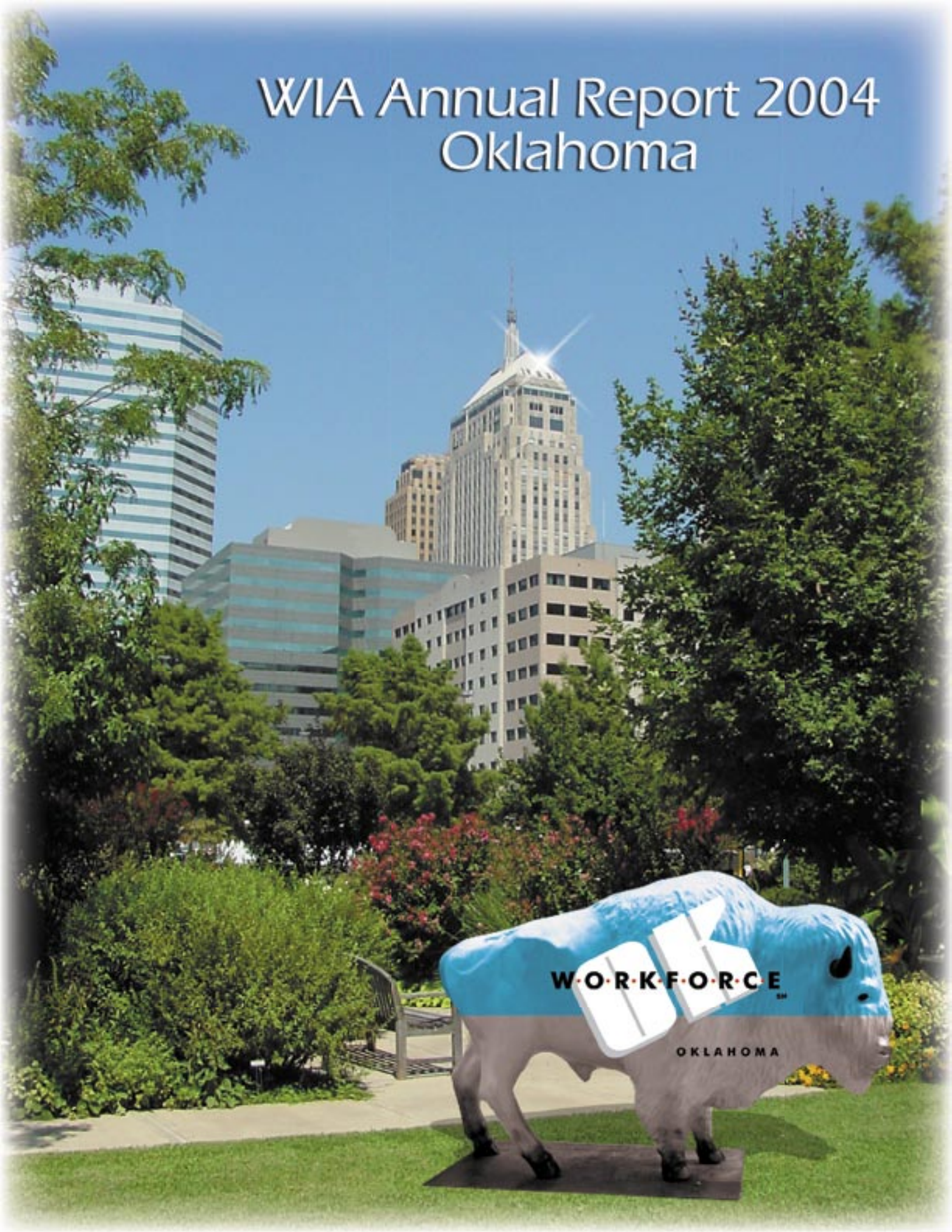


WIA Annual Report 2004 Oklahoma



WORKFORCE™

OKLAHOMA

On the cover:

Spirit of the Buffalo is a public art project with well over 100 painted fiberglass buffalo on display across Oklahoma since May 2004. Sponsored by civic groups, foundations, corporations, merchants and individuals, the \$3,500 purchase is part of a fund raising effort by the Nature Conservancy to protect natural landscapes and streams in Oklahoma.

Spirit of the Buffalo coincides with the State's Centennial Celebration in 2007 and is an officially recognized partner event in that celebration.

Although Workforce Oklahoma does not actually have a buffalo on display, we do wish that we did!



Title: Blue Suede Hooves

Artist: Julie Wells

Location: N.E. corner of Broadway and Main

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Introduction

Section One



Title: Vision Seeker
Artist: J. Don Cook
Location: N.W corner of
Myriad Garden, at Sheridan
and Hudson



Brad Henry
Governor

September 24, 2005

Joseph Juarez, Regional Administrator
Employment and Training Administration
U.S. Department of Labor, Federal Building
525 Griffin Street
Dallas, Texas 75202

Dear Mr. Juarez:

This past year gave us new challenges – and new opportunities. The Workforce Investment Act has enabled us to continue enhancing a delivery system that gives our citizens access to timely information and quality services, helping more than ever to drive Oklahoma’s economic growth. Through a business-led network of 27 local labor markets, there are more than 96,000 employers actively involved statewide, representing more than 1.4 million employees with almost \$4.4 billion in annual payroll. As a result, our great State is strategically poised to meet the ever-changing labor market demands in the future while ensuring a customer-focused system for our citizens today.

The Governor’s Council for Workforce and Economic Development has played a major role in building economic vitality in Oklahoma. Its strategic vision puts unprecedented emphasis on collaboration between workforce and economic development organizations, including workforce investment boards, higher education, Career Tech and other entities. They envision greater things that will benefit Oklahoma such as prosperity and growth opportunities for businesses, individuals, and communities; quality jobs that keep people in Oklahoma; education and training systems to prepare our workforce for the future; and a statewide and nationwide reputation consistent with this vision.

The attached report documents broad workforce achievements that I am proud to show and share with other states and with the U.S. Department of Labor. It also reveals a rich and dynamic heritage shared by Oklahomans from all corners of the state and from all levels of representation. These accomplishments would not have been possible without the commitment and cooperation from all of the partnering agencies, the reconstituted Governor’s Council for Workforce and Economic Development, our 12 local Workforce Investment Boards, and the men and women at the grassroots level who have brought opinions, ideas and valued participation as we work together to grow Oklahoma.

Sincerely,

A handwritten signature in black ink that reads "Brad Henry".

Brad Henry
Governor

Aligning Oklahoma's Workforce and Economic Development

Oklahoma is taking seriously the call to create a comprehensive workforce system that is aligned with and in support of economic development. To accomplish this goal, Governor Brad Henry appointed a Deputy Secretary of Commerce for Workforce Development, Norma Noble. In addition, the Oklahoma Employment Security Commission was moved from the Human Services Cabinet to the Commerce Cabinet and the State Workforce Investment Board was re-constituted as the Governor's Council for Workforce and Economic Development.

These changes sent a strong signal that economic development was to be the primary driver of the workforce system. Subsequently, the Office of Workforce Solutions was established within the Department of Commerce to coordinate Council staffing, provide planning and policy oversight, as well as partnership and resource development. In addition, a Workforce Solutions Staff Team, consisting of decision makers from eight state agencies plus local representatives, was created and charged with a mission to eliminate barriers, create efficiencies, and assist in staffing the work of the Council to develop a comprehensive system.

As a result of these efforts, the Governor's Council for Workforce and Economic Development has developed a strategic plan with an aggressive agenda that has been implemented over the past year. This initial plan has focused on doing the necessary research and getting the data needed to make informed decisions that will move Oklahoma from where it is today toward its goal of always having a competitive labor pool that addresses

the quality and quantity needs of current and anticipated industry clusters and employer groups.

Research projects have included a state of the workforce report, local labor market studies, regional industry cluster analysis and statewide industry cluster analysis. As a result of the information gained from this research, the Council is moving toward an updated strategic plan that will focus on building career pathways within industry clusters.

To do this the Council will focus its work on development of "product lines." These product lines will be developed using a cluster approach and will concentrate on building a pipeline of skilled workers for the demand occupations within each product line. The result will be a concentrated effort between education and workforce partners that will increase the skill level of Oklahomans and meet the needs of current and future business which will support the economic development goals of business expansion, retention and attraction.

Other accomplishments of the Governor's Council over the past year have included:

- Implementation of a skills certification pilot process
- Initial planning for a statewide Career Management Information System
- Development of communications tools and a communications plan
- Sponsorship of the first-ever Governor's Summit on Workforce and Economic Development

- Sponsorship of four regional Rural Economic Development Summits
- Development of a Best Practice Awards process
- Continued support and development of business service teams
- Development of a state-level partnership agreement
- Plans for a first-ever combined conference for State Council, Local Workforce Boards and local elected officials that will help to create a common vision and sense of urgency for continued state/local collaboration and partnerships

Where are we going?

The work to date has been to gather data, provide education and communication opportunities, develop partnerships and create quick wins that will build momentum and widen the circle to a broader array of partners that have the vision of creating a greater Oklahoma.

The ultimate goal of creating a comprehensive workforce system that is in support of economic development is to provide quality access to quality services that will create a quality workforce and ultimately link Oklahomans to quality jobs. It will create a workforce development system that supports economic development and provides more efficient comprehensive services to business. Achieving this goal will result in increased per capita income for Oklahomans and wealth-creation for business, individuals and communities throughout the state.

