



Annual Performance Narrative

Program Year 2021



**OKLAHOMA
WORKS®**

Workforce Innovation and Opportunity Act

July 1, 2021 - June 30, 2022

Table of Contents

Between each section of this narrative, you will find participant success stories from Program Year 2021. There is no better way to describe the year's efforts than hearing directly from those who benefited from the workforce development system, those who have changed their lives and their state through their success.



Executive Summary	Page 2
Strategic Vision & Goals	Page 3
Statewide Investment & Discretionary Funding Activities	Page 5
<i>State Investment Activities</i>	
<i>Discretionary Funding Activities</i>	
Performance Accountability	Page 12
<i>Performance Deficiencies & Success</i>	
<i>State Specific Performance Metrics</i>	
<i>Common Exit in Oklahoma</i>	
<i>Case Management</i>	
<i>Data Validation</i>	
Workforce System Challenges & Success	Page 16
<i>Workforce System Challenges</i>	
<i>Workforce System Successes</i>	
Customer Satisfaction, Research & Evaluation	Page 19
<i>Customer Satisfaction</i>	
<i>Research & Evaluation</i>	
Waivers	Page 23

Appendices

Appendix I: PY 2021 Statewide Negotiated and Actual Performance	Page 25
Appendix II: PY 2021 Local Workforce Development Actual Performance	Page 27
Appendix III: PY21 Customer Satisfaction Survey Questions	Page 29
Appendix IV: PY21 Customer Satisfaction Survey Dashboard	Page 32
Appendix V: PY21 Customer Satisfaction Survey Results by Local Workforce Development Area	Page 33
Appendix VI: PY 2022 & PY 2023 Statewide Negotiated Performance	Page 37

Executive Summary

On behalf of the Governor's Council for Workforce and Economic Development and the Oklahoma Office of Workforce Development, I am pleased to introduce the State of Oklahoma's Workforce Innovation and Opportunity Act Annual Statewide Performance Narrative for Program Year 2021.

The Oklahoma Office of Workforce Development (OOWD) continues to be a leading partner as Oklahoma focuses on economic recovery and preparing a pipeline of skilled workers by connecting our citizens to opportunities for education and training beyond high school.

Looking forward, we are working to prepare Oklahomans for the high demand jobs of today and tomorrow. Program Year 2021 (PY21) had some challenges, but our rapid economic recovery created opportunities to adapt to the style and pace of future economic growth. With more people working in Oklahoma today than ever in our history, we remain committed to serving Oklahomans and to continuing great efforts toward Workforce Innovation and Opportunity Act (WIOA) compliance and state led initiatives.

Tremendous efforts in education and training on WIOA requirements, roles and responsibilities and overall partnership has taken place across multiple stakeholders within the workforce system. This training and technical assistance has paved the way for WIOA compliance progress while ensuring effective service delivery for all citizens and businesses, who need the support now more than ever.

This report highlights the progress at the local and state levels, in addition to programmatic progress and results that showcase continuous improvement of services and outcomes throughout the state.

The PY21 narrative is organized differently than those of past years. This year's narrative highlights the story of our performance, both good and bad, and provides an inside look at the workforce development efforts that happened throughout Oklahoma. Additionally, this year we asked our partners for the WIOA Title II and Title IV programs to contribute to our narrative. These changes demonstrate the efforts we take to expand collaboration and Oklahoma's workforce system.

We look forward to building on the accomplishments of PY21, and we appreciate your support of OOWD's vision to create, enable and sustain a nationally competitive and talent ready workforce.

Respectfully,



Don Morris



J. Kevin Stitt
Governor



Matt Pinnell
Lt. Governor



Chad Mariska
Secretary of Commerce and Workforce Development



Brent Kisling
Executive Director, Oklahoma Department of Commerce



Don Morris
Executive Director,
Oklahoma Office of Workforce Development

Strategic Vision & Goals

Oklahoma's strategic vision aims to align resources, education, training, and job opportunities to build our state's workforce. In past program years the state workforce board, the Governor's Council for Workforce and Economic Development (GCWED), convened its members for strategic planning sessions. Through their efforts the GCWED identified four primary goals for Oklahoma's workforce system directly related to the state's strategic vision:

1. Expand Oklahoma's workforce to satisfy industry and economic development goals;
2. Upskill Oklahoma's workforce;
3. Offer Workforce Solutions to Oklahoma's Businesses; and
4. Build Oklahoma's workforce system capacity

Oklahoma's strategic planning included input from all four Core Partners; Oklahoma's Core Partner programs are administered by: the Oklahoma Office of Workforce Development, Oklahoma Department of Commerce (OOWD); the Oklahoma Department of Career and Technology Education (ODCTE); the Oklahoma Employment Security Commission (OESC); and the Oklahoma Department of Rehabilitation Services (DRS). In addition to the core partners, members of the business community or other representatives of industry, Local Workforce Development Boards (LWDB), Local Elected Officials (LEO), and other private and public partners who contribute to the success of the Oklahoma's workforce development system were included.

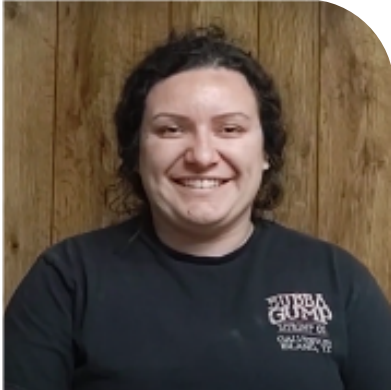
The state's activities, including its challenges, throughout Program Year 2021 (PY21) contributed to or impacted Oklahoma's strategic vision and her four goals.

WIOA Title I Structure



CELEBRATING CENTRAL'S SUCCESS!

MADISON P.



Enrolled as an Out-of-School Youth just before the start of the program year, Madison had been out of work since November 2020. After receiving training to develop character skills and completing a Work Experience program with Farmers Insurance Okemah, Madison transitioned into an On-the-Job training program with the same employer. During her On-the-Job training she learned the ins and outs of being an insurance producer; she was able to help customers select the appropriate insurance policies for their needs explaining the features, advantages, and disadvantages of the many options. In December 2021 Madison completed her On-the-Job training and was hired for full time, unsubsidized employment.

KAMILLE S.



In December 2021 Kamille was enrolled as a Dislocated Worker. She was laid off due to COVID-19 Pandemic and had been unemployed for 20 months. Kamille's education background included some college credits and her first thought was to return to the world of higher education to further her education. While weighing her options, she began a Transitional Job with one of Oklahoma's core program administrative agencies, the Oklahoma Employment Security Commission; she was hired as a Resource Room Assistant. In this role she assisted Oklahomans using the resource room in the American Job Centers in the Central area. While employed, Kamille applied, interviewed, and was hired by the Central WDB's service provider, Dynamic Workforce Solutions. While Kamille opted not to continue her education she gained full time, unsubsidized employment in a role she finds fulfilling.

TRAVIS S.



Travis had a history of stable employment and sustainable wages. Unfortunately, Travis underwent spinal surgery negatively impacting his physical abilities and "slowing him down". Adding to the weight of Travis's situation, he lost his employment during the COVID-19 Pandemic. According to Travis, the world was closing in but at the same time someone was coming to his rescue. Working with his case manager, Jessica, and with funding made available to the Local WDBs through the Trade and Economic Transition grant (originally awarded to the OESC) Travis was able to enroll in training for a Class A CDL Driver's License. The entire cost of the training was covered through services offered by the Central WDB and upon completion Travis gained full time, unsubsidized employment with Amazon. Travis is once again self-sufficient.

Statewide Investment & Discretionary Funding Activities

Statewide Investment Activities

Afghan Refugee Assistance (Highlighting our Central Oklahoma Workforce Innovation Board). Catholic Charities, an organization in Oklahoma City, reached out to OOWD seeking assistance for approximately 300 refugees. The refugees faced many of the barriers our participants faced but also had limited comprehension in English (reading, writing and speaking) and limited ability to read and/or write in their native languages. OOWD referred Catholic Charities to the Central Oklahoma Workforce Innovation Board (COWIB) beginning a series of conversations on how we could serve these individuals. WIOA enrollments proved difficult for a number of reasons, which meant COWIB's staff efforts shifted from service provision to business services. Their business service staff started a search for employers who had employment opportunities for the refugees in the Central area. Citizen Potawatomi Nation (CPN) was eager to hire the refugees wherever they could. As CPN entered the conversation, the focus shifted from where to employ the refugees to how to employ them in a culturally sensitive but successful way. Catholic Charities, COWIB, and CPN first prioritized working with the refugees to work at the Grand Casino Hotel and Resort when gambling is contrary to most Afghan religious beliefs. The second priority was assisting with transportation, as the employment opportunity was in Shawnee, approximately 30 minutes from Oklahoma City. The acute awareness of cultural diversity and the addition of providing free transportation by CPN from Oklahoma City to Shawnee provided the workers with rewarding employment opportunities. CPN is thrilled with the newfound partnership and continue to hire those in need in efforts to create a truly diverse, equitable, and inclusive working environment.

