



**Workforce Innovation and Opportunity Act
Annual Performance Narrative Report**

State of Oklahoma

Program Year 2019

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Executive Summary

The Oklahoma Office of Workforce Development (OOWD), the Governor's chosen administrative entity for Workforce Innovation and Opportunity Act (WIOA) and Title I, and the Oklahoma Employment Security Commission (OESC), administrative entity for multiple federal programs including Title III, work diligently to ensure Oklahomans have the skills they need to succeed in the 21st century workplace. Newer partners under WIOA, the Oklahoma Department of Rehabilitation Services (DRS), the sponsor of the Title IV Vocational Rehabilitation program, and the Oklahoma Department of Career and Technology Education (ODCTE), the sponsor of Title II Adult Education and Family Literacy Act program, also work diligently to embed their work in the Oklahoma Works American Job Centers, providing quality services to Oklahomans. This Annual Statewide Performance Report Narrative, developed collaboratively by all WIOA Core Partners, includes titles I and III performance.

Research and Evaluation

Completed or Planned Evaluation and Related Research Projects

Evaluation of Participant Wage Outcomes

The [Oklahoma WIOA Wage Progression Evaluation](#) for program years 2016-2018 evaluates the Median Earnings 2nd Quarter after Exit performance indicator. Specifically, the study sought to evaluate whether the median earnings of participants before program participation improved after participation in the WIOA Adult Program in Oklahoma. Results indicated this wage progression evaluation shows that the WIOA adult program in Oklahoma is effective in terms of increasing participants' quarterly wages. Overall, participants were experiencing a decrease in their wages before they sought assistance from one of our local areas. After receiving WIOA resources from one of our local areas, participants' wages increased to a level they had before seeking assistance. Services include, but not limited to, career counseling, job search assistance, assessment of skill levels, supportive services, workforce preparation activities, and follow up services.

Justice-Involved in Northeast Oklahoma

In PY19 the Northeast Workforce Development Board (NEWDB) conducted research on arrests in the 7-Conty area of Northeast Oklahoma (Craig, Delaware, Mayes, Nowata, Ottawa, Rogers and Washington). The purpose was to assess the total number of justice involved (arrested and detained/arrest and released) in order to plan and implement strategies as a targeted response to reentry needs within the NEWDB area. As a first step, the NEWDB connected with the Oklahoma Department of Corrections (ODOC) to set up Q&A session to better understand the problem and request for data input. The NEWDB conducted several meetings with ODOC superintendent of schools, Dr. Jeana Ely and reentry manager, Emily Hysmith, to discuss the process of reentry, to figure out the optimal point of engaging detainees in employment training and connection to employment upon reentry.

The second step in the process was to gather data regarding reentry rates and connection points within the local community, specifically release data. Due to data sharing limitations amongst the three types of correctional institutions, including state, private and halfway operations, the NEWDB was informed that data collection would not be easy. After multiple attempts to gather data through each of the three institutions, the NEWDB was referred to the Oklahoma State Bureau of Investigation (OSBI) for Uniform Crime Report (UCR) data.

UCR data was collected of local Sheriff's Departments within the Northeast Workforce Development Board Area (NEWDBA). The data included all crimes, including index crimes (murder, rape, robbery, assault, breaking & entering, larceny, motor vehicle theft, and arson) drug and alcohol arrests. A PY19

analysis of index crime data showed a total of 6,167 crimes reported and a combined total of 4,734 arrests broken down by juvenile (n = 344) and adult (n =4,390) offenders. Based on the data, 1.66% of the total population (284,990) within the 7-county NEWDBA are justice-involved. Of the total arrests (4,734), 7.26% are youth offenders and 92.74% are adult offenders. The data does not account for NEWDBA residence who were arrested in other jurisdictions; however, it does show areas for opportunity for engaging justice-involved youth and adults.

Pay for Performance Feasibility Study

OOWD became interested in WIOA's Pay for Performance contract strategy in PY18. OOWD developed a Request for Proposals (RFP) for Pay for Performance feasibility study, and selected Third Sector as its vendor in PY19. Third Sector provided its feasibility study to OOWD, which included a "listening tour" with ten individuals representing eight organizations and agencies in Oklahoma.

Economic Data Trend Analysis

OESC provided several reports analyzing economic trends, including reports on [Job Flows Into and Within Oklahoma](#), [Urban Oklahoma Health Industry Employment and Earnings](#), and [Oklahoma Job Quarterly Earnings Percentile Changes](#). These data reports are also being used to inform strategy development and future evaluation studies that may be needed.

2017-2019 OKDRS Statewide Assessment

The Oklahoma Department of Rehabilitation Services (OKDRS) expands opportunities for employment, independent life, and economic self-sufficiency by helping Oklahomans with disabilities bridge barriers to success in the workplace, school, and at home (OKDRS About Us). Two divisions within the agency provide direct employment services to clients. The Vocational Rehabilitation (VR) staff serve clients with a wide variety of communicative, physical, mental, and cognitive impairments, and the Visual Services (VS) staff specialize in assisting clients with visual impairments. The majority of funding of the VR and VS divisions is through the federal Rehabilitation Services Administration (RSA). Under the federal Workforce Innovations and Opportunities Act (W.I.O.A.), a statewide assessment is required.

The statewide assessment focuses on the needs of individuals in Oklahoma with disabilities and on six specific subpopulations and services, including: Individuals with the Most Significant Disabilities, including Supported Employment; Need to Establish, Develop, or Improve Community Rehabilitation Programs (CRPs); Minorities; Unserved or Underserved Individuals; Service Needs Being Met by W.I.O.A.; and Needs of Youth with Disabilities and Students with Disabilities, including their Need for Pre-employment Transition Services or Other Transition Services.

The research team conducted the current study between Federal Fiscal Year (FFY) 2017 and 2019. This report is the result of various methodologies and analyses described in detail in the Methodology section of the report. For more information about the details of the report, please email OKDRS at tdavis@okdrs.gov.

Efforts to Coordinate with WIOA Core Partners, State Agencies and Local Boards

Evaluation Peer Learning Cohort

Oklahoma was selected to participant in the Evaluation Peer Learning Cohort hosted by DOL in PY19. Oklahoma used DOL's Evaluation Readiness Assessment (ERA) and Evaluation Design and Implementation Assessment (EDA) to identify strengths and weaknesses in Oklahoma's research and evaluation efforts. Overall, Oklahoma showed strength in Evaluation Culture and Awareness, but faces challenges in data management. Oklahoma's core partners, state agencies, and local boards are working together to improve data sharing practices.

State Efforts to Provide Data and Survey Responses

OKJobMatch Survey

In early PY19, OOWD surveyed users of OKJobMatch, the state's job postings site and case management system. There were a total of 75 Workforce Development Professionals who completed the survey. The majority of workforce professionals work directly with job seekers (67.53%). Additionally, the majority (40.26%) of respondents indicated they helped job seekers use OKJobMatch a great deal, the highest in frequency for that question. Respondents were asked how easy is it for job seekers to find what they are looking for on OKJobMatch. Only 4.17% indicated that it was "extremely easy." The remaining responses included "very easy" at 23.61%, "somewhat easy" at 34.72%, "not so easy" at 20.83%, and "not easy at all" at 16.67%. When asked whether OKJobmatch met their needs, most workforce development professionals indicated that met their needs "a little" (30.14%), followed by "a lot" (27.40%) and "A moderate amount" (26.03%). Results indicate a need in improvement in OKJobMatch to meet the needs of our workforce development professionals.

Both employers and job seekers who used OKJobMatch were invited to take the survey. Only 8 employers completed the survey, so any analysis of the data is unreliable. However, 204 job seekers completed the survey. Job seekers were asked how well does OKJobMatch meet their needs. 18.14% said "a great deal," 25.98% said "a lot," 32.35% said "a moderate amount," 18.14% said "a little," and 5.39% said "none at all." The majority of job seekers reported the midpoint for whether OkJobMatch met their needs.

Overall, OKJobMatch is in need of improvement. AJLA has been working on improving OKJobMatch over the last two program years. While launch dates for the new system have been postponed, the deployment is currently scheduled for quarter 3 of PY20.

State and Local Area Briefings

Both [State and Local Area Labor Market Briefings](#) are prepared by the OOWD research team. The purpose of these briefings is to examine the current and projected future status of the state and local areas, its citizens, and workforce. The briefings review the population, education, labor force, economic indicators, and state and regional industry clusters.

My Reemployment Plan Pilot Project

The My Reemployment Plan Pilot Project (MRP) was developed by the National Association of State Workforce Agencies Information Technology Support Center (ITSC) and started out as a paper tool for Unemployment Insurance (UI) claimants. Two of the major advantages of the MRP are: 1) Job seekers can conveniently access their plan, activities, and information from ANY computer that is connected to the internet; and 2) Job seekers can share their plan with workforce professionals at any point during their reemployment journey. This means reducing the potential duplications and streamlining the service delivery for Oklahoma's workforce. Yet another great part of this online tool is its ability to be customized and adapted to the specific requirements of Oklahoma's workforce system and its partner agencies. In Program Year 2019, OESC is exploring ways we can ramp up the job seeker participation with the MRP by partnering with the local Workforce Development Boards. The tool is now live at the following website: OKJobPlan.oesc.ok.gov

Provision of Data for Federal Evaluations

Oklahoma is committed to support all Federal evaluations and will provide data, survey responses, and timely site visits.

Continuous Improvement Strategies

OESC Strategic Planning Survey

A Strategic Plan for the agency was developed with committees composed of Senior Staff and other employees from various divisions to brainstorm to establish goals and methods of implementation. Surveys were conducted in house. The Strategic Plan is intended to be a dynamic or living document. As goals are completed and new goals emerge, the plan will be updated and shared with all staff. Strategic Goals listed below:

- Strategic Goal # 1: Improve OESC technology systems to meet needs of all customers
- Strategic Goal # 2: Improve work environment of all OESC employees.
- Strategic Goal # 3: OESC will operate within Federal Grant Funding.
- Strategic Goal # 4: OESC employees will provide quality services to all customers.
- Strategic Goal # 5: OESC will be able to anticipate and adapt to change, to meet needs of all customers.

MISSION: Enhance Oklahoma's economy by Matching jobs and workers to increase the efficiency of local labor markets; Providing Unemployment Compensation to support unemployed workers and their communities; Preparing a skilled workforce to enhance and align their skills to meet local labor market needs; and, Gathering, analyzing and disseminating information about the labor force to improve local economic decisions

Oklahoma's Approach to Customer Satisfaction

Customer Satisfaction

Statewide Customer Satisfaction Survey Efforts

In PY19, customer satisfaction surveys were administered and collected at the local level. In an effort to standardize methodology across local areas, OOWD organized a Customer Satisfaction Taskforce. Over the course of PY19, the taskforce met virtually to compose satisfaction surveys for new and returning customers, employers, and a general survey for those that do not classify as an employer or job-seeker (customer). The standardized customer satisfaction survey was implemented at the beginning of PY20.

