



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

State of Oklahoma

Program Year 2020

July 1, 2020 – June 30, 2021



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Introduction

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. This Annual Statewide Performance Report Narrative includes Title I and Title III performance for Program Year 2020 (7/1/2020-6/30-2022).

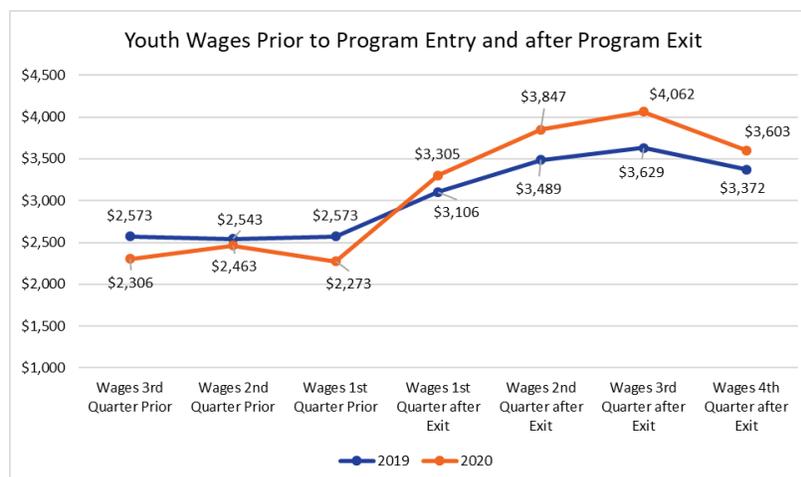
Research and Evaluation

Completed or Planned Evaluation and Related Research Projects

Evaluation of Participant Wage Outcomes

OOWD performs a pre-post wage evaluation on participants employed second quarter after exiting a WIOA program. The most recent evaluation is published on the Oklahoma Works website as the [WIOA Wage Progression Evaluation, June 2021](#). For this analysis, we followed the cohort reported in the Annual Report (ETA-9169) for each program year for employment 2nd quarter after exit. For PY 19, participants included were those that exited between 7/1/2018 and 6/30/2019. The wages second quarter after exit start 1/1/2019 and end 12/31/2019. For this cohort, the fourth quarter wages start on 7/1/2019 and end 6/30/2020. For PY20, participants included were those that exited between 7/1/2019 and 6/30/2020. The wages second quarter after exit start 1/1/2020 and end 12/31/2020. For this cohort, the fourth quarter wages start on 7/1/2020 and end 6/30/2021.

The figure below is the results from the WIOA Youth Program for Program Years 2019 and 2020. Both cohorts appear to show a similar trend: participants experience an increase in their wages after completing the WIOA Youth Program in Oklahoma. Generally, they regain a higher level of earnings than they had before program entry. For example, during the 3rd quarter prior to entry, the 2019 and 2020 cohorts’ median quarterly wages were \$2,573 and \$2,306, respectively. By the 4th quarter after exit from the program, participants in the 2019 Program Year were earning \$3,372 while participants in 2020 earned \$3,603. Although, the 4th quarter wages after exit are lower than the 3rd quarter wages after exit, there is overall improvement in the amount of earnings in the WIOA youth program. Overall, participants in 2019 saw an increase of \$799 in their quarterly wages by the 4th quarter after exit while participants in 2020 earned \$1,297 more. The adult and dislocated worker results can be found in the full report. OOWD will continue to evaluate future program years.



Economic Data Trend Analysis

The Oklahoma Employment Security Commission (OESC) produces a variety of reports compiled from data created through their Economic Research and Analysis division. One report released during PY20 was on [Entrepreneurship and the Oklahoma Economy](#). The report provides insight on the contribution of young and small businesses to the overall number of businesses and jobs in the economy. Since 2010, new business formation has been growing in Oklahoma. Another report released in PY20 was the [Oklahoma Job Quarterly Earnings Percentile Changes](#). The report examined four industry categories, which include all industry, mining, manufacturing, and health.