Mobile Unit Planning Efforts. Throughout our continued recovery, we took the opportunity to identify weaknesses in our service delivery methods and explore potential solutions. Over the course of the last program year, OOWD started planning for the purchase and operations of mobile American Job Centers. Oklahoma's rural population has always played its role in keeping people from education and employment but coupled with the struggles during recent years the need to meet people where they are, and in smaller sized groups, was obvious. David Crow, a member of the OOWD team, met with several of the surrounding states who use mobile units in their service delivery strategies. We truly appreciate the assistance and support provided by Arkansas, Kansas, and Texas. The plan developed analyzed budget, outreach, staffing, logistics, leveraging employer relationships, safety, security, and accessibility. While our initial funding requests for federal funds provided to the state were denied, we have not given up on identifying ways to fund this initiative.

Oklahoma Department of Corrections Programmatic Partnership. In August 2021, OOWD, COWIB, and the Oklahoma Department of Corrections (DOC) met to discuss employment and training opportunities for individuals incarcerated, but eligible to work. This partnership's primary goal was to provide individuals nearing the end of their incarceration (within 6 months of release) work and character skills necessary to gain full-time employment. Additionally, the program provided individuals with an opportunity for on-the-job training that provided them an income during their time of transition. OOWD supported the partnership financially and by being an active member at the table when needed but the

initiative was successful due to the partnerships COWIB developed with local non-profit organization, TEEM, and Dynamic Workforce Solutions. An ongoing program, the conversations are now shifting to other work experience and transitional employment opportunities. DOC was, and is, a valued partner in our state's workforce system over the last program year and we hope to continue expanding our work with them.

Oklahoma Department of Libraries

Programmatic Partnership. In PY21, OOWD revisited our partnership and MOU with the Oklahoma Department of Libraries (ODL). Throughout PY21 we worked with ODL to expand access to WIOA services focused on the shortage of high school diplomas in Oklahoma. Working with five pilot sites, ODL administered funds provided by OOWD to provide adults in each community with the opportunity to finish or start their high school education earning a diploma from an accredited online program. Moving forward, this project is expanding across the state allowing public libraries to apply for funding through ODL.

Rapid Response & Layoff Aversion. In addition to the Business Service activities described above, in PY21 Oklahoma received information from employers regarding Worker Adjustment and Retraining Notification (WARN) layoffs and non-WARN layoffs. Through the system's efforts we served 239 Oklahomans at 13 Rapid Response events across the state. Employers hosting the events included the hospitality industry, manufacturing, and a private prison. The majority of employers who opted out of hosting a Rapid Response event did so because the layoffs were due to contracted services ending. Often in this case, the majority of the impacted workers were hired by the entity/employer now responsible for the contracted service(s).

Continued recovery from the COVID-19 Pandemic allowed us to try some exciting new methods of service delivery for Rapid Response events. The most successful new method included the presence of service providers for various system services at Rapid Response events; services were available for employees in need and businesses seeking to fill their openings with impacted workers. Instead of merely hearing about services they may be eligible for, employees were able to talk to providers, sign up for services, enroll in training programs, or gain employment from one of the businesses present.

PY21 Spending

OOWD Expenditures:

\$3,819,830.00

Percentage spent on Programmatic Support:

46%

Local Workforce Development Board Expenditures:

\$14,154,469.00

Percentage spent directly on Training for Participants:

39.2%



PY21 was also the first full year we distributed policy and information about Layoff Aversion strategies such as Incumbent Worker Training (IWT). Last year was just the beginning but after offering IWT to 23 companies we were able to start programs with 3 employers aiding direct Layoff Aversion.

Reinventing our Communities Cohort (Highlighting our Northeast Oklahoma Workforce Board). The Northeast Workforce Development Board (NEWDB) submitted application for and was selected to participate in the Reinventing our Communities (ROC) Cohort through the Philadelphia Federal Reserve. The 2022 ROC Cohort program is a yearlong commitment that began in PY21 and has continued through PY22. The program consists of four core areas: racial equity training; workforce training focused on broad topics; individualized coaching and advising; and development of multilevel racial equity plans.

The 2022 program's primary focus is on workforce development in small towns or rural geographies through the lens of racial equity. The NEWDB facilitated the required partnerships. Now known as the Oklahoma Equity Network (OEN), the cohort desires to impact northeast Oklahoma through objectives established to build an equitable workforce in the communities. OEN identified the childcare crisis as their primary focus and their work continues its efforts to generate income for individuals who are not in the labor force due to community disparities and limited access to affordable childcare.

Sector Strategies & Career Pathways. PY21 provided Oklahoma with the financial freedom to invest in sector strategies more than previous years; OOWD made \$500,000 available for application through a competitive process. After receiving and reviewing over 20 proposals the GCWED awarded 5 entities with grants to assist in solving the workforce issues identified by industry. Successful sector partnerships promote and fill high-demand occupations in Oklahoma and strive to build lasting, collaborative relationships between business, education, workforce development, economic development, government, and community organizations. In PY21 OOWD administered grants to the following entities and industries: Central Oklahoma Manufacturing Alliance, manufacturing; Association of Central Oklahoma Governments, energy; the Guthrie Chamber of Commerce, film; Heavy Metal Training Institute, trucking; and Premier Logistics, transportation and distribution. Our sector strategy initiatives started many necessary conversations in Oklahoma, all, with incredible potential; capitalizing on partnerships led by industry, not public service, commonly identified workforce development issues have a greater chance of being resolved in a truly impactful way.

Service Provision Analysis Pilot. Oklahoma's past and present service delivery structure includes the procurement of a third party for the provision of services by each LWDB. These contracts vary by LWDB and vendor, but all include staffing services for case management. Over the years, Oklahoma has identified barriers the current structure created for recruiting and retaining qualified and invested staff at the front line. These barriers have a direct impact on the quality of service WIOA customers receive, specifically individuals in need of the assistance available to them.

In its efforts to evaluate and improve service delivery, OOWD agreed to provide funding for PY22 to expand the number of board staff at Northeast in order to hire, employ, and oversee case management staff. The objective of doing so is to evaluate whether or not employment with the WDB might be a

more stable and lucrative employment environment and in turn result in higher performing case management ultimately improving the delivery of services to Oklahomans.

BT40 Digital Transformation. Prior to PY21, OESC announced an 18-month rollout plan for transformations to the state's digital infrastructure. The plan aims to help the organization operate more efficiently for citizens, employers, and the state.

BT40 product launches are all about support. Some of the new technologies aren't obvious to users but are instrumental in supporting our current processes and laying the groundwork for future launches. This foundational support provided within OESC allowed the BT40 teams to focus more of their efforts on creating innovative and user-friendly experiences for the citizens of Oklahoma.

The RESEA Digital Scheduling and Workflow Tool (described above) was the first BT40 project to launch and went through pilot testing and full launch during PY21. VerifyOK is the second planned project and resources of all kinds were dedicated to the VerifyOK upcoming launch. In addition to product launches and the required support efforts OESC focused on communication planning and training efforts for the BT40 Digital Transformation. Throughout PY21 these efforts included:

- Video overviews of release aspects;
- Live question & answer sessions in Town Hall events; and
- Real-time support from the Training Division including instructional materials, steps to take if end-users reported technical issues, and real-time support via email and SME channels using Microsoft Teams.

Unemployment Insurance Integrity & Improper Payment Detection and Prevention. During the COVID-19 Pandemic state agencies across the nation saw an increased number of perpetrators filing fictitious unemployment insurance claims using stolen or synthetic identities. In efforts to continue recovery and prevent future instances of fraudulent claims, OESC made several advancements over the last program year toward top-notch cybersecurity and the protection of both claimants' and employers' information. These efforts included processes and procedures requiring:

- All claims submitted to be automatically scanned for patterns that have been identified as typically-used by fraudulent actors. These patterns can occur anywhere within a claim process. When the pattern is detected, the claim is automatically stopped for further review by trained fraud specialists.
- All claims to go through electronic ID verification/validation of identity using cutting-edge facial recognition technology before an unemployment insurance account can be established.
- Although OESC has been a participating member in the NASWA Integrity Center's Integrity Data Hub for many years, the agency began taking advantage of newer technology that was added to the Hub. These technologies allow OESC to cross-match claims against data from 49 other states and 2 U.S. Territories, and means the agency can scan for synthetic identities, deceased identities, minors and much more. To better weigh fraud indicators, OESC has integrated the Integrity Data Hub and its in-house data system, SpringML, to prevent fraud before payments are made.

