

PY22 ANNUAL PERFORMANCE NARRATIVE

July 1, 2022 - June 30, 2023



OKLAHOMA
WORKS.

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Throughout this year’s narrative, you will find success stories from each of Oklahoma’s Local Workforce Development Boards. There is no better way to describe the year’s efforts than the stories of those who benefitted from the workforce development system. Through their successes these individuals have changed their lives and their state.

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CELEBRATING ERICA!



Erica embarked on her transformative journey with the WIOA program on April 14, 2022. Her goal was to achieve her CDL, and with determination and hard work, she succeeded. Enrolling at the Oklahoma Truck Driving Academy on August 1, 2022, she earned her certificate of completion by August 26, 2022, and obtained her CDL license on November 2, 2022. Her journey didn't end there – she started her full-time position as a driver at B&B Farms on November 3, 2022.

Before joining the WIOA Adult program, Erica faced numerous challenges. She was unemployed and struggling to provide for her young daughter. The situation was so dire that she lost her home and her vehicle. Fortunately, she found support in her sister, who welcomed them into her home during their time of need. At that time, Erica kept her difficulties hidden from her Career Navigator, feeling reluctant to share her struggles with others.

However, after successfully completing the WIOA program and securing employment, Erica's life underwent a remarkable transformation. She now has a job she loves and has regained her independence. Erica proudly states that she not only takes care of her daughter's needs but also provides her with things she desires. Additionally, she has the pleasure of enrolling her daughter in various activities, bringing immense joy to their lives.

Erica extends her heartfelt gratitude to her Career Navigator for their unwavering support throughout her journey. There were moments when she felt like giving up, but her Career Navigator's encouragement and unwavering belief in her capabilities provided the hope and strength she needed to overcome adversity.



CELEBRATING JUSTIN!



Step into the inspiring journey of Justin, a dedicated individual who enrolled in the WIOA program on June 1, 2022, with a vision to enrich his life through work experiences and skill enhancement. Justin's drive led him to embark on a Work Experience (WEX), a pivotal step in his transformative path. His commitment resonated during an impactful interview process, resulting in his selection by the esteemed Jasmine Moran Museum. His journey as an Assistant Custodian commenced on August 2, 2022, flourishing until its completion on October 21, 2022. Remarkably, this marked the beginning of his full-time employment journey with the museum, assuming the role of an Assistant Custodian.

Justin's journey is one of triumph over challenges. Before finding his place within the WIOA program, he faced uncertainties about his employment prospects due to his disabilities. Justin candidly shared his reliance on food stamps, as they provided insufficient relief to meet his financial obligations. The passing of his mother accentuated his struggles as her financial support gradually waned, casting a cloud of uncertainty over his future.

A guiding light emerged in the form of a distant relative, who stepped forward to become Justin's guardian. His aunt Brenda has played a pivotal role in his story. Under Brenda's compassionate support, Justin was introduced to the WIOA program, igniting a spark of hope for a brighter future.

Upon completing the WIOA program with resounding success and securing meaningful employment, Justin experienced a profound transformation. His workplace at the Jasmine Moran Museum evolved into more than a job; it became an extended family, a supportive network of friends. This shift was accompanied by an increased sense of self-assurance and a newfound openness to embracing new experiences. Justin's journey showcased his resilience as he ventured into uncharted territory, a testament to his unwavering belief that his disabilities need not define his potential.

STRATEGIC VISION & GOALS

Oklahoma's strategic vision aims to align resources, education, training, and job opportunities to build the 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 tied 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. For the duration of Program Year 2022 (PY22) Oklahoma's core partner programs were administered by: the Oklahoma Department of Commerce (ODOC), the Oklahoma Department of Career and Technology Education (ODCTE), the Oklahoma Employment Security Commission (OESC), and the Oklahoma Department of Rehabilitation Services (OKDRS).

In addition to the core partners, members of the business community and/or other representatives of industry, Local Workforce Development Boards (LWDBs), Local Elected Officials (LEOs), and other private and public partners who contribute to the success of Oklahoma's workforce development system were included.

The state's activities, including its challenges, throughout PY22 contributed to or impacted Oklahoma's strategic vision and goals.



CELEBRATING CHAMPAIGN!

Born in Tulsa, Champaign faced a challenging childhood, marking the beginning of a difficult path. At the age of 11, Champaign began using drugs, setting the stage for some trying years. As a teenager life took a drastic turn; Champaign found themselves in the Central Oklahoma Juvenile Detention Center until age 18. Champaign's years in the detention center were arduous but served as a turning point. Champaign realized they had to make significant life choices, not just for themselves but for their daughter. After release, Champaign embraced motherhood but the shadows of the past lingered, leading to a painful relapse.

Everything changed last May when Champaign entered Women in Recovery. The journey was challenging, but held the promise of a brighter future. They worked through the program diligently and the exciting opportunity to apply for the CNC Machinist course at Central Technology Center presented itself. Champaign was accepted and discovered a calling in the world of CNC machining. Their newfound skills didn't go unnoticed and Champaign crafted a sign for the Gasoline Alley Classics museum in Sapulpa. Champaign was featured in the local newspaper.

Through WIOA, Champaign attended the Elevate Youth Summit Leadership Conference, refining their leadership skills and winning a VR headset. They also obtained crucial certifications, including OSHA 10, CPR, forklift, and overhead crane, while setting their sights on becoming a Programmer.

Today, Champaign sees a future with endless possibilities. They have transformed into a person to be proud of, a mother ready to be a role model for their daughter, and a skilled professional eager to contribute to the workforce. Champaign's story is one of resilience and an example of the potential for change that resides within each of us. It proves that, with the right support and determination, anyone can rewrite their story.



CELEBRATING ROXANNE!

Meet Roxanne, a determined 29-year-old single mother of four who recently relocated from the Lone Star State to Tulsa, Oklahoma. Roxanne's life was filled with challenges as she juggled the responsibilities of motherhood while pursuing her dreams of a career in the medical field. Despite her obstacles, Roxanne's story is a testament to the power of determination and the support of programs like Green Country Workforce .

Roxanne's journey began as a full-time nursing student. She dreamed of becoming a nurse but faced several obstacles including unemployment.

Then, she discovered the WIOA Program. Roxanne was provided a lifeline to her goals and accepted every opportunity she was presented with. Through the program she completed or received Career Guidance/Planning, Customized Labor Market Information, Comprehensive Assessments, and an Individualized Employment Plan tailored to her unique situation.

The turning point in Roxanne's journey came when she enrolled in Occupational Skills Training for Certified Medication Aide at WINGS Healthcare Services, where she attended two-week night classes. With the support of Green Country Workforce, Roxanne completed the training she needed to earn her credential, a crucial step toward becoming a nurse.

Today, Roxanne stands on the threshold of a self-sustainable job as a Certified Medication Aide. She's well on her way to fulfilling her dream of becoming a nurse, thanks to her determination, the support of her close friend, and the invaluable assistance of the Green Country Workforce System.

Roxanne's journey from unemployment and uncertainty to a career in healthcare is proof that dreams can become a reality with the right opportunities and determination.