Evaluation Portfolio

In late November 2019 and early 2020, Oklahoma participated in the applied for the USDOL Evaluation Peer Learning Cohort called The Evaluation Peer Learning Cohort (EvalPLC). In December 2019 Oklahoma was among 5 other states to participate in this interactive technical assistance forum. Oklahoma's State team was comprised of cross-agency representatives who represent core WIOA programs. One of the goals of Oklahoma's EvalPLC participation is to develop both state and local evaluation plans. Oklahoma completed Evaluation Readiness Assessment and developed an Evaluation Action Plan.

OOWD is developing an Evaluation Portfolio as a result from the Evaluation Action Plan. An Evaluation Portfolio is a collection of existing research on various workforce topics. The research team has collected over 35 research articles that study a population in Oklahoma. Topics include, but not limited to, apprenticeship programs, re-entry populations, low-income individuals, and individuals with disabilities. OOWD plans on writing a literature review based on the research articles in the Evaluation Portfolio.

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

Oklahoma continues to coordinate with WIOA Core Partners, State Agencies and Local Boards for research and evaluation projects. Building upon Oklahoma's participation in the Evaluation Peer Learning Cohort hosted by DOL in PY19, Oklahoma is working towards overcoming challenges from data management. Oklahoma's core partners, state agencies, and local boards are working together to improve data sharing practices. The WIOA Data Group, as described in the WIOA state plan, has formed an online space to share progress on current data projects.

Additionally, four members of OESC and OOWD participated in the DOL Applied Analytics Training. The training provided the opportunity to analyze UI claims data from another state. The group analyzed manufacturing data since manufacturing is one of Oklahoma's key industries. Since UI benefits systems are unique, the data needed to complete a similar analysis in Oklahoma is not readily available.

State Efforts to Provide Data and Survey Responses

State and Local Area Briefings

[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, and target sectors in Oklahoma and its local workforce development areas.

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

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

Oklahoma's Approach to Customer Satisfaction

Statewide Customer Satisfaction Survey Efforts

In PY20, customer satisfaction surveys were standardized by OOWD using Survey Monkey and administered and collected at the local level. Each local area was tasked with disseminating surveys created for each of their respective areas. The following describes the state's customer satisfaction methodology, results, and improvement practices.

Customer Satisfaction Methodology

The survey was used to capture customer satisfaction data for job seekers and employers in the State of Oklahoma. Customers were those who received workforce services from American Job Centers and local workforce boards during PY20. At the beginning of PY20, each local board was provided a survey to assess the satisfaction of participants. The survey is comprised of 11 self-administered questions from which three are close-ended, six are partially close-ended, and two are open-ended questions. Partially close-ended survey questions included an "Other" option to capture additional data on participants that did not fit the fixed answers. Appendix I contains a table of the survey questions.

At the beginning of PY20, local areas were provided with a live survey link and QR code to provide to job seekers and employers receiving services from their respective areas. The following describes the overview of customer satisfaction results in the State of Oklahoma for PY20.