- OESC created a trained, dedicated fraud team who analyzes claims data and other resources to identify fraud and communicate fraud concerns to agency staff. The team routinely watches for new deterrents and mitigation techniques that will have a positive impact on the number of improper payments.

Wagner-Peyser Employment Services. PY21 allowed OESC to continue shifting its focus back to reemployment as Oklahoma continued to recover from the COVID-19 Pandemic. Priorities included the flexibilities available using virtual service delivery methods and the Hope Centered customer service delivery model.

During PY21, OESC continued its journey toward improving the reemployment focused customer service experience. The Reemployment Services and Eligibility Assessment (RESEA) program offers flexibility in the number and variety of services provided to those seeking reemployment. Utilizing the flexibilities available we were able to implement innovative and new approaches across Oklahoma while also providing reasonable accommodations for clients, such as self-schedule appointments.

As part of the BT40 Digital Transformation, described above, OESC implemented a service delivery pilot in November 2021. The project introduced a client facing self-scheduling tool that allows customers to schedule their own appointment and receive services virtually or, if facing technology challenges, over the phone. Customers receiving unemployment were notified of their selection for RESEA by both mail and email then given 14 days to schedule and complete their RESEA appointment. The pilot efforts proved successful and OESC fully implemented the client facing self-scheduling tool in March 2022. Prior to PY21, the number of customers served depended largely on the staff available in specific locations. Now, RESEA Specialists can deliver services to customers regardless of their location in the state.

RESEA service delivery became a model customer service experience for all programs administered by OESC.

Effectiveness in Serving Employers. Oklahoma collected and reported data on two of the three pilot approaches: Retention with the Same Employer, and Employer Penetration Rate.

In addition to the pilot approaches established by USDOL, in PY21 Oklahoma was able to provide additional funding to the LWDBs for Business Services for the second consecutive year. Business Service funding was calculated and awarded using a formula developed by OOWD. These awards allowed the local areas to increase their staff capacity dedicated to serving employers in their local area. The ultimate goal is to continuously increase the quality and quantity of the services offered to employers and their businesses across Oklahoma.

OOWD negotiated Business Service performance measures with each of the



LWDBs. For PY21 the measures were: Customer Satisfaction Survey Results; Number of Employer Focused Events; Number of Sector Partnerships; Number of Registered Apprenticeship Presentations/Program Development; and Number of Business Core Program Services.

Discretionary Funding Activities

Apprenticeship Grants. During PY21, Oklahoma was a recipient for three separate Apprenticeship grants funded by DOLETA: Apprenticeship State Expansion; Building State Capacity to Expand Apprenticeship through Innovation; and Youth Apprenticeship Readiness. Despite a number of challenges, we made progress in building capacity and expanding apprenticeship opportunities in Oklahoma. The state's steady economic conditions required employers to face worker shortages again and reengage in

conversations about the solutions provided by apprenticeship program development and expansion. The majority of our work led to newly registered programs, expansion of previously registered programs, and adding a new apprenticeable occupation to the approved list. Oklahoma's efforts positively impacted not only our state but also the nation.



National Dislocated Worker Grants. PY21 was the final year in the period of performance for Oklahoma's COVID-19 National Dislocated Worker Grant. Oklahoma's economic recovery was swifter than many states and by the second quarter of PY21, Oklahoma's unemployment rate was lower than before the start of the pandemic. Our historically low unemployment and a generally low number of dislocated workers finalized our decision to close the grant without seeking a period of performance extension. Throughout PY21, our enrollments and completions for the virtual training platforms offered to affected individuals were low; changes to our outreach strategies created small increases in enrollments but, ultimately, the need for additional funding ceased.

CELEBRATING GREEN COUNTRY'S SUCCESS!

CAMILLE D.



A mother of three, at 31, Camille is not only able to provide for her family, but also show her children what one can do with hard work. Camille was unsure what her future held, but knew she needed to continue her professional growth. After scrolling through Facebook one day, she reached out to the Green Country Workforce Development Board. Camille was then connected with a case manager who explained the WIOA program and worked with her to assist in her success. Working with her case manager Camille enrolled at Wings Healthcare Training and became a Certified Medical Administrative Assistance (CMAA). Camille's only worry was passing her classes, her support team ensured she had everything she needed to do just that.

AMBER S.



Amber grew up in a single-parent family and by the age of 16 was the second adult in her household taking care of her siblings. At 16 she knew her future wouldn't hold many options without a high school diploma or a GED; it took a few attempts but she did earn her credential. For the next several years, Amber worked in the automotive industry and at 41 she decided to prioritize herself and explore further education and other career options. Amber was referred to the WIOA programs through Indian Capital Technology Center and the Oklahoma Employment Security Commission. She received assistance from a Career Coach and enrolled at OSU-IT to complete the Medical Billing and Coding program. Amber's next priority is passing her National Certification Test and gaining full-time employment in her desired career field.

Performance Accountability

Performance Deficiencies & Success

Performance success for individual indicators is 50% and success for overall program and overall indicator scores is 90%. For PY21, only median earnings 2nd quarter after exit and employment rate 2nd Quarter after exit, individual indicators are being assessed for Title I and Title III according to TEN 14-21. Once DOL applies the Statistical Adjustment Model (SAM) to PY21 data, a performance assessment will be officially computed. Once the SAM is applied, there will be a modest adjustment to the performance scores. Currently, the lowest individual indicator score is 94.7%, 44.7% over the 50% performance threshold, so Oklahoma expects to have all passing scores.

Between PY20 and PY21 Oklahoma saw significant increases in median earnings and employment rate 4th quarter after exit. Median earnings total indicator score increased 21.37%. The individual indicator score with the highest increase was adult median earnings which increased \$1,262 from PY20 to PY21. Employment rate 4th quarter after exit saw a total indicator score increase of 7.3%. The individual indicator score with the highest increase was youth with an 11.82% increase from PY20 to PY21.

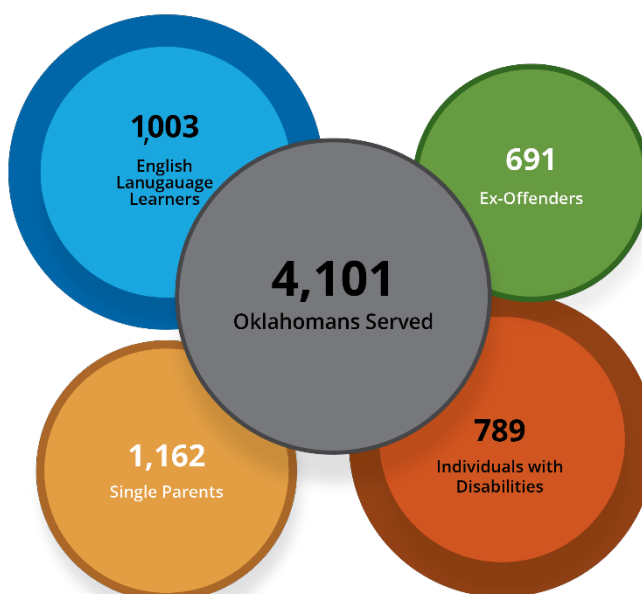
State Specific Performance Measures

Under the direction of the GCWED, priorities were established for LWDBs to direct more funds to training and education services. The goal was set for local boards to direct 40 percent of their formula-allocated Adult and Dislocated Worker funds each program year on allowable training costs that lead to a recognized postsecondary education and/or workforce credentials directly linked to an in-demand industry or occupation. For PY2021, the state waived this requirement due to assuming oversight of the Trade and Economic Transition National Dislocated Worker Grant for the OESC and Department of Labor (DOL), and the ongoing response to the COVID-19 Pandemic.

Common Exit in Oklahoma

The newest Common Exit policy was approved in May 2021 by the GCWED. The Oklahoma Workforce Development Issuance #01-2021, Change 1 includes Oklahoma's current Common Exit Policy.

Participants Served in PY21



The common exits will occur automatically based on actual end dates of keyed services/activities. The case notes should support the last date of WIOA Staff assisted services provided with activity end dates that accurately reflect the actual last service provided. A participant will automatically system exit the program when they have not received a WIOA Title I, Title III, WP, or TAA service for 90 days. The exit date is the last date of service with no other qualifying services planned. A participant is only exited when all the criteria for exit are met for the WIOA titles I and III core programs, as well as any additional DOL-administered required partner programs to which the State's common exit policy applies in which the participant is enrolled.