STATEWIDE INVESTMENT & DISCRETIONARY FUNDING

Increased Pass-Through Funding. Throughout PY22 Oklahoma's LWDBs experienced an unprecedented number of Oklahomans seeking assistance from the workforce development system. Funding the participant demand and their needs was a top priority which resulted in a review of the statewide budget and adjusting statewide spending to pass through additional funding to the LWDBs. Between July 2022 and June 2023, the state passed through an additional \$1,649,000. These funds were made available for training costs and supportive services directly related to the applicable training. Funding served Youth and Adult programs in four (4) of Oklahoma's six (6) local areas.

Frontline Staff Training. Between July 2022 and November 2022, training was provided for frontline staff in three different areas of practices: Career Advising, Case Management, and Customer Service for Workforce Development Professionals. There were a total of five (5) cohorts and trainings were held at different locations to accommodate each of the LWDBs. While frontline staff were the primary beneficiary of the trainings, if openings remained LWDB staff was also able to attend. The cohorts covered several sessions including topics like: building strong relationships, developing the six (6) helping skills, elements of building trust, tools to deliver superior customer service, types of communication, and conflict resolution and de-escalation. The trainings were well received by LWDBs and frontline staff and resulted in additional training opportunities being pursued using outside sources of funding.

Oklahoma Department of Libraries Partnership. Expanding on last year's work, the partnership with the Oklahoma Department of Libraries (ODL) saw remarkable success. Instead of administering the program through state agencies public libraries were able to apply for funding through ODL and select vendors based on the unique needs of their communities and their clients. In PY22 alone, 27 adults earned a high school diploma through a nationally accredited online high school. Upon completion these Oklahomans were provided opportunities for promotions, pay increases, and career changes. Perhaps most impactful are the citations of these Oklahomans setting example for their children and grandchildren documenting the program as a multi-generational benefit for the state.

Impact Partnership Grants. PY22 provided Oklahoma with the opportunity to introduce Impact Partnership Grants, the product of an increased investment in sector strategies and career pathways throughout the state.

The STEAM Engine. The STEAM Engine hosted the third of four State of STEAM Roundtables. The panel discussion included speakers from OGE, Enid Economic Development Alliance, the Lieutenant Governor, and the Greater Oklahoma City Chamber. Panelists shared their perspective on Workforce Development initiatives starting at the employer level, then city-, regional-, and finally state-level. STEAM Engine's Executive Director, Morgan Jones, concluded the event with a 20-minute presentation on the current Impact Partnership Grant focused on aligning resources in the

Architecture, Engineering, and Construction industry. Roughly 65 people attended the event.

Central Oklahoma Manufacturing Association (COMA). COMA set-up a Workforce Task Force focused on collaborating with education, workforce partners, government agencies, and the Oklahoma Manufacturing Alliance. They have been the lead in our development of the proposed Manufacturing Skills Academy. Stakeholders outside COMA involved in the collaboration: Oklahoma City Public Schools, Greater Oklahoma City Chamber, Central Oklahoma Workforce Innovation Board, Oklahoma Department of Career and Technical Education, Oklahoma Center of Science and Technology, Oklahoma Department of Commerce, and over 48 individual manufacturers.

Enid Regional Development Alliance (ERDA). ERDA is on the ground level of planning an Aviation related community event at Woodring Airport with the assistance of the Airport Manager and the Oklahoma Aeronautics Commission. This event will showcase the airport, Vance Air Force Base, and the multiple career options they provide, as well as the opportunities students have at Enid High School through their program, Tango Flight. Chisholm High School will also be featured at the event touting their educational opportunities related to aviation and aeronautics. This event will be a showcase for what Enid has to offer job seekers, young dreamers, and students interested in a future career in aviation. Entrepreneurs serving the aviation industry will also benefit. They will receive assistance through the business incubator at Autry Technology Center.

Broken Arrow Economic Development Corporation (BAEDC). Two BAEDC goals were accomplished during the quarter: the finalized transfer agreement between Tulsa Community College (TCC) and Northeastern State University (NSU) to assist in the creation of a TCC2NSU Engineering Degree Pathway and the draft marketing and recruitment plan was launched to Business and Industry and Education Working Groups who quickly provided feedback and a timeline allowing the plan to be finalized before the end of the quarter. The collaboration with partner work groups have been instrumental in the planning and success of this initiative!

Premier Logistics. Premier Logistics hosted a Supply Chain and Logistics Conference at Northeastern State University Broken Arrow (NSUBA). This conference was a collaborative effort with the aim of providing a platform for students, educators, and industry professionals to exchange ideas, network, and learn about the latest trends and best practices in supply chain and logistics management.

South Central Workforce Board. In partnership with the Lawton Economic Development Corporation, Great Plains Technology Center, and Lawton Public Schools, the South-Central Oklahoma Workforce Board hosted a one-day Manufacturing Summit. This event was tailored to middle school educators, providing them with an exclusive look into local manufacturing businesses.

The Summit was held on September 15, 2023. We had 109 educators in attendance for the event. The keynote speaker delivered an insightful presentation over career pathways, after which there was a panel of local manufacturing employers. They spoke about their industries and future workforce needs, and how teachers could help prepare students for

those careers in the future. The afternoon included in-person tours of some of the local manufacturing facilities.

Rapid Response & Layoff Aversion. Several years ago, the LWDBs assumed responsibility for Rapid Response services to better serve the employers and workers in their regions. When the state receives a notification in accordance with the Worker Adjustment and Retraining Notification Act (WARN), the information is passed directly to the appropriate LWDB(s). In PY22 the state received ten (10) WARN notifications impacting just over 1200 workers. To support the LWDBs ability to provide Rapid Response and Layoff Aversion services the state was able to provide additional funding, yet again, in PY22. These funds, awarded using a formula, allow the local areas to maintain and/or increase staff capacity dedicated to serving employers in their area.

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. The goal continues to be increasing the quality and quantity of services offered to employers and their operations across Oklahoma.

Wagner-Peyser Employment Services. Reemployment Services continue to be a priority at OESC. During the program year the agency has taken innovative steps to reach underserved communities across the state by expanding access to services in targeted communities that do not have American Job Centers nearby. The new Community Outreach Service Model (COSM) started its first pilot location in north Tulsa in 2022, embedding an OESC staff member inside Oasis Fresh Market for 2 days a week. Since then, the agency has added 16 additional locations. The new locations are mostly libraries and technology centers, but future growth will likely include partnering more closely with employers the agency serves. OESC staff have been able to help numerous individuals and employers in these communities since the launch of the program. The agency will continue to gather data and track progress, while continuing its goal of further expanding services statewide.

Oklahoma Department of Transportation Partnership to Revolutionize Job Fairs and Hiring Events. OESC and the Oklahoma Department of Transportation (ODOT) partnered to host a transportation and construction job fair which included a “touch-a-truck” event for jobseekers potentially interested in the career fields and free OSHA-10 and Forklift driving certifications classes. Outreach for the event was done via social media and word-of-mouth by American Job Center staff.

Event Statistics:

- 41 Employers and over 210 job seekers attended
- Over 30 military/veterans attended during the first “Veterans Priority of Service” hour
- 22 OESC and ODOT staffed the event.
- Employer post-event surveys reported: 547 positive interactions with qualified or potential candidates, 72 interviews scheduled, and 51 job offers.

Feedback on surveys from employers and job seekers were positive across the board without a single complaint shared. Even employers reporting zero interviews or job offers still said the event was worth it and that they would come again.