Local Area Customer Satisfaction

Appendix I provides each local areas customer satisfaction efforts. In PY19, local boards reported receiving a total of 9,638 survey responses. Central reported 1,592 survey responses, Eastern reported 4,627 responses, Northeast reported 904 responses, South Central reported 141 responses, Southern reported 679 responses, Tulsa reported 975 responses, and Western reported 720 responses. Every area used online survey methodologies to collect customer satisfaction data. The number of people that were provided the customer satisfaction surveys included all traffic in the AJCs. The response rates for the local areas were calculated with the number of people in the AJCs and the total number of surveys received. For PY19, the response rates ranged from 4% to 17%. Efforts to increase the response rates included loading survey links on resource computers and in emails. Local staff verbally encourage people to take the surveys. Overall, results indicate that people are satisfied with Oklahoma's AJCs. See Appendix I for additional answer results. Since every customer was provided the opportunity to complete the survey, results are generalizable to the entire population of customers. Local areas regularly review survey responses and comments, share that information with partners, and implement

strategies to improve services based on feedback received. Continuous improvement efforts undertaken by local boards and service providers were in direct response to survey results.

Oklahoma's Strategic Vision and Goals Progress

Governor's Council for Workforce and Economic Development Strategic Plan

In PY19, the Governor's Council for Workforce and Economic Development (GCWED) continued implementation of strategies identified in its strategic plan and WIOA State Plan. Targeted activities completed that support and contribute to performance include:

- Revising statewide ecosystems and [Critical Occupations](#) to better align to regional economies. This was done in partnership with the Oklahoma Department of Commerce and their economic development research team.
- Implementing a consistent, statewide customer satisfaction survey to ensure data comparable across all areas of the state and drive continuous improvement strategies at the state and local levels.
- Partnering with the Markle Foundation and Skillful to implement the Skillful Talent Series (STS) in Oklahoma. Competency-based hiring practices remove barriers to employment for priority population jobseekers, including justice-involved, individuals lacking work experience, and dislocated workers looking to change careers through transferrable skills.
- Strategies to expand the adoption of work-based learning programs by business. OOWD developed an Employer Incentive Package to help market apprenticeship as a viable talent development strategy and also worked with industry to create internship competency standards for 10 occupations with the hopes these will become pre-apprenticeship programs in alignment with Oklahoma's Youth Apprenticeship Grant (YARG).

The GCWED has also placed a renewed focus on performance outcomes monitoring and now reviews performance data for the state and local areas on a quarterly basis.

Effectiveness in Serving Employers

Oklahoma is collecting data on all three Effectiveness in Serving Employers pilot approaches established by the Department of Labor. Data for the measures is collected by each program and collaboratively reported by the Core Partners. This performance indicator is measured as a shared outcome across all six core programs to ensure a holistic approach to serving employers. For PY19, Oklahoma reported two approaches to DOL. First, Retention with the Same Employer addresses each program's efforts to provide employers with skilled workers. Oklahoma's PY19 Retention Rate with the Same Employer was 62.9%. While the PY18 Retention with the Same Employer rate was higher at 65.3 percent, the PY19 retention rate is slightly above the PY17 retention rate (62.4%). Second, Employer Penetration Rate addresses each program's efforts to provide quality engagement and services to all employers and sectors within the state and local area's economy. Oklahoma's PY19 Employer Penetration Rate was 3.1%, which was a decrease from the PY18 Employer Penetration Rate (6.4%). However, the PY19 Penetration Rate was slightly higher than the 3.0% rate in PY17. The Employer Penetration Rate was adversely affected by the COVID-19 Pandemic; however, Oklahoma managed to keep the rate above PY17's rate.

Sector Strategies and Career Pathways

Career Pathways

Work-Ready Schools Program of Excellence

The Youth Programs Committee of the GCWED collaborated with industry and community partners to develop a Work-Ready Schools Program of Excellence. This program is designed to be adopted as a Program of Excellence by the Oklahoma State Department of Education (SDE). Programs of Excellence connect academic disciplines, are designed to communicate the academic experiences needed for a well-rounded education, and are tied to the State's school accountability system. The Work-Ready School Program of Excellence offers a strategic, systemic response to employer concerns for soft skills, promotes equitable access to students for a broader range of post-secondary options, and is aligned with Alignment with other Oklahoma career readiness school based initiatives such as the Individual Career and Academic Plan (ICAP), College & Career Endorsements, and career-readiness assessments and credentials. The proposed Work-Ready Schools Program of Excellence was submitted to the SDE for further consideration and development through SDE's Champion Excellence initiative.

Energy Career Cluster

OOWD participated in the Oklahoma Energy Workforce Consortium with the Oklahoma State Department of Career and Technology Education (ODCTE) to develop a new career cluster on energy, designed to provide students practical training in a wide range of career paths in the energy industry. Expecting a severe shortage of skilled workers by 2025, Oklahoma's energy industry is searching for qualified technicians, engineers, lineworkers, managers, truck drivers, mechanics and workers in other energy-related professions. Many of these jobs are included in Oklahoma's Critical Occupations list.

Statewide Career Exposure Week

In March 2020, Oklahoma hosted the third annual statewide Career Exposure Week. This week-long event virtually connected students with businesses to give future talent an opportunity to explore the possibilities that await them in Oklahoma. Events during Career Exposure Week also allowed local employers to showcase critical careers in demand industries to inspire and recruit new talent. Six virtual sessions were hosted for 28 school districts across the state with more than 250 unique views. This partnership supports the SDE's career exploration requirements for students and exposes youth to Oklahoma's demand industries and occupations, including IT, construction, manufacturing, and transportation/distribution. Through Career Exposure Week, Oklahoma hopes to: introduce people to careers in businesses and industries in Oklahoma's driver and complementary ecosystems and critical occupations; empower Oklahoma businesses and industries in the state's ecosystems and workforce planning regions to engage with educators, students, parents, and others about career opportunities; change misconceptions of Oklahoma's demand and critical occupations and the businesses and industries in Oklahoma's driver and complementary ecosystems; draw attention to the roles businesses and industries play in communities across the state; underscore the economic and social significance of demand and critical occupations and businesses and industries in Oklahoma's ecosystems, and recognize the important roles apprenticeship, work-based learning, and career exploration play in developing a highly skilled workforce that meets the needs of Oklahoma's growth and demand industries and occupations.

NEWDB Career Pathways for ABE Students

The Northeast Workforce Development Board (NEWDB) started an initiative in PY18 for establishing career pathways. The NEWDB and One Stop Operator convened staff from Northeast Tech and Northeastern Oklahoma College (NEO) Adult Basic Education (ABE) to discuss the launch of a pilot program for Career Pathways for ABE students. This program design exposes current ABE learners to

career pathways while earning their GED or HiSet. Through this partnership the NEWDB will provide ABE learners with a viable career pathway leading to certificates, degrees and credentials. NEWDB continued developing this program in PY19 and implementation is planned for PY20.

Sector Strategies Partnership Grants

In 2019, two Sector Partnership Grants were awarded to intermediaries to support the identification and implementation of sector strategies. Grants were awarded to the Oklahoma Manufacturing Alliance (OMA) and the Northwest Area Health Education Center (NAHEC) to execute strategies in the manufacturing and health care industry sectors, respectively.

The NAHEC worked on the development of a virtual nursing residency program based on the stakeholder data gathered from the Western WDB 2018 sector partnership grant and the recommendations from the Health Workforce Subcommittee of the GCWED. This program aims to reduce competency gaps and increase the retention of new nursing graduates in rural Oklahoma by building communication confidence with patients, families and other health care providers, improving leadership abilities, and increasing organizational and prioritization skills necessary to improve safety practices and decrease patient errors.

The OMA developed a comprehensive [Career Pathways Tool](#) to give employers and workers a roadmap for successful careers in the state's top manufacturing occupations. Member companies identified competencies and targeted occupations for the tool. The tool serves as a companion to Oklahoma Works' [career ladders tool](#), and OMA utilized the same consultant and methodology in its development.

Business Engagement Strategies

Skillful State Network

OOWD partnered with the Markle Foundation and Skillful to implement the Skillful Talent Series (STS) in Oklahoma. Competency-based hiring practices help employers fill positions with the right candidate faster and remove barriers to employment for jobseekers, including justice-involved, individuals lacking work experience, and dislocated workers looking to change careers through transferable skills. Trained facilitators at each LWDB work with local and regional employers and partners to spread the implementation of skills-based hiring practices, including: creating skills-based job descriptions, evaluating candidates on competencies and transferrable skills, selecting and onboarding new employees based on competencies, and retaining workers through the development of career pathways. The goal is to have Trainers collaborate with partners, such as SHRM chapters, chambers of commerce, and economic development organizations to teach employers how to implement such practices, as well as share information about the resources and services available through the local workforce system in order to connect more WIOA participants to long-term sustainable employment and develop strong career pathways in demand industries and occupations.

Business Services Revamp

At the request of the Governor and Cabinet Secretary, OOWD deployed a new business services model. Funds were distributed to each local workforce area to ensure the hire of at least 1 FTE Board Staff dedicated solely to business services. OOWD also implemented a policy outlining the types of services required to be available statewide regardless of location, including: rapid response activities, layoff aversion services, promotion of employer incentives, development of registered apprenticeship programs, sector partnership development, competency-based hiring assistance, job posting and candidate screening, labor market data analysis, and employer focused events and outreach such as recruitment events and incumbent worker training. Business Services representatives will be required to

coordinate with local partners, including economic development, education, and community-based organizations.

Work-Based Learning

Oklahoma is working toward a statewide goal established in 2017 by Executive Order, which seeks to increase the number of work-based learning opportunities to 20,000 by the year 2020. In PY19, Oklahoma created 13 new registered apprenticeship programs with 36 active apprentices.

Northeast Workforce Development Board (NEWDB) OJT Expansion and Collaboration

NEWDB is continuing their partnership with Pelco Structural and celebrated the most recent class of apprenticeship graduates from the welding apprenticeship at Pelco. In PY18, NEWDB's work with partner Pelco Structural and American Castings led to the development of apprenticeship opportunities for several WIOA program participants. In May 2019, NEWDB began work with the Cherokee Nation to create cost sharing options for cost of OST and OJT for 2 of this year's PELCO apprentices. In PY19, NEWDB expanded work based learning in health care through partnership with Ignite Medical in Bartlesville.

Incumbent Worker Training Strategies

In PY19, an Incumbent Worker Training Policy was implemented and a statewide fund set up to support Incumbent Worker Training. These funds are in addition to any local Incumbent Worker Training funds available. Businesses can apply for state funds through the GCWED. Priority is given to businesses: in Opportunity Zones and rural counties; with less than 50 employees; when training is part of a layoff aversion strategy; and when training is aligned to in-demand occupations and leads to significant skill upgrades.