In the event of a premature common exit, the participant will be required to re-enroll according to eligibility for a WIOA program. It is imperative for the local areas to ensure the Exit Report in the MIS is being utilized weekly to ensure there are no participants that are exiting the system prematurely. Under a common exit, a participant must complete services from all programs in which the participant is co-enrolled in order to exit from the system.

The common exit requirement applies to the participants who are co-enrolled in the Adult, Dislocated Workers, and Youth Programs (WIOA Title I); Wagner-Peyser Employment Service Programs (WIOA Title II); Jobs for Veterans State Grant (JVSG) program; and Trade Adjustment Assistance (TAA) programs. This common exit requirement does not apply to participants who are co-enrolled in: Adult Education and Family Literacy Act (AEFLA) Program (WIOA Title II); DRS (WIOA Title IV); National Farmworker Jobs Program; Senior Community Employment Program (SCSEP); Temporary Assistance for Needy Families (TANF); or Unemployment Insurance (UI).

The only way to prevent a system exit is to provide a consecutive qualifying participant level service that must be scheduled as a future planned services which are to be documented in OKJobMatch. This service must be appropriate for the participant and the case manager should conduct a needs assessment to ensure the service is meeting the client's needs. The common exit date for all programs in which the participant is enrolled will be retroactive to the last date of service (retroactively after a 90 day period), and the end date of the last qualifying service the participant has received.

Case Management

Oklahoma's case management efforts are ongoing regardless of the program year. In PY21 our system, OKJobMatch, went through 13 system upgrades. These upgrades included enrollment and eligibility features, navigational improvements, ease of use for frontline staff, and an increased capacity for documentation uploads. While individually these upgrades may have gone unnoticed, each one provided an improvement to the system that ultimately allowed improved service delivery in Oklahoma.

Our continued recovery from the Covid-19 Pandemic showed us that the systems we use to provide WIOA services must be easier to use and more reliable. One effort to ensure we are answering this identified issue was the digitalization of the helpdesk OOWD uses when issues with OKJobMatch arise. Transitioning out of email as the method of communication for helpdesk issues ensured our system administrator to answer submitted issues more accurately and efficiently. Additionally, this process allowed frontline staff to focus on participant needs instead of paperwork during PY21.

Perhaps the most significant accomplishment in case management during PY21 was the decreased number of system errors generated with quarterly and annual reporting. In PY21 the number of errors generated prior to reported decreased from an average 80 errors per quarter to an average 35 errors per quarter. Constant monitoring and technical assistance, as well as improved relationships, resulted in this overall success during PY21.

Data Validation

Title I. In PY21 we adjusted our data validation strategy opting to complete data validation on a quarterly basis; we previously completed data validation annually as part of Oklahoma's annual monitoring and oversight. The change to the schedule meant simultaneously validating data from PY21, and, PY20. Validating two years at the same time demanded a lot of our staff but the demand was met, allowing us to provide the LWDBs with errors and potential issues timelier. Another change our staff implemented was providing LWDBs with specific errors instead of accuracy ratings. Our staff determined that focusing on specific errors instead of pass/fail scores improved grantee and sub-grantee relationships at each level within the system.

This program year we reviewed 187 participant ID (PID) records. With a 78.6% accuracy rating, the majority of the records reviewed had no errors and most of the errors were due to missing or illegible documentation. Program staff worked with the local areas throughout the program year to address missing documentation through ongoing technical assistance segments and discussions.

Title III. During PY21 Oklahoma conducted annual data element validation to ensure data elements in participant records were accurate. The data validation process not only ensures the accuracy of data, but also maintains OKJobmatch system integrity and ensures completeness of data reported to USDOL-ETA. During data validation OESC identified and corrected specific issues associated with the reporting process. OESC validated review of the required data elements and source documentation for the Title III (Wagner-Peyser) and Trade Adjustment Assistance (TAA) programs.

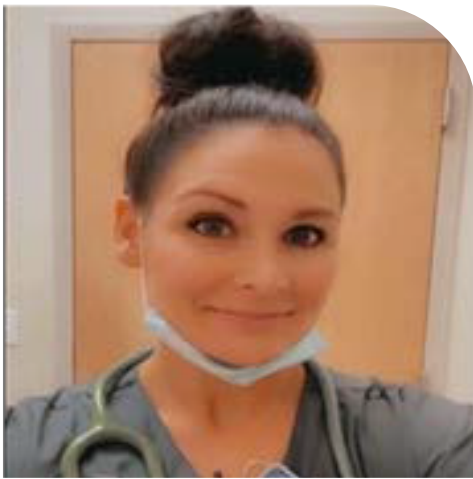
Oklahoma's annual practice uses data from the Participant Individual Record Layout (PIRL) to randomly select 25 participants for Wagner-Peyser and up to 150 participants for TAA. Staff reviewed the required elements for each selected participant; worksheets and documentation in the OKJobmatch system are verified for accuracy according to the appropriate federal guidance. OESC consistently passes data validation samples for both programs.

PY21 Performance Data

Oklahoma's PY21 performance data is included in the Appendices.

CELEBRATING NORTHEAST'S SUCCESS!

MISTY C.



While receiving other public services, Misty was referred to the WIOA Adult program for assistance with training. Misty began progressive training in the nursing field and completed several licensing programs including: CNA, CMA, A&P, Nursing Concepts and her LPN program. In addition to training services Misty benefited from supportive services that helped cover the cost of her required supplies and testing fees. Misty is working at Salina Care Center as a CMA waiting the next license testing cycle to be a fully licensed LPN. After she receives her license she plans to enroll in a fast-track LPN to RN program offered at Northeast Oklahoma College.

ALISHA S.



With a history of substance abuse leading to time in prison and the losing custody of her children, Alisha found herself at a crossroads. Through the help of His House Ministries and their She Brews program Alisha was given an on-the-job training opportunity. Alisha trained as an event coordinator/operations manager where she was able to enhance her skills. After the completion of her training Alisha is now working full time for His Vision Eyecare as an optician tech and office assistant. Alisha is earning a livable wage and doing what she loves most, working with children. Alisha is also working on obtaining full custody of her children, something she attributes being able to do because of programs she had access to and the services they provided her.

Workforce System Challenges & Success

Workforce System Challenges

Oklahoma’s workforce system faced several challenges in PY21. Most of the challenges faced are not new and we anticipate they will exist in program years to come. The first significant challenge in PY21 was the lack of state appropriations for workforce development efforts in Oklahoma. State funding would provide us more opportunity than ever to expand our reach and serve more Oklahomans. The second significant challenge we faced in PY21 is the structure of Oklahoma’s workforce system. Our structure is not a new challenge, but is one with an impact on our service delivery and performance each year. The third significant challenge in PY21 was the number of “problem solvers” who came forward throughout the state in response to the common message

that workforce development in Oklahoma is not working. Responding to the many claims and statements directed OOWD’s resources away from our LWDBs and participants. OOWD attempted to protect the local boards from having to redirect their resources as well, but the burden was felt statewide. While these challenges are important to note, the real focus of PY21 is how well workforce development is working in Oklahoma; evidence of its success is documented throughout our narrative.

WIOA Core Program Grant Recipients:



Workforce System Successes

In OOWD’s opinion, during PY21, we increased system-wide collaboration and support more than ever. A number of factors led to these changes but the result is the headline. Through increased support and collaboration efforts Oklahoma’s core partner programs were able to expand our system and reach, ultimately increasing the services provided to Oklahomans who need us.

AEFL Competitive Grant Review & Alignment. In the Winter of 2022, the Adult Education and Family Literacy (AEFL) division of the ODCTE conducted a grant competition for the provision of family literacy services. Upon submission grant proposals, the AEFL division reached out to WIOA system partners for assistance with reading and scoring the proposals. LWDBs were also asked to examine the applications and determine if they aligned with the goals of the board. This collaboration between partners was used to assist in determining AEFL providers for the upcoming new grant cycle.

High School Equivalency Testing Expansion & Collaboration. Throughout PY21, ODCTE staff participated in monthly meetings and other strategy sessions with Oklahoma’s LWDBs. Collaborative efforts included

shared data systems, client assessment, customer retention, marketing and outreach of services, partner referrals, co-enrollment, data sharing, cross-training and professional development, and more. This ongoing collaboration resulted in AEFL staff working with LWDB directors to implement High School Equivalency (HSE) testing in the Oklahoma Works American Job Centers (AJC). Tests being administered in the AJCs provided staff with the opportunity to remove financial barriers and assist with the costs of the HSE testing for a larger population.