To achieve this goal will require a

move from a stage of data gathering, education and visioning to a more “how to” nuts and bolts stage of development that will include the following objectives:

Quality access to quality services through system integration

- Workforce Investment Act Programs and the Employment Service must act as a single service delivery unit
- Local Workforce Investment Boards must be independent of program operation
- Local Workforce Investment Boards must become certified and serve as a broker in coordinating all workforce related services within a regional area in collaboration with economic development
- Local systems and staff must be certified by Workforce Investment Boards to ensure quality service
- Business Services Teams representing education, employment and economic development will work to provide comprehensive integrated service to business
- A state-level Memorandum of Understanding among state agencies to work toward common goals, eliminate duplication and support common objectives will be developed
- The Workforce Solutions Staff Team (WSST) consisting of agency decision makers will continue to work to eliminate barriers among agencies, and to find solutions to common issues
- Create a State Youth Council to build appropriate connections among the workforce system, employers and community

support systems

Quality workforce development

- Provide comprehensive, integrated labor market, workforce and economic development information so that recommendations and decisions can be based on real data and agreed-upon facts
- Provide a common understanding that economic development in the 21st century will be driven by the skill level of the workforce. A highly skilled workforce will allow existing businesses to expand and will attract new higher paying industries with quality jobs for Oklahomans.
- Better prepare high school students for post-secondary education and/or work
- Develop a pipeline of skilled workers that will retain and attract business
- Development of career pathways within industry clusters
- Provide comprehensive career management for skills development and lifelong learning
- Provide demand-driven statewide skills certification process using common assessment processes
- Provide current workforce data and analysis for quality decision-making at the local and state levels

Quality business services

- Provide a single point of contact to broker services to business
- Provide more efficient and comprehensive recruitment services in support of economic development
- Provide qualified applicants

through a credentialing processes

- Establish a Business Service Center to coordinate statewide recruitment projects, provide industry cluster resources and support business service teams
- Better assist with and broker human resources services to small businesses
- Develop an ongoing process to determine customer requirements that will create a demand-driven system

Ultimately, the results will provide the framework for a comprehensive system that will impact Oklahoma in the following ways:

- Create a system linking education, employment and economic development that will eliminate duplication, leverage resources, create efficiencies and better serve Oklahoma business and citizens
- Increase the number of Oklahomans that obtain four-year degrees
- Improve training opportunities for Oklahoma’s incumbent workforce
- Provide better, more comprehensive career decision-making data so that Oklahomans can make informed career choices
- Better prepare Oklahoma high school graduates for post-secondary education or the workforce
- Reduce drop-out rates
- Provide better and more comprehensive data to business as they make decisions regarding expanding in or locating to Oklahoma

Continues on page 7

Creating Oklahoma's Workforce Advantage

To create a competitive advantage in a global economy, Oklahoma must have an aggressive and forward-thinking plan that integrates workforce and economic development efforts. Innovative thinking, increased collaboration, and more integrated processes and systems within workforce and economic development are required to position Oklahoma competitively for future growth and prosperity.

The formation of the Governor's Council for Workforce and Economic Development puts unprecedented emphasis on collaboration and alignment of these efforts. The Council brings together 50 leaders from across a variety of private and public sector organizations – business, government, and education – to develop a strategy for accelerated economic growth and provide direction to state administration. Under Governor Henry's purview, Oklahoma is leading the nation in aligning state workforce and economic development resources. The Council's strategy plan builds on this foundation and enlists statewide support and participation to increase the momentum and solidify Oklahoma's advantage.

Vision: Create Oklahoma's competitive advantage through integrated workforce and economic development objectives.

Mission: Advance demand-driven workforce and economic development systems.

Desired Result: Achieve wealth-creation for business, individuals, and communities throughout Oklahoma.

The Council's primary objectives are:

- Strengthen Oklahoma's system of local Workforce Investment Boards
- Support local workforce boards in expanding to a more strategic, demand-driven role
- Strengthen and broaden partnerships between and among agencies and local boards
- Identify and make accessible needed labor market information
- Create and share best practices in workforce and economic development
- Strengthen the governance and leadership role within the workforce and economic development system in Oklahoma
- Create a sense of urgency about the importance of workforce

development, build support for initiatives, and engage key stakeholders

- Improve productivity and competitiveness of Oklahoma's workforce
- Build a stronger education and training pipeline that anticipates future workforce requirements and meets the demands of existing and emerging industries
- Expand and create programs and incentives for continuous learning for Oklahoma's workers
- Create a career preparation system that builds the skills needed for quality jobs

The Council's comprehensive strategic plan puts specific actionable goals before Oklahoma's educators, business leaders, and workforce and economic development professionals to position Oklahoma more competitively in the global economy.

The Council is moving forward with great momentum to implement its Strategic Plan, having achieved many of the short term goals in early 2005. The Council will continue to refine and improve its plan in an ongoing commitment to integrating workforce and economic development to create Oklahoma's workforce advantage.

Aligning Oklahoma's Workforce and Economic Development

Continued from page 6

- Improve the overall skill level of Oklahomans to retain and attract quality jobs

To create a competitive advantage with the ability to compete in a global economy, Oklahoma

must continue to focus on the development of its workforce in a systemic way. The combined work of the Governor's Council and the continued development of the education, employment and

economic development partners to achieve the above objectives will give us that competitive advantage and create a greater Oklahoma [Aligning Oklahoma's Workforce and Economic Development](#)



GOVERNOR'S COUNCIL FOR WORKFORCE AND ECONOMIC DEVELOPMENT

EDUCATION

ECONOMIC DEVELOPMENT

EMPLOYMENT

OKLAHOMA'S WORKFORCE **ADVANTAGE**

VISION

Oklahoma will have a competitive advantage through integrated workforce and economic development objectives

MISSION

Oklahoma will advance demand-driven workforce and economic development systems

RESULT

Oklahoma will achieve wealth-creation for business, individuals, and communities throughout Oklahoma

GOALS

- 1** Trends and issues that affect workforce and economic development are regularly monitored and reported.
- 2** The general public and key constituencies are aware and supportive of workforce and economic development issues and initiatives.
- 3** The State of Oklahoma has a labor pool that is competitive, advances the economic objectives of the state and local communities, and meets the employment interests of industry clusters and employer groups.
- 4** Workforce development and economic development function as a single system. This system is a collaborative network of a well-governed State Council, local boards, and partner organizations. The system is viable and financially sound.
- 5** The progress and impact of the workforce and economic development system is benchmarked, measured, rewarded, and reported.

GUIDING PRINCIPLES

Oklahoma will always know its status relative to changing employer and workforce conditions due to globalization, new science, technology, and demographics.

STRATEGIES AND ACTION STEPS

- 1.1 Develop an Internet-based workforce and economic development information system
 - a. A Geographic Information System (GIS) will be developed and implemented.
 - b. Preliminary requirements for phase 2 of an Internet-based workforce and economic development information system will be developed.
 - c. A needs assessment/market research project will be started to determine customer/stakeholder requirements.
 - d. Focus groups of business executives will be held to provide feedback for business requirements of a comprehensive system and for the benefit of business services teams.
 - e. A state of the workforce report that includes a skills gap analysis will be produced by June 30, 2005 that will help in guiding recommendations made by the Governor's Council.
- 1.2 Conduct an analysis of Oklahoma industry clusters
 - a. A cluster analysis will be conducted starting with 3 -5 targeted clusters and modeling the Pennsylvania study.
 - b. Conduct labor market studies in eight labor market areas by June 30, 2005.
- 1.3 Develop a process for continuous environmental scanning
 - a. A process will be chosen to continually scan and analyze data to identify trends which may lead to council policy recommendations.

GUIDING PRINCIPLES

Oklahoma will always command a strong base of public awareness and support for workforce and economic development issues and initiatives, including education.

STRATEGIES AND ACTION STEPS

- 3.1 Develop communications infrastructure that will inform and engage all stakeholders
 - a. Communications infrastructure will be defined.
 - b. Develop and implement strategies for engaging economic developers, entities and chambers of commerce as collaborative partners.
- 3.2 Engage communities building trust and awareness through collaborative efforts
 - a. In conjunction with the rural economic development effort and Local Workforce Investment Boards, regional summits will be planned that will bring together the various entities in a local area for the purpose of engagement and awareness.
- 3.3 Develop communications tools
 - a. Various tools such as presentations, newsletters, brochures, and powerpoint slide shows with consistent themes will be prepared for use with stakeholder/customer audiences.
 - b. Continue to develop a council web presence that will provide information and communications tools for all stakeholders/customers.

GUIDING PRINCIPLES

Oklahoma will always have a competitive labor pool that addresses the quality and quantity needs of current and anticipated industry clusters and employer groups.

STRATEGIES AND ACTION STEPS

- 2.1 Develop priority pathways to create skilled workers within industry clusters
 - a. A committee representing K-12, Career/Tech, Higher Education, Adult Education, and representatives from key industry clusters will be appointed to map the current system, develop a "Tiger Lanes" type model of career ladders and lattices, and recommend a comprehensive system of career development for Oklahoma.
 - b. Develop the parameters for a gap analysis to determine current availability versus future need of specialized occupations by industry cluster.
 - c. A regionalized industry cluster study will be performed to provide each WIG area with specific cluster information to assist in planning and policy decision making.
 - d. Develop policy recommendations to ensure incombant workers, dislocated worker, and other programs are targeted toward industry cluster-based training opportunities, increased worker employability/productivity, and enhanced re-employment strategies.
- 2.2 Coordinate partner agency communication within guidance and counseling services
 - a. Enhance and expand the work of the advice and placement project currently being done through the Workforce Solutions Staff Team including the JDNV project.
- 2.3 Establish formal career exploration programs
 - a. Participate in a multi-state consortium to develop a statewide career management system for Oklahoma. Develop a system prototype unique to Oklahoma as a consortium member.
- 2.4 Establish industry skills certification process
 - a. A process map will be developed and recommendations made to implement a skills certification program including assessment tools. The program currently being used in Virginia will be used as a model.

GUIDING PRINCIPLES

Oklahoma will always work through collaborative systems of policy governance, benchmarking, evaluation, and rewards.