Work Experience for Youth

Oklahoma has continued to support the WIOA vision of work experience being one of the most critical of the program elements. Each local board has been charged with prioritizing the component year-round to ensure that the provision of work experience is developed and provided with industry standards laced into the processes. The State's component includes on-the-job training and the traditional temporary work experience through employers that understand the need for building a longer term pool of workers through entry level experiences to more advanced placement of younger workers with no or limited experience in the workforce. Pre-apprenticeships and on-the-job training is a strategy that prepares our youth for the demands of impending and future permanent employment opportunities.

The State is also committed to meeting the required expenditure of 20 percent for work experience and we've exceeded the benchmark periodically by increased efforts in recruitment of youth aged 14- 24 years of age and due to the overhauling of local strategies for serving the youth, as well as continuous promotion of the critical on-the-job training contracts between local areas and employers which under the youth program is a form of work experience. The OJT adds an additional commitment by the employer and the client as these contracts by statute requires a commitment to permanent employment upon successful completion.

With emphasis on the most critical of the program elements continuing where possible during the pandemic, Oklahoma continues its encouragement of the provision of virtual servicing through work experience, which was questionable at the beginning of the pandemic. However, as workplace operations around the country are adapting, work experience has to evolve as well.

Oklahoma's Performance Accountability System

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. This requirement is part of an ongoing effort to address the skills gap and ensure services consistent with the GCWED's goals.

For PY19, the State's combined total expended on Direct Participant Training for the Adult program was 30.4% and the Dislocated Worker program was 25.3%. Although, the State did not reach its State required minimums, as of June 30, 2020, the local areas achieved 70% of the required minimums which is commendable due to the pandemic that affected the last quarter of Program Year 19 (PY19) as well as Oklahoma. In PY19, three of the seven local areas met the 40 percent requirement for the Adult Program and only one of the seven local areas met the 40 percent requirement for the Dislocated Worker Program. Due to the poor performance of many local areas, OOWD revised the State's policy to incorporate the cost of more supportive services activities that are vital to the completion of training, such as child care and transportation. OOWD and the GCWED will monitor performance in PY20 to see if improvements toward reaching the 40 percent minimum training expenditure requirement are made.

Performance Deficiencies on Primary Indicators of Performance

Title I Programs: Oklahoma Office of Workforce Development

Currently, Oklahoma does not have a performance deficiency on any primary indicators of performance. However, the State has seen low measurable skills gains and a gradual decline in median earnings in the Adult and Dislocated Worker programs. Technical Assistance was provided to local areas during PY19 on Measurable Skills Gains in an effort to increase the rates. Another area of focus is to track and report all barriers a participant has at time of enrollment. In PY19, OOWD created [interactive dashboards on performance outcomes](#). These dashboards are reviewed for downward trends to allow for continuous improvement.

Oklahoma's Common Exit Policy

The [Oklahoma Workforce Development Issuance #09-2017, Change 2](#) includes Oklahoma's current Common Exit Policy. Currently, the policy is being revised for clarity and will be updated in PY20. 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); Oklahoma Department of Rehabilitation Services (VR) (WIOA Title IV); Migrant and Seasonal Farmworker (MSFW) program; Senior Community Employment Program (SCSEP); Temporary Assistance for Needy Families (TANF); or Unemployment Insurance (UI).

An exit is defined in the federal policy as it occurs when an individual has not received a staff-assisted or an individualized qualifying services under WIOA Titles I, Title III, NDWG, JVSG, or TAA that do not result in the individual becoming a participant for at least 90 days, and no future services are scheduled in the Management Information System (MIS)-(OK JobMatch). 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, JVSG, or TAA service for retroactively after a 90 day period. 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.

Negotiated Performance Levels for Title I and III, Program Year 2019

See Appendix II: Negotiated Performance Levels for Title I and III, Program Year 2019.

Data Validation and Data Integrity

Oklahoma elected to develop their own data validation review described in the state's Data Validation and Source Documentation Requirements policy ([Oklahoma Workforce Development Issuance #02-2019](#)) in PY18. The policy is currently in revision to incorporate language from the recently issued [DOL-only program-specific](#) DV guidance. The revision will be completed in PY20.

Title I: Oklahoma Office of Workforce Development

Oklahoma conducts annual data element validation to ensure data elements in participant records are accurate in order to maintain system integrity, ensure completeness of data, and to identify and correct specific issues associated with the reporting process. The Oklahoma Office of Workforce Development (OOWD) completes a data element and source documentation validation review of the Title I programs each program year. See Appendix III for Data Validation Results for Title I Programs.

The intent of the data element and source documentation validation process is to ensure the accuracy of data entered into OKJobMatch and subsequently submitted to the U.S. Department of Labor, Employment and Training Administration. During the annual validation, a list of Participant Identification (PID) numbers is generated utilizing random sample procedures to ensure generalizability. A worksheet for each PID is created from the Participant Individual Record Layout (PIRL) file that contains all applicable data elements and documentation reported during the reporting period, to be validated. The State Data Validation Unit then validates the source documentation in the participant's file using the worksheet. Each data element is coded as pass or fail for validation that applies to each participant.

The local area's combined pass/fail ratio must be below a five percent reporting error rate (95 percent confidence interval) to be considered a combined passing report for the area. If the local area's pass/fail ratio is below the error rate, the local area has 30 days to review and respond with concerns and questions regarding the report. After the 30-day timeframe, OOWD issues a final determination report. If the local area's pass/fail ratio exceeds the reporting error rate, the local area must research, analyze case files, and/or review policy and/or procedure and training plans in an effort to remedy each specified data element within 60 days of receipt of the initial report. After the research effort is complete or at the end of the 60-day timeframe, the local area provides to OOWD an action plan with proposed remedies. Within 30 days, OOWD reviews the Action Plan and issues a final determination report to the Local Area and the U.S. Department of Labor.

Title III: Oklahoma Employment Security Commission

The accuracy and reliability of program reports and data element validation are central to Oklahoma's good stewardship of federal funding. Title III (Wagner-Peyser) data validation is submitted by the Oklahoma Employment Security Commission (OESC) annually and consists of a minimal sample of 25 job seekers. The individual record files are reviewed and verified then compared to the state-level MIS data to ensure that the files used to conduct report validation were properly constructed.

Also submitted by OESC, the Trade Adjustment Assistance (TAA) program data validation random sample consists of between 100 – 150 participants depending on the number served during the year. Similar to Title I programs, TAA staff review worksheets and documentation according to the appropriate federal guidance and ensure accuracy of all applicable data elements. OESC consistently passes data validation samples for both programs.

Statewide Activities

Governor's Reserve Activities and Impact to Performance

This program year, activities supported by the Governor's Reserve funds included:

- COVID-19 Response: Due to the pandemic, all of Oklahoma's AJCs closed March 17, 2020, and remained closed to the public through June 15, 2020, when they reopened for services by-appointment only. This caused a significant decline in program enrollments during Q4 of PY19. As a result, OOWD and OESC invested a substantial amount in services to ensure local center locations were as safe as possible upon reopening and following all CDC guidelines pertaining to COVID-19 transmission prevention. Services provided to all AJCs included: high-touch surface cleaning; health screenings for all people entering the centers; weekly disinfection fogging of each center location; security; and PPE for all staff and customers at each AJC location.
- Statewide Initiatives: OOWD invested funds in several initiatives under the State Workforce Board, including:
 - OKJobMatch Mobile App to make the state's labor exchange more accessible to job seekers. The app is regularly promoted via social media and is one tool being used to connect our customers to employment.
 - Data packages designed to assist local boards and state partners in understanding the state's workforce landscape and aligning training to industry needs, including EMSI and Dun & Bradstreet software.
 - Partnered with a consultant to complete a pay for performance feasibility study centered on justice-involved individuals transitioning to the workforce. Oklahoma had the largest mass commutation in history and is seeking innovative ways to assist this hard-to-serve population in achieving employment. OOWD plans to pilot a Pay for Performance (P4P) contract to identify best practices and encourage local workforce development boards (LWDBs) to utilize P4P models to better serve hard-to-serve populations.
- Business Services: At the request of the Governor and Cabinet Secretary, OOWD revamped business services in the state with the goal of better engaging with a larger variety of Oklahoma employers focused on WIOA programs like Registered Apprenticeship, OJT, and Incumbent Worker Training.

Rapid Response Activities and Layoff Aversion

Rapid Response Activities

The Oklahoma Office of Workforce Development (OOWD), in coordination with local workforce development boards (LWDBs), and the Oklahoma Employment Security Commission (OESC), provided rapid response activities and information for companies that file WARNs and those that may not qualify for WARNs, but reach out for information or services. The cross-agency team provides workshops for individuals impacted from a layoff situation. In PY 19, there were 73 WARN notices with a total of 8,073

employees laid off. Additionally, there were 77 layoffs identified by other sources (e.g., news media). Of the 77 non-WARN layoffs, only 23 indicated the number of layoffs, which was approximately 5,766 employees.

When a rapid response event occurs, the OESC Area Manager and/or the OOWD Rapid Response Coordinator interviews the company to find out the details of the layoff. The Area Manager then assembles a team to conduct sessions for the employees. The team may include as needed, OESC, the local One-stop Operator, LWDB, Oklahoma Insurance Department, OOWD, Cherokee Nation, Department of Human Services, and Local postsecondary education and training providers. As needed, the individuals are signed up or directed to appropriate programs like TAA, OJT, NDWG, HOPE, UI, and Cobra. They are also given any needed assistance in resume writing and applying for jobs.

In PY20, OESC will transition Rapid Response services to the OOWD and local workforce development boards. This will allow for additional capacity for rapid response and layoff aversion services at the local level, as well as increase local board engagement of employers. OOWD and OESC will provide funds and training to all seven local workforce development boards to ensure a successful transition.

Oklahoma Department of Rehabilitation Services Business Services Program (BSP)

The OKDRS Business Services Program (BSP) is a resource for business owners, employers and supervisors in the State of Oklahoma. BSP serve as a resource for businesses to expand their knowledge about disabilities and hire qualified employees. BSP collaborates with American Job Centers, Chambers of Commerce, other state and federal agencies, community partners, and non-profit organizations to provide hiring events and disability consultation for businesses across Oklahoma. The success of this program is made possible by the continued input, interaction, cooperation and support from multiple internal and external partners across Oklahoma.

Wagner-Peyser Employment Services

Wagner-Peyser Employment Services are available to any individual, regardless of employment status; however, the unprecedented COVID-19 Pandemic resulted in unemployment insurance (UI) claimants being the Oklahoma Employment Security Commission (OESC's) most pressing service need for calendar year 2020.

The lessons of the Pandemic so far: more knowledge is power. OESC has trained staff on the UI program for the past 2 years including the Meaningful Assistance initiative; however, in 2021 OESC has a more robust and advanced UI training planned for the Oklahoma Works Center Staff. Much of this training mimics the fast-track sessions we held during the Pandemic with an extra dose of claims review and problem-solving, all aimed at more access points for the UI customer to get the help they need. The goal of the new robust training program for the UI program is that the same level of service and knowledge of the program can be found at any of our statewide locations.