Red River Technology Center Partnership. Needs and strategies vary from area to area throughout Oklahoma and these needs are met by entities and institutions who are present in the area. Needs in the South Central Workforce Development Area presented a specific opportunity for partnership in PY21. A partnership and MOU between Red River Technology Center (RRTC) and the South Central Oklahoma Workforce Development Board (SCOWIB) expanded both entity's service delivery approach allowing them to provide resources to individuals and employers in need. Through an MOU SCOWIB provided office space for a talent development specialist to interact with current and future students outside of the Adult Education classroom. Providing easier access for instructors and students, the support specialists offer help to eliminate obstacles and increase enrollments into the Adult Education and Family Literacy classes and WIOA programs.

OESC and the Hope Centered Customer Service Delivery Model. Inspired by the vision of Oklahoma's First Lady, Sarah Stitt, OESC began its journey to build a Hope Centered and Trauma-Informed (Hope) customer service model. The Hope theory is a belief that an individual's future can be better than their past and that each Oklahoman plays a role in constructing their reality. We worked closely with the Oklahoma Department of Human Services (DHS) to implement this new service delivery strategy. Working with DHS, we began using the Be A Neighbor virtual tool. Be A Neighbor gave our program specialists access to information, goods, and services based on a participant's location. The streamlined compilation of available services proved to be a game-changer for virtual service delivery throughout PY21, especially when geography divided a participant from the program specialists.

CELEBRATING SOUTH CENTRAL'S SUCCESS!

ROBERT A.



After losing his job Robert, a husband and father of three young children, was facing difficult circumstances. He had no high school diploma but did have a criminal background. Robert began classes to earn a high school equivalency degree but it was clear that even with SNAP benefits Robert would not be able to provide for his family. Robert was then enrolled in as an Adult participant and his case manager worked with him to develop an individualized employment plan around the significant barriers he and his family faced. Following his individualized plan Robert enrolled at the CBM Driving Academy in Duncan. Even after his program, as life does, Robert faced unexpected barriers which he faced with the support of his case manager. Robert received his CDL and despite his background gained full-time employment. He is working and providing for his family.

ZANE F.



Having recently relocated to Oklahoma to live with his grandmother, Zane came into the Duncan center looking for options for his future. After consultation with his case manager, Zane enrolled as a Youth participant and quickly enrolled at the CBM Driving Academy. Zane wasted no time and completed the training and testing in one month. Shortly after he found full-time employment with A&A Tank Truck Co.

Customer Satisfaction, Research & Evaluation

Throughout PY21 Oklahoma continued to coordinate with our core partners, state agencies, our local boards, and other entities for research and evaluation projects. Members from these organizations worked together to continue improving Oklahoma's data sharing practices. The group also shares performance data and research results with the GCWED.

Customer Satisfaction

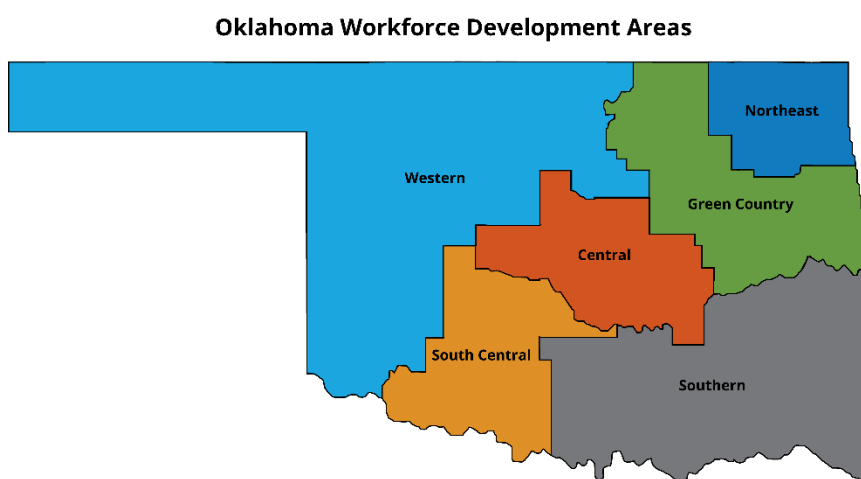
For PY21 the customer satisfaction surveys for job seekers and employers were created by OOWD using a paid subscription service, Survey Monkey. OOWD administered the survey and provided the results to each of the local workforce development areas (LWDA). Each local area was tasked with disseminating surveys created for each of their respective areas. The following describes the state's customer satisfaction methodology, results, and improvement practices.

Methodology. Oklahoma's customer satisfaction surveys were used to capture customer satisfaction data for job seekers and employers in the State of Oklahoma.

Customers were those who received workforce services from American Job Centers and local workforce boards during program year 2021. At the beginning of PY21, each local board was provided with

a live survey link, QR code, and a link to the results to assess the satisfaction of participants. The job seeker survey is comprised of 12 self-administered questions from which one is open-ended, four are close-ended, and seven are partially close-ended. The employer survey is comprised of six self-administered questions where two are close ended, two are partially close-ended, and two are open-ended. Partially close-ended survey questions included an "Other" option to capture additional data on participants that did not fit the fixed answers. For the questions that comprise each survey please see Appendix III.

Results. For PY21 Local boards received 7,647 survey responses, an 80% increase from PY20. Central received 4,241 survey responses, Green Country received 24 responses, Northeast received 795 responses, South Central received 132 responses, Southern received 984 responses, and Western received 1,471 responses. The number of people that were provided the customer satisfaction surveys included all traffic in the American Job Centers in each workforce development area. Overall customer satisfaction was 4.62 out of 5 and ranged from 4.38 to 4.8 out of 5. The response rates for the local areas were calculated using the estimated number of people visiting the American Job Centers and the total number of surveys received. For PY2021, the response rates ranged from 1% to 30.25%. Efforts to



increase the survey's response rates included attaching survey links and QR codes to resource computers and email signatures. Local staff verbally encouraged people to take the surveys. Overall, results indicate that people are satisfied with the service provided at Oklahoma's American Job Centers in PY2021. For the dashboard showing overall survey results please see Appendix IV. For customer satisfaction results by local area please see Appendix V.

Improvement. Local areas had and have access to dashboards in Survey Monkey that display live survey results. OOWD also provided this data to the locals from Survey Monkey on a monthly basis. Local areas regularly review survey feedback and share information with partners to implement strategies that improve services. Additionally, OOWD built a customer satisfaction dashboard, shown above, with all survey responses received during PY2021. The dashboard was sent to the local areas to view the results of their customer satisfaction surveys and other local areas. This helped inform local areas on when and where to share the customer satisfaction survey to improve the response rates.

Research & Evaluation

Economic Data & Trends Analysis. The OESC produced a variety of reports compiled from data created through their Economic Research and Analysis division. In PY21, and currently, the state's labor market conditions have been unusually tight. With high job openings, low turnover, below average unemployment, and robust nominal wage gains, it has been critical to regularly communicate with stakeholders. OESC's monthly Economic Indicator publication provided a timely look at our state's data and trends throughout PY21. A current Economic Indicator publication is always available [online](#).

Statewide Efforts to Provide Data & Analysis.

Workforce Area Labor Market Briefings. Following our annual practice, OOWD updated the [Workforce Area Labor Market Briefings](#). The briefings examine the current and projected status

of the geographic area, its citizens, and the workforce. A briefing is completed for each LWDA and for the State of Oklahoma and includes data on populations, education, labor force, target sectors, etc.