Expanding Equitable Access for Unemployment Customers. OESC was awarded a grant to increase claimant equitable access to unemployment and reemployment services throughout the state, specifically targeting rural and marginalized communities. The strategic design of all proposed projects supports equities by engaging staff around barriers to access and increasing overall awareness, supporting staff with training, and focusing on continued improvement over time through surveys and focus groups intended to highlight efficiencies and deficiencies around equity and access. The Equity Grant consists of four key projects, totaling \$4,562,000.

- **Document Simplification and Translation** – Translating all internal and external communications, forms, and web-based applications for Oklahomans with limited English proficiency, specifically those who speak Spanish and Vietnamese, and those with reading challenges.
- **Virtual Services Expansion and Technology Upgrades** – Improving or installing internet and video conferencing capabilities to all AJC and community-based outreach partnered locations to support claimants in our more rural areas where access to Wi-Fi and even the internet is limited.
- **On-the-Go Unemployment Response Unit** – Providing access leading to first contact resolution, with response units that can travel to underserved communities bringing services directly to Oklahomans in need. This unit means that individuals in rural communities with limited access to Wi-Fi will be able to access OESC’s online services which include filing for unemployment, navigating Disaster Unemployment Assistance processes with staff-assistance and receiving on-site rapid response type services for layoffs or Trade Adjustment Assistance events.
- **Mobile-Friendly Claimant Experience** – For so many individuals in the lower socio-economic category, the only access to a computer is often the one in their hand, their mobile phone. Due to the cost of a desktop, laptop, or notebook computer/tablet and the cost of internet services combined with the lack of reliable internet in rural Oklahoma, and considering these are unemployed individuals, the mobile device doing double service as a phone and computer is many times the only device they can afford. These individuals also may not be able to afford the drive to an AJC to make use of the computers and internet, thus making it even more important that they are able to access a mobile-friendly version of our website/UI claimant portal.

OESC’s Legacy Modernization Efforts. OESC continues to transform its digital infrastructure leading to a more efficient experience for citizens, employers, and the state. The project will streamline and modernize systems for claims submission and processing, benefits renewal, appeals, risk management, employer claims and account management, quality control and reporting, and reemployment.

VerifyOK launched in September of 2022 and allows the agency to safeguard services from “bad actors” and ensure all unemployment insurance benefits end up in the right hands. This new platform may look and feel like the existing identity verification process, but VerifyOK has been rebuilt from the ground up to fix bugs, enhance performance, and seamlessly work with all of OESC’s systems including future claimant and employer portals. OESC is working towards the goal of creating systems that are effective and that last, and VerifyOK is an important milestone in OESC’s BT40 plan. Some of the features include:

- No more static "selfies" being uploaded! Individuals must take a live capture of their face to ensure it matches the submitted ID. Customers are required to verify on a mobile device with a built-in camera or visit an American Job Center for assistance.
- IDs are cross-matched with all state DMVs, not just Oklahoma's.
- Enhanced name matching software means if the name on the customer account doesn't match the name on the ID, the account is flagged for investigation.
- Integration with OESC's claims file management system, DocuShare, means a more comprehensive customer service experience.

Sometimes the Legacy Modernization product launches are all about support. Some of the new technology isn't obvious to the eye but is instrumental in supporting the agency's current processes and laying the groundwork for future launches. This foundational support means the BT40 teams can focus more of their efforts on creating innovative and user-friendly experiences for the citizens of Oklahoma.

In addition to product launches and back-end technology support, OESC is focused on communication plans and training efforts around BT40. These efforts include:

- Video overviews of all aspects of the releases;
- 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 report technical issues, and real-time support via email boxes and SME channels on Microsoft Teams.

On February 7, 2023, OESC launched the first phase of the new Employer Portal. The portal dramatically changed the way employers interact with the agency. Not only does the Employer Portal improve Oklahoma's ability to interact with employers in a secure digital environment, but it also provides a seamless, efficient experience allowing employers to conveniently keep, track, and respond to notices, like the Benefit Wage Charge Notices (OES-502) and Notices of Application for Unemployment Compensation (OES-617), all in one place, saving time and the expense of printing and mailing. Since the launch, the portal was quickly adopted by employers at an average growth of over 4,000 accounts linked each month since. The portal has also sent over 100K electronic notifications in that time. Subsequent launches have improved the visibility of critical account notices and balances for employers, aiming to address the average 15,000 delinquent accounts per quarter.



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LET'S CELEBRATE MICHAEL!

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Michael, a 19-year-old high school graduate residing in Vinita, Oklahoma, found himself unemployed with no direction and unaware of any job opportunities available. Michael had been employed at various jobs in town and was struggling with financial obligations since being unemployed. He was referred to Oklahoma Works by Dawn Brotherton, a board member of the Vinita Day Center.

Michael was enrolled in the WIOA Title I Youth Program and began a Work Experience at the Vinita Day Center. Michael completed the work experience, then transitioned into On-the-Job Training. Through those opportunities, Michael is now working as the Assistant Director of Operations at the Vinita Day Center earning \$14.00 per hour. He has been at this job location for one year and continues to expand his knowledge and professional work experience.

Since getting involved with the Oklahoma Works WIOA Title I program, he has developed a strong work ethic and has become more financially secure than he has ever been. Michael now has a better idea of the direction his future holds. Michael feels that Oklahoma Works has helped him understand the importance of job security and planning for his future. He plans to continue his employment at Vinita Day Center while going back to school for Business Management. Michael is truly grateful for the opportunities and encouragement he received from Oklahoma Works that have allowed him to improve himself and secure his future.

Northeast Workforce Development Board



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**LET'S
CELEBRATE
STACEY!**



Stacey relocated to Bartlesville, Oklahoma from California in March of 2022 with her husband and two children. Prior to relocating to Oklahoma, she obtained her Massage Therapy Certification, and held employment as a Massage Therapist working in various hospitals and doctor's offices for approximately 15 years.

Once settled in Bartlesville, she found herself unemployed and on public assistance with little direction of what this new chapter in her life would look like. Referred by the California Works office, Stacey came into the Bartlesville American Job Center (AJC) on July 28, 2022 to update her resume. During this process, Stacey was referred to a WIOA Title I representative by Oklahoma Employment Security Commission (OESC), a co-located AJC partner. Stacey was enrolled in the WIOA Title I Adult Program on August 12, 2022. She began her work experience at the Bartlesville AJC on August 22, 2022 as a Reception Desk/Resource Room Assistant Trainee where she completed 520 hours on January 17, 2023. Stacey received outstanding recommendations from the Bartlesville Center Manager.

Once Stacey completed her work experience, she applied for and accepted a position with the Department of Human Services as a Child Support Specialist making \$13.15 per hour. After working in that position, Stacey had the opportunity to apply for a different position as a Career Coordinator with OESC in the Bartlesville American Job Center. On June 17, 2023, Stacey started her new position making \$19.23 per hour.

Stacey is extremely grateful for the opportunities that she received through the WIOA Title I program that have allowed her to become financially self-sufficient. She is excited that the dream of purchasing a home is now becoming a reality and that this new chapter in life has become a positive change for the entire family.

Northeast Workforce Development Board

EXECUTIVE & LEGISLATIVE ACTIVITIES

In addition to the activities supporting the Title I and Title III statewide investments, Oklahoma's Executive and Legislative branches of state government took actions that directly impacted the state's workforce development system.