Reemployment Services Delivered to Oklahomans

Service Description	Number Served
Services Provided to Employers	17,121
Services Provided to Veterans	27,374
Job Openings Listed on OKJobMatch (Oklahoma's Electronic Job Bank)	176,871
Active Resumes Posted on OKJobMatch	430,496

Service Description	Number Served
Employer Accounts Posted on OKJobMatch	2,729
UI Claims Filed	856,014
Number of Customers Who Received UI Benefits	323,425
UI Benefits Infused into the Local Economy	\$798,988,651
TAA Clients Served	196
TAA Petitions	18
TAA Clients Attending Occupational Training	138
Received RTAA Subsidies, Job Search, and Job Relocation Assistance	43

Because OESC’s federal programs cover various reporting periods, some by program year and others by fiscal or even calendar year, the agency has included a 12-month snapshot of service delivery numbers crossing 2019 and 2020.

Reemployment Services and Eligibility Assessment (RESEA)

RESEA is an individualized process designed to assess the needs of individuals who’ve been identified as likely to exhaust unemployment benefits and unlikely to return to their previous occupation because they were employed in a declining industry. The program also serves claimants who’ve been separated from the military. Claimants are scheduled before the 5th week of unemployment benefits. The sessions include information about the workforce system and its available resources. In addition, claimants receive the following intensive services:

- Reemployment Services & Eligibility Assessment – RESEA (the placeholder service that stands for entire RESEA session)
- Reemployment Needs Inventory & Eligibility Review is designed to quickly determine the customer’s readiness to return to work and assess the customer’s continuing eligibility for unemployment insurance program
- WOTC Pre-Screening
- Job Search Planning
- Information on Available Services
- Individual Reemployment Plan to discuss the customer’s plan in detail and discuss any appropriate activities that shorten the time between now and the day the customer becomes reemployed.
- Career Guidance
- Customized Labor Market Information, and
- RESEA – Follow-up appointment (s) to check on the claimant’s employment status and work search efforts.
- Resume Assistance
- OKJM, Registration, customers can see all the available job in our system.

These reemployment services are provided in an effort to reduce the time a claimant will be paid unemployment benefits and increase the likelihood the claimant will attain self-sufficient employment more quickly. OESC is currently making policy revisions with some changes that will include: adding a UI

eligibility assessment or work search review process, the flexibility to provide services to claimants at locations outside of the AJC, allowing the use of online or self-directed individual reemployment plans, eliminating the AJC orientation presentation and making use of a brochure the claimant can access later, and referring all claimants to the appropriate programs according to their needs. In an effort to take advantage of the flexibility the grant offers and enhances access points for customers a pilot project was launched in the summer of 2019 with the Elk City Library. Customers in this rural area will have access to OESC services outside of the American Job Center.

Unemployment Insurance Meaningful Assistance

Oklahoma continues its efforts to focus on Meaningful Assistance by informing all claimants of their rights and responsibilities and aims to go further by providing a more robust and advanced UI training planned for the Oklahoma Works Center Staff. Much of this training mimics the fast-track sessions we held during the Pandemic with an extra dose of claims review and problem-solving, all aimed at more access points for the UI customer to get the help they need. **Rights and Responsibilities of the UI**

Claimant include:

- Assistance with the filing of initial or weekly claims. This means guiding the claimant through the agency's online filing tool and ensuring they are aware of the various self-service options available.
- Informing the claimant about their responsibility to search for work including where to find the work search log, how to fill out the work search log, and what constitutes an allowable work search item.
- Informing the claimant about their responsibility to keep all scheduled appointments and return all requested documents.
- Informing the claimant about their responsibility to accept offers of suitable work.
- Informing claimant of their right to an Appeal including where and how to file.
- Explaining the claimant's responsibility to register for work and guiding them through creating a resume or completing the online process in OKJobMatch.
- Informing the claimant of their right to receive reemployment services.
- Answering questions about applications, online job search and application tools, social media platforms, and other tools that the claimant may use in performing their work search responsibilities.

Promising Practices, Lessons Learned, and Success Stories

Oklahoma's Accessibility Initiative for the Oklahoma Works System

The Governor's Council for Workforce and Economic Development (GCWED) is playing a key role as the vehicle to establish the state vision for accessibility for all jobseekers, businesses, workforce and economic development integration. This initiative provides training, consulting, and resources for Oklahoma Works American Job Center partners and employers to ensure individuals with disabilities are intentionally included in efforts to achieve greater household wealth for Oklahomans. The initiative is brought to the Oklahoma Works system through a partnership between the Oklahoma Department of Rehabilitation Services (Oklahoma's Vocational Rehabilitation Program) and Oklahoma ABLE Tech (Oklahoma's Assistive Technology Act Program).

Access for All equips each Oklahoma Works American Job Center with the knowledge and resources needed to make it accessible to individuals with disabilities that utilize one-stop system programs in person, on the phone, or through the web. The one-stop system's standards and certification criteria are designed to integrate physical and programmatic accessibility into the benchmark criteria for center certification. Prior to center certification approval, physical and technology accessibility is reviewed at each Oklahoma Works (One-Stop) American Job Center. When issues related to physical and programmatic accessibility are identified, an Equally Effective Alternative Access Plan (EEAAP) is created. These plans are designed to function as corrective action plans, which are designed to be monitored regularly and updated by local Equal Opportunity Officers.

Oklahoma Accessibility Star Rating System

Oklahoma Works Access for All is an initiative that has provided training and technical assistance to the Oklahoma Works system in partnership with the Department of Rehabilitation Services and Oklahoma ABLE Tech. A working group under this initiative has been developing a system-wide framework to promote a proactive workforce system culture in the spirit of continuous assessment and progress for physical and programmatic accessibility. The working group has been building a tiered rubric in the areas of Customer Service, Outreach, Physical Accessibility and Training for local workforce development area partners.

Phase I of implementation of the Access For All Star Accessibility Framework was approved in October of 2020 under [OWDI #11-2020](#) (PDF linked). Under this phase of implementation, local areas will utilize the rubric to complete a self-assessment in coordination with the required 2-year center certification process. The results of the self-assessment can be utilized for continuous improvement and local/regional strategic planning. The next phase of implementation will establish a regular and recurring evaluation process to promote system growth in the areas of Customer Service, Outreach, Physical Accessibility and Training. OOWD has procured Adobe Captivate Prime to utilize as a learning management system database of training resources for the evaluation categories and will be building out those resources in the new platform in 2021.

Populations with Barriers to Employment

Oklahoma has developed promising practices and lessons learned from its focus on serving communities and special populations or individuals with barriers to employment. For example, Oklahoma's evaluation and research on ex-offenders is outlined in the research and evaluation section of this report. The following section outlines information on a broad range of at-risk and priority populations served in Oklahoma

Oklahoma has established several strategies to provide services to populations with barriers at a high level. For example, to better serve populations with barriers, Easter Workforce Board's case managers allot time to thoroughly address all barriers participants may face while working towards their workforce goals. These interviews allow for consistent and persistent outreach during follow up calls and meetings. Without these in-depth interviews, follow up contacts would be limited to unproductive messages for current and prospective participants.

The NEWDB has partnered with Grand Lake Mental Health Services to create a support system for participants who are part of the at-risk and priority populations. Grand Lake Mental Health Center (GLMHC) provides employment and career services through the IPS (Individual Placement and Support) model of supported employment. A crucial element to avoid recidivism and to maintain engagement in therapy, employment also opens doors to improved self-esteem, increased quality of life, improved social networks, increased income, better control of symptoms, reduced substance use and of mental

health services. We have created a standardized referral process to and from GLMHC to provide wrap around continuum of care.

The South Central Oklahoma Workforce Board's (SCOWB) One Stop Operator ensures that a full range of employment and training programs and services delivered through the area's system are accessible to and will meet the needs of displaced homemakers, low-income individuals, women, minorities, individuals training for non-traditional employment, veterans, public assistance recipients and individuals with barriers to employment (including older individuals, people with limited English-speaking proficiency, and people with disabilities). Our One-Stop operator also serves on the Department of Corrections advisory council and provides information on resources available through the American Job Centers.

The Southern Workforce Board (SWB) has been proactive to help overcome and focused on serving individuals with barriers as evidenced by serving the most Youth that are in Foster care, English Language Learners/individuals with low levels, Low-Income individuals, Exhausting TANF, Long-term Unemployed, and Homeless/Runaway Individuals and finally Single Parenting in the State and many of the same with the Adult population. This was achieved by the SWB partnerships with DRS, DHS, ABE, Career Tech, Choctaw/Chickasaw other partnerships to ensure those most in need customers are a top priority for the area.

Tulsa Workforce trains its Career Navigators (CN) to be specialized as it relates to the 'Priority Populations' in local areas, which allows them to be Subject Matter Experts (SME) in their specific fields. Based on the Tulsa area, local CNs have been specialized in the following areas: Ex-Offenders, Immigrants, Youth, Veterans, and Individuals with Disabilities.

Ex-Offenders

Central Oklahoma Workforce Innovation Board (COWIB) is in its fourth year of a partnership with ReMerge, a female jail diversion program. They have a staff on-site which has proved valuable in providing job readiness classes, career exploration, resume writing and placement. Additionally, COWIB did outreach at John H Lilley Correctional facility on a monthly basis until COVID restricted entrance into the complex. This outreach provided offenders that were near release with local resources that included address to the American Job Centers (AJC) and what would be needed to apply for services along with a menu of services available. It was COWIB's belief that establishing a relationship with a career navigator that would be working in the AJC would reduce any anxiety that might occur for the justice-involved individual.

NEWDB focuses on engaging in partnerships with employers who offer second chance employment and work-based learning opportunities for youth offenders. They partner with community entities such as Light of Hope as a referral source for outreach to serve individuals in this population group. NEWDB routinely strives to build relationships with second chance employers and have identified this as a priority for our business service strategies. Some identified second chance employers in our service area are: G&G Quality Services, American Castings, and SMX. Additionally, Adult Basic Education is offered at Rogers County Detention Center. This venue allows for career pathways and transition to reentry initiatives and other post release activities.

The Western Oklahoma Workforce Development Board (WOWDB) serves individuals who are "justice involved." They have developed a great partnership with Branch 15 in Clinton, OK. This faith-based organization is a transitional living care facility for women on their paths to recovery and independent, sustainable living. WOWDB have also developed partnerships with the Enid Community Corrections Center in Enid, OK; Cedar Canyon Adventure Program in Weatherford, OK; Oklahoma Department of Corrections and Probation and Parole. A key factor for their area is the WOWDB Chair, Dennis Luckinbill,

as a business owner, who promotes the hiring of “justice involved” individuals to other business owners or anyone who will listen. These relationships allow WOWDB to serve this population of individuals transitioning from facilities to communities and assist with lowering the recidivism rate for Oklahoma by helping individuals find gainful employment.

Out-of-School Youth Outreach

Oklahoma’s seven local workforce development areas continue to make concentrated efforts to increase outreach to out-of-school youth (OSY) as a target population in WIOA. Strategies to increase outreach and participation by OSY include partnerships with Job Corps, local youth non-profit organization, Adult Basic Education (Title II of WIOA), and other youth-related partners. Social media campaigns are frequently used to attract OSY to American Job Centers. An exhaustive list of OSY Outreach strategies is provided in Appendix IV.