Critical Occupations. We also updated our Critical Occupations list in PY21. This list is released annually to show the in-demand occupations across the state. Occupations are selected

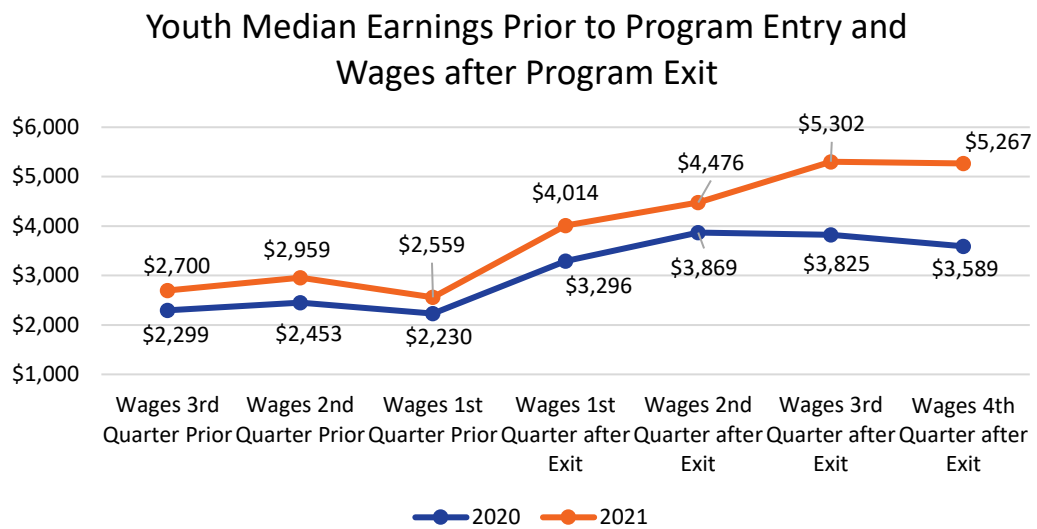
Top 10 Critical Occupations in PY21

SOC	Occupation
53-3032	Heavy and Tractor-Trailer Truck Drivers
29-1141	Registered Nurses
11-1021	General and Operations Managers
49-9071	Maintenance and Repair Workers
13-2011	Accountants and Auditors
47-1011	First-Line Supervisors of Construction Trades and Extraction Workers
51-4121	Welders, Cutters, Soldiers, and Braziers
43-6013	Medical Secretaries
41-3021	Insurance Sales Agents
41-3099	Sales Representatives, Services, All Other

based on several factors including: support of target sectors, statistical relevance, median wages, and positive growth.

Participant Wage Outcomes. OOWD performed a pre-post wage evaluation on participants employed second quarter after exiting one of the WIOA core programs. For this analysis, we followed the cohort reported in the Annual Report (ETA-9169) for each program year for employment 2nd quarter after exit. The purpose of this evaluation is to further evaluate the Median Earnings between participant cohorts in program years 2020 and 2021 to identify differences that might exist between the median earnings of participants before and after their participation in the WIOA Title I Programs in Oklahoma.

The figure below is the results from the WIOA Youth Program for Program Years 2020 and 2021. Both cohorts appear to show a similar trend: participants experience an increase in their wages after exiting the WIOA Youth Program in Oklahoma. In general, they regain a higher level of earnings than they had before exiting the program. For example, during the 3rd quarter prior to entry, the 2020 and 2021 cohorts' median quarterly wages were \$2,299 and \$2,700, respectively. By the 4th quarter after exit, participants in the 2020 Program Year were earning \$3,589 while participants in 2021 earned \$5,267. Although, the 4th quarter wages after exit are slightly lower than the 3rd quarter wages after exit, there is overall improvement in the amount of earnings in the WIOA youth program. Overall, participants in 2020 saw an increase of \$1,290 in their quarterly wages by the 4th quarter after exit while participants in 2021 earned \$2,567 more. The adult and dislocated worker results can be found in the [full report](#).



Continuous Improvement Strategies. In August 2021, a Continuous Service Improvement working group was created to convene stakeholders across the workforce system and gather expertise on training and continuous improvement priorities. The group includes system partners and local workforce development stakeholders at varying levels. The group has identified and prioritized system training needs and will be advising on the implementation of a statewide learning management system as an ongoing professional development platform as well as future training content.

CELEBRATING SOUTHERN'S SUCCESS!

MOHAMMAD B.



Mohammad immigrated from Pakistan to New York City and struggled to find work above minimum wage. He eventually started driving for a taxi company but the COVID-19 Pandemic put him out of work and struggling once again. After realizing he would not be able to support himself in NYC, Mohammad moved to Oklahoma to live with a relative. Although he was a fluent English speaker, he felt like a fish out of water in rural Oklahoma and believed his accent and ethnicity created additional barriers to employment. Wanting to use his experience driving Mohammed believed attaining his Class A CDL would improve his chance of finding employment, and he was right. Mohammed started training at Arbuckle Truck Driving and graduated with his license within a month. Mohammad immediately found full-time work, his income higher than it had ever been.

PIPER S.



Piper was receiving unemployment benefits and struggling to survive on a limited income. Earlier in life she had completed an LPN program but licensing laws required that she attend and pass additional courses to sit for her state test. She started the refresher course at Kiamichi Technology Center in Hugo, Oklahoma and completed in March 2022. In April 2022, Piper passed her required testing and her license was reinstated by the state. In April Piper was also hired for a nursing contract to serve as a travel nurse. Her new found employment allows her not only to survive but to thrive while doing so in a job she loves.

DENNIS S.



Referred by Kiamichi Technology Center, Dennis was looking to assistance to attend the Policy Academy. While he had a goal in mind, there were several barriers blocking his path to training. Dennis was facing homelessness with a child, and was going through a divorce. The Southern board and Kiamichi Technology Center worked together, and with Dennis, to ensure he was able to receive training for sustainable employment. In November 2021, Dennis graduated from the Policy Academy and is now able to give back by serving his community.

Waivers

Oklahoma did not have any waivers during Program Year 2021.

CELEBRATING WESTERN'S SUCCESS!



NATASHA C.

A low-income single parent, Natasha enrolled in the WIOA programs to receive assistance with resume building and job searches. While receiving services, Natasha's case manager helped her explore training options. She attended training at CDLU which resulted in full-time employment with full benefits. Since exiting the program, Natasha was able to purchase a home, and a car, and is no longer on any public assistance.



KRISTEN D.

After losing her employment during the heights of the COVID-19 Pandemic Kristen enrolled as a Dislocated Worker through the TET funds the board helped OESC expend. Kristen always wanted to work in the healthcare field with the ultimate goal of becoming a Licensed Practical Nurse (LPN). Co-enrollment in the Dislocated Worker program provided Kristen with additional services the additional services she needed. Kristen completed the LPN training program at Southwest Technical Center and secured employment quickly.



BENJAMIN S.

In October 2021, Benjamin was enrolled into the Dislocated Worker program. After working many years as an HVAC Technician a disability prevented him from continuing in the field and he found himself in need of a career change after a layoff. Benjamin was referred while applying for unemployment benefits and received services including: comprehensive assessment, career planning, and occupational skills training. In November 2021 Benjamin began CDL training at Caddo-Kiowa Technology Center. While he completed his training Benjamin made such an impression on the instructors, he was offered a position as an instructor at Caddo-Kiowa Technology Center.

Appendix I: PY 2021 Statewide Negotiated and Actual Performance

Title I, Adult –

Core Performance Metric	PY 2021 Negotiated Performance Level	PY 2021 Actual Performance Level
Employment Rate, 2 nd Quarter after Exit	66.7%	73.1%
Employment Rate, 4 th Quarter after Exit	67.0%	70.4%
Median Earnings, 2 nd Quarter after Exit	\$5,700	\$6,615
Credential Attainment within 4 th Quarter after Exit	65.5%	66.6%
Measurable Skill Gains	62.5%	65.7%

Title I, Dislocated Worker –

Core Performance Metric	PY 2021 Negotiated Performance Level	PY 2021 Actual Performance Level
Employment Rate, 2 nd Quarter after Exit	75.0%	71.4%
Employment Rate, 4 th Quarter after Exit	75.5%	71.5%
Median Earnings, 2 nd Quarter after Exit	\$8,200	\$10,174
Credential Attainment within 4 th Quarter after Exit	68.0%	81.6%
Measurable Skill Gains	65%	68.4%

Title I, Youth –

Core Performance Metric	PY 2021 Negotiated Performance Level	PY 2021 Actual Performance Level
Employment Rate, 2 nd Quarter after Exit	70.0%	73.8%
Employment Rate, 4 th Quarter after Exit	66.0%	79.6%
Median Earnings, 2 nd Quarter after Exit	\$3,200	\$4,511
Credential Attainment within 4 th Quarter after Exit	50.0%	59.3%
Measurable Skill Gains	59.9%	68.5%

Title III, Wagner-Peyser –

Core Performance Metric	PY 2021 Negotiated Performance Level	PY 2021 Actual Performance Level
Employment Rate, 2 nd Quarter after Exit	63.5%	54.1%
Employment Rate, 4 th Quarter after Exit	64.0%	56.3%
Median Earnings, 2 nd Quarter after Exit	\$5,800	\$6,538

Appendix II: PY 2021 Local Workforce Development Area Actual Performance

Central –

Core Performance Metric	Adult	Dislocated Worker	Youth
Employment Rate, 2 nd Quarter after Exit	70.1%	72.1%	74.4%
Employment Rate, 4 th Quarter after Exit	68.5%	71.0%	80.4%
Median Earnings, 2 nd Quarter after Exit	\$6,747	\$10,230	\$4,588
Credential Attainment within 4 th Quarter after Exit	65.3%	79.2%	65.8%
Measureable Skill Gains	59.7%	49.4%	59.2%