On January 17, 2023, Governor J. Kevin Stitt issued [Executive Order 2023-02](#) ordering the formation of the Workforce Transformation Task Force. The Task Force was tasked with the following duties:

- Evaluate the operations of the state's current workforce delivery system, as well as those of other states, and develop recommendations to enhance coordination, efficiency, and effectiveness of workforce development efforts within and among stakeholder state agencies and local entities;
- Determine the best structure, operating procedures, and chain of command of the new workforce delivery system to achieve the goals directed by this Order;
- Guide the transition of all existing workforce programs, including but not limited to those funded by or operating pursuant to WIOA;
- Recommend a reporting structure that ensures accountability for public funds and program results;
- Design a workforce delivery system structure adequate to developing the quantity and quality of the labor force required to meet the needs of employers currently and in the future; and
- Identify ways to maximize federal and other funding, including but not limited to funds available under the federal Workforce Innovation and Opportunity Act.

The Task Force issued their [report](#) in April 2023 and it was made public the following month. The report highlighted a fragmented public workforce system without a single owner.

In February 2023 the Oklahoma Senate introduced Senate Bill 621 (SB621), the Workforce Transformation Act creating a nine (9) member commission to coordinate and lead the public workforce system. The bill was signed into law in June and the first meeting was scheduled to be held during Program Year 2023. Senator Adam Pugh, the bill's author, was quoted as saying:

"SB 621 has a state funding component to it. I want to ensure that for the first time in Oklahoma's history, the state is providing funds to assist with our workforce plan. We want to ensure when we're going out around the state and doing economic development, the workforce is available as companies are expanding, growing, and moving into the state of Oklahoma."

Both the Task Force's report and the creation of the Oklahoma Workforce Transformation Act led to planning and proposed changes significantly impacting the public workforce system in Oklahoma. The activities of which may be carried out as early as in Program Year 2023.

LET'S CELEBRATE EMILY!



Prior to the WIOA Program, Emily was a 24-year-old mom of four and a high-school dropout. Emily was underemployed as a CNA and wanted to make a change. She started her journey by visiting Red River Technology Center, where she signed up for high-school equivalency classes. Emily's Adult Basic Education instructor referred her to a WIOA Case Manager. She was determined eligible for the youth program and was enrolled in September of 2021.

Emily worked hard and attained her high-school equivalency diploma on December 8, 2021. After that, Emily worked with her WIOA Case manager to determine the next steps in her career path. She enrolled at Red River Technology Center for the Medical Assistant program. She started her classes in June of 2022 and finished almost a year later on May 8, 2023. She began working for Duncan Regional Hospital (DRH) Pavilion immediately after completion, making \$15 an hour. During her time in the program, Emily received various supportive services such as utility assistance, a Chromebook for school, and incentives for completion. Emily is still working and just reached her 2-month anniversary at DRH Pavilion.

Emily is thankful for the WIOA program's assistance and now potentially plans to continue furthering her education in the medical field. The WIOA program was able to help her become successful and to start contributing to her family. She is able to be an active role model to her children. Without this program, she would not have been able to complete any of this.

South Central Workforce Development Board

LET'S CELEBRATE MICHAEL!



Before getting involved with Oklahoma Works, I had just recently been released from prison after serving 5 years and 2 months. I was paroled back in February of 2022 and was having a difficult time finding employment with my justice-involved background.

After 10 months of searching and not having any luck I felt hopeless. One day I went to do my check-in with my parole officer and explained that I had been job searching but not having any luck finding employment that would support my partner and children. My parole officer referred me to the Oklahoma Works Center and stated that they would be able to help me find employment. To my surprise when I went into the center the lady did not just ask me if I wanted a job but if I wanted to further my education. After discussing some educational options and what would work best for my situation, we decided that the short-term training of CDL would be the best fit for me.

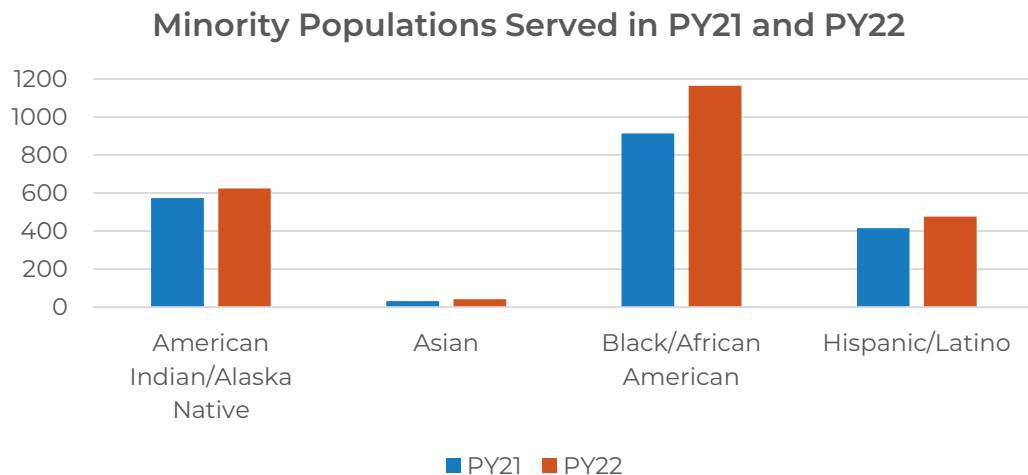
During my training at American Truck Driving School, my case manager was able to help support me with three different gas cards so that I was able to make it to training and not have to worry about finding extra money to make it there. After eight short weeks, I had accomplished my goal of furthering my education, I passed the test and got my CDL license. My case manager was able to help me with job searching once I got my CDL license and that is when we found PepsiCo. I was hired by PepsiCo in December of 2022 and have been there for almost 10 months! I am so grateful that I was able to change my life and support my family more than I could ever imagine. This is my testimony and I thank Oklahoma Works for changing my life! All glory to my heavenly father YAHWEH!!

South Central Workforce Development Board

PERFORMANCE ACCOUNTABILITY

Performance Deficiencies & Success. Preliminary performance results show no deficiencies for PY22 performance for the Adult, Dislocated Worker, and Youth programs. In fact, Oklahoma's performance improved in almost every core measure. Analyzing the state's PY22, and previous year, performance highlighted some notable changes. Achievement in these specific measures have the potential to positively impact Oklahoma's economic conditions.

Participant Demographics. Five (5) year averages show a decrease in the number of minority participants but between PY21 and PY22 saw positive growth in the number of participants who reported their ethnicity/race as: American Indian/Alaska Native, Asian, Black/African American, and Hispanic/Latino. Additionally, these populations accounted for more than half of the participants served during PY22. The increases support the Diversity, Equity, and Inclusion initiatives that are a nationwide priority.



Barriers to Employment. Oklahoma has a well-documented labor force participation problem which is why an increase in the number served for two specific populations is a positive indicator. Those populations are individuals facing barriers to employment because they are Ex-Offenders and individuals facing barriers to employment because they are Individuals with Disabilities. The number Ex-Offenders served increased from 691 to 795 in PY22, or, 15.05%. The number of Individuals with Disabilities served increase from 789 to 927 in PY22, or 17.49%. Increasing the number of individuals in these population who receive training and are ultimately employed will aid Oklahoma's efforts to increase the Labor Force Participation rate.

Training Related Employment. Employment directly related to the training a participant received is a clear indicator that the services made available to Oklahomans are working. The percentage of participants who gained employment in the industry for which they received training increased from 26.63% in PY21 to 38.23% in PY22. This remains an area for improvement but saw positive change in PY22.