STRATEGIES AND ACTION STEPS

- 4.1 Develop a local workforce board leadership development program
 - a. Develop curriculum through the Workforce Oklahoma Training Institute for a board leadership program to inform and train board members and board staff.
- 4.2 Develop strategies for expanding focus of boards in support of economic development
 - a. The Office of Workforce Solutions will work with local boards to complete the needs assessments and provide strategic services designed to move local boards to a systems approach in support of economic development.
- 4.3 Develop governance/meeting structures conducive to system building (versus program compliance)
 - a. Council bylaws will be developed and adopted. Bylaws will include meeting content guidelines.
 - b. The State Council will continue to model a meeting structure that local boards can emulate which will include spending meeting time on discussion of substantive issues and not individual program compliance.
 - c. Recommendations, including potential legislation, will be made regarding the ongoing function of the council and its support.
 - d. Engage a grant writer to seek and enhance the availability of resources. Complete agency resource grant.
- 4.4 Establish formal benchmarking and best practice process
 - a. A best practices study will be implemented to help Oklahoma determine the best way to proceed to the next level of collaboration and systems integration.
- 4.5 Provide rewards for partnership and collaboration
 - a. A recognition event will be planned that will promote partnerships and collaboration.
- 4.6 Establish system measurements based on benchmarks which encourage partnership and collaboration
 - a. Based on the research and data that is received from projects listed above, system measures will be recommended by June 30, 2005.

Governor's Council Members

Public Sector

Brad Henry
Governor

Jack Bonny
State Representative

Terry Harrison
State Representative

Johnnie Crutchfield
State Senator

David Myers
State Senator

Jim Roth
County Commissioner

Roy Gordon
Program Director
Oklahoma Labor
Management Coordination
Program, AFL CIO

Jimmy Fish
Business Manager
Heat and Frost Insulators
Local 94

Shawn Black
Executive Director
Oklahoma Association of
Youth Services

James J. Cook
President,
Rose State College

Bob Klabenes
President,
Oklahoma State
University Okmulgee

Jon Brock
Executive Director
Employment Security
Commission

Sandy Gernett
State Superintendent of
Public Instruction

Linda Parker
Director,
Department of
Rehabilitation Services

Steve Stokes
Director,
Office of Handicapped
Concerns

Phil Berkenbile
State Director
Career and Technology
Education

Paul Risser
Chancellor
Oklahoma State Regents
for Higher Education

Kathy Taylor
Secretary of Commerce
and Tourism

Howard Hendrick
Secretary of
Human Services,
Oklahoma Department of
Human Services

Herb Matlock
Chair Association of
Workforce Boards

Jessie Nelson
Mayor of Guyton

Private Sector

Rudy Alvarado
CEO
Advancia Corporation

Doug MacMillan, Jr.
Executive Director
One-Call System, Inc.

Robert A. Dine
Director of Training
Technizon

Jack Sorelle
President
Innovative Technology LTD

Charles W. Harrison
Harrison Investments

Steven Hendrickson
Director, Strategic Planning
and Communications
Boeing Company

Chuck Greer
Human Resources
Manager Quebecor World

Greg Hall
Personnel Manager
General Motors

Mike Packnett
President/Chief
Executive Officer
Mercy Health System

Sheryl McLain
Vice President /
Communications
OK Hospital Association

Stephen Kaiser
Managing Director
Corrections Corporation
of America Davis
Correctional Facility

Terry Matlock
CEO,
Choctaw Electric
Cooperative

Sam Combs
President and COO
Oklahoma Natural Gas
Company

Michael Bergey
Bergey Windpower
Company

John Hawkins
Vice President Customer
Relations,
Equitable Plan Services

David Moore
General Manager
Quality Data

Patrick McCall
Vice President and
Secretary of the Board
Ameristate Bank

Mark Grimes
Senior Vice President and
Regional Manager
Flintco, Inc.

Tom Riley
Executive Vice
President/COO
Chickasaw Telecom

Sue Hamm
Manager
Crude Oil Marketing
Continental Resources, Inc.

Mark Schell
Senior Vice President,
General Counsel and
Corporate Secretary
Unit Corporation

Sean K. Baumann, Ph.D.
Vice President Operations
Immuno-Mycologies, Inc.

Cindy Seidler
Human Resources
Manager,
Family Dollar
Stores Oklahoma
Distribution Center

Narissa Rampey
Owner,
Air Assurance Company

Lynn Kelley
Senior Vice President
Banc First

Jim Tolbert
President
First Oklahoma Corporation

Workforce Solutions Staff Team (WSST)

This team consists of executive level managers of various state and local agencies that come together to collaborate and find solutions to workforce issues in addition to their role as staff support to the Governor's Council.

Norma Noble
Chair

Ann Ackerman
OKC Community College

Meloyde Blancett-Scott
Oklahoma Department of
Commerce

Lynda Collins
Vocational Rehabilitation

Vikki Dearing
Department of CareerTech

Carri Colwell
Workforce Oklahoma
Employment and Training
Association

Sharon Neuwald
Department of Human
Services

Glen Robards
Oklahoma Employment
Security Commission

Karla Graham
Oklahoma Department of
Commerce

Belinda McCharen
Oklahoma Career and
Technology Education

Hugh McCrabb
State Regents for Higher
Education

Richard McPherson
Oklahoma Employment
Security Commission

Dolores Mize
State Regents for Higher
Education

Kathleen Miller
Oklahoma Department of
Commerce

Kathie Price
Workforce Oklahoma
Employment and Training
Association

James Sirmans
Office of Handicap Concerns
Director

Mary Stalnaker
Human Services

Terry Watson
Office of Workforce Solutions

Linda Young
Oklahoma State Department
of Education

Jeanne Burruss
Oklahoma Employment
Security Commission

Susan Kuzmic
Oklahoma Department of
Commerce

Hugh Doherty
Oklahoma Department of
Commerce

Jeff Haddad
Oklahoma Employment
Security Commission

Peggy Butcher
Oklahoma Department of
Human Services

Oklahoma's Workforce Philosophy

Steven Hendrickson, Chair

Governor's Council for Workforce and Economic Development

Philosophy

The Council exists to leverage the best practices of business, education, and government to build a system of Workforce and Economic Development that supports Oklahoma's current and future workforce needs. The ultimate customer of the work of our Council is the Oklahoma employer. It is the needs of employers, both public and private sector, that we must understand so our educational systems and workforce development systems are producing qualified candidates for Oklahoma careers.

Elements

Our plan will follow a template that provides an understanding of the current state, the desired future state, the gaps that exist, and recommendations to fill the gaps. The recommendations will fall under three categories: Short term, achievable within existing systems and resources; medium term, achievable within a couple of legislative sessions with some system modifications; and long term, achievable with significant system modification.

Expectations of the Governor's Council on Workforce and Economic Development are that key stakeholders including local Workforce Investment Boards, Chambers of Commerce, Economic Developers, Government Agencies, and Educational Institutions will continue to use this forum to share our mission, roles, and services with each other and to look for ways to help each other as we build a world-class system to address workforce and economic development needs.

“I believe in Oklahoma”

WIA Service Delivery

Section Two



Title: Pride
Artist: John A. Perkins
Location: Ford Center,
north side













WIA Designations Map



WIA Local Labor Markets

1. Guymon
2. Woodward
3. Elk City
Weatherford
Clinton
4. Altus
5. Enid
6. Duncan
7. Chickasha
8. Lawton
9. Ponca City
10. Stillwater
11. Oklahoma City
12. Shawnee
13. Ada
14. Ardmore
15. Durant
16. Bartlesville
17. Tulsa
18. Okmulgee
19. McAlester
20. Broken
Bow
Idabel
Antlers
Hugo
21. Miami-Vinita
22. Muskogee
23. Poteau
24. Tahlequah-Sallisaw
25. Claremore
Pryor
26. Holdenville
27. Norman

Workforce Investment Areas

- | | |
|---|--|
|  Northwest |  Southern |
|  North Central |  Southeast |
|  Tulsa |  Central |
|  Northeast |  East Central |
|  Southwest |  Cleveland County |
|  South Central |  Eastern |



Workforce Oklahoma Centers 2005

Workforce Oklahoma Ada Center

1628 E. Beverly St., Suite 106
Ada 74820
Phone: (580) 332-1533
Fax: (580) 421-9265
Email: manager.altus@oesc.state.ok.us

Workforce Oklahoma Altus Center

1115 N. Spurgeon St.
Altus 73521
Phone: (580) 482-3262
Fax: (580) 482-3284
Email: manager.altus@oesc.state.ok.us

Workforce Oklahoma Antlers Center

204 SW 4th
Antlers 74523
Phone: (580) 298-3854
Fax: (580) 298-6603
Email: manager.antlers@oesc.state.ok.us

Workforce Oklahoma Ardmore Area Center

201 "A" Street SW
Ardmore 73401
Phone: (580) 223-3291
Fax: (580) 226-2730
Email: manager.ardmore@oesc.state.ok.us

Atoka/Coal Workforce Oklahoma Center

1301 Liberty Rd.
Atoka 74525
Phone: (580) 889-7074
Fax: (580) 889-3079

Workforce Oklahoma Bartlesville Center

6101 SE Nowata Rd.
Bartlesville 74006
Phone: (918) 331-3400
Fax: (918) 331-0044
Email: manager.bartlesville@oesc.state.ok.us

Workforce Oklahoma Employment and Training

Sooner Drive, Bldg 420
Burns Flat 73624
Phone: (580) 562-4550
Fax: (580) 562-4274

Workforce Oklahoma Chandler Satellite Center

607 E. 1st
Chandler 74834
Phone: (405) 258-2870
Fax: (405) 258-3073

Checotah Satellite Center

137 S Broadway
Checotah, OK 74426
Phone: 918-473-4648
Fax: 918-473-4651

Chelsea Workforce Oklahoma Satellite Center

104 Hester Place
Chelsea 74016
Phone: (918) 789-5566
Fax: (918) 789-5050

Workforce Oklahoma Chickasha Center

301 South 2nd Street
Chickasha 73018
Phone: (405) 224-3310
Fax: (405) 222-1215
Email: manager.chickasha@oesc.state.ok.us

Workforce Oklahoma Claremore

1810 N. Sioux Ave
Claremore 74017
Phone: (918) 341-6633
Fax: (918) 341-7723
Email: 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
Clinton 73601
Phone: (580) 323-1341
Fax: (580) 323-9176
Email: 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, OK 73533
Phone: (580) 255-8950
Fax: (580) 255-8959
Email: 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