Green Country –

Core Performance Metric	Adult	Dislocated Worker	Youth
Employment Rate, 2 nd Quarter after Exit	74.8%	55.9%	69.1%
Employment Rate, 4 th Quarter after Exit	69.5%	55.1%	74.6%
Median Earnings, 2 nd Quarter after Exit	\$6,578	\$8,067	\$5,097
Credential Attainment within 4 th Quarter after Exit	48.6%	67.7%	28.6%
Measureable Skill Gains	53.2%	51.5%	50.0%

Northeast –

Core Performance Metric	Adult	Dislocated Worker	Youth
Employment Rate, 2 nd Quarter after Exit	76.4%	80.0%	72.2%
Employment Rate, 4 th Quarter after Exit	71.4%	63.6%	64.7%
Median Earnings, 2 nd Quarter after Exit	\$7,139	\$11,105	\$4,131
Credential Attainment within 4 th Quarter after Exit	83.7%	77.8%	80.0%
Measureable Skill Gains	74.1%	71.4%	60.0%

South Central –

Core Performance Metric	Adult	Dislocated Worker	Youth
Employment Rate, 2 nd Quarter after Exit	65.2%	71.4%	68.9%
Employment Rate, 4 th Quarter after Exit	61.7%	71.5%	75.9%
Median Earnings, 2 nd Quarter after Exit	\$5,978	\$10,174	\$3,755
Credential Attainment within 4 th Quarter after Exit	70.5%	81.6%	69.0%
Measureable Skill Gains	61.6%	68.3%	60.4%

Southern –

Core Performance Metric	Adult	Dislocated Worker	Youth
Employment Rate, 2 nd Quarter after Exit	77.3%	81.0%	77.8%
Employment Rate, 4 th Quarter after Exit	75.9%	78.6%	82.6%
Median Earnings, 2 nd Quarter after Exit	\$7,060	\$8,907	\$5,062
Credential Attainment within 4 th Quarter after Exit	74.1%	80.0%	53.4%
Measureable Skill Gains	74.2%	84.5%	79.6%

Western –

Core Performance Metric	Adult	Dislocated Worker	Youth
Employment Rate, 2 nd Quarter after Exit	72.0%	71.4%	77.2%
Employment Rate, 4 th Quarter after Exit	73.0%	71.5%	86.6%
Median Earnings, 2 nd Quarter after Exit	\$5,701	\$10,174	\$4,382
Credential Attainment within 4 th Quarter after Exit	74.6%	81.6%	75.4%
Measureable Skill Gains	78.6%	68.3%	77.5%

Appendix III: PY21 Customer Satisfaction Survey Questions

Jobseeker Survey –

Survey Questions	Survey Answers	Question Type	Rationale
Please choose the customer type that best represents you.	Options include Customer (first visit), Customer (returning visit), and Other.	Partially close-ended	To determine what type of customer is taking the survey.
Please indicate your age.	Options include 24 and under and 25 and over.	Close-ended	To determine the age group of the customer taking the survey.
At which location are you receiving services?	Varies for each local area.	Partially close-ended	To determine what AJC participants are receiving services from.
I would rate my overall service experience as...	Options include Excellent, Great, Good, Okay, and Poor.	Close-ended	This question uses a rating of “Excellent, Great, Good, Okay, or Poor to determine the overall customer satisfaction score for a local area.
How long did you wait for assistance?	Options include less than 15 minutes, 15 to 30 minutes, 30 minutes to one hour, more than one hour, and other.	Partially close-ended	To determine the length of time that participants spent during their visit.
What was the purpose of your visit today? Check all that apply.	Options include Job Search, Unemployment, Assessment Testing, Reemployment Services, Veteran Services, Resume Assistance, Job Interview/Job Fair, Workshop, Training Information, High School Equivalency Services, and Other.	Partially close-ended	To determine why participants are visiting an AJC. This includes a list of services that participants can check to show why they are visiting an AJC.
Did you receive the help that you needed?	Options include Yes and No.	Close-ended	To determine whether participants received the services they needed.

What services did you receive? Check all that apply.	Options include Unemployment Insurance Claim Assistance, Resume or Cover Letter Assistance, Attended Re-employment appointment, Assistance with Training Opportunities, Assistance in Developing an Employment Plan, Work-Based Learning Assistance, Job Search Assistance, Attended a Class or Orientation, Utilized the Computer Resource Room, and Other.	Partially close-ended	To determine what services participants received. Includes a list of all available services that participants can select.
Check all resources that were used during this visit.	Options include Videos, Print Resources, Computer/Printer/Fax/Telephone, Internet, Software, Auxiliary Aids and services for accessible communication, Resource Guides, Career Information/Guidance, and Other.	Partially close-ended	Provides a list of available resources to determine what participants used during their visit.
Would you recommend our services?	Options include Yes and No.	Close-ended	To determine whether a customer would recommend the services they received from a particular AJC to others.
How did you hear about us? Check all that apply.	Options include Radio, Television, Print Materials, Career/Job Fair, Social Media, Community Organization, Friend or Family Member, Website, and Other.	Partially close-ended	To determine where participants heard about an AJC's services. Here, participants would also response in the "Other" section to specify some of the fixed options they chose in response to this question.
What other comments or suggestions do you have for this Oklahoma Works American Center?	No pre-existing answers.	Open-ended	To provide participants with a chance to provide a deeper explanation on their thoughts about the services they received.

Employer Survey –

Survey Questions	Survey Answers	Question Type	Rationale
The business services I most recently received was...	Options include Excellent, Great, Good, Okay, and Poor.	Close-ended	This question uses a rating of “Excellent, Great, Good, Okay, or Poor to determine the overall customer satisfaction score for a local area.
Which best describes the services you received from Oklahoma Works? Check all that apply.	Options include Recruiting Services, Human Resources Services, Work-Based Learning Services, Subsidized Employment Services, Rapid Response or Layoff Aversion, Referral to a Partner Agency, and Other.	Partially close-ended	To determine what services participants received. Includes a list of all available services that participants can select.
What is the zip code of the business location for which you received services from Oklahoma Works?	No pre-existing answers.	Open-ended	To determine where the employer is located.
In what industry or sector does your company primarily operate?	Options include various industries in Oklahoma.	Close-ended	To determine the industry of the employer receiving services.
Approximately how many individuals are employed by your company at the location for which you received services from Oklahoma Works?	Options include a scale that allows participants to select figures between 0 and 500. Employers with more than 500 employees can select the option 500 or more.	Close-ended	To determine the number of employees of the employer receiving services.
Please provide us with any feedback that can help us improve our services to employers.	No pre-existing answers.	Open-ended	To determine whether the employer has any additional feedback.

Appendix IV: PY21 Customer Satisfaction Survey Dashboard

Oklahoma Works Customer Satisfaction Program Year 2021

Workforce Development Area

All

Customer Satisfaction Score (out of 5)

4.62

Customer Satisfaction Rating

Excellent	5,116
Great	1,460
Good	469
Okay	76
Poor	24
No Response	502

American Job Center

All

Customer Type

All

Number of Surveys

7,647

Purpose of Visit

Assessment Testing	207
High School Equivalency Services (GED, ..	57
Job Interview/Job Fair	75
Job Search	1,238
Reemployment Services	234
Resume Assistance	851
Training Information	1,201
Unemployment	3,405
Veteran Services	136
Workshop	38
Other Purpose	2,187

Did Customer Receive Needed Services?

Yes	6,857
No	51

Do they recommend our services?

Yes	6,888
No	34

Resources Used

Auxiliary aids and services for accessible communication	49
Career Information/Guidance	943
Computer/printer/fax/telephone	4,449
Internet	3,713
Print resources (books, flyers, pamphlets)	740
Resource Guides	511
Software	396
Videos	650
Other Resource	316

Services Received

Assistance in Developing an Employment Plan	275
Assistance with Training Opportunities	660
Attended a Class or Orientation	696
Attended Reemployment Appointment	115
Job Search Assistance	1,078
Resume or Cover Letter Assistance	1,156
Unemployment Insurance Claim Assistance	3,204
Utilized Computer Resource Room	580
Work-Based Learning Assistance (Work Experience, On the Job ..	170
Other Service	2,183

Heard About Us-New Customers

Career/Job Fair	82
Community Organization	80
Friend or Family Member	1,105
Radio	21
Social Media	77
Television	23
Website	629
Print materials (flyers, brochures, business cards, etc.)	72
Other	732

OKLAHOMA

WORKS.