Customer Satisfaction Results

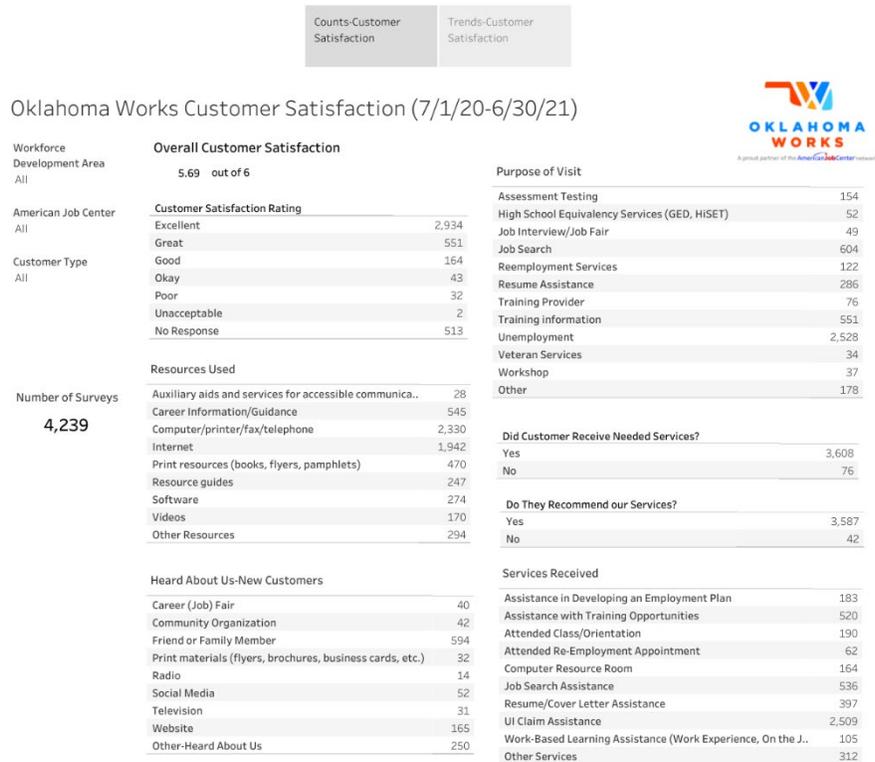
Appendix I provides each local area's customer satisfaction efforts and results. Local boards received a total of 4,239 survey responses in PY 2020. Central received 665 survey responses, Green Country received 223 responses, Northeast received 1,318 responses, South Central received 131 responses, Southern received 1,502 responses, and Western received 400 responses. Every area used the online survey methodologies provided by Survey Monkey to collect customer satisfaction data. This included a live link as well as a QR code to access the survey. The number of people that were provided the customer satisfaction surveys included all traffic in the AJCs. Overall customer satisfaction ranged from 4.65 to 4.79 out of 5. 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 PY20, the response rates ranged from 1% to 7%. Efforts to increase the response rates included loading survey links and QR codes on resource computers and in emails. Local staff verbally encouraged people to take the surveys. Overall, results indicate that people are satisfied with Oklahoma's AJCs. See Appendix I for customer satisfaction results in further detail. Since every customer was provided the opportunity to complete the survey, results are generalizable to the entire population of customers.

Improvement Practices

Local areas regularly review survey responses and comments, share that information with partners, and implement strategies to improve services based on feedback received. Local boards have live links to

view responses in real time in Survey Monkey. Continuous improvement efforts undertaken by local boards and service providers were in direct response to survey results.

OOWD built a Tableau dashboard in March 2021 with all survey responses received at that time. The dashboard was sent to the local areas to view the results of their customer satisfaction surveys. This helped inform local areas on when and where to share the customer satisfaction survey to improve the response rate. At the end of PY20 the Tableau dashboard was updated with the entire year data. An image of the dashboard is below.



Oklahoma's Strategic Vision and Goals Progress

PY20 presented both obstacles and opportunities for Oklahoma's workforce system. The state's strategic vision and goals aim to align resources, expand access to education and training, and engage business and industry more effectively.

Emergency priorities, American Job Center relocations, and the evaluation of how the state offers services presented Oklahoma opportunities to both improve and expand the ways funding is braided and resources are aligned at the state and local level.

Unlike many other states Oklahoma's education and training institutions were, for the most part, back open by the beginning of PY20. The educational models varied from institution to institution allowing individuals more options to enroll in and attend programs. During PY20 Oklahoma also worked toward expanding access to education and training through two specific partnerships. The first was with the Oklahoma State Regents for Higher Education, focusing on providing supportive services to individuals

who were forced to dropout, or individuals who were facing potential dropout due to a one time unforeseen expense. The second was with the Oklahoma Department of Libraries working to expand services into libraries across the state, specifically ensuring individuals completing online high school through the library have access to additional and continued services. These initiatives will continue through PY21, at least.