Low-Income Adults

At the end of PY18 COWIB began a partnership with Reach Our City (ROC) which is a faith-based organization that focuses on individuals that live in a zip code that has some of the highest poverty and lowest educational achievement rates of any Oklahoma County zip codes.

Individuals with Limited Language Proficiency and/or are Basic Skills Deficient

In NEWDB area, the Northeast Oklahoma A&M College (NEO) Adult Learning Center offers ESL and high school equivalency training. NEO offers semester courses and also delivers customized courses. ESL classes are a minimum of 40 instructional hours and can be extended based on the individual need. NEWDB Service Provider staff are onsite at NEO ABE classes once per week and accessible to all students during that time.

Workforce Tulsa identified the top English Language Learner/Immigrant communities and have worked on creating readily available materials (both paper and digital) translated in their preferred language. Based on the Tulsa area, most common languages are Spanish, Zomi, Burmese, Vietnamese, Hmong, and Korean.

The Western Oklahoma Workforce Development Area (WOWDA) has a unique situation where individuals from the Marshall Islands have gathered and created a community. The WOWDB has partnered with the Emmanuel Baptist Church in Enid, OK to reach out to individuals needing help finding employment and allow them to be able to support their families. The majority of these individuals have limited English-speaking proficiency, but the church provides interpreters to assist with accessing resources from the community. The AJC in the WOWDA have Spanish speaking employees to assist with the concentrated Hispanic populations located in the panhandle of Oklahoma and across our area. When A Rapid Response is organized and there are Spanish speaking individuals, WOWDB partners with OESC and ORO provide Spanish interpreters for the events.

Individuals with Disabilities

The NEWDB leans on the expertise of DRS to provide counseling and guidance, job placement, and employment services to Oklahomans with disabilities. Through the partnership with DRS, other services may also be provided to assist individuals with disabilities to compensate for, correct, or prevent disability-based barriers to employment. DRS provides transition from school to work services available for high school students ages 16 and above. DRS contracts with local schools to provide transition services to youth with significant disabilities that are a barrier to their employability. These services normally involve school work study, but may also include work site learning, employer work study, vocational evaluation, and basic job readiness training. NEWDB has also required staff to complete multiple hours of accessibility training to improve access to services for individuals with disabilities to

improve staff capacity for services for this population. To increase accessibility to services Title I staff has partnered with DRS to identify participants who are unable to meet at static office locations and will be bringing documentation for both Title I and DRS services to participants at more logistically feasible locations.

Veterans

OKMilitaryConnection is a partnership between the Oklahoma Office of Workforce Development, the Oklahoma Employment Security Commission, the Oklahoma Department of Career Technology, and the Oklahoma National Guard. During PY19 Oklahoma's military hiring event partnership, OKMilitaryConnection, continued to help Oklahoma's veterans discover employment opportunities. Events were held in Fort Sill in September of 2019 and Norman in November of 2019. At these events, job seekers who pre-registered online were matched by OESC Veterans Services representatives with available opportunities listed by registered employers. This is done as a service to employers to maximize the employer's recruitment efforts, and to better ensure positive outcomes for job seekers. In PY19, more than 150 employers and more than 300 job-seekers attended these events. OKMilitaryConnection also co-sponsored aerospace job fairs in Tulsa and Midwest City in January of 2020. These events included local aerospace companies in need of workers.

Veterans Employment Services (VES), a department of the Oklahoma Employment Security Commission (OESC), is the administrator of the Jobs for Veterans State Grant (JVSG) for the State of Oklahoma from the Department of Labor, Veterans Employment & Training Service. The VES team is made up entirely of veterans who have a passion for helping their veteran brothers and sisters to find meaningful employment and/or careers. VES has "boots on the ground" servicing every county in the state through Disabled Veterans Outreach Program (DVOP) specialists and Local Veterans Employment Representatives (LVER). LVERs facilitate employment, training, and placement services by work exclusively with employers who wish to hire veterans to become veteran-ready employers. LVERs assist employers in setting up apprenticeship and on-the-job training programs and help them understand the benefits of hiring veterans. LVERs also encourage employers to participate in regular coordinated veteran-specific hiring events. This process aids in the reduced time of Veterans identified as eligible populations with significant barriers to employment (SBE) being unemployed. The DVOP specialists work exclusively with eligible populations with SBEs to prepare them for job-readiness by assisting them in dealing with significant barriers to employment such as homelessness, low income, interviewing skills, low education, no transportation, inadequate resume skills and much more.

VES just concluded its PY19, which has been an extraordinary challenge nevertheless very successful in bringing the veteran unemployment rate in Oklahoma from an all-time high of 13.7% due to the pandemic to 6.0%, as of Jun 2020 and we continue to aggressively decrease this rate. This was accomplished through several virtual efforts including in cooperation with the Oklahoma Military Connection, Fort Sill, Army Base and case management of veteran clients across 27 American Job Centers (AJC) in Oklahoma, partnerships with countless civic organizations and other critical state agencies, and the perseverance and passion of an extremely dedicated team.

In PY 19 the NEWDB partnered with Veterans' Ride Connect and invited them to present to our consortium partners to help connect these resources. Veterans' Ride Connect utilizes a state-of-the-art Mobility Management Center located in rural Oklahoma. The consortium established a one-call/one-click system that links its transit providers, so veterans with transportation needs anywhere in the service area have only one phone number to call to schedule a ride. The NEWDB is also partnered with Oklahoma Veterans Alliance. Through this partnership we are able to share resources that empower veterans through a shared network to collaborate on referrals to reduce delays; track and close the loop on referrals; access key data for assessments; and relay outcomes and impact to funders.

Other Barriers to Employment and Special Populations

There are several other areas of barriers to employment. NEWDB is building relationships with Early Head Start and TANF to act as a two-way referral source for the parenting youth population. Additionally, the NEWDB has built a relationship with Head Start in Grove and is working to schedule meetings with all Head Start providers in our service area. NEWDB has worked with the DHS area supervisor for our coverage area and together we are striving to develop a referral process and to create opportunities to meet with DHS to assess needs for WIOA Title I services. Additionally, through partnership with NEO, NEWDB is working on establishing a relationship with homeless reentry organizations in our area. Light House in Bartlesville is a homeless shelter, local staff refer homeless clients to; and WIOA has received inbound referrals from this resource.

The Native American tribes and nations that have collaborated with the WOWDB are Otoe-Missouri Tribe, Citizen Potawatomi Nation, Ponca Tribe of Oklahoma, Kaw Nation, Tonkawa Tribe and the Cheyenne and Arapaho Tribe. Tribe members have attended workforce related meetings such as Youth committee, WOWDB meetings and other meetings related to workforce. The WOWDB has a good working relationship with the Tribes. This relationship works well to leverage resource between the organizations and share information to assist jobseekers.

National Dislocated Worker Grant

COVID-19 Response

Oklahoma applied for and received a COVID-19 National Dislocated Worker Grant (DWG) near the end of PY19. These funds are being used to support activities aligned with Rapid Response and the State's Emergency Management strategies. Oklahoma chose to prioritize training services aligned to demand occupations that are directly associated with COVID-19 response efforts or support essential functions associated with the conditions arising from the public health emergency. These occupations include: Information Technology (Service/Help Desk Technician, Network Technician, Security Technician/Cyber Security Specialist, Computer Programmer, Software Developer); Manufacturing (Maintenance Technician/Mechanic, CNC Machinist, CNC Programmer, Welder, Material Handlers, Quality Inspector); and Warehousing and Distribution (Supply Chain Management, Logistician, Operations Manager).

The State Dept. of Emergency Management requested help staffing food banks in specific areas of the state due to skyrocketing demand due to high unemployment. Humanitarian relief employment will consist of managing local food bank operations that have seen dramatically increased demand.

Career and training services will be provided to eligible dislocated workers. Priority will be given to workers dislocated from the restaurant, hospitality, and retail industries since those have been hardest hit by the pandemic and make up the industries where we are seeing permanent layoffs. The state is prioritizing training services aligned to demand occupations that are directly associated with COVID-19 response efforts or support essential functions associated with the conditions arising from the public health emergency. These occupations include: Information Technology (Service/Help Desk Technician, Network Technician, Security Technician/Cyber Security Specialist, Computer Programmer, Software Developer); Manufacturing (Maintenance Technician/Mechanic, CNC Machinist, CNC Programmer, Welder, Material Handlers, Quality Inspector); and Warehousing and Distribution (Supply Chain Management, Logistician, Operations Manager).

Trade and Economic Transition (TET) Dislocated Worker Grant

As OESC and its workforce development partners continue to work at narrowing the skills gap in Oklahoma, changes to the program have been made. The Trade and Economic Transition Dislocated Worker Grant (TET) has been modified to include a one-year extension and the ability to assist all dislocated workers. In addition, the Oklahoma Department of Commerce/Oklahoma Office of

Workforce Development will serve customers. OESC will monitor and provide technical assistance. This change will improve the TET's reach to customers throughout the state and reduce wait times for assistance. Despite some of the limitations the COVID-19 Pandemic imposes, institutions of higher learning and Oklahoma businesses are ready to help customers find their career pathway. We will still provide the needed supportive services that enable individuals to complete a training program. **Program Services include:**

- Career planning that includes information on demand occupations and career pathways as well as related Labor Market Information;
- Development of an Individual Employment Plan outlining goals and following the participant's progress through the program;
- Soft skills workshops (Barriers to Employment, Interview Skills and Etiquette, Job Applications, Job Search, Social Media and Work Search, and Writing Resumes for Today's Employers);
- Linkages to community services;
- Assistance with any of the following: transportation, childcare and dependent care, and housing costs;
- Referrals to medical services;
- Assistance with uniforms or other appropriate work attire and work-related tools including items such as eyeglasses and protective eye gear;
- Assistance with books, fees, school supplies, and other necessary items for students enrolled in post-secondary education classes; and
- Payments and fees for employment and training-related applications, tests, and certifications.

State Workforce System Challenges

COVID-19 Pandemic Challenges

The COVID-19 pandemic has highlighted a number of challenges facing the state's workforce system. With the large number of Oklahomans attempting to access the system, UI was quickly overwhelmed. The state has outdated technology infrastructure which caused frustration to customers. Until now, AJCs were exclusively delivering services in-person and quickly needed to shift to virtual service delivery, causing challenges related to digital literacy, broadband access, and virtual schooling while also working from home. Because Oklahoma chose to waive the work search requirement for UI, Title I programs had no way of accessing referrals from the UI system, resulting in a decline in Adult, Dislocated Worker and Youth enrollments. Additionally, many training programs abruptly stopped enrolling new students and did not immediately switch to online courses, further delaying credential attainment for Title I participants. Finally, it quickly became evident that services were not fully integrated and siloed service delivery was occurring in some cases.