Enid Workforce Center

2613 N. Van Buren
Enid 73703
Phone: (580) 234-6043
Fax: (580) 234-8405
Email: manager.enid@oesc.state.ok.us

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
 Email: manager.miami@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

Workforce Oklahoma Holdenville Career Center

115 N. Rodgers Drive
 Holdenville 74848
 Phone: (405) 379-5452
 Fax: (405) 379-6355
 Email: manager.holswncillw@oesc.state.ok.us

Workforce Oklahoma Hugo Center

107 S. 3rd
 Hugo 74743
 Phone: (580) 326-6472
 Fax: (580) 326-0958
 Email: manager.hugo@oesc.state.ok.us

Workforce Oklahoma Idabel Center

Hwy 70 & Brinkley Drive
 Idabel 74745
 Phone: (580) 286-6667
 Fax: (580) 286-7867
 Email: manager.idabel@oesc.state.ok.us

Workforce Oklahoma Lawton/Ft. Sill Center

1711 SW 11th Street
 Lawton 73501
 Phone: (405) 357-3500
 Fax: (405) 357-9629
 Email: manager.lawton@oesc.state.ok.us

Ft. Sill Transition Assistance Program (TAP)

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

Workforce Oklahoma McAlester Center

1202 Wade Watts Ave
 McAlester 74501
 Phone: (918) 423-6830
 Fax: (918) 429-1175
 Email: manager.mcalester@oesc.state.ok.us

Workforce Oklahoma Miami Center

121 N. Main
 Miami 74354
 Phone: (918) 542-5561
 Fax: (918) 542-7505
 Email: manager.miami@oesc.state.ok.us

Workforce Oklahoma Muskogee Center

717 south 32nd Street
 Muskogee 74401
 Phone: (918) 682-3364
 Fax: (918) 682-4311
 Email: 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

Workforce Oklahoma Downtown OKC Center

1 North Walker
 OKC 73102
 Phone: (405) 297-3053
 Fax: (405) 297-2940
 Email: manager.downtown@oesc.state.ok.us

Workforce Oklahoma Career Connection Center

7401 NE 23rd Street
 OKC 73141
 Phone: (405) 713-1890
 Fax: (405) 713-1895
 Email: manager.east.oesc.state.ok.us

Workforce Oklahoma Francis Tuttle Technology Center

12777 N. Rockwell
 Campus Center Building
 OKC 73142
 Phone: (405) 470-3200 Fax: (405) 470-3206

Workforce Oklahoma OKC Metro South

4509 S I-35 Service Road
 OKC 73129
 Phone: (405) 670-9100
 Fax: (405) 670-9292
 Email: manager.south@oesc.state.ok.us

OKC-VA Vet Center

FAX: (918) 756-0937
 3033 N. Walnut
 OKC 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

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

**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
Ponca City 74602
Phone: (580) 765-3372
Fax: (580) 765-6145

**Leflore County
Workforce Oklahoma Center**
106 Rogers
Poteau 74953
Phone: (918) 647-3124
Fax: (918) 647-8939

Workforce Oklahoma Pryor
219 NE 1st Street
Pryor 74362
Phone: (918) 825-2582
Fax: (918) 825-6494
Email: 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

**Workforce Oklahoma
Sand Springs Career Center**
401 E. Broadway, Unit B-1
Sand Springs 74063
Phone: (918) 245-9544
Fax: (918) 245-9566
Email: manager.sandsprings@oesc.state.ok.us

**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

Workforce Oklahoma Seminole
229 N. 2nd Street
Seminole 74868
Phone: (405) 382-4670
Fax: (405) 382-0104
Email: 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

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

**Workforce Oklahoma Tahlequah
Career Center**
1755 S. Muskogee
Tahlequah 74464
Phone: (918) 456-8846
Fax: (918) 456-3256
Email: manager.tahlequah@oesc.state.ok.us

Johnston County Center
1201 S. Byrd
Tishomingo 73460
Phone: (580) 371-3016
Fax: (580) 371-0431

**Workforce Oklahoma
Downtown Tulsa Career Center**
2 N. Elgin
Tulsa 74120
Phone: (918) 596-7200
Fax: (918) 596-9999
Email: manager.hartford@oesc.state.ok.us

Skyline Workforce Center
6128 E. 38th St., Suite 405
Tulsa, OK 74135
Phone: (918) 384-2300
Fax: (918) 384-2310
Email: manager.skyline@oesc.state.ok.us

**Tulsa VA Vet Center Vietnam
Veterans CTR**
1408 South Harvard
Tulsa, OK 74412
Phone: (918) 748-5105
Fax: (918) 748-5107

Tulsa Temporary Labor
415 W Archer 7413
Tulsa, OK
Phone: (918) 582-3558
Fax: (918) 583-6745

Wagoner Center
316-B S. Hays
Wagoner, OK 74467
Phone: (918) 485-4422
Fax: (918) 485-8729

**Workforce Oklahoma
Center Walters**
212 N. Broadway
Walters 73572
Phone: (580) 875-2311
Fax: (580) 875-3233

**Workforce Oklahoma
Center Waurika**
13th & G
Waurika 73573
Phone: (580) 228-3511
Fax: (580) 228-2530

**Workforce Oklahoma
Woodward Career**
1117 11th Street
Woodward 73801
Center Phone: (580) 256-3308
Fax: (580) 254-3093
Email: manager.woodward@oesc.state.ok.us



Performance Measures

Section Three



Title: Buffalo Nickel
Artist: Rick Bewley
Location: Bank One
Tower Plaza S.E. Corner
Park and Broadway

WIA Financial Statement

**Oklahoma Employment Security Commission
For the Period Ending June 30, 2005**

<u>Program Activity</u>	<u>Available</u>	<u>Expended</u>	<u>Percent</u>	<u>Balance Remaining</u>
Adult	\$8,723,845	\$6,580,443	75.43%	\$2,143,402
Dislocated Worker	\$5,678,939	\$3,764,513	66.29%	\$1,914,426
Youth	\$9,178,227			
Out-of-School Youth		\$3,313,512		
In-School Youth		\$3,865,626		
Summer Employment (Non-add Item)		<u>\$619,559</u>		
Total Youth		\$7,179,138	78.22%	\$1,999,089
Local Administration	\$2,667,868	\$1,890,421	70.86%	\$777,447
Rapid Response	\$3,494,691	\$1,434,833	41.06%	\$2,059,858
Statewide Activities	\$5,495,301	\$3,101,376	56.44%	\$2,393,925
Grand Total	\$35,238,871	\$23,950,724	67.97%	\$11,288,147

Cost of Program Activities

PROGRAM ACTIVITY	TOTAL FEDERAL SPENDING
LOCAL ADULTS	\$6,580,443
LOCAL DISLOCATED WORKERS	\$3,764,513
LOCAL YOUTH	\$7,179,138
LOCAL ADMINISTRATON	\$1,890,421
RAPID RESPONSE (up to 25%) 134 (a) (2) (A)	\$1,434,833
STATEWIDE REQUIRED ACTIVITIES (up to 15%) 134 (a) (2) (3)	\$1,602,840
STATEWIDE ALLOWABLE ACTIVITIES 134 (a) (3)	
(1) State administration of WIA Programs.	\$702,089
(2) Carrying out other activities necessary to assist local areas to carry out required or optional local employment and training activities.	\$663,418
(3) Capacity building and technical assistance to local areas.	\$133,029
	\$1,498,536
TOTAL OF ALL FEDERAL SPENDING LISTED ABOVE	\$23,950,724

Workforce Investment Act Customer Satisfaction Results for Program Year 2004

Customer Satisfaction	Negotiated Performance Level	Actual Performance Level	Number of Surveys Completed	Number of Customers Eligible for the Survey	Number of Customers Included in the Sample	Response Rate
Participants	77%	83%	783	1348	1348	58%
Employers	73%	76%	751	1187	1187	63%

Data reported does not necessarily reflect PY04 final data

Adult Performance for Program Year 2004

Adult Program Results At-A-Glance			
Program Year 2004			
	Negotiated Performance Level		
Entered Employment Rate	83%	84.73%	943
			1113
Employment Retention Rate	85%	87.66%	1080
			1232
Earnings Change in Six Months	\$4,166	\$3,594.79	\$4,249,040
			1182
Employment and Credential Rate	65%	71.97	629
			874

Outcome for Adult Special Populations							
Program Year 2004							
Reported Information	Public Assistance Recipients Receiving Intensive or Training Services		Veterans		Individuals With Disabilities		Older In
Entered Employment Rate	72.38%	64	94%	49	80.00%	20	78.13%
		88		52		25	
Employment Retention Rate	85.29%	116	96%	55	86%	31	74.19%
		136		57		36	
Earnings Change in Six Months	\$3,699.60	\$492,047	\$3,286.10	\$177,450	\$4,250.23	\$153,008	\$615.11
		133		54		36	
Employment and Credential Rate	69.23	36	83.33	30	73.68	14	66.67
		52		36		19	

Other Outcome Information for the Adult Program				
Program Year 2004				
Reported Information	Received Training Services		Received Only Core and Intensive Services	
Entered Employment Rate	83.97%	503	85.60%	440
		599		514
Employment Retention Rate	89.38%	783	83.43%	297
		876		356
Earnings Replacement Rate	\$4,591	\$3,810,311	\$1,246	\$438,729
		311		352

Data reported does not necessarily reflect PY04 final data

Dislocated Worker Performance for Program Year 2004

Dislocated Worker Program Results At-A-Glance			
Program Year 2004			
	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	87%	85.67%	1028
			1200
Employment Retention Rate	89%	91.80%	1019
			1110
Earnings Change in Six Months	87%	83.61%	\$11,892,149
			\$14,223,759
Employment and Credential Rate	65%	74.47	560
			752