IT'S A CARTER CELEBRATION!

I was a single student at 18 when I applied for WIOA. I had just graduated from Pauls Valley High School in 2021 and enrolled at OSUIT in Okmulgee, Oklahoma. I got into the high-voltage lineman program where I lived on campus and needed help with tools, equipment, tuition, and internships. Without additional aid, I couldn't attend. Then I learned about WIOA, referred from Voc Rehab. With their help, I could focus on my studies and internships without worrying about finances or giving up on my dreams.

I'm proud to have found a career that blends vocational trade and a college degree by age 20, earning an associate degree from OSUIT in Applied Science. It was tough at times, but I pushed through, even getting my CDL. My family supported and celebrated my achievements. Thanks to college internships, I gained experience and landed a job at OG&E, making \$30.46 an hour with top benefits.

I've reached my goal!

Southern Workforce Development Board



IT'S A JESSICA CELEBRATION!

At the age of 26, I found myself as a single mom raising three kids and reeling from a tough breakup. Money was super tight, and I was just staying home taking care of the little ones. But then a glimmer of hope came in the form of my kids' dad who stepped up to help us through this tough time. I couldn't be more grateful for his support during that rocky period.

Around July 2021, I earned my GED! It was a huge achievement for me, considering the challenges I was facing. In August that same year, I enrolled in nursing school. Southern Oklahoma Technology Center referred us to the WIOA program. Not only did they help cover the cost of my schooling with financial aid, but they also connected me with the Oklahoma Works program.

Oklahoma Works made sure I could get to school and my clinicals without worrying about transportation costs. They even helped me get my very first set of nursing scrubs and the essential accessories. They provided rental assistance, which was a huge relief while I was studying. I could really focus on my nursing program without the constant stress of money problems. They even chipped in to pay my rent for several months, which was a huge weight off my shoulders, plus, they bought me some much-needed tires for my commute to school.

With their help, I completed my Licensed Practical Nursing in Long-Term Care (LTC) program, and now I'm making \$35 an hour. Thanks to the support of Oklahoma Works, I am able to support myself and my children.

Southern Workforce Development Board

CUSTOMER SATISFACTION, RESEARCH & EVALUATION

Customer Satisfaction Surveys. Using Survey Monkey again, an updated customer satisfaction survey was made available to individuals and employers who interacted with the public workforce system. PY22's survey had 18 questions an increase of five (5) from the PY21 survey. Increasing the number of questions allowed LWDBs and the state to collect data that was previously uncharted. The questions and possible answers may be found in Appendix III.

Methodology. The surveys were provided by each LWDB through a live link and a QR code (a best practice carried into PY22 from PY21). The job seeker survey is self administered and included both close-ended and open-ended questions. Completed surveys were processed with Survey Monkey's software and made available in raw data and dashboard format to the LWDBs each month.

Results. There were 12,343 responses collected for PY22's customer satisfaction survey. Full survey results may be found in Appendix IV. Highlights of the results statewide include:

- **60.4%** of respondents were returning customers.
- The OKC Central American Job Center (AJC) was the busiest AJC during PY22; **21.7%** of respondents received services there. The second busiest AJC was Bartlesville; **11%** of the respondents received services at the Bartlesville AJC.
- **77.6%** of respondents rated their overall service experience as Excellent.
- **89.2%** of respondents waited Less than 15 Minutes for assistance.
- **99.2%** answered that they received the help they needed.
- Unemployment Insurance Claim Assistance was the most common service received followed by Job Search Assistance, and Resume or Cover Letter Assistance.
- **99.5%** of respondents answered Yes when asked if they would recommend our services.
- When asked how they heard about us, **44.7%** answered Friend or Family Member confirming the importance of word of mouth outreach and exposure.

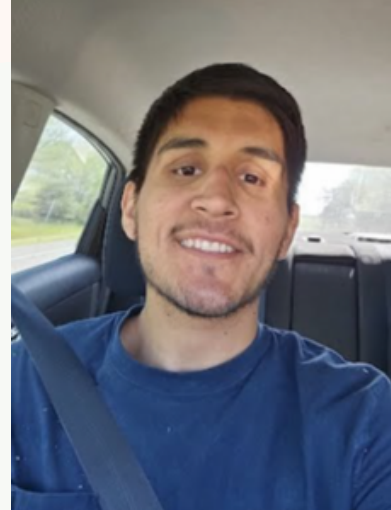
Research & Evaluation. Following our annual practice Oklahoma updated the [Workforce Area Labor Market Briefings](#). The briefings examine the current and projected status of the geographic area, its citizens, and the workforce. A briefing is completed for each LWDA and for the State of Oklahoma and includes data on populations, education, labor force, target sectors, etc.

Critical Occupations. We also updated our Critical Occupations list in PY22 and provided a documented methodology. This list is released annually to show the in-demand occupations across the state. Occupations are selected 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 2021 and 2022 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.

IT'S AN ANGEL CELEBRATION!



Angel came to WIOA as a reverse referral from Granite Public Schools to do a Work Experience (WEX). He was enrolled as an Out-of-School Youth with the barriers of having a disability and underemployed. Angel also participated in virtual job shadow incentives that aided him in learning soft skills, critical thinking, and job shadowing.

Angel participated in a Youth WEX and an On-the-Job Training (OJT) with his alma mater Granite Public Schools. Angel, a 2018 Granite graduate, started his WEX in April 2022 as a maintenance technician under the supervision of Superintendent Missy Berry. His duties and responsibilities included campus grounds safety checks, janitorial duties, transportation duties, and student interactions. Angel completed his WEX in October 2022 with perfect attendance and perfect performance.

He started his OJT in October 2022 and upon completion, Granite schools hired him for a full-time position. He received Employee of the Month in February 2023 and is now happily employed full time. Angel told the Career Navigator, "I experienced a lot working at the school. I learned how to do things I never knew how to do, and I am still learning!"

From Missy Berry, Superintendent, Granite Public School:

"Angel is our February 2023 Employee of the Month. Angel is our OJT employee and we are extremely grateful for his service. He goes above and beyond in everything he does for our school district. Faculty and students all adore Angel district wide. Angel is a 2018 graduate of Granite High School and we are so excited that he decided to come back to his alma mater to begin his career."

Western Workforce Development Board



IT'S A JOHN CELEBRATION!



John worked as a jeweler at Mead Jewelers for 30 years when he was terminated due to company cutbacks. Upon becoming unemployed, John reached out to Rural Health Partners and was referred to WIOA by Allison Seigars. After being enrolled in WIOA, John participated in a Transitional Work Experience (TWEX) with Rural Health Partners. There, he learned about our local community needs and resources available. He attends many resource events and provides Narcan to individuals who need it, as well as to employers who want to have it on hand, and educates the community on Narcan awareness. He previously educated the community on COVID and the importance of being vaccinated.

John has attended many conferences and has been chosen as a speaker on behalf of Garfield County Rural Health Project and has attended a state legislature meeting voting Community Health Providers as an Oklahoma occupation.

John has participated in and completed both the TWEX and OJT programs. He has served as a community partner for the last year and is learning new skills and surpassing all goals set forth for him by WIOA, Rural Health Partners, as well as himself. John is always a delight when his Career Navigator visits with him and always is early to every meeting.