In PY20, the GCWED is working with Maher & Maher to produce a COVID-19 Response and Recovery Plan that includes recommendations based on stakeholder input. This will assist the GCWED in implementing strategies to improve data sharing and infrastructure, labor exchange and case management, integrated service delivery, workforce system structure, and system marketing and branding, among other things.

Additionally, the local areas have developed strategies to deal with the challenges resulting from the COVID-19 pandemic. The local areas identified and responded to the following challenges.

- **Staff Moving to Virtual Work:** Staff quickly transitioned to work remotely. The challenge was to foster teamwork and accountability. The use of online meeting platforms, such as zoom, were used to engage employees. Online meeting platforms were used for problem solving meetings and technical assistance.
- **Moving to Virtual Enrollment:** Several technological challenges were presented. The enrollment process consists of several steps that are typically completed in person, such as obtaining signatures. Each local area developed a plan to move enrollment completely virtual, which included innovated ways to securely obtain personal information.
- **Health and Safety:** Ensuring the health and safety of all individuals were a priority in the reopening of the American Job Centers. Hiring cleaning services and security were a part of the reopening strategy.
- **Communication:** With all of the changes due to the COVID-19 pandemic, communicating those changes were a challenge. Social media was used to communicate to current and potential participants.
- **Training and Career Services:** Training programs and services were cancelled or moved to fully virtual. The local areas adapted their training and service delivery to a virtual format.

Annual Oklahoma Works American Job Center Alumni Celebration

The Alumni Celebration is an annual event to celebrate and recognize the success of customers, both job seekers and businesses, of the Oklahoma workforce system. The annual event is sponsored by the Oklahoma Workforce Association, of which the local boards and the state board are members. Many of the honorees recognized have faced situations that seemed insurmountable and must have thought themselves without opportunity to overcome their personal barriers. The PY19 Alumni Celebration Event honored 14 outstanding Alumni and five were speakers at the event. The success of the honorees is made possible by a workforce system guided by business professionals and a dedicated staff that work directly with its customers on a daily basis.

Promising Practices

Unemployment Insurance Integrity and Improper Payment Detection-Prevention

Nationally, there has been an increased amount of perpetrators filing fictitious insurance claims – using stolen or synthetic identities. Unfortunately, this same trend has been identified in Oklahoma as well. It is believed that this resulted from major data breaches that have occurred over the last few years. To be clear, OESC did not have a data breach, this information was acquired from external sources and used to file fraudulent claims for unemployment benefits. The agency remains ever-mindful of the increasing need for cybersecurity and the protection of both claimants’ and employers’ information, particularly during the Covid-19 pandemic. Recently – during our current program year – we have made significant advancements in the area of preventing and detecting Improper Payments as follows:

- **Automatic pattern recognition scanning:** All claims submitted are automatically scanned for patterns that have been identified as typically-used by fraudulent actors. These patterns can occur anywhere within a claim. When the pattern is detected, the claim is automatically stopped for further review.
- **Electronic ID verification/validation:** All claims will soon be required to go through a validation of identity using cutting-edge facial recognition technology to ensure the claimant is a real person who has had their identification validated before an account can be established. This technology has already been partially deployed and is slated for full deployment very soon; and,

- **Integrity Data Hub:** Although the OESC has been a participating member in the NASWA Integrity Center's Integrity Data Hub for many years, we recently were able to begin taking advantage of newer technology that was added. This technology allows us to cross-match claims against data from 49 other states and 2 U.S. Territories. It also allows us to scan for synthetic identities, deceased identities, minors and much more.

Oklahoma is routinely watching for new deterrents and mitigation techniques that will have a positive effect on improper payment rates.

Oklahoma Waivers

Oklahoma has no waivers.

Pay for Performance

Oklahoma currently has no pay for performance contracts.

Appendices

Appendix I: Local Area Customer Satisfaction Survey Results

Central Area Customer Satisfaction

We are still using the customer satisfaction surveys that were submitted for PY17 through Survey Monkey. We continually review the data and customer comments monthly, share highlights (positive comments) with staff, and report the satisfaction percentage to all stakeholders. At the same time we address any negative comments and try to correct the action that was caused by any less than positive response. This includes sharing negative comments about any staff issues with the appropriate partner. Comments have caused us to now include a question about hours of operation, in order to ensure we are providing every potential customer with the opportunity to receive service. That is a reason that we added an initial inquiry about services to our web site.

The number of customers, business and individuals, provided customer satisfaction outreach was approximately 37,864. The number of responses received was 1,592 which translate to a response rate of 4%. The response rate has decreased by approximately 2% over PY19. Even though every computer in the resource room has a survey link pop up, we still encountered enormous obstacles with the COVID-19 Pandemic. Our American Job Centers along with our specialty centers were closed for a period of 3 months due to COVID-19. An online enrollment form was implemented for clients to continue to enroll in WIOA Title 1 services however everything had to be done virtually which proved to have its own set of challenges. Once the Centers opened the volume of Unemployment Insurance claimants that needed to be seen in the centers provided many challenges. WIOA clients were only able to be seen if an appointment had been set and walk-in traffic came to a complete halt. OESC waived the job search requirement which also limited the amount of individuals that received the customer satisfaction survey.

Eastern Area Customer Satisfaction

The Eastern area conducted online surveys via Survey Monkey to include the following questions:

Seven questions were included in the customer survey. They are as follows:

1. Which location are you accessing services?
2. How did you hear about us?
3. Overall, how satisfied or dissatisfied are you with Oklahoma Works?
4. How well do our services meet your needs?
5. How likely are you to use any of our services again?
6. How likely is it that you would recommend our services to a friend or colleague?
7. Do you have any other comments or questions?

Surveys were made available via a link on the resource computers located in each AJC. Every customer had access and provided notice of the link. The response rate was 17%. To help improve the response rate, quick sheet reminders were provided to all AJC staff members to ensure that this was a part of their everyday interaction with clients.

Overall, customers were satisfied with Oklahoma Works. Specifically, 83.02% were “Very satisfied,” 12.71% were “somewhat satisfied,” 2.67% were “neither satisfied nor dissatisfied,” 0.46% were “somewhat dissatisfied”, and 1.15% were “very satisfied.”

Northeast Area Customer Satisfaction

The Northeast Development Workforce Board utilizes the customer satisfaction surveys to develop services strategies, to create process improvement and to develop new efficiencies that will enhance and improve the customer experience. The surveys from each American Job Center are reviewed monthly by the One Stop Operator. A summary of observations is made by the One Stop Operator and sent to the NEWDB Executive Director. Within that summary, trends are noted, comments are observed and areas of improvement are considered. Any immediate issue that is noted within a comment from a customer is addressed immediately by the One Stop Operator, NEWDB Director and the American Job Center Manager that was noted in the survey.

The NEWDB made concerted efforts in the last two quarters of PY 2018 to increase the response rate of the surveys and engaged AJC staff in order to expand the usage of the surveys. The One Stop Operator initiated an incentive to AJC staff by promoting a “jean week” reward for the center that had the highest amount of surveys completed for a month. The surveys are being analyzed and discussed during monthly Core partner calls facilitated by the One Stop Operator. During the monthly calls partners discuss strategies to increase the response rate, suggestions are welcomed by all partners. A “please take our survey” sign was created and placed in all resource rooms at the American Job Centers in the NE area to promote and encourage customers to take the survey. All partners and staff received training during the September Stand Up training about the importance of customers taking the survey and how it provides strategies for center improvements and efficiencies.

The One Stop Operator holds monthly Core Partner calls to discuss the results of the previous month’s survey. Survey numbers are discussed, as well as customer comments, customer service improvements and any other observations that may need to be addressed. The surveys are also used to help direct topics for the monthly Stand Up agendas that the American Job Centers use as training pieces for all center partners and staff.

As a result of tracking customer service surveys, the NEWDB has increased the response rate of the question, “When you entered the Center, were you asked if you served in the Military?” from 77% in May to 89% in September in the Bartlesville American Job Center.

Comments from a survey received in July 2019 recommended providing resources in other languages, though no specific language was requested. Based on that customer feedback the NEWDB created a Limited English Proficient Fact Sheet that has been distributed at all American Job Centers in the NEWDB Area. The NEWDB also presented ESL training at a New Day New Way partner’s meeting. The One Stop Operator addressed the topic and provided the fact sheet during the September 2019 Stand Up Monthly Partner Training and discussed the topic during the August Core Partner call.

In reviewing the customer service surveys, when customers are asked about how they found out about Oklahoma Works, consistently on a monthly basis 3 - 6% are referrals from agency / partners. This low number is directly linked to the lack of having an approved referral tracking system to use among all required partnering agencies. The NEWDB has worked extensively with partners to implement a referral

process. All but one partner has agreed to the referral process. The NEWDB has requested TA from OOWD to help resolve.

Through the tracking of the customer service surveys, in May a trend was observed that the centers were struggling with asking if veterans had a service-connected disability. Response to this question ranged from 100 – 53%. This was used as a training opportunity with staff and as a result, centers are now seeing response rates as low as 0 -25%

Customer Service Survey results show that very rarely does a customer have to wait more than 5-10 minutes for assistance at any of the four NEWDB American Job Center locations. All four centers consistently score “good” as the rating on the greeting received when a customer comes into the center. “Good” is the highest score available. Not often does a center receive a score lower than “good”. The NEWDB has placed an emphasis on customer service training for staff in the AJCs and is used a frequent and consistent topic for Stand Up training.

Additionally, the positive customer feedback is also shared with AJC staff. The One Stop Operator shares these comments with the Center Managers and staff at Stand Up meetings.

The tables below outline details of the customer satisfaction outreach.

Center	Number of Walk Ins	Number of Customer Surveys Received	Month	Response Rate
Bartlesville	579	56	June 2019	10%
Miami	613	32	June 2019	5%
Pryor	727	52	June 2019	7%
Claremore	6	0	June 2019	0%
Bartlesville	640	130	July 2019	20%
Miami	756	72	July 2019	9%
Pryor	686	94	July 2019	14%
Claremore	28	6	July 2019	21%
Bartlesville	604	84	August 2019	14%
Miami	717	94	August 2019	13%
Pryor	918	48	August 2019	5%
Claremore	22	0	August 2019	0%
Bartlesville	612	80	September 2019	13%
Miami	700	99	September 2019	14%
Pryor	813	53	September 2019	7%
Claremore	53	4	September 2019	8%

The NEWDB acknowledges the 0% response rate in the Claremore American Job Center. The Claremore American Job Center is co-located with Cherokee Nation, no other core partners are present in the center at this time. This limits the amount of foot traffic that travels through the center on a daily basis. Additionally, the survey was inadvertently removed from the computers in the resource room in late May and there was a transition in WIOA Title 1 staff. Therefore, no surveys were taken during the month of June 2019. Once it was discovered that the survey had been inadvertently removed, it was immediately corrected and the surveys were put back on the computers in the resource room. The following month the Claremore AJC had a 21% response rate. Transition of WIOA Title 1 staffing also impacted survey outcomes. The Claremore office had previously been served by shared WIOA Title 1 staff, but the staffing structure has changed and there is now full time WIOA Title 1 case management services provided. New staff have now been trained and understand the use and value of the customer service surveys. The goal is for each center to have at least a 20% return rate in the upcoming program year.