Outcome for Dislocated Worker Special Populations							
Program Year 2004							
Reported Information	Veterans		Individuals With Disabilities		Older Individuals		Displ Homen
Entered Employment Rate	90.52%	105	86.36%	19	75.47%	80	68.75%
		116		22		106	
Employment Retention Rate	91.67%	88	86.36%	19	86.73%	85	66.67%
		96		22		98	
Earnings Change in Six Months	84.15%	\$1,427,353.00	73.83%	\$195,657	63.03%	\$1,085,918	91.20%
		\$1,696,297.00		\$265,008		\$1,722,830	
Employment and Credential Rate	72.22%	52	75.00%	9	63.46%	33	50.00%
		72		12		52	

Other Outcome Information for the Dislocated Worker Program				
Program Year 2004				
Reported Information	Individuals Who Received Training Services		Individuals Who Received Only Core and Intensive Services	
Entered Employment Rate	87.23%	656	83.04%	372
		752		448
Employment Retention Rate	92.16%	576	91.34%	443
		625		485
Earnings Replacement Rate	90.12%	\$6,295,948	77.32%	\$5,596,201
		\$6,985,925		\$7,237,834

Data reported does not necessarily reflect PY04 final data

Older Youth Results At-A-Glance			
Program Year 2004			
	Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	68%	80.65%	125
			155
			155
Employment Retention Rate	82%	87.27%	144
			165
			165
Earnings Change in Six Months	\$3,000	\$4,069.50	\$622,634
			153
			153
Credential Rate	57%	61.32%	130
			212
			212

Outcome for Older Youth Special Populations							
Program Year 2004							
Reported Information	Public Assistance Recipients	Veterans		Individuals With Disabilities		Out-of-School Youth	
Entered Employment Rate	76.92%	10	100.00%	1	77.78%	7	78.51%
		13		1		9	
Employment Retention Rate	77.78%	14	0.00%	0	88.89%	8	86.36%
		18		1		9	
Earnings Change in Six Months	\$4,889.23	\$83,117	-\$203.22	-\$203	\$3,465.08	\$27,721	\$3,998.11
		17		1		8	
Employment and Credential Rate	66.67%	12	100.00%	1	63.64%	7	60.61%
		18		1		11	

Data reported does not necessarily reflect PY04 final data

Younger Youth Results At-A-Glance			
Program Year 2004			
	Negotiated Performance Level	Actual Performance Level	
Skill Attainment Rate	79%	85.71%	1367
			1595
Diploma or Equivalent Attainment Rate	57%	71.76%	277
			386
Retention Rate	62%	59.64%	362
			607

Outcome for Younger Youth Special Populations						
Program Year 2004						
Reported Information	Public Assistance Recipients		Individuals With Disabilities		Out-of-School Youth	
Skill Attainment Rate	81.25%	52	91.06%	112	81.21%	229
		64		123		282
Diploma or Equivalent Attainment Rate	88.89%	16	64.71%	11	51.14%	45
		18		17		88
Retention rate	58.00%	29	54.17%	26	51.53%	101
		50		48		196

Data reported does not necessarily reflect PY04 final data

Other Reported Information										
Program Year 2004										
	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	922	68.70%	4217655	\$3,247	39	4.14%	\$3,846,538	\$4,279	338	72.69%
	1342		1299		943		8		465	
Dislocated Workers	736	74.57%	9819524	84.43%	55	5.36%	\$5,524,175	\$5,858	419	70.54%
	987		11630736		1027		943		594	
Older Youth	119	63.64%	544717	\$3,095	4	3.20%	\$333,363	\$2,874		
	187		176		125		116			

Participation Levels		
Program Year 2004		
	Total Participants Served	Total Exiters
Adults	3460	1435
Dislocated Workers	2026	974
Older Youth	609	238
Younger Youth	1998	825

Data reported does not necessarily reflect PY04 final data

Local Performance				
Program Year 2004				
Central	Total Participants Served	Adults	485	
		Dislocated Workers	552	
		Older Youth	136	
		Younger Youth	329	
ETA# 40075	Total Exiters	Adults	408	
		Dislocated Workers	404	
		Older Youth	32	
		Younger Youth	89	
Performance Measures		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	83%	88%	
	Dislocated Workers	87%	85%	
	Older Youth	68%	60%	
Retention Rate	Adults	85%	83%	
	Dislocated Workers	89%	92%	
	Older Youth	82%	71%	
	Younger Youth	62%	36%	
Earnings Change / Replacement in 6 months	Adults	\$4,166	\$1,353	
	Dislocated Workers	87%	75%	
	Older Youth	\$3,000	\$1,894	
Credential / Diploma Rate	Adults	65%	78%	
	Dislocated Workers	65%	80%	
	Older Youth	57%	40%	
	Younger Youth	57%	70%	
Skill Attainment Rate		79%	93%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		9		6

Data reported does not necessarily reflect PY04 final data

Local Performance				
Program Year 2004				
Cleveland	Total Participants Served	Adults	41	
		Dislocated Workers	36	
		Older Youth	18	
		Younger Youth	60	
ETA# 40025	Total Exiters	Adults	18	
		Dislocated Workers	21	
		Older Youth	7	
		Younger Youth	25	
Performance Measures		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	83%	100%	
	Dislocated Workers	87%	100%	
	Older Youth	68%	87%	
Retention Rate	Adults	85%	93%	
	Dislocated Workers	89%	100%	
	Older Youth	82%	100%	
	Younger Youth	62%	62%	
Earnings Change / Replacement in 6 months	Adults	\$4,166	\$6,350	
	Dislocated Workers	87%	130%	
	Older Youth	\$3,000	\$5,119	
Credential / Diploma Rate	Adults	65%	92%	
	Dislocated Workers	65%	92%	
	Older Youth	57%	73%	
	Younger Youth	57%	58%	
Skill Attainment Rate		79%	96%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			1	14

Data reported does not necessarily reflect PY04 final data

Local Performance				
Program Year 2004				
East Central	Total Participants Served	Adults	128	
		Dislocated Workers	67	
		Older Youth	21	
		Younger Youth	233	
ETA# 40040	Total Exiters	Adults	60	
		Dislocated Workers	26	
		Older Youth	9	
		Younger Youth	150	
Performance Measures		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	83%	88%	
	Dislocated Workers	87%	88%	
	Older Youth	68%	67%	
Retention Rate	Adults	85%	90%	
	Dislocated Workers	89%	92%	
	Older Youth	82%	83%	
	Younger Youth	62%	67%	
Earnings Change / Replacement in 6 months	Adults	\$4,166	\$3,783	
	Dislocated Workers	87%	114%	
	Older Youth	\$3,000	\$4,715	
Credential / Diploma Rate	Adults	65%	73%	
	Dislocated Workers	65%	72%	
	Older Youth	57%	27%	
	Younger Youth	57%	82%	
Skill Attainment Rate		79%	81%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		3		12

Data reported does not necessarily reflect PY04 final data

Local Performance				
Program Year 2004				
Eastern	Total Participants Served	Adults	1229	
		Dislocated Workers	600	
		Older Youth	106	
		Younger Youth	359	
ETA# 40050	Total Exiters	Adults	227	
		Dislocated Workers	58	
		Older Youth	33	
		Younger Youth	87	
Performance Measures		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	83%	86%	
	Dislocated Workers	87%	92%	
	Older Youth	68%	75%	
Retention Rate	Adults	85%	87%	
	Dislocated Workers	89%	87%	
	Older Youth	82%	75%	
	Younger Youth	62%	64%	
Earnings Change / Replacement in 6 months	Adults	\$4,166	\$3,144	
	Dislocated Workers	87%	88%	
	Older Youth	\$3,000	\$3,715	
Credential / Diploma Rate	Adults	65%	76%	
	Dislocated Workers	65%	63%	
	Older Youth	57%	47%	
	Younger Youth	57%	65%	
Skill Attainment Rate		79%	84%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		5		10

Data reported does not necessarily reflect PY04 final data

Local Performance				
Program Year 2004				
North Central	Total Participants Served	Adults	242	
		Dislocated Workers	55	
		Older Youth	29	
		Younger Youth	97	
ETA# 40050	Total Exiters	Adults	151	
		Dislocated Workers	40	
		Older Youth	12	
		Younger Youth	30	
Performance Measures		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	83%	73%	
	Dislocated Workers	87%	78%	
	Older Youth	68%	100%	
Retention Rate	Adults	85%	90%	
	Dislocated Workers	89%	89%	
	Older Youth	82%	78%	
	Younger Youth	62%	68%	
Earnings Change / Replacement in 6 months	Adults	\$4,166	\$5,550	
	Dislocated Workers	87%	72%	
	Older Youth	\$3,000	\$4,152	
Credential / Diploma Rate	Adults	65%	41%	
	Dislocated Workers	65%	36%	
	Older Youth	57%	50%	
	Younger Youth	57%	64%	
Skill Attainment Rate		79%	90%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		7	1	7

Data reported does not necessarily reflect PY04 final data

Local Performance				
Program Year 2004				
Northeast	Total Participants Served	Adults	120	
		Dislocated Workers	82	
		Older Youth	35	
		Younger Youth	81	
ETA# 40050	Total Exiters	Adults	68	
		Dislocated Workers	63	
		Older Youth	22	
		Younger Youth	33	
Performance Measures		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	83%	85%	
	Dislocated Workers	87%	81%	
	Older Youth	68%	87%	
Retention Rate	Adults	85%	88%	
	Dislocated Workers	89%	92%	
	Older Youth	82%	92%	
	Younger Youth	62%	62%	
Earnings Change / Replacement in 6 months	Adults	\$4,166	\$4,456	
	Dislocated Workers	87%	83%	
	Older Youth	\$3,000	\$4,540	
Credential / Diploma Rate	Adults	65%	71%	
	Dislocated Workers	65%	68%	
	Older Youth	57%	85%	
	Younger Youth	57%	71%	
Skill Attainment Rate		79%	93%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2	1	12