Business and industry engagement has been an identifiable hurdle throughout the state over the last few years. PY20 was the first year the state awarded funding to each of the local areas to expand capacity and fund initiatives at the local level. Oklahoma believes the key to successful engagement with business and industry must occur at the local level and realized that additional resources were crucial.

The state's work throughout PY20 impacted progress toward state strategy and goals even though many of the activities differed from those that may have been carried out in previous program years.

Effectiveness in Serving Employers

Oklahoma is collecting data on all three Effectiveness in Serving Employers pilot approaches established by the Department of Labor and Department of Education. 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 PY20 Retention Rate with the Same Employer was 61.5%. 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 PY20 Employer Penetration Rate was 2.9%, which is a decrease from the PY19 Employer Penetration Rate (3.1%).

Sector Strategies and Career Pathways

Efforts to convene business, education, and Oklahoma's labor force continued during PY20. Continued implementation strategies included: work-based learning, sector-partnerships, incumbent worker training, and work-experiences for eligible participants.

Oklahoma's work-based learning efforts during PY20 are based in the three (3) discretionary grants awarded to the state to expand and diversify Registered Apprenticeship Programs and Pre-Apprenticeship Programs (RAP). Through these efforts Oklahoma was able to develop new programs, improve upon communication efforts, provide more technical assistance and training than previous years, and issue incentive funds to employers for the development of new RAPs.

Oklahoma had five (5) active sector-partnership awards across the state during PY20. After receiving over 20 applications, the Executive Committee of the GCWED selected five (5) through an established criteria and funding was awarded. These grants support efforts in critical industries to convene and implement sector strategies better serving the needs of business.

Each year, Oklahoma designates funding in the budget for Incumbent Worker training (IWT); these funds are awarded to the local areas based on need from businesses within their geographic boundaries. During PY20, the state provided just under \$17,000.00 to the Central Oklahoma Workforce Innovation Board (COWIB) to provide the approved IWT to three (3) different businesses. Increasing the awareness around IWT has been slow, but steady, and Oklahoma will continue to implement these efforts.

PY20 presented Oklahoma with opportunities to expand on work experience and on the job training for eligible participants. Oklahoma's local workforce development boards credit the successes in the provision of the work experience component to their emphasis on engaging employers and increasing the number of employer commitments to the component by educating businesses and industry on the long-term investment that pre-apprenticeships, apprenticeships, on the job training, internships and the valuable job shadowing opportunity has on the development of a strong future Oklahoma workforce.

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. For PY2020 and PY2021, the state is waiving this requirement due to assuming oversight of the Trade and Economic Transition National Dislocated Worker Grant for the Oklahoma Employment Security Commission (OESC) and Department of Labor (DOL), and the ongoing response to the COVID-19 Pandemic.

Performance Deficiencies on Primary Indicators of Performance

Performance success for individual indicators is 50% and success for overall program and overall indicator scores is 90%. For PY20 and PY21, only median earnings 2nd quarter after exit and employment rate 2nd Quarter after exit individual indicators are being assessed for Title I and Title III, according to Training and Employment Notice (TEN) 14-21. Once DOL applies the Statistical Adjustment Model (SAM) to PY20 data, a performance assessment will be officially computed. Once the SAM is applied, there will be a modest adjustment to the performance scores. Currently, the lowest performance score is 37% over the 50% performance threshold, so Oklahoma expects to have all passing scores.

Oklahoma's Common Exit Policy

The newest Common Exit policy was approved in May 2021 by the Governor's Council for Workforce and Economic Development (GCWED). The [Oklahoma Workforce Development Issuance #01-2021, Change 1](#) includes Oklahoma's current Common Exit Policy.

