Federal Spending Listed Above</b>		<b>\$27,624,190.00</b>

# WIA Annual Report Data

State Name: OK

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> Central Oklahoma Workforce Investment Board	<b>Total Participants Served</b>	Adults	3,406
		Dislocated Workers	1,664
		Older Youth	47
		Younger Youth	435
	<b>Total Exiters</b>	Adults	143
		Dislocated Workers	113
		Older Youth	10
		Younger Youth	214

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	76	56
	Dislocated Workers	83	85
	Older Youth	71	25
Retention Rate	Adults	83	89
	Dislocated Workers	83	90
	Older Youth	80	67
	Younger Youth	60	40
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,200	4,635
	Dislocated Workers	86	143
	Older Youth (\$)	2,700	2,508
Credential / Diploma Rate	Adults	63	72
	Dislocated Workers	63	80
	Older Youth	55	0
	Younger Youth	60	28
Skill Attainment Rate	Younger Youth	75	71
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		8	7

# WIA Annual Report Data

State Name: OK

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> Cleveland County Workforce Development Board, Inc.	<b>Total Participants                  Served</b>	Adults	49
		Dislocated Workers	60
		Older Youth	11
		Younger Youth	63
	<b>Total Exiters</b>	Adults	20
		Dislocated Workers	20
		Older Youth	1
		Younger Youth	13

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	77	90
	Dislocated Workers	83	75
	Older Youth	67	0
Retention Rate	Adults	83	91
	Dislocated Workers	83	100
	Older Youth	80	100
	Younger Youth	60	70
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,200	5,116
	Dislocated Workers	86	109
	Older Youth (\$)	2,700	10,524
Credential / Diploma Rate	Adults	63	86
	Dislocated Workers	63	100
	Older Youth	55	100
	Younger Youth	60	0
Skill Attainment Rate	Younger Youth	75	74
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	4		11

# WIA Annual Report Data

State Name: OK

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: East Central Workforce Development, Inc.	Total Participants Served	Adults	137
		Dislocated Workers	56
		Older Youth	39
		Younger Youth	286
	Total Exiters	Adults	67
		Dislocated Workers	25
		Older Youth	13
		Younger Youth	144

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	76	84
	Dislocated Workers	83	94
	Older Youth	71	86
Retention Rate	Adults	83	87
	Dislocated Workers	83	91
	Older Youth	80	78
	Younger Youth	60	65
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,200	3,827
	Dislocated Workers	86	138
	Older Youth (\$)	2,700	1,931
Credential / Diploma Rate	Adults	63	76
	Dislocated Workers	63	80
	Older Youth	55	82
	Younger Youth	60	65
Skill Attainment Rate	Younger Youth	75	74
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		3	12

# WIA Annual Report Data

State Name: OK

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: Eastern Workforce Investment Board	Total Participants Served	Adults	793
		Dislocated Workers	168
		Older Youth	90
		Younger Youth	464
	Total Exiters	Adults	297
		Dislocated Workers	68
		Older Youth	14
		Younger Youth	112

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	76	83
	Dislocated Workers	83	92
	Older Youth	71	69
Retention Rate	Adults	83	86
	Dislocated Workers	83	91
	Older Youth	80	92
	Younger Youth	60	77
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,200	4,905
	Dislocated Workers	86	172
	Older Youth (\$)	2,700	5,444
Credential / Diploma Rate	Adults	63	73
	Dislocated Workers	63	87
	Older Youth	55	57
	Younger Youth	60	71
Skill Attainment Rate	Younger Youth	75	83
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
	1		14

# WIA Annual Report Data

State Name: OK

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> North Central Workforce Investment Board	<b>Total Participants Served</b>	Adults	299
		Dislocated Workers	108
		Older Youth	65
		Younger Youth	244
	<b>Total Exiters</b>	Adults	196
		Dislocated Workers	71
		Older Youth	37
		Younger Youth	135

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	77	71
	Dislocated Workers	83	91
	Older Youth	67	62
Retention Rate	Adults	83	85
	Dislocated Workers	83	94
	Older Youth	80	68
	Younger Youth	60	67
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,200	3,469
	Dislocated Workers	86	75
	Older Youth (\$)	2,700	2,324
Credential / Diploma Rate	Adults	63	79
	Dislocated Workers	63	86
	Older Youth	55	24
	Younger Youth	60	49
Skill Attainment Rate	Younger Youth	75	79
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		7	8



# WIA Annual Report Data

State Name: OK

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: Northeast Workforce Investment Board	Total Participants Served	Adults	185
		Dislocated Workers	209
		Older Youth	50
		Younger Youth	194
	Total Exiters	Adults	77
		Dislocated Workers	64
		Older Youth	13
		Younger Youth	75

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	76	87
	Dislocated Workers	83	90
	Older Youth	71	79
Retention Rate	Adults	83	83
	Dislocated Workers	83	90
	Older Youth	80	93
	Younger Youth	60	79
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,200	4,802
	Dislocated Workers	86	119
	Older Youth (\$)	2,700	6,231
Credential / Diploma Rate	Adults	63	75
	Dislocated Workers	63	85
	Older Youth	55	63
	Younger Youth	60	74
Skill Attainment Rate	Younger Youth	75	75
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Exceeded
			13

# WIA Annual Report Data

State Name: OK

Program Year: 2002

**Table O: Summary of Participants**

Local Area Name: Northwest Workforce Investment Board	Total Participants Served	Adults	72
		Dislocated Workers	61
		Older Youth	37
		Younger Youth	70
	Total Exiters	Adults	41
		Dislocated Workers	42
		Older Youth	12
		Younger Youth	17