Data reported does not necessarily reflect PY04 final data

Local Performance				
Program Year 2004				
Northwest	Total Participants Served	Adults	66	
		Dislocated Workers	26	
		Older Youth	27	
		Younger Youth	74	
ETA# 40005	Total Exiters	Adults	34	
		Dislocated Workers	17	
		Older Youth	11	
		Younger Youth	41	
Performance Measures		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	83%	91%	
	Dislocated Workers	87%	91%	
	Older Youth	68%	83%	
Retention Rate	Adults	85%	92%	
	Dislocated Workers	89%	93%	
	Older Youth	82%	71%	
	Younger Youth	62%	73%	
Earnings Change / Replacement in 6 months	Adults	\$4,166	\$5,242	
	Dislocated Workers	87%	149%	
	Older Youth	\$3,000	\$3,272	
Credential / Diploma Rate	Adults	65%	72%	
	Dislocated Workers	65%	88%	
	Older Youth	57%	80%	
	Younger Youth	57%	80%	
Skill Attainment Rate		79%	98%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1		14

Data reported does not necessarily reflect PY04 final data

Local Performance				
Program Year 2004				
South Central	Total Participants Served	Adults	462	
		Dislocated Workers	167	
		Older Youth	43	
		Younger Youth	137	
ETA# 40020	Total Exiters	Adults	60	
		Dislocated Workers	15	
		Older Youth	16	
		Younger Youth	86	
Performance Measures		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	83%	93%	
	Dislocated Workers	87%	94%	
	Older Youth	68%	77%	
Retention Rate	Adults	85%	91%	
	Dislocated Workers	89%	93%	
	Older Youth	82%	86%	
	Younger Youth	62%	62%	
Earnings Change / Replacement in 6 months	Adults	\$4,166	\$6,347	
	Dislocated Workers	87%	166%	
	Older Youth	\$3,000	\$3,474	
Credential / Diploma Rate	Adults	65%	80%	
	Dislocated Workers	65%	70%	
	Older Youth	57%	69%	
	Younger Youth	57%	65%	
Skill Attainment Rate		79%	55%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		1		14

Data reported does not necessarily reflect PY04 final data

Local Performance				
Program Year 2004				
Southeast	Total Participants Served	Adults	243	
		Dislocated Workers	92	
		Older Youth	70	
		Younger Youth	117	
ETA# 40060	Total Exiters	Adults	159	
		Dislocated Workers	52	
		Older Youth	47	
		Younger Youth	122	
Performance Measures		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	83%	85%	
	Dislocated Workers	87%	90%	
	Older Youth	68%	71%	
Retention Rate	Adults	85%	86%	
	Dislocated Workers	89%	95%	
	Older Youth	82%	97%	
	Younger Youth	62%	71%	
Earnings Change / Replacement in 6 months	Adults	\$4,166	\$5,304	
	Dislocated Workers	87%	105%	
	Older Youth	\$3,000	\$4,328	
Credential / Diploma Rate	Adults	65%	77%	
	Dislocated Workers	65%	81%	
	Older Youth	57%	65%	
	Younger Youth	57%	80%	
Skill Attainment Rate		79%	89%	
Overall Status of Local Performance		Not Met	Met	Exceeded
				15

Data reported does not necessarily reflect PY04 final data

Local Performance				
Program Year 2004				
Southern	Total Participants Served	Adults	140	
		Dislocated Workers	122	
		Older Youth	36	
		Younger Youth	197	
ETA# 40045	Total Exiters	Adults	60	
		Dislocated Workers	79	
		Older Youth	13	
		Younger Youth	86	
Performance Measures		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	83%	74%	
	Dislocated Workers	87%	88%	
	Older Youth	68%	100%	
Retention Rate	Adults	85%	94%	
	Dislocated Workers	89%	85%	
	Older Youth	82%	84%	
	Younger Youth	62%	63%	
Earnings Change / Replacement in 6 months	Adults	\$4,166	\$6,725	
	Dislocated Workers	87%	97%	
	Older Youth	\$3,000	\$3,337	
Credential / Diploma Rate	Adults	65%	73%	
	Dislocated Workers	65%	79%	
	Older Youth	57%	64%	
	Younger Youth	57%	69%	
Skill Attainment Rate		79%	89%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		2		13

Data reported does not necessarily reflect PY04 final data

Local Performance				
Program Year 2004				
Southwest	Total Participants Served	Adults	59	
		Dislocated Workers	27	
		Older Youth	9	
		Younger Youth	33	
ETA# 40015	Total Exiters	Adults	23	
		Dislocated Workers	22	
		Older Youth	9	
		Younger Youth	13	
Performance Measures		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	83%	92%	
	Dislocated Workers	87%	96%	
	Older Youth	68%	100%	
Retention Rate	Adults	85%	90%	
	Dislocated Workers	89%	96%	
	Older Youth	82%	100%	
	Younger Youth	62%	80%	
Earnings Change / Replacement in 6 months	Adults	\$4,166	\$4,560	
	Dislocated Workers	87%	98%	
	Older Youth	\$3,000	\$6,447	
Credential / Diploma Rate	Adults	65%	80%	
	Dislocated Workers	65%	90%	
	Older Youth	57%	75%	
	Younger Youth	57%	57%	
Skill Attainment Rate		79%	87%	
Overall Status of Local Performance		Not Met	Met	Exceeded
			1	14

Data reported does not necessarily reflect PY04 final data

Local Performance				
Program Year 2004				
Tulsa	Total Participants Served	Adults	245	
		Dislocated Workers	200	
		Older Youth	79	
		Younger Youth	281	
ETA# 40035	Total Exiters	Adults	167	
		Dislocated Workers	177	
		Older Youth	27	
		Younger Youth	63	
Performance Measures		Negotiated Performance Level	Actual Performance Level	
Entered Employment Rate	Adults	83%	78%	
	Dislocated Workers	87%	85%	
	Older Youth	68%	81%	
Retention Rate	Adults	85%	89%	
	Dislocated Workers	89%	92%	
	Older Youth	82%	100%	
	Younger Youth	62%	86%	
Earnings Change / Replacement in 6 months	Adults	\$4,166	\$1,312	
	Dislocated Workers	87%	87%	
	Older Youth	\$3,000	\$5,049	
Credential / Diploma Rate	Adults	65%	67%	
	Dislocated Workers	65%	68%	
	Older Youth	57%	60%	
	Younger Youth	57%	78%	
Skill Attainment Rate		79%	89%	
Overall Status of Local Performance		Not Met	Met	Exceeded
		4		11

Data reported does not necessarily reflect PY04 final data

Programs & Activities

Section Four



Title: Picasso Buffalo
Artist: Susan Morrison
Location: Gaylord and
Sheridan

Oklahoma's Business Service Teams

The Governor's Council for Workforce and Economic Development, the Oklahoma Department of Commerce-Workforce Solutions and the local infrastructure of the Local Workforce Investment Boards from across the State designed and implemented a collaborative and innovative approach to form Business Service Teams that will broaden and strengthen the link between economic development, education, and employment. The teams are a group of people who represent education, economic

belief that only by effectively equipping workers with the skills that are needed by employers, and better understanding the workforce needs of business, can they create the highly skilled workers needed for Oklahoma to become globally competitive in the 21st century. Because Oklahoma is primarily rural, the local Business Services Teams focused on raising the per capita income of their citizens and business retention and expansion. They believed that working together through collaborative partnerships was the ideal solution to decreased

Business Services Teams." 170 BST members attend this interactive learning event.

- A one-day BST Team meeting to determine progress
- Customer Service Training for 90 individuals over a period of two months
- "Focus Group Moderator" training for 12 individuals with a follow-up session for technical assistance
- Each BST had at least two days of consulting from the Business



Picture : Left to right, Pat Curtis, Carla Chadwick, Carol Hartman, Nina Ritchie, Richard Brown, Cheryl Cook, Dr. Stephen Kaiser

development, and employers who work to provide a comprehensive business solution within a local area. They form a single point of access for business and can broker services of team members to ensure a one-stop seamless approach to business needs.

The Workforce Solutions System in Oklahoma has recognized business as a priority customer. All over Oklahoma, Local Workforce Investment Boards, Service Providers, and Business Service Teams made it their purpose to develop a demand driven workforce investment system which links employment, education, and economic development. Their

resources. Business Service Teams were formed in all twelve workforce areas with partners from the entire workforce system. Agencies, as well as some employers that performed workforce services, joined to form a strong demand-driven workforce system. Teams are in many stages of development from highly sophisticated processes to just beginning to form working teams.

Successes and activities of the Business Services Teams in PY 04 are as follows:

- A two-day conference - "An Introduction to Forming

Services Coordinator from the Department of Commerce.

- Business Services Teams conducted four focus groups in PY 04 to update current labor market information, receive job seeker feedback, and receive customer service feedback from employers.
- Business Services Teams analyzed labor market information and commuter patterns to help them in their economic development efforts in PY 05.