Appendix I: PY 2022 Statewide Negotiated and Preliminary Performance*

Title I, Adult –

Core Performance Metric	PY 2022 Negotiated Performance Level	PY 2022 Preliminary Performance Level
Employment Rate, 2 nd Quarter after Exit	70.0%	74.6%
Employment Rate, 4 th Quarter after Exit	67.3%	74.3%
Median Earnings, 2 nd Quarter after Exit	\$5,675	\$7,726
Credential Attainment within 4 th Quarter after Exit	70.5%	75.9%
Measurable Skill Gains	61.0%	71.7%

Title I, Dislocated Worker –

Core Performance Metric	PY 2022 Negotiated Performance Level	PY 2022 Preliminary Performance Level
Employment Rate, 2 nd Quarter after Exit	73.3%	76.1%
Employment Rate, 4 th Quarter after Exit	70.5%	75.2%
Median Earnings, 2 nd Quarter after Exit	\$8,360	\$9,682
Credential Attainment within 4 th Quarter after Exit	75.0%	83.8%
Measurable Skill Gains	67.0%	75.3%

Title I, Youth –

Core Performance Metric	PY 2022 Negotiated Performance Level	PY 2022 Preliminary Performance Level
Employment Rate, 2 nd Quarter after Exit	73.0%	79.6%
Employment Rate, 4 th Quarter after Exit	71.0%	79.2%
Median Earnings, 2 nd Quarter after Exit	\$3,650	\$5,772
Credential Attainment within 4 th Quarter after Exit	61.3%	60.4%
Measurable Skill Gains	59.0%	73.5%

Title III, Wagner-Peyser –

Core Performance Metric	PY 2022 Negotiated Performance Level	PY 2022 Preliminary Performance Level
Employment Rate, 2 nd Quarter after Exit	59.1%	62.2%
Employment Rate, 4 th Quarter after Exit	61.0%	60.7%
Median Earnings, 2 nd Quarter after Exit	\$5,900	\$6,722

*Actual performance will be available after the Statistical Adjustment Model (SAM) is applied to the state's preliminary performance by the U.S. Department of Labor, Employment & Training Administration.

Appendix II: PY 2022 Local Workforce Development Area Preliminary Performance**

Central –

Core Performance Metric	Adult	Dislocated Worker	Youth
Employment Rate, 2 nd Quarter after Exit	70.9%	75.3%	80.8%
Employment Rate, 4 th Quarter after Exit	72.4%	75.7%	77.8%
Median Earnings, 2 nd Quarter after Exit	\$7,276	\$10,125	\$5,604
Credential Attainment within 4 th Quarter after Exit	76.6%	79.0%	63.8%
Measurable Skill Gains	63.4%	70.4%	72.4%

Green Country –

Core Performance Metric	Adult	Dislocated Worker	Youth
Employment Rate, 2 nd Quarter after Exit	74.3%	60.0%	78.6%
Employment Rate, 4 th Quarter after Exit	73.5%	61.5%	79.4%
Median Earnings, 2 nd Quarter after Exit	\$8,908	\$9,708	\$6,268
Credential Attainment within 4 th Quarter after Exit	48.7%	57.6%	46.3%
Measurable Skill Gains	58.2%	48.1%	59.1%

Northeast –

Core Performance Metric	Adult	Dislocated Worker	Youth
Employment Rate, 2 nd Quarter after Exit	80.9%	75.0%	70.0%
Employment Rate, 4 th Quarter after Exit	78.3%	88.9%	69.2%
Median Earnings, 2 nd Quarter after Exit	\$6,343	\$7,880	\$8,785
Credential Attainment within 4 th Quarter after Exit	82.5%	90.9%	77.8%
Measurable Skill Gains	71.3%	86.4%	79.5%

South Central –

Core Performance Metric	Adult	Dislocated Worker	Youth
Employment Rate, 2 nd Quarter after Exit	68.1%	67.4%	70.7%
Employment Rate, 4 th Quarter after Exit	70.2%	61.1%	76.4%
Median Earnings, 2 nd Quarter after Exit	\$7,563	\$9,216	\$5,058
Credential Attainment within 4 th Quarter after Exit	73.8%	85.0%	59.7%
Measurable Skill Gains	71.8%	96.2%	69.6%

Southern –

Core Performance Metric	Adult	Dislocated Worker	Youth
Employment Rate, 2 nd Quarter after Exit	78.1%	86.4%	87.3%
Employment Rate, 4 th Quarter after Exit	75.9%	80.4%	81.1%
Median Earnings, 2 nd Quarter after Exit	\$8,300	\$8,818	\$6,721
Credential Attainment within 4 th Quarter after Exit	84.3%	89.4%	55.1%
Measurable Skill Gains	80.5%	81.0%	75.7%

Western –

Core Performance Metric	Adult	Dislocated Worker	Youth
Employment Rate, 2 nd Quarter after Exit	80.7%	85.7%	75.5%
Employment Rate, 4 th Quarter after Exit	78.8%	85.8%	87.3%
Median Earnings, 2 nd Quarter after Exit	\$7,051	\$9,873	\$5,270
Credential Attainment within 4 th Quarter after Exit	85.6%	98.3%	77.8%
Measurable Skill Gains	75.8%	79.5%	78.2%

**Actual performance will be available after the Statistical Adjustment Model (SAM) is applied to the state's preliminary performance by the U.S. Department of Labor, Employment & Training Administration and then applied to the local's preliminary performance by the Oklahoma Employment Security Commission.

Appendix III: PY 2022 Customer Satisfaction Survey Questions & Answers

Jobseeker Survey –

1. Please choose the customer type that best represents you.
 - First time customer
 - Returning customer
 - Other (please specify)

2. Please indicate your age.
 - 24 and/or under
 - 25 and/or over

3. At which location are you receiving services?

4. I would rate my overall experience as:
 - Excellent
 - Great
 - Good
 - Okay
 - Poor

5. How long did you wait for assistance?
 - Less than 15 minutes
 - 15 to 30 minutes
 - 30 minutes to one hour
 - More than one hour

6. What was the purpose of your visit today? Check all that apply.
 - Job Search
 - Unemployment
 - Assessment Testing
 - Reemployment Services
 - Veteran Services
 - Resume Assistance
 - Job Interview/Job Fair
 - Workshop
 - Training Information
 - High School Equivalency services (GED, HiSET)
 - Other (please specify)

7. Did you receive the help that you needed?
 - Yes
 - No – If not, what could we do better next time?

8. What services did you receive? Check all that apply.

- 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 (Work Experience, On the Job Training, Registered Apprenticeship)
- Job Search Assistance
- Attended a class or orientation
- Utilized the Computer Resource Room
- Other (please specify)

9. Check all resources that were used during this visit.

- Videos
- Print resources (books, flyers, pamphlets)
- Computer/printer/fax/tele phone
- Internet
- Software
- Auxiliary aids and services for accessible communication
- Resource guides
- Career Information/Guidance
- Other (please specify)

10. Would you recommend our services?

- Yes
- No

11. What other comments or suggestions do you have for this Oklahoma Works American Job Center?

12. How did you hear about us? Please check all that apply.

- Radio
- Television
- Print materials (flyers, brochures, business cards, etc.)
- Career (Job) Fair
- Social Media (Please Specify Below)
- Community Organization (Please Specify Below)
- Friend or Family Member
- Website (Please Specify Below)
- Other (Please Specify Below)