South Central Area Customer Satisfaction

In PY19, the South-Central Oklahoma Workforce Board (SCOWB) utilized the Oklahoma Employment Security Commission (OESC) customer satisfaction surveys to develop services strategies, to create process improvement and to develop new efficiencies that will enhance and improve the customer experience. The surveys from each American Job Center are reviewed quarterly by the One Stop Operator and reported to the board at each board meeting. The One Stop Operator reviews comments and areas of improvement are considered. Any issues are discussed with supervisor of the appropriate agency within the American Job Center.

SCOWB made efforts to increase the response rate of the surveys and engaged AJC staff to encourage customers to complete the surveys. The surveys are being analyzed and discussed during partner meetings facilitated by the One Stop Operator.

Customer Service Survey results show that very rarely does a customer have to wait more than 5-10 minutes for assistance at any SCOWB American Job Center locations. All three centers consistently score “good” as the rating on the greeting received when a customer comes into the center. “Good” is the highest score available. The tables below are samples of the customer satisfaction data:

Center	Number of Walk-ins	Number of Customer Surveys Received	Month	Responses
Chickasha	248	0	August 2019	Did not receive surveys for August
Duncan	501	5	August 2019	Less than 5 min wait and good feedback
Lawton	974	24	August 2019	Less than 5 min wait, good feedback, 1 customer did not feel like they got the assistance needed
Chickasha	330	17	October 2019	No wait, good feedback
Duncan	295	16	October 2019	Less than 5 min wait, good feedback

Center	Number of Walk-ins	Number of Customer Surveys Received	Month	Responses
Lawton	909	11	October 2019	Less than 5 min wait, good feedback, one customer had concerns about greeting when they came in
Chickasha	313	17	December 2019	Less than 5 min wait, good feedback
Duncan	547	30	December 2019	Less than 5 min wait, good feedback
Lawton	894	21	December 2019	Concerns about wait time, otherwise good feedback

Data for January and February 2020 data has not been provided by OESC since the data is provided by the calendar year. March through June 2020, the offices were closed due to COVID-19. The goal for PY 2020 is to increase the percentages of surveys completed with continued positive feedback. Data should be more readily available since surveys are now completed in survey monkey and the one-stop operators have access to the data.

Southern Area Customer Satisfaction

The customer satisfaction tool utilized in PY19 was created at the local level. This was accomplished through the Survey Development tool Survey Monkey. There were a series of questions based on the customers experience while being served at one of our 10 locations. The One Stop Operator was in charge of collecting the data and reporting it to the Systems Committee and Southern Workforce Board quarterly. There was an expected amount of survey’s to be completed and measured as a performance under the One Stop Operators quarterly report. The expectation was to have 550 customer satisfactions completed by the end of PY19. The outcome for PY19 was 679. In order to increase participation by staff in the local workforce center, the one stop operator introduced incentives for staff who completed the most customer satisfaction surveys. Also, increased awareness by adding customer satisfaction survey promos to attach to the direct client support staff’s business cards.

For the surveys that had negative remarks, the One Stop Operator would send those to the Southern Workforce Board staff and the Center Manager to address accordingly. The overall response from the customer satisfaction surveys were positive. See below examples of a few collected responses:

- “I wanted to talk with you guys about how amazing the staff at the Durant Unemployment office is. Justin is an amazing person. I have PTSD from a traumatic event in my life. I know that I am not always the easy to deal with and can come across as rude at times. Justin was so easy to talk to. he listened to me and talked my down. Im in a bad place right now and just really needed someone who cares and Justin was that person. So, I just wanted you guys to know just how amazing this person is”
- “Monique helped me through the whole process. She was there for any question or help needed. She is very respectable. And very helpful in all aspects.”

- “I just wanted to tell you just how much I appreciate the office in Durant. They have been such a big help since I lost my job. Missy and her supervisor are some of the most outstanding people I have ever had the chance to meet. They worked so hard to get my unemployment started I am very grateful because now I can buy food for me and my children. I just wanted to thank them and tell you just how awesome these individuals are. Have a wonderful day!”

Tulsa Area Customer Satisfaction

Workforce Tulsa collected approximately 2,000 survey responses during PY19. Their service provider administered the customer service satisfaction surveys. In November 2019, Workforce Tulsa reported 872 adult and dislocated worker survey responses with a 97.78% satisfaction rate and 103 youth survey responses with a 98.69 satisfaction rate. Workforce Tulsa had a total of 19,355 in traffic in the AJCs in PY19, resulting in a 5.04% response rate.

Western Area Customer Satisfaction

In PY19 the WOWDB uses Survey Monkey as the survey. All individuals/employers who come in contact or enter the AJC's are encouraged to complete a survey. PY 19 response rate was, 3.4%, with 84% customer satisfaction. After the 1st and 2nd quarters, the number of completed surveys had started to rise by over 600 more completed each month, but then COVID-19 hit and OESC closed the office. Closing of the offices and working from home caused almost a complete stall in surveys being completed. Numbers plummeted when offices were closed and have been very slow to rise since re-opening. Staff are so overwhelmed with the UI issues and getting as many individuals served as possible the surveys have not been a focus. The OSO is working very diligently to refocusing the partners on getting every customer to fill out the surveys.

WOWDB made efforts to improve the response rate by the following. Responses were analyzed by AJC location and addressed with each partner within the underperforming locations. The OSO also had monthly meetings with office managers addressing the issues, as well as working with regional directors and supervisors to address the issues with their staff.

The OSO gave a report of on the surveys at each board meeting and the board reiterated how important it was for each partner to ensure their staff was doing a better job to increase the number of individuals filling out the survey.

The board purchased name tags for all partners within the AJC locations to ensure the customers know who is helping them. This allowed for more personal interaction between the employees and the customers as well as more direct individualized feedback.

Survey links were added to all resource computers to make it much easier for staff to direct the customers to the survey for completions. Survey links were added to all email taglines to help increase the participation. Survey links were put on social media. Survey links were placed on posters with the QR code for each Title 1 Case Manager's desk to help remind the CM to direct each customer to the survey.

WOWDB will also be sending all the on-line applicants the survey link and encouraging them to please participate and let us know how we are doing.

The WOWDB numbers did improve until the COVID-19, then OESC closed the AJC to the public and on March 15th, 2020, all offices were closed and staff were moved to working from home. When the OSO addressed the issue of low numbers of completed surveys, the numbers began to climb steadily. Once

COVID-19 hit and the offices were opened back up for business, the complaints or negative feedback was all related to the Unemployment Claims issues. This has started to decrease with the UI system issues being fixed and individuals getting their benefits. The entire customer base, regardless of type or differences, are all encouraged to participate in the customer surveys.

The One-Stop Operator is responsible for addressing all Continuous improvement efforts related to the surveys with each system partner for the WOWDA. Survey reports are shared with the partners and reported to the WOWDB Meetings as well as the Executive Committee Meetings.

The One-Stop Operator is in constant contact with all partners within the system to implement and address survey issues. The OSO is tasked with encouraging all system partners to utilize the survey and direct their clients to the survey for completion. The message is “Let us know how we are doing and how we can improve.”

Appendix II: Negotiated Performance Levels for Title I and III, Program Year 2019

Negotiated and Actual Performance Levels for PY19 Adults

Metric	PY18-19 Negotiated Performance Levels	PY19 Performance Measures Reported
Employment Rate 2nd Quarter After Exit	66.7%	70.8%
Employment Rate 4th Quarter After Exit	67.0%	68.8%
Median Earnings 2nd Quarter After Exit	\$5,200	\$5,506
Credential Attainment within 4th Quarter after Exit	64.5%	76.0%

Negotiated and Actual Performance Levels for PY19 Dislocated Worker

Metric	PY18-19 Negotiated Performance Levels	PY19 Performance Measures Reported
Employment Rate 2nd Quarter After Exit	75.0%	78.4%
Employment Rate 4th Quarter After Exit	73.9%	74.1%
Median Earnings 2nd Quarter After Exit	\$7,600	\$7,585
Credential Attainment within 4th Quarter after Exit	59.1%	72.2%

Negotiated and Actual Performance Levels for PY19 Wagner-Peyser

Metric	PY18-19 Negotiated Performance Levels	PY19 Performance Measures Reported
Employment Rate 2nd Quarter After Exit	63.5%	63.6%
Employment Rate 4th Quarter After Exit	64.0%	65.5%
Median Earnings 2nd Quarter After Exit	\$5,200	\$5,618

Negotiated and Actual Performance Levels for PY19 Youth

Metric	PY18-19 Negotiated Performance Levels	PY19 Performance Measures Reported
Employment Rate 2nd Quarter After Exit	66.5%	73.3%
Employment Rate 4th Quarter After Exit	62.7%	73.7%
Median Earnings 2nd Quarter After Exit	Baseline	\$3,514
Credential Attainment within 4th Quarter after Exit	46.1%	54.0%

Appendix III: Title I Data Validation Results

As part of Annual Program Monitoring, the Oklahoma Office of Workforce Development conducted a review of Local Area Monitoring and Oversight, Design and Governance, Program and Grant Management Systems, Financial Management Systems, Adult and Dislocated Worker Programs, Youth Programs, and Equal Opportunity and Nondiscrimination. The purpose of this review was to assess whether key policies, procedures, and systems are in place to manage these programs. The Oklahoma Office of Workforce Development reviewed Program Year 18 (PY18), which covers the period from July 1, 2018- June 30, 2019. Whereas in previous program years, Data Validation was conducted at a separate time of the calendar years independent of the annual program monitoring cycle, for PY18 Data Validation was added as an additional section to the annual program monitoring report and was conducted concurrently with the other sections of the review. This is consistent with guidance set out by DOL in TEGL 23-19, which recommends that grant recipients incorporate their data validation procedures and methodology into their internal controls, data quality assurance process, and the 2 CFR 200.328-required monitoring policies and procedures.

The intent of the annual data validation process was to ensure the accuracy of data entered into OKJobMatch and subsequently submitted to USDOL-ETA. During this process, Local Area staff collect documentation supporting data elements on an ongoing basis. This data collection becomes the foundation for the data validation efforts performed annually. Data from the Participant Individual Record Layout (PIRL) file provided for the annual performance report was utilized to randomly select participants for the annual data validation process. In order to meet the 90% confidence interval for each Title I program

271 participant identification numbers (PID) were drawn from each of the programmatic PIRL files. Of the 271 participants, half of them were drawn based on the participant start date and half of based on the participant exit date. We validate a minimum of 271 participants based on the proportion of participant in each local workforce area relative to the individual programs. A worksheet for each PID was created from the PIRL file that contains all applicable data elements and documentation reported during the reporting period, to be validated. ODOC validated the worksheets against the source documentation in the participant's file to ensure compliance with federal and state guidance. ODOC scored each data element as either a pass or fail for validation that applies to each participant. Each data element that is required to be validated and that is supported or matched by acceptable documentation is scored as a "pass". Conversely, any data element required to be validated that is not supported by acceptable documentation, or is inconsistent with other documentation, is scored as a "fail". Thus, data elements lacking properly labeled or unreadable source documents were scored as "fail", even if the documentation is in the file. Once completed, the pass/fail ratio were calculated, reviewed, and used to determine the local area's combined pass/fail ratio. The local areas received an initial report at the close of the review process in which the local area's programmatic pass/fail ratio was included. The local area programmatic pass/fail ratio must be below a 5% reporting error rate to be considered a passing report for the area.