Appendix V: PY21 Customer Satisfaction Survey Results by Local Workforce Development Area

Central –

The number of customers, businesses, and individuals that were included in customer satisfaction outreach for the Central WFDA was approximately 27,000. This estimate is based on the total traffic count in each American Job Center in the Central area during PY2021. A total of 4,241 people, 15.71% of all customers, took the survey with 96.44% of those completing it. Overall, customers rated the Central WFDA a 4.59 out of 5 for customer satisfaction.

To promote customer satisfaction outreach, staff attached a QR code to their email signatures which allows customers to scan with their phone and complete the survey. QR codes were also placed on desktops in the computer resource room. Part-time staff were hired to coordinate with partner staff to meet with customers to complete the survey in the resource room after receiving services. Additionally, the Central area used live customer satisfaction survey results provided by OOWD to calculate the satisfaction rate to share with staff and board members. The Central area also shared positive comments from customers about staff and utilized comments by customers for improvement and to reinforce survey usage. Outreach efforts were adapted based on survey answers on how customers heard about their services. The Central region recognizes the office with the highest percentage of surveys completed based on total center traffic.

Green Country –

The number of customers, businesses, and individuals that were included in customer satisfaction outreach were approximately 2,484 based on center traffic. Of these, there were 24 responses on the state survey, or approximately 1% of all customers. Additionally, of the 24 responses, 66.67% completed the survey. Customers rated the Green Country WFDA a 4.38 out of 5 on customer satisfaction.

In PY2021, Green Country used their own customer satisfaction surveys, but in PY22 will return to using the state surveys. The area is in the process of transitioning all staff back into offices, assigning counties for each business services representative and focusing on business services performance and understanding WIOA federal performance as well as state requirements. Green Country has discussed adding tablets and materials with current QR codes to increase the usage of the surveys. Additionally, Business Services is considering various ways to optimize QR code and survey link placement including adding the QR code to business cards and giving the survey links a more prominent placement on the area's webpage. Green Country is also ensuring that survey links are on all resource computers and QR codes are at each desk of each team member in the AJC's.

Green Country will be using monthly customer satisfaction data provided by OOWD to determine if they are relaying the correct message to their business customers. They also plan to share a weekly report of how many surveys have been taken and will reach out to several businesses per week and get them documented into OKJobMatch. The area's OSO will also be pulling the data monthly, comparing the survey results to the traffic counts and ensuring all the AJC's know their survey scores and response rates. Green Country's goal is to attain at least a 30% response rate for the next quarter, if not better.

Northeast –

The number of customers, businesses, and individuals that were included in customer satisfaction outreach for the Northeast Workforce Development Board (NEWDB) was approximately 4,567. This number is based on the traffic count in each American Job Center and businesses that were interacted

with in PY2021. A total of 795 people, 17.4% of all customers, took the surveys with 96.60% completing the surveys. Overall, customers rated the NEWDB a 4.69 out of 5 for customer satisfaction.

The NEWDB strategizes on ways to improve customer satisfaction survey completion on a continual basis. The NEWDB conducts monthly operations meetings to discuss progress and continued efforts of American Job Center staff in offering the customer satisfaction survey to every individual. The NEWDB provided tablets to each job center to streamline the process and create easy access for customers to participate in the survey. Additionally, QR codes are displayed in the American Job Center computer resource rooms for individuals to access customer satisfaction survey. Further, The NEWDB has created and utilized various strategies to highlight the survey to employers. Team members who interact with businesses have a banner and link in their digital signature block for employers to utilize to provide feedback on services provided. NEWDB has a standard operating procedure that includes sending a follow up email after meeting with an employer to invite employers to complete the survey to provide their valued feedback. The NEWDB have also incorporated the employer survey into their talking points with employers, either in a one-on-one setting or group, providing information about the survey and the importance of their feedback.

The NEWDB used live customer satisfaction survey results provided by OOWD via monthly data sharing and a live dashboard to calculate the satisfaction rate to keep track of customer satisfaction survey completion. The NEWDB analyzed monthly data and sent results to each of the American Job Center managers and partners to show progress, what is working and where there is room for improvement. The NEWDB's One Stop Operator reads through customer feedback and provides a "Customer Service Award" to staff that have been mentioned by name for their amazing customer service. Staff are recognized monthly for their continued efforts for providing outstanding customer service. In addition to the above, the Operator provides a customer survey report during the quarterly partner meeting to showcase efforts and results for that quarter. Moving forward the dashboard link will provide real time updates for American Job Center managers and staff in the Northeast area that will encourage continued efforts in providing access for all individuals to complete the customer satisfaction survey. Feedback from the surveys is used as part of the NEWDB Human Centered Design that is committed to building a workforce system in NE Oklahoma that is framed by the end users

South Central –

The number of customers, businesses, and individuals that were included in customer satisfaction outreach for the South Central WFDA was approximately 12,000. This number is based on the traffic count in each American Job Center for PY2021. A total of 132 people, 1.1% of all customers, took the survey with 76.52% of those completing the survey. Overall, customers rated the South Central WFDA a 4.8 out of 5 for customer satisfaction.

To improve outreach efforts, South Central placed links on the resource room computers as well as QR codes around the office for individuals to scan. Staff members have the link in the signature line of their email to encourage survey outreach. At least 60 employers were specifically asked to take the survey during job fairs hosted by South Central in PY2021. South Central uses monthly customer satisfaction data provided by OOWD to monitor any potential issues within the centers that need to be addressed as well as highlighting staff that stand out in the reviews.

Southern –

The number of customers, businesses, and individuals that were included in customer satisfaction outreach in the Southern WFDA was approximately 3,000 individuals. This number is based on 10% of

the total center traffic of 30,000. A total of 984 people, 3.28% of all customers in PY2021, took the survey with 93.60% completing the survey. Overall, customers rated the Southern WFDA a 4.60 out of 5 for customer satisfaction.

To improve outreach efforts, QR codes for the survey were provided to all front-line staff at all centers. In June of PY2021, tablet kiosks were placed in the American Job Centers to provide access to the survey and to capture data in real time. The Southern area utilized monthly survey results provided by OOWD and provided these to front line staff members.

Western –

The number of customers, businesses, and individuals that were included in customer satisfaction outreach in the Western WFDA was approximately 4,863 individuals. This number is based on all traffic in the Western area's American Job Centers. A total of 1,471 people, 30.25% of all customers, took the survey with 95.31% completing the survey. Overall, customers rated the Western WFDA a 4.66 out of 5 for customer satisfaction.

In an effort to boost survey outreach, the Western area equipped every center with at least two tablets and ensured all resource room computers were updated with the survey links. Additionally, survey data is pulled at the beginning of the month for the previous month and compared against the foot traffic at the centers. Afterwards, the percentage of surveys taken for each center is calculated. The area is working with other partners to determine an attainable percentage goal for the centers to work toward.

Appendix VI: PY 2022 and PY 2023 Statewide Negotiated Performance

Title I, Adult –

Core Performance Metric	PY 2022 and PY 2023 Negotiated Performance Level
Employment Rate, 2 nd Quarter after Exit	70.0%
Employment Rate, 4 th Quarter after Exit	67.3%
Median Earnings, 2 nd Quarter after Exit	\$5,675
Credential Attainment, within 4 th Quarter after Exit	70.5%
Measurable Skills Gains	61.0%

Title I, Dislocated Worker –

Core Performance Metric	PY 2022 and PY 2023 Negotiated Performance Level
Employment Rate, 2 nd Quarter after Exit	73.3%
Employment Rate, 4 th Quarter after Exit	70.5%
Median Earnings, 2 nd Quarter after Exit	\$8,360
Credential Attainment, within 4 th Quarter after Exit	75.0%
Measurable Skills Gains	67.0%

Title I, Youth –

Core Performance Metric	PY 2022 and PY 2023 Negotiated Performance Level
Employment Rate, 2 nd Quarter after Exit	73.0%
Employment Rate, 4 th Quarter after Exit	71.0%
Median Earnings, 2 nd Quarter after Exit	\$3,650
Credential Attainment, within 4 th Quarter after Exit	61.3%
Measurable Skills Gains	59.0%

Title III, Wagner-Peyser –

Core Performance Metric	PY 2022 and PY 2023 Negotiated Performance Level
Employment Rate, 2 nd Quarter after Exit	59.1%
Employment Rate, 4 th Quarter after Exit	61.0%
Median Earnings, 2 nd Quarter after Exit	\$5,900

Partner Programs, Veterans' Employment and Training Services –

Core Performance Metric	PY 2022 and PY 2023 Negotiated Performance Level
Employment Rate, 2 nd Quarter after Exit	50.0%
Employment Rate, 4 th Quarter after Exit	50.4%
Median Earnings, 2 nd Quarter after Exit	\$6,062