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

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

The common exit requirement applies to the participants who are co-enrolled in the: Adult, Dislocated Workers, and Youth Programs (WIOA Title I); Wagner-Peyser Employment Service Programs (WIOA Title II); Jobs for Veterans State Grant (JVSG) program; and Trade Adjustment Assistance (TAA) programs.

This common exit requirement does not apply to participants who are co-enrolled in: Adult Education and Family Literacy Act (AEFLA) Program (WIOA Title II); Oklahoma Department of Rehabilitation Services (VR) (WIOA Title IV); National Farmworker Jobs Program; Senior Community Employment Program (SCSEP); Temporary Assistance for Needy Families (TANF); or Unemployment Insurance (UI).

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

Negotiated Performance Levels for Title I and III, Program Year 2020

See Appendix II for Negotiated and Actual Performance Levels for Title I and III, Program Year 2020.

Data Validation and Data Integrity

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.

The intent of this 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. OOWD validated the worksheets against the source documentation in the participant's file to ensure compliance with federal and state guidance. OOWD 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.

The locals were sent a document containing the errors. On the document, under the name of each funding stream, there was a column containing two numbers. The first number is the client PID. The second number was the date entered in Outcomes (or in the measurable skills gains screen if marked) in

OKJobMatch for which OOWD could not find matching documentation in the client's file. The area was asked to review each client and notify me if any of the failures identified are in error. If the service provider was unable to locate in the client's uploads that match the dates entered, they were advised to contact the state for next steps. OOWD requested that this be completed by a specific deadline, at which the state will finalize the data validation report to the Department of Labor for the local area. This year, as opposed to presenting the locals with error rates, the focus was instead on identifying specifically for the local area which elements failed and providing the opportunity to correct all of the problem areas.

This process is also described in Oklahoma Workforce Development Issuance (OWDI) #02-2019, the Oklahoma Data Validation and Source Documentation Requirements Policy. The Oklahoma Office of Workforce Development (OOWD) as the Governor's chosen Workforce Innovation and Opportunity Act (WIOA) administrative entity, provided this issuance as guidance to the workforce system on the State of Oklahoma's Data Validation and Source Documentation Requirements for the WIOA Title I Programs and the Wagner-Peyser Employment Services as amended by Title III. The Issuance was intended to clarify procedures that minimize the burden of documenting eligibility, service provision, and outcomes while remaining respectful of the need to ensure data integrity and report accurate information to the United States Department of Labor (USDOL). All documentation previously copied and kept in paper case files must now be electronically scanned and uploaded to participant records to develop a virtual case file.

Title III: Oklahoma Employment Security Commission

Oklahoma conducts an annual data element validation to ensure data elements in participant records are accurate to maintain system integrity, ensure completeness of data, and to identify and correct specific issues associated with the reporting process. The Oklahoma Employment Security Commission (OESC) conducts a review of the required data element and source documentation validation review of the Title III (Wagner-Peyser) programs annually.

The purpose of the data validation process was to ensure the accuracy of data entered into OKJobMatch and reported to USDOL-ETA. Data from the Participant Individual Record Layout (PIRL) file provided for the annual performance report was utilized to randomly select 25 participants for the annual data validation process. The required data elements for each sampled participant in PIRL are reviewed and compared to the data in our MIS OKJobMatch to verify accuracy of the data collected.

Also submitted by OESC, the Trade Adjustment Assistance (TAA) program data validation random sample consists of between 25 – 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

Statewide activities are funded to lead efforts in expanding and enhancing the state's workforce system. During PY20 these efforts included access to data, funding for local areas outside of their formula allocations, monitoring and oversight, Rapid Response & layoff aversion, and continued support for safety measures in response to the COVID-19 Pandemic.

Through the Governor's set aside funding, the state provided access to several data systems and tools for the local areas during PY20. Access to data and the ability to analyze the available data is a necessary support activity for the local areas in efforts to meet performance and set priorities. Data is used to

establish priorities and strategies, modify priorities and strategies if necessary, as well as provide evidence for the success or failures of priorities and strategies.