- Business Services Teams provided data to Workforce Investment Boards to identify industry clusters while some BSTs selected the clusters and presented to the WIB.
- Business Services Teams sponsored successful workforce issues meetings with employers to help solve human resource challenges. Topics covered were Worker’s Compensation Law, The Law and the Workplace, “How to Motivate Employees to Increase Productivity and Efficiency.”
- BST’s made a presentation to the Workforce Partnership Conference.
- In Tulsa, Creek, Osage or Pawnee counties, WINS Workforce Solutions, a network of 18 partners in the greater Tulsa Region, organized to meet business requirements. By using a simple one-call system, WINS Workforce Solutions has built the reputation of offering a wide array of professional business services. By using an electronic referral system to capture all the hiring, training, and other human resource services, the network provides expert services in a matter of minutes. Businesses served were likely to receive services at no charge or at extremely competitive prices since many of the WINS Workforce Solutions partners are supported by tax dollars.
- Westaff is a Stillwater staffing firm that had clients in Tulsa but no office presence so they regularly utilize space at the downtown Workforce Oklahoma Career Center to take applications and interview job seekers. Almost 80% of Westaff’s new hires were direct referrals from the Workforce Oklahoma System saving the company valuable time and more money. Ed Watkins, Market Manager for Westaff, said, “Using the facilities provided by WINS Workforce Solutions so far saved our company \$24,000 and provides us with an incubator type arrangement until we grow our business and can open an office in Tulsa.”
- AAON, Inc., a leading manufacturer of heating and cooling products with over 1,000 employees, took advantage of other services offered through the WINS Workforce Solutions by teaming up with WINS partners to address some human resources issues the company was facing. The organizational development and pre-paid web job profiling/job description services now enables AAON to be more successful in the recruitment, placement, and retention of their workforce.
- East Central Oklahoma, representing Lincoln, Pottawatomie, Hughes and Okfuskee counties has used the Business Services Team approach. They quickly provided a single point of contact for the business community to ensure a one-stop seamless process to meet the human resource needs of their business communities. This last year the Business Service Team of East Central Oklahoma has listened to business by presenting a series of workshops for Human Resource Professionals and small business owners in the areas of Worker’s Compensation, Legal Issues in the Workplace, Customer Service, and most importantly the soft skills that raise productivity in every workplace.

Oklahoma's Incumbent Worker Training

Oklahoma's Incumbent Worker Training program offered increased funding to participating businesses during Program Year 2004. By providing \$1,000,000 in training dollars, 32 Oklahoma businesses were able to provide training for their current workforce, resulting in higher wages and hopefully, larger profits as well.

The Incumbent Worker Training (IWT) project benefits business and industry by nurturing the skills of existing employees, increasing employee productivity and company growth. This has both allowed Oklahoma businesses to better compete for market share and enabled the state to better compete for incoming industry. The IWT project has also improved the bottom line of participating companies as well as provided an increase in wages for the trained workers. Other, less measurable outcomes include the creation of new jobs and retention of jobs that otherwise may have been eliminated. The Incumbent Worker Training project ultimately results in a boost to the state's economy and the quality of living for Oklahomans.

From the beginning, the core philosophy of the Incumbent Worker Training project has been that Oklahoma businesses know more about their training needs than government does. Simple as that!

Incumbent Worker Training is funded through the Workforce Investment Act and administered by the Oklahoma Employment Security Commission. Companies apply for funding through a Request For Proposal (RFP)

process administered by the Department of Central Services. Businesses can apply individually or join together in a consortium.

The goal of Incumbent Worker Training is that skills training provided through these federal dollars lead to improved job skills that will enable workers to obtain and retain family wage jobs in the Oklahoma economy. All training funds are to be spent on their current workforce – those who were employed at the time of application. To ensure that the skills reflect Oklahoma's demand occupations, businesses partner with their Local Workforce Investment Boards, made up of community business leaders who represent the local labor market.

Once training is complete for the program year, participating company representatives complete a survey providing feedback and comments on the IWT project.

Business needs that have been met through the Incumbent Worker Training project have included, but are not been limited to:

- Employment and training research;
- Developing work site training;
- Building the capacity of Oklahoma businesses to respond to an increasingly diverse workforce;
- Identify skill gaps;
- Promote

linkages and collaboration between employers and the local Workforce Oklahoma partners to enable a steady supply of targeted workers;

- English as a Second Language training;
- Building private and public sector partnerships;
- Equipment-specific training;
- Any workforce need that is seen to be critical to Oklahoma's economic bottom line.

Training can take the form of traditional classroom training, on-the-job training, distance learning, workshops, seminars, in-house training, computer-based training or other methods.

Many companies who have received an IWT grant have contracted with the Oklahoma Career Tech system. Several have sought the help of the Oklahoma Alliance for Manufacturing Excellence to help their company improve through better-trained workers. Some have used the expertise of private sector trainers. It's up to the company. They tell us what their needs are, and we listen.



Disability Program Navigator Initiative for Oklahoma

PY2004 was the 2nd year of the Disability Program Navigator Initiative for Oklahoma. The Disability Program Navigators completed Learning Disability Training and One-Stop Accessibility Review Training this year. The Navigators used the knowledge that they received from these trainings to do accessibility reviews of all the One-Stop Centers in Oklahoma. The Disability Program Navigators

are working closely with One-Stop Career Center management to ensure that our facilities are physically and programmatically accessible to people with disabilities.

The Disability Program Navigators (DPNs) provide information and referral to people with disabilities and their advocates on the many programs and services that are available to assist people with disabilities in their

employment goals. The DPNs have made presentations to high school students with disabilities and their parents about the services that are available to assist them with their transition plan through the One-Stop Career Centers.

The DPNs provide training on disability related issues to One-Stop staff and partners to help increase the ability of the One-Stop system to

serve clients with disabilities. This training has included training on the services available through the One-Stop as well as training on resources available to help clients receiving Social Security Disability payments understand how employment will affect their Social Security benefits.

The DPNs also work to help improve collaboration among the agencies serving people with disabilities. Navigators have helped organize disability employment awareness fairs and educational forums for students with disabilities. The DPNs work with their local Business Services Teams to help provide information to employers about disability related issues. DPNs provide information about disability related tax incentives, ADA technical assistance and job accommodation resources.

To help increase awareness and improve knowledge about disability related programs the Oklahoma DPN Initiative has started a monthly newsletter. Each month the newsletter focuses on programs and services that are available to assist people with disabilities. There are over 200 subscribers to this newsletter. Articles pertaining to disability related issues have also been published in our agency publication "Business Crossroads".



Effective Transitions, Inc- Providing Services to At Risk Youth Oklahomans

Effective Transitions Inc. (ETI) is a not-for-profit community-based agency that sponsors and promotes community development activities for youth and adults in Central Oklahoma. Since its inception nearly 3 years ago, Effective Transitions has developed several programs specifically designed to improve the Central Oklahoma community in the area of workforce development. The staff of ETI believes in the philosophy that every individual deserves an opportunity to succeed.

The United States Department of Labor, the Oklahoma Employment Security Commission, and the Central Oklahoma Workforce Investment Board have recognized that there is a large population of young adults in need of basic skills training, social skills, and other specific training. ETI serves as the Youth Workforce Development Service Provider for Oklahoma City. We provide workforce development services to at-risk youth between the ages of 16 and 21. This program was designed to “repair the pipeline” of young persons into the Central Oklahoma workforce community. This “pipeline” of employees is key to the continued economic development of Central Oklahoma. ETI concentrates on preparing the next generation of Central Oklahomans for productive careers. We currently serve over three-hundred youth with multiple risk factors, of which over 75 have gone into higher education, the

military, technical training, and employment. Career Counselors are actively involved in supporting clients and their families, by providing assessment services, tutoring, GED prep classes, occupational skills training, leadership development workshops, job readiness, job search



and job placement opportunities in all of the programs, along with mentoring services, in an effort to empower our clients with the necessary skills to gain and maintain employment. ETI offers behavioral health counseling for adolescents and their families through the Positive Transitions Program. Finally, ETI provides Alternative Education services for high school drop-outs residing in Central Oklahoma.

ETI provides workforce development services to adults across Oklahoma City, specializing in workforce services to adults with disabilities, TANF recipients, persons exiting the Department of Corrections, and other hard-to-employ adults. This year, as a contractor with the Oklahoma

Department of Rehabilitation Services, ETI has served over 80 adults with a wide range of physical, emotional, mental, and developmental disabilities. Additionally, during the past year, ETI has successfully placed over 50 of these clients into meaningful employment with over 80% of those placed remaining on the job for over 45 days. After an initial assessment, clients participate in Job Club activities, and are provided employment search and placement assistance, along with supportive services. Each client is then tracked and supported for up to six months.

The overall thrust of Effective Transitions Inc. is to “effectively transition” its clients of Oklahoma County from where they are to a point where they become proud, productive and participating citizens in each of their respective communities. ETI is CARF accredited in both behavioral health and employment services coordination (the only agency in the state to hold both accreditations). The receipt of such an accreditation means that Effective Transitions Inc. is committed to the highest standards of service to its clients. ETI supports Oklahoma businesses by providing well-screened and well-trained employees for all forms of employment. For more information on our programs and how ETI might work with your company or agency, please contact us at ETI by calling (405) 286-3900 or via e-mail: eti@etiok.com.

Workforce Investment Act Celebration

Each year, Oklahoma recognizes both individuals and businesses that have made an impact on the state as well as the professionals of Workforce Oklahoma.

Individuals are honored for their relentless pursuit of a better life for themselves and their families through WIA-provided job training, education, skills improvement and finally – new employment.

Oklahoma business leaders are honored, as well, for the environment that they create in the workplace and resulting economic impact on their workforce investment area.

The tenth annual Workforce Oklahoma Celebration of Our Outstanding Alumni and Business Leaders was held on

October 14, 2004 in the Oklahoma House of Representatives Chamber. The celebration theme was “Success: the secret to reaching your destination on the road to success is to never walk alone.” Two alumni from each of the twelve workforce investment areas and one business leader from each area were honored. One alumni honoree from each area was given opportunity to share their story about the choices they made, the workforce partners and services provided that allowed them to turn their lives around. The celebration also recognizes Workforce Oklahoma staff that has worked so diligently to ensure our customers’ successes.

Norma Noble, Deputy Secretary for Workforce Development, began the celebration with a call for colors by the Governor’s Honor Guard. Ms. Noble highlighted the positive impact that the Workforce Investment Act has had on the community and she mentioned the sense of anticipation felt each year leading up to the Alumni Celebration. She provided a very

the tremendous opportunity for meeting the employer needs using joint planning with the workforce system. Hendrickson, a key business leader with Boeing Corporation, brought an energized talk, and then introduced the business leaders from each workforce area.