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	77	63
	Dislocated Workers	84	58
	Older Youth	67	86
Retention Rate	Adults	90	77
	Dislocated Workers	83	91
	Older Youth	80	83
	Younger Youth	60	71
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,200	1,409
	Dislocated Workers	86	91
	Older Youth (\$)	2,700	2,770
Credential / Diploma Rate	Adults	63	64
	Dislocated Workers	63	56
	Older Youth	55	71
	Younger Youth	60	71
Skill Attainment Rate	Younger Youth	75	93
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		5	10

# WIA Annual Report Data

State Name: OK

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> South Central Oklahoma Workforce Investment Board	<b>Total Participants                  Served</b>	Adults	339
		Dislocated Workers	193
		Older Youth	113
		Younger Youth	392
	<b>Total Exiters</b>	Adults	111
		Dislocated Workers	75
		Older Youth	58
		Younger Youth	202

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	76	74
	Dislocated Workers	83	92
	Older Youth	71	71
Retention Rate	Adults	83	90
	Dislocated Workers	83	91
	Older Youth	80	84
	Younger Youth	60	61
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,200	6,932
	Dislocated Workers	86	192
	Older Youth (\$)	2,700	4,684
Credential / Diploma Rate	Adults	63	68
	Dislocated Workers	63	73
	Older Youth	55	59
	Younger Youth	60	67
Skill Attainment Rate	Younger Youth	75	54
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		2	1
		Exceeded	12

# WIA Annual Report Data

State Name: OK

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> Southeast Workforce Investment Board	<b>Total Participants Served</b>	Adults	410
		Dislocated Workers	143
		Older Youth	102
		Younger Youth	497
	<b>Total Exiters</b>	Adults	229
		Dislocated Workers	75
		Older Youth	31
		Younger Youth	108

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	76	84
	Dislocated Workers	83	92
	Older Youth	71	100
Retention Rate	Adults	83	90
	Dislocated Workers	83	98
	Older Youth	80	100
	Younger Youth	60	71
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,200	4,742
	Dislocated Workers	86	108
	Older Youth (\$)	2,700	5,726
Credential / Diploma Rate	Adults	63	86
	Dislocated Workers	63	90
	Older Youth	55	100
	Younger Youth	60	81
Skill Attainment Rate	Younger Youth	75	92
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
			Exceeded 15

# WIA Annual Report Data

State Name: OK

Program Year: 2002

Table O: Summary of Participants

Local Area Name: Southern Workforce Investment Board	Total Participants Served	Adults	234
		Dislocated Workers	150
		Older Youth	68
		Younger Youth	281
	Total Exiters	Adults	113
		Dislocated Workers	50
		Older Youth	22
		Younger Youth	54

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	76	83
	Dislocated Workers	83	87
	Older Youth	71	78
Retention Rate	Adults	83	88
	Dislocated Workers	83	91
	Older Youth	80	88
	Younger Youth	60	75
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,200	4,505
	Dislocated Workers	86	112
	Older Youth (\$)	2,700	5,425
Credential / Diploma Rate	Adults	63	76
	Dislocated Workers	63	84
	Older Youth	55	77
	Younger Youth	60	87
Skill Attainment Rate	Younger Youth	75	87
Description of Other State Indicators of Performance			
Overall Status of Local Performance	Not Met	Met	Exceeded
			15

# WIA Annual Report Data

State Name: OK

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> Southwest Workforce Investment Board	<b>Total Participants Served</b>	Adults	114
		Dislocated Workers	50
		Older Youth	17
		Younger Youth	36
	<b>Total Exiters</b>	Adults	66
		Dislocated Workers	26
		Older Youth	5
		Younger Youth	11

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	76	79
	Dislocated Workers	83	100
	Older Youth	66	25
Retention Rate	Adults	83	91
	Dislocated Workers	83	92
	Older Youth	80	100
	Younger Youth	60	50
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,200	4,011
	Dislocated Workers	86	77
	Older Youth (\$)	2,700	65
Credential / Diploma Rate	Adults	63	80
	Dislocated Workers	63	100
	Older Youth	55	40
	Younger Youth	60	29
Skill Attainment Rate	Younger Youth	75	56
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		7	8

# WIA Annual Report Data

State Name: OK

Program Year: 2002

**Table O: Summary of Participants**

<b>Local Area Name:</b> Tulsa Area Workforce Investment Board, Inc.	<b>Total Participants Served</b>	Adults	621
		Dislocated Workers	938
		Older Youth	92
		Younger Youth	499
	<b>Total Exiters</b>	Adults	342
		Dislocated Workers	357
		Older Youth	49
		Younger Youth	275

		Negotiated Performance Level	Actual Performance Level
Customer Satisfaction	Program Participants	0	0
	Employers	0	0
Entered Employment Rate	Adults	76	83
	Dislocated Workers	83	84
	Older Youth	71	67
Retention Rate	Adults	83	81
	Dislocated Workers	83	91
	Older Youth	80	68
	Younger Youth	60	70
Earnings Change / Earnings Replacement in Six Months	Adults(\$)	3,200	1,246
	Dislocated Workers	86	192
	Older Youth (\$)	2,700	3,608
Credential / Diploma Rate	Adults	63	76
	Dislocated Workers	63	84
	Older Youth	55	59
	Younger Youth	60	76
Skill Attainment Rate	Younger Youth	75	76
Description of Other State Indicators of Performance			
Overall Status of Local Performance		Not Met	Met
		4	11