In PY20, Oklahoma continued ensuring that local areas had access to funding that was not part of their formula allocations. These funds provide areas with access to resources to initiate innovative strategies outside of training, supportive and career services. Non-formula funding awards were not as common in PY20 as previous program years due to the emergency priorities, but funding utilized allowed local areas to expand access to services for participants across the state.

Monitoring and oversight activities during PY20 included a focus on increased technical assistance. Increased technical assistance was requested and provided throughout PY20 from teams within the state staff including: research and data, case management, administration and finance, Registered Apprenticeships, and our three formula programs.

Rapid Response and layoff aversion activities throughout PY20 included coordination of the local areas, and state staff. While WARN notices were sent to the state, the activities that truly supported the businesses and those individuals who experienced layoffs were arranged through the local board Business Service staff. The COVID-19 Pandemic also presented a new opportunity for the state to provide assistance through the local areas for layoff aversion. Layoff aversion strategies included costs for safety and security allowing businesses to stay open and busy.

Similar to the requests for layoff aversion activities around safety and security, the state also provided funding for safety and security at the American Job Centers in response to the COVID-19 pandemic. These efforts began statewide and were then tailored and focused to provide support for areas who identified a significant need throughout PY20.

While statewide activities and Rapid Response activities do not directly impact individual participant performance, these activities created flexibility and the freedom to be innovative without the risk of poor performance at the local level in PY20.

Wagner-Peyser Employment Services

As an active, involved partner in the development of a collaborative and emergent workforce system and as the administrator of several major federal programs including Jobs for Veterans State Grants (Veterans), Trade Adjustment Assistance (TAA) and Reemployment Trade Adjustment Assistance (RTAA), Wagner-Peyser/Employment Services (ES), and Unemployment Insurance (UI), the Oklahoma Employment Security Commission (OESC) continues to prioritize service delivery and professional development.

Because OESC is comprised of several federal programs covering 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 2020 and 2021.

Reemployment Services Delivered to Oklahomans

Service Description Number Served

- Services Provided to Employers: 22,772
- Services Provided to Veterans: 45,520
- Job Openings Listed on OKJobMatch (Oklahoma's Electronic Job Bank): 269,188
- Active Resumes Posted on OKJobMatch: 221,362

- Employer Accounts Posted on OKJobMatch: 3,791
- TAA Clients Served: 207
- TAA Petitions: 21

Reemployment Services and Eligibility Assessment (RESEA)

RESEA is an individualized process consisting of an introduction to the AJC and all available workforce system resources, a UI eligibility review, an assessment of a claimant’s skills and career goals including any necessary transferable skills discussions, a discussion of job search strategies, the establishment of an individual reemployment plan, customized Labor Market Information (LMI) provision of job referrals, and follow-up appointments. This program addresses the “harder to serve/need intensive” category i.e. those with multiple barriers to employment needing a variety of assistive services to return to work. RESEA claimants have been identified as likely to exhaust UI benefits and unlikely to return to their previous occupation; therefore, they must be scheduled before receiving the 5th week of UI benefits. Additionally, RESEA also serves Unemployment Compensation for ex-service members (UCX) claimants. These reemployment services are provided to reduce the time a claimant will be paid UI benefits and increase the likelihood the claimant will attain self-sufficient employment.

As the administrator of the RESEA program, the Oklahoma Employment Security Commission (OESC) is currently making policy revisions with changes that include: adding a UI work search review process, the flexibility to provide services to claimants virtually, replacing the AJC in person orientation presentation with an online/virtual orientation, and making use of an online Frequently Asked Questions (FAQ) list the claimants can access later, and referring all claimants to the appropriate programs according to their needs. As part of OESC digital transformation the agency is launching a client facing self-scheduling tool to enhance program delivery in a virtual environment. This release will provide an easy way for claimants to schedule and manage their RESEA appointments. This release also includes the new case management system (Pega) for employees, which will automate much of the work and provide employees and customers more flexibility through this streamlined process.