Carri Colwell, President of the

Workforce Oklahoma Employment and Training Association, followed with the presentation of the two alumni honorees from each of the twelve workforce areas. Each honoree was presented a citation, with one honoree from each



area speaking of their experience and recognizing the people instrumental in attaining their goal. focused overview of the “Future of Oklahoma’s Workforce System”, pointing to the strides being made by the workforce community and the challenges of the Governor’s coupling of economic development and workforce elements through his Economic Development Generating Excellence (EDGE) effort. She also noted the terrific opportunity available to the workforce and economic community.

Deputy Secretary Noble then introduced Mr. Steven Hendrickson, Chairman of the Governor’s Council for Economic and Workforce Development. He highlighted

area speaking of their experience and recognizing the people instrumental in attaining their goal.

Mr. Joe Juarez, Regional Administrator, U.S. Department of Labor, Dallas, completed the alumni celebration, noting how he enjoyed being invited each year to Oklahoma’s Alumni Program. He noted how each honoree’s story moved him considering the numerous barriers each overcame in achieving these goals. The day was completed with a reception in the fourth floor rotunda in the Oklahoma State Capitol Building.

Public Awareness and Outreach Team

The Public Awareness and Outreach Team is comprised of Oklahoma's workforce development system partners. The team was formed for the purpose of providing public awareness tools and strategies utilizing input from all of the system stakeholders and charged itself with sharing its accomplishments regularly. The team is working in conjunction with the Governor's Council for Workforce and Economic Development to align with the Council strategic plan.

This team offers its services to all involved in the system whether it be products or strategies. The members are volunteers that are involved in all areas of the statewide system and provide expertise in accomplishing the mission of the team. They have developed marketing and action plans to identify their target customer market and have strategically developed tools to work toward a better public awareness of Oklahoma's workforce development system.

The team has solicited and received input from customers to meet their needs and from the State Council communication team to ensure alignment with their efforts. Accomplishments are also reported to and input solicited from the Workforce Solutions Staff Team, which supports the State Council.

As local systems have a marketing or communications

need, they contact any of the team members listed below. They also share potential "best practices" with our team members to make available to others, statewide. It is important to note this team belongs to the entire system and will accommodate requests whenever possible to enhance the effort.

- Kathie Price - Burns Flat
- Jon Eller - OKC
- Lydia Johnson - OKC
- Nancy Robbins - Tulsa
- Sandy Elledge - OKC
- Steve Crank - Ponca City
- Joey Garrett - OKC

- John Carpenter - OKC
- Jerry Pectol - OKC
- Fran Bergeron - Duncan
- Glenda Owen - Chickasha
- Judy Teague - OKC
- Hugh Doherty - OKC
- Cathy Spencer - Miami
- Jeff Haddad - OKC
- Jeane Burruss - OKC

Below is an overview of the tools and strategies that have been developed or are in the construction phase.



1. The “Business Crossroads” publication is a marketing tool for the business customer. It is available online at www.workforceok.org. Each quarter, 5,000 copies are inserted into the statewide business newspaper, [Journal Record](#) and an additional 5,000 are hand delivered and/or mailed to businesses throughout Oklahoma.

2. A new generic Menu of Services brochure for businesses has been released with signs of early success.

3. We supply a report to each board representative and area manager on the OES-19 comment cards “Your Opinion Counts” as a tool to measure customer service on a quarterly basis.

4. We have designed and voted on as a partnership a new design for Workforce Oklahoma field staff business cards.

5. We are producing and supplying several posters i.e. “What Employers Expect” for local efforts. These will also go to educational institutions to display in their facilities.

6. We are designing a “Hot 40 Jobs” pamphlet to be used for job seekers using the top 40 jobs in Oklahoma.

This will show what skills are needed, wage info, etc.

7. A new decal has been developed and is waiting to be printed to mirror the decals businesses receive for being a member of local chambers of commerce. It features the Workforce Oklahoma logo and will read, “Our Workforce Solution is - Workforce Oklahoma”. These will be distributed as soon as we receive them.

8. All UI checks now have a message on them providing the claimant with contact information for the Workforce Oklahoma Centers for employment opportunities. We are going to measure the success of this project by adding something to the comment card. In the near future there will be a message on the IVR claims line with center contact information.

9. All OESC employer quarterly tax documents going to all 78,000 employers will encourage them with a message to post their jobs on www.oklahomajoblink.com.

10. We have ordered 2 floor displays and 2 table-top displays for statewide use. We have also

ordered 12 large pop up displays for Business Services teams and are designing the art work now using Oklahoma’s top clusters as a theme. These will all have the tag line “Workforce Oklahoma - Your Workforce Solution” and the toll free state-wide number, 1-888-980-WORK.

11. Our Vocational Rehabilitation partner has designed a poster for us to use in the centers for awareness of our accommodations. These should be distributed soon.

12. We have developed a high quality universal system orientation DVD for all the centers. This product was mailed to WIA Board Staff and will be distributed to all centers when the final edit is complete.

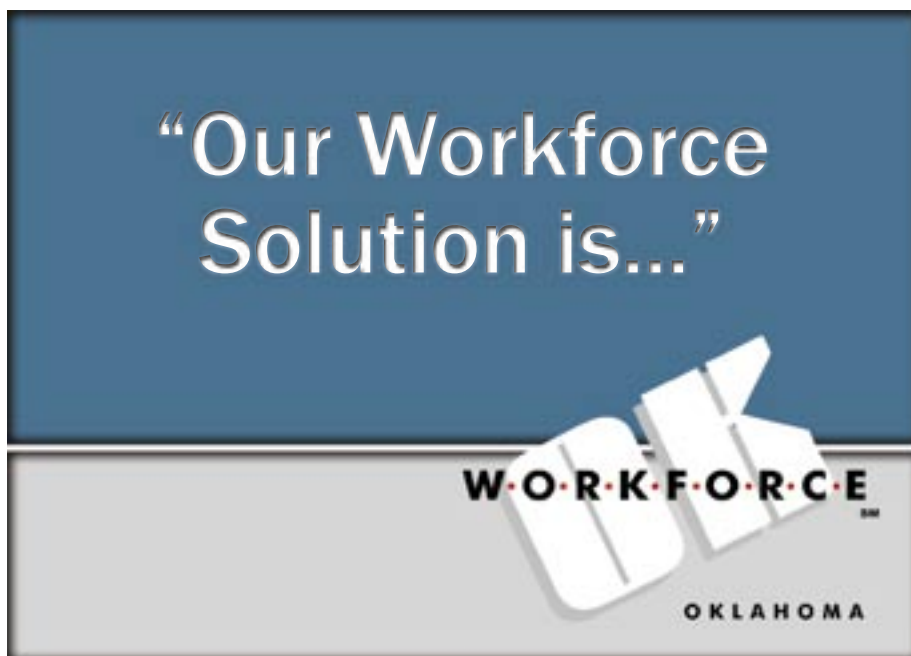
13. All phone book listings across the state have been edited to read “Workforce Oklahoma” with the toll-free number added in addition to the local phone number. Our toll-free phone number automatically directs the caller to the nearest Workforce Oklahoma Center.

14. The 8-in-1 required posters are being redesigned to add the new USERRA poster and will now be a 9-in-1.

15. All system customer brochures are being revised and updated with input from all partners involved.

16. PSA’s for local use are being developed and should be available soon.

There are several additional projects we support with the numerous clients we serve, we have assisted some of the local areas with special projects as well as statewide efforts. These are just our major projects and products to date.



Veterans Services Information

The Oklahoma Employment Security Commission's Veterans Services Division has been very busy this past year. On August 10, 2004, Governor Brad Henry joined U.S. Department of Labor officials at the State Capitol to launch a public awareness campaign encouraging businesses to hire veterans. The governor officially declared September "Hire A Veteran Month" in Oklahoma, making us the first state to begin this nationwide initiative.

This is part of The President's National Hire Veterans Committee campaign to launch a national campaign to raise

awareness of the value of hiring men and women who have served in the armed forces. Oklahoma was chosen as the first state to kick off "Hire A Veteran Month" because of our proud tradition of answering the call of duty and our demonstrated record in dealing with veteran issues. Many of our local veteran representatives have encouraged local Mayor's to proclaim September as "Hire A Veteran Month" for their respective cities.

Also, the LVER (Local Veterans'

Employment Representatives) celebrates 60 Years of Service this year. Sixty years ago during World War II, a question was looming over the United States; what do we do with the millions of servicemen who would soon return from war looking for a home, an education and a job? It didn't take long for Congress, driven by



veterans' service organizations such as the American Legion, to answer this question by signing the Servicemen's Readjustment Act of 1944 into law on June 22, 1944, only days after the D-day invasion of Normandy.

Besides providing for housing and education, the Act included a provision to hire veterans in employment centers to help their fellow comrades find jobs and get counseling. These veterans are now known as Local Veterans' Employment Representatives

(LVERs). The OESC currently has 34 LVERs in Workforce Oklahoma Centers across the state to assist those who have served.

Veterans Services also participated in the Veterans' Stand-Down 2004 which was held June 10th – 12th, 2004 in Tulsa and September 17 and 18th, 2004 in Oklahoma City. The term "stand down" refers to military personnel taking a

break from battle. This event serves much the same purpose, providing services to homeless veterans. Stand-Downs are collaborative events, coordinated between local Department of Veterans Affairs offices, OESC Veterans

Services, veteran's service organizations and other groups serving the homeless.

Stand-Down 2004 was a charitable event, with a majority of goods, services, and personal time being donated. Services include medical attention, legal counseling, social work and mental health assistance, eye exams, HIV testing, spiritual counseling, clothing and supplies and housing and employment assistance.

Oklahoma Employment Security Commission

Workforce Integrated Programs
Will Rogers Memorial Office Building
2401 N. Lincoln Blvd.
Oklahoma City, Oklahoma 73152

Equal Opportunity Employer/ Program
*Auxiliary aids and services are available upon request
to individuals with disabilities*