13. Did you receive services in-person at the Oklahoma Works American Job Center?

- Yes
- No

14. If yes, please select which center.

15. I would rate my overall services experience as...

- Excellent
- Great
- Good
- Okay
- Poor

16. Did you receive the help that you needed? If not, what could we do better next time?

- Yes
- No

17. Would you recommend our services?

- Yes
- No

18. What other comments or suggestions do you have for the Oklahoma Works System?

Employer Survey –

1. The business services I most recently received was...

- Excellent
- Great
- Good
- Okay
- Poor

2. Which best describes the services you received from Oklahoma Works? Check all the apply.

- Recruiting Services (eg., OKJobMatch job orders, job descriptions, job/career fair, candidate screening or search, access untapped labor pools)
- Human Resources Services (eg., Labor Market information, disability and communication accommodations, sector partnership, skills-based hiring practices, strategic planning)

- Work-Based Learning Services (eg., Work Experience, On the Job Training, Internships, Registered Apprenticeship)
 - Subsidized Employment Services (eg., Unemployment/tax credits, federal bonding)
 - Rapid Response or Layoff Aversion (eg., Incumbent worker training, rapid response event, WARN notice)
 - Referral to a partner agency (e.g., other community organization, state agency, educational partner)
 - Other (please specify)
3. What is the zip code of the business location for which you received services from Oklahoma Works?
4. In what industry or sector does your company primarily operate?
- Accommodation and Food Services
 - Administrative and Support and Waste Management and Remediation Services
 - Agriculture, Forestry, Fishing and Hunting
 - Arts, Entertainment, and Recreation
 - Construction
 - Educational Services
 - Finance and Insurance
 - Health Care and Social Assistance
 - Information
 - Management of Companies and Enterprises
 - Manufacturing
 - Mining
 - Other Services (except Public Administration)
 - Professional, Scientific, and Technical Services
 - Public Administration
 - Real Estate Rental and Leasing
 - Retail Trade
 - Transportation and Warehousing
 - Utilities
 - Wholesale Trade
5. Approximately how many individuals are employed by your company at the location for which you received services from Oklahoma Works?
6. Please provide us with any feedback that can help us improve our services to employers. Thank you.

Appendix IV: PY 2022 Customer Satisfaction Survey Results

Q1. Please choose the customer type that best represents you.

Answer Choices	Central	Green Country	Northeast	South Central	Southern	Western	Statewide	% Responses/Answers
Customer (first visit)	1267	633	1079	330	349	912	4570	37.0%
Customer (returning visit)	1487	1211	1703	427	492	2133	7453	60.4%
Other (please specify)	8	36	195	26	11	44	320	2.6%
Total Responses	2762	1880	2977	783	852	3089	12343	

Q2. Please indicate your age.

Answer Choices	Central	Green Country	Northeast	South Central	Southern	Western	Statewide	% Responses/Answers
24 and/or under	536	200	376	81	143	420	1756	14.2%
25 and/or over	2226	1680	2601	702	709	2669	10587	85.8%
Total Responses	2762	1880	2977	783	852	3089	12343	

Q3. At which location are you receiving services?

Answer Choices	Central	Green Country	Northeast	South Central	Southern	Western	Statewide	% Responses/Answers
Ada					71		71	0.6%
Altus						356	356	3.1%
Alva						2	2	0.0%
Antlers					0		0	0.0%
Ardmore					74		74	0.6%
Atoka					2		2	0.0%
Bartlesville			1277				1277	11.0%
Burns Flat						3	3	0.0%
Chandler	10						10	0.1%
Chickasha				20			20	0.2%
Claremore			18				18	0.2%
Duncan				150			150	1.3%
Durant					76		76	0.7%
El Reno	32						32	0.3%
Enid						832	832	7.2%
Eufaula		1					1	0.0%

Guthrie	43						43	0.4%
Guymon						231	231	2.0%
Holdenville	1						1	0.0%
Hugo					47		47	0.4%
Idabel					186		186	1.6%
Lawton			568				568	4.9%
McAlester					233		233	2.0%
Miami			330				330	2.8%
Muskogee		239					239	2.1%
OKC Central	2517						2517	21.7%
Okmulgee		211					211	1.8%
Pauls Valley					20		20	0.2%
Ponca City						539	539	4.6%
Poteau					62		62	0.5%
Pryor			1121				1121	9.7%
Sallisaw		11					11	0.1%
Sapulpa		85					85	0.7%
Seminole	27						27	0.2%
Shawnee	36						36	0.3%
Stigler					4		4	0.0%
Stillwater						655	655	5.6%
Stilwell		4					4	0.0%
Tahlequah		895					895	7.7%
Talihina					0		0	0.0%
Tishomingo					0		0	0.0%
Tulsa		285					285	2.5%
Weatherford						184	184	1.6%
Wilburton					7		7	0.1%
Woodward						145	145	1.2%
Other (please specify)	0	0	0	0	0	0	0	0.0%
Total Responses	2666	1731	2746	738	782	2947	11610	

Q4. I would rate my overall service experience as...

Answer Choices	Central	Green Country	Northeast	South Central	Southern	Western	Statewide	% Responses/Answers
Excellent	1754	1347	2231	589	685	2377	8983	77.6%
Great	701	302	341	101	75	447	1967	17.0%
Good	167	44	134	37	16	103	501	4.3%
Okay	40	14	21	8	3	8	94	0.8%
Poor	2	16	2	3	0	6	29	0.3%
Total Responses	2664	1723	2729	738	779	2941	11574	

Q5. How long did you wait for assistance?

Answer Choices	Central	Green Country	Northeast	South Central	Southern	Western	Statewide	% Responses/Answers
Less than 15 minutes	2177	1514	2498	665	737	2825	10416	89.2%
15 to 30 minutes	221	122	110	23	18	28	522	4.5%
30 minutes to one hour	137	42	36	9	12	15	251	2.1%
More than one hour	70	20	26	1	5	4	126	1.1%
Other (please specify)	59	63	101	42	13	90	368	3.1%
	2664	1761	2771	740	785	2962	11683	

Q6. What was the purpose of your visit today? Check all that apply.

Answer Choices	Central	Green Country	Northeast	South Central	Southern	Western	Statewide	% Responses/Answers
Job Search	208	497	663	216	295	1117	2996	25.9%
Unemployment	821	1096	1933	450	465	1803	6568	56.7%
Assessment Testing	140	20	21	18	6	35	240	2.1%
Reemployment Services	24	126	109	50	22	220	551	4.8%
Veteran Services	48	29	36	48	11	235	407	3.5%
Resume Assistance	465	161	251	80	97	353	1407	12.2%
Job Interview/Job Fair	39	47	30	14	10	34	174	1.5%
Workshop	49	3	16	4	4	7	83	0.7%
Training information	849	82	88	55	62	195	1331	11.5%
High School Equivalency services (GED, HiSET)	8	7	84	8	4	7	118	1.0%
Other (please specify)	1202	151	230	90	47	155	1875	16.2%
Total Answers per Survey Monkey	2662	1725	2735	737	776	2941	11576	

Q7. Did you receive the help that you needed?

Answer Choices	Central	Green Country	Northeast	South Central	Southern	Western	Statewide	% Responses/Answers
Yes	2629	1677	2699	703	774	2895	11377	99.2%
No	19	31	16	8	3	16	93	0.8%
If not, what could we do better next time?	26	46	39	9	6	49	175	1.5%
Total Responses	2648	1708	2715	711	777	2911	11470	

Q8. What services did you receive? Check all that apply.