The local area will have 30 days from the date of the initial report to review and submit a written response to ODOC any concerns or questions regarding the report. If the pass/fail ratio is above the 5% reporting error rate, the local area must provide an action plan with proposed resolution in order to remedy the data validation error rates. ODOC will review the action plan and issue a final determination report to the Local Area within 30 days from the date the local area response is received.

PY18 Data from the annual PIRL files was used to select the participants for the data validation. A total of 8,826 data elements were validated across all three programs. Overall, local areas passed in PY18. For the Youth program there was a total of 2,778 participants pulled for the data validation file. To meet the

90% confidence interval of 271 for the program we pulled 9.8% of individuals from each local area for a total of 272 individuals. A total of 2,853 data elements were validated. For the DW program there was a total of 1,171 participants pulled for the data validation file. To meet the 90% confidence interval of 271 for the program the state pulled 23% of individuals from each local area for a total of 271 individuals. A total of 2,828 data elements were validated. For the Adult program there was a total of 24,659 participants pulled for the data validation file. To meet the 90% confidence interval of 271 for the program we pulled 1.1% of individuals from each local area for a total of 271 individuals. A total of 3,145 data elements were validated.

Appendix IV: Local Area Out-of-School Youth Outreach

Central Area Out-of-School Youth Outreach

Outreach for Out-of-School Youth was accomplished using several different methods in the central area. Guthrie Job Corps has proved to be a valuable partner. During PY19 82 OSY were enrolled from Guthrie Job Corps with 50 of these participants completing Dynamic Futures a soft skill training and many of these were then placed in a work experiences either within the Job Corps center or off site with the Guthrie community. Large enrollments were done monthly on-center with several Career Navigators attending to make the process quick and efficient. From August of 2019 until March of 2020 when the AJC's were closed due to COVID cold calls and emails were sent to any individual who had completed any self-service and was registered with OKJobMatch within the COWIB 9 county area. This outreach consisted of nearly 1000 emails a month detailing what service were available through WIOA. COWIB had an Insta-Expo (Inspire Next Steps to Adulthood) scheduled for May 6th at the Citizen Pottawatomie Nation Area in Shawnee however due to COVID this event was cancelled. The event was going to feature local employers showcasing their career opportunities for the emerging youth in Central Oklahoma. COWIB has invited Dale Rogers Training Center staff into the AJC's in Shawnee and Seminole and they have staff that come weekly to meet with clients. These clients also have the opportunity to meet with WIOA Title I staff and learn what opportunities are available.

Eastern Area Out-of-School Youth Outreach

The Eastern Workforce Development Board (EWDB) works with local youth resources, such as Talking Leaves Job Corps in Tahlequah and OJA in Wagoner to connect with this hard to reach population. EDWB has grown community engagement with new partners such as Brighter Futures in Wagoner County, Creek Nation in Okmulgee County, Youth Emergency Services and McIntosh Misdemeanor Court in McIntosh County; and these efforts were made possible because of OOWD's continued support and guidance related to youth program development.

Northeast Area Out-of-School Youth Outreach

NEWDB Out of School Outreach for PY19 include several strategies. These include the following strategies. The National Resource Center for Youth Services is the independent living unit for Child Welfare. One of the main elements focuses on employment supports for at-risk youth. We are engaged in a mutually beneficial partnership. NEWDB created a Factsheet for youth programs as a recruitment tool to share with our partners. Partners frequently requested details for our programs and eligibility, these Factsheets have been well received by our partner network. At the Bartlesville High School/Conoco Phillips Senior Conference, a session was provided titled "I'm graduated, Now What?". The goal of the conference was to provide a professional conference experience for all seniors to prepare them for life after graduation. David Day, Counselor at Pryor Public Schools and Director of Pryor Alternative Schools, is working to develop a referral source for individuals who would be graduating from Alternative School and/or individuals who were assigned to alternative ed. but were likely to not finish or whom hadn't shown up to alt ed in some time. Workshops were provided at ABE classes at all of NSU's locations. Additionally, Adult Education Providers located within the AJCs (Pryor and Bartlesville) provide referrals for clients who were engaged in or requesting GED services. Robin McSpadden from ROCMND Youth Services regarding services to individuals in their Boys Home outside of Welch, OK. Training Providers including Rogers State University, Northeast Tech Centers and local trade related providers.

South Central Area Out-of-School Youth Outreach

The South-Central Oklahoma Workforce area's youth service provider has a structured and effective outreach process in place to ensure that there is an adequate flow of eligible youth applicants to meet program enrollment requirements. The program has linkages to groups or organizations in the community that support the referral and participation of eligible local area youth such as:

- Graduated Sanctions
- Department of Human Services
- Adult Basic Education
- Job Corps
- Native American Tribes
- Workforce Center Partners
- Women's Shelters
- Youth and Family Services
- Local High Schools
- Career Technology Centers
- Law Enforcement
- Participant Referrals
- Other Community Organizations

The South-Central Oklahoma Workforce Board through its Service Provider works with local agencies responsible for education, foster care, human services, juvenile justice, housing, and transportation. Members of the Board and the Youth Subcommittee represent education, human services, juvenile justice, and housing and provide input on WIOA youth activities and assist with the referral of out of school youth.

Southern Area Out-of-School Youth Outreach

The Southern Workforce Board and Dynamic Workforce Solutions, (Service Provider), continues to try to find out of the box recruitment tools for out-of-school youth. For PY 19 80% of the Youth Title I funds were spent on OSY. The majority of DRS clients as well many of the Adult Basic Ed students are referred to the Oklahoma Works Center for potential co-enrollment for coordination of training expenses and testing of HSE. Some of our counties also coordinate with their Community Action Agency to receive referrals for youth that especially are in need of their HSE testing. The Southern Area has a great relationship with our area career techs that educate potential students about Title I services for cross referrals for those individuals eligible for Title I services. Social media is utilized as well as word of mouth through family and friends. The SWB has also met with Job Corp to move a representative into our McAlester Comprehension Center and will be working on this happening in the next program year.

Additionally, SWB created Social Marketing in reference to Youth Programs, Participated in Partner Meetings and provided Youth Services available. Currently CN post Youth Program information and it is shared by all staff through Facebook. DWFS SOK have appointed Lead CN and CN that serve on marketing committee to create and post Youth information on YouTube, Facebook, TikToc, Dynamic Website. All staff have posted weblinks on signature lines of all emails that are sent that post the informational SOK Youth, DLW, and Adult programs.

Tulsa Area Out-of-School Youth Outreach

Workforce Tulsa implemented several strategies for OSY Outreach in PY19. Please see the bullet points regarding OSY outreach.

- Ongoing Workforce Tulsa presentations to youth focused organizations
 - Youth Services of Tulsa
 - “The Station” Drop-In Center
 - Transitional Living
 - Community Service Council
 - Healthy Start
 - Fatherhood Coalition
 - First Step Male Diversion
 - Oxford House Transitional Living Facility
 - CAP Tulsa
- Attendance at regularly scheduled Community Resource Events and Job Fairs to connect with Out of School Youth and other Populations
 - Tulsa Educare
 - Union Adult Learning Center GED Enrollment Periods
 - Family & Children’s Services
 - OESC
 - Tulsa World
 - Job News USA
 - Tulsa Housing Authority
 - Goodwill Industries of Tulsa
 - DRS
- Established Partnerships to assist youth with Work Experience and Training Opportunities
 - Tulsa Job Corps Center
 - Tulsa Boys’ Home
- Partnered with Hardesty Center for Fab Lab for 1st ever Digital Fabrication Work Experience Certification Training for selected OSY interested in a future career in digital fabrication
 - 8 Youth Total
 - All completed the class
 - 4 had potential career success in the digital fabrication industry with ongoing training
 - 2 Youth did exceptionally well and would have been offered entry-level employment if Fab Lab had the capacity
 - Earned \$16/hr during the WEX Certification
- Hosted 2 successful Youth Extravaganza Events targeted towards OSY
 - Total of 25 Youth in attendance who were referred by various entities
 - All day event which included lunch and Resource Fair with Youth targeted organizations
 - Enrolled at least 60% as OSY for employment placement, work experience, or training
- Ongoing outreach via Social Media channels
 - Highlighting Youth Success Stories
 - Connecting with Youth via multiple local area “Job Groups”
 - Youth targeted posts
 - Sharing Youth quotes and pictures (with authorized media release)

Western Area Out-of-School Youth Outreach

Western Oklahoma Workforce Development Board (WOWDB) has strategized to reach more out of school youth (OSY) by reaching out to organizations and state agencies that provide services to OSY. One of the targeted populations is the 16 to 24 year olds that are or have been “justice involved”. This population usually has multiple barriers to employment and education. Cedar Canyon Adventure Program in Weatherford, OK is a group home with the Office of Juvenile System Oversight. This live-in facility has partnered with WOWDB to provide services to individuals transitioning back into their communities. WOWDB has also a great partnership with Youth Build in Enid, OK. These individuals are all OSY and are getting training in construction or the healthcare field. Together Youth Build and Title 1 leverage resources and provide wrap-around services to these participants. The Western Oklahoma Workforce Development Board had purchased a virtual program called “VirtualJobShadowing”, prior to the pandemic, due to individuals having transportation issues and young adults experiencing difficulties accessing services in our rural area. This program allows for assessments such as career clusters, job exploration, mini lessons and flex lessons to assist individuals gain knowledge regarding career readiness and soft skills. The WOWDB revamped the incentive policy for the Youth Program to be more robust and include incentives directly related to young adults completing the career readiness activities through this program. The Director of Youth Build also works very closely with the Operations Manager and Case Managers on the incentives youth can receive through the Title 1 youth program.

Another important step during this pandemic has been to drastically increase our online presence through social media. During this pandemic more and more individuals have turned to social media for direction and resources. Social media, along with on-line applications, is a great avenue for individuals wanting information or services to help them and their families.

WOWDB has spoken at prisons, youth and family services organizations, schools, shelters and other community organizations to get the “best kept secret” out regarding the WIOA programs. The WOWDB utilized the Youth Committee Meetings to network with partners, brainstorm ideas, and leverage resources to ensure we all reach as many youth as possible. Flyers regarding services are also distributed across the Western Oklahoma Workforce Development Area as well as social media to reach eligible youth for the program. It is the belief of the WOWDB that the “youth” are not going to be found in the AJC’s, we must get out and find them, so that is exactly what we are doing.