Answer Choices	Central	Green Country	Northeast	South Central	Southern	Western	Statewide	% Responses/Answers
Unemployment Insurance claim Assistance	818	1049	1798	418	446	1720	6249	54.7%
Resume or Cover Letter Assistance	485	369	438	89	129	547	2057	18.0%
Attended Re-Employment Appointment	15	84	71	36	20	147	373	3.3%

Assistance with Training Opportunities	248	111	115	60	67	197	798	7.0%
Assistance in Developing an Employment Plan	146	59	102	24	17	110	458	4.0%
Work-Based Learning Assistance (Work Experience, On the Job Training, Registered Apprenticeship)	63	30	52	19	13	32	209	1.8%
Job Search Assistance	194	489	683	213	267	1100	2946	25.8%
Attended a class or orientation	623	17	67	15	10	34	766	6.7%
Utilized the Computer Resource Room	67	99	215	56	27	336	800	7.0%
Other (please specify)	1196	147	241	90	40	178	1892	16.6%
Total Answers per Survey Monkey	2654	1710	2706	706	768	2883	11427	

Q9. Check all resources that were used during this visit.

Answer Choices	Central	Green Country	Northeast	South Central	Southern	Western	Statewide	% Responses/Answers
Videos	574	47	34	14	8	52	729	6.7%
Print resources (books, flyers, pamphlets)	98	188	277	88	55	540	1246	11.5%
Computer/printer/fax/telephone	1297	1069	1746	367	407	2086	6972	64.3%
Internet	1526	1052	1514	387	286	1934	6699	61.8%
Software	120	159	281	25	47	509	1141	10.5%
Auxiliary aids and services for accessible communication	5	18	44	3	14	23	107	1.0%
Resource guides	125	122	205	87	66	192	797	7.3%
Career Information/Guidance	290	287	367	106	99	590	1739	16.0%
Other (please specify)	41	100	201	47	34	145	568	5.2%
Total Answers per Survey Monkey	2621	1611	2609	619	645	2740	10845	

Q10. Would you recommend our services?

Answer Choices	Central	Green Country	Northeast	South Central	Southern	Western	Statewide	% Responses/Answers
Yes	2640	1695	2706	716	772	2920	11449	99.5%
No	13	21	7	4	2	8	55	0.5%
Total Responses	2653	1716	2713	720	774	2928	11504	

Q11. What other comments or suggestions do you have for this Oklahoma Works American Job Center?

Answer Choices	Central	Green Country	Northeast	South Central	Southern	Western	Statewide	% Responses/Answers
Answered	2169	489	777	185	402	976	4998	
Skipped	593	1391	2200	598	450	2113	7345	

Q12. How did you hear about us? Please check all that apply.

Answer Choices	Central	Green Country	Northeast	South Central	Southern	Western	Statewide	% Responses/Answers
Radio	1	10	12	3	15	18	59	1.5%
Television	4	5	3	7	3	11	33	0.8%
Print materials (flyers, brochures, business cards, etc.)	15	19	38	15	7	36	130	3.3%
Career (Job) Fair	35	36	37	18	10	45	181	4.5%
Social Media (Please Specify Below)	10	24	44	12	9	23	122	3.1%
Community Organization (Please Specify Below)	36	21	30	11	11	34	143	3.6%
Friend or Family Member	305	250	483	129	160	453	1780	44.7%
Website (Please Specify Below)	247	73	213	18	15	95	661	16.6%
Other (Please Specify Below)	480	128	202	28	67	152	1057	26.5%
Comment	530	148	295	51	48	238	1310	32.9%
Total Answers per Survey Monkey	1116	523	1012	232	290	811	3984	

Q13. Did you receive services in-person at an Oklahoma Works American Job Center?

Answer Choices	Central	Green Country	Northeast	South Central	Southern	Western	Statewide	% Responses/Answers
Yes	4	25	178	20	6	37	270	91.8%
No	2	5	12	0	4	1	24	8.2%
Total Responses	6	30	190	20	10	38	294	

Q14. If yes, please select which center.

Answer Choices	Central	Green Country	Northeast	South Central	Southern	Western	Statewide	% Responses/Answers
Ada					1		1	0.4%
Altus						2	2	0.7%
Alva						0	0	0.0%
Antlers					0		0	0.0%
Ardmore					0		0	0.0%
Atoka					1		1	0.4%
Bartlesville			165				165	61.1%
Burns Flat						0	0	0.0%
Chandler	0						0	0.0%
Chickasha				0			0	0.0%
Claremore			0				0	0.0%
Duncan				1			1	0.4%
Durant					1		1	0.4%
El Reno	0						0	0.0%
Enid						19	19	7.0%
Eufaula		0					0	0.0%
Guthrie	0						0	0.0%
Guymon						3	3	1.1%
Holdenville	0						0	0.0%
Hugo					0		0	0.0%
Idabel					0		0	0.0%
Lawton				18			18	6.7%
McAlester					4		4	1.5%
Miami			2				2	0.7%

Muskogee		3					3	1.1%
OKC Central	2						2	0.7%
Okmulgee		2					2	0.7%
Pauls Valley					0		0	0.0%
Ponca City						1	1	0.4%
Poteau					0		0	0.0%
Pryor			7				7	2.6%
Sallisaw		0					0	0.0%
Sapulpa		0					0	0.0%
Seminole	0						0	0.0%
Shawnee	1						1	0.4%
Stigler					0		0	0.0%
Stillwater						2	2	0.7%
Stilwell		0					0	0.0%
Tahlequah		11					11	4.1%
Talihina					0		0	0.0%
Tishomingo					0		0	0.0%
Tulsa		10					10	3.7%
Weatherford						5	5	1.9%
Wilburton					0		0	0.0%
Woodward						4	4	1.5%
Other (please specify)	3	1	0	1	0	0	5	1.9%
Total Responses	6	27	174	20	7	36	270	

Q15. I would rate my overall service experience as...

Answer Choices	Central	Green Country	Northeast	South Central	Southern	Western	Statewide	% Responses/Answers
Excellent	6	22	135	15	8	27	213	72.4%
Great	0	2	21	2	1	9	35	11.9%
Good	0	1	31	3	1	2	38	12.9%
Okay	0	2	4	0	0	0	6	2.0%
Poor	0	2	0	0	0	0	2	0.7%
Total Responses	6	29	191	20	10	38	294	

Q16. Did you receive the help that you needed? If not, what could we do better next time?

Answer Choices	Central	Green Country	Northeast	South Central	Southern	Western	Statewide	% Responses/Answers
Yes	6	27	182	19	10	38	282	97.2%
No	0	2	6	0	0	0	8	2.8%
Comment	2	14	23	3	6	10	58	20.0%
Total Responses	6	29	188	19	10	38	290	

Q17. Would you recommend our services?

Answer Choices	Central	Green Country	Northeast	South Central	Southern	Western	Statewide	% Responses/Answers
Yes	6	29	186	20	10	38	289	99.3%
No	0	0	2	0	0	0	2	0.7%
Total Responses	6	29	188	20	10	38	291	

Q18. What other comments or suggestions do you have for the Oklahoma Works System?

Answer Choices	Central	Green Country	Northeast	South Central	Southern	Western	Statewide	% Responses/Answers
Answered	2	15	33	4	7	29	90	
Skipped	2760	1865	2944	779	845	3060	12253	

Appendix V: 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