Unemployment Insurance Meaningful Assistance

Oklahoma has twenty-seven (27) Centers – ten (10) Comprehensive centers and nineteen (19) Affiliate Centers, all part of the American Job Center network, which provide an array of career and training services as well as the best upfront information to file their initial Unemployment Insurance (UI) claim and provide meaningful assistance the first time a customer accesses the center. Oklahoma continues its support of unemployed individuals by providing trained, knowledgeable, integrated staff members to help the customer through the claims filing process while still leveraging technology. Meaningful assistance applies in every scenario where we communicate and provide services to an unemployed individual:

- Informing claimants of their right to an Appeal. This may also include showing the claimants where/how to file.
- Providing resume assistance and/or guiding the claimant through their responsibility to register for work – Staff may provide the customer with step-by-step guidance on the OKJobMatch resume builder and/or help the claimant create a resume appropriate for upload. Any resume service should result in one or more soft or hard copy resume options of superior quality.

- Informing claimants of their right to receive (and signing them up for) other reemployment services such as the various job seeker skills development workshops or working with the claimant to create a detailed reemployment plan.
- Giving the customer information about their responsibility to search for work including where to find and how to fill out their work search log and/or advising customers on what constitutes an allowable work search item.
- Informing the customer about their responsibility to keep all scheduled appointments and return all requested documentation.
- Guiding the claimant through LinkedIn registration or other appropriate social media and job search tools that aid them in performing their work search responsibilities. In addition, ensuring claimants take advantage of getting OKJobMatch notifications of available jobs.
- Assistance with the filing of initial or weekly claims. This means sitting down with the customer and walking them through the Online Network Initial Claims (ONIC) online filing tool and pointing out the various self-service information options available to them.
- Informing the customer about their responsibility to accept offers of suitable work.

For those claimants who are Limited English Proficient, staff use Language Associates Inc. to assist the customer during the claims filing process. OESC has also enhanced our Interactive Voice Response (IVR) system to include Spanish and Vietnamese translations. For those individuals who are deaf or hard of hearing, TTY services are also available.

The rapid reemployment of claimants and job seekers alike remains a focal point and OESC and its partners continue to strategize staff training opportunities and improvements on service delivery.

Promising Practices, Lessons Learned, and Success Stories

Oklahoma Access for All & Star Accessibility Framework

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 (Oklahoma's Vocational Rehabilitation Program) and Oklahoma ABLE Tech (Oklahoma's Assistive Technology Act Program). 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. Through this initiative, a catalogue of training resources and recommended processes have been developed to ensure coordination on physical and programmatic accessibility for customers.

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.

A working group under this initiative has developed a system-wide framework to promote a proactive workforce system culture in the spirit of continuous assessment and progress for physical and programmatic accessibility. Through the Star Accessibility Framework initiative, local areas utilize a tiered rubric to self-evaluate Customer Service, Outreach, Physical Accessibility and Training at American

Job Centers. Phase I of implementation of the Access For All Star Accessibility Framework was approved in October of 2020 under [OWDI #11-2020](#) (PDF linked) and completed by September 1, 2021. Under this phase of implementation, local areas utilized the rubric to complete a self-assessment in coordination with the required 2-year center certification process. A total of 26 affiliate and comprehensive American Job Centers were evaluated through the Star Phase I Self-Assessment process by a total number of 42 evaluators including local board members, local elected officials, local board staff and partner staff. Promising practices from the initial implementation of the Star Accessibility Framework included the diverse range of evaluation team members and broad system engagement, alignment and coordinating with AJC certification process, monitoring style of reporting and feedback to identify specific corrective actions, increased traffic to ABLE Tech training resources, and a strengthened and sustained ongoing conversation around AJC accessibility that empowered local areas to lead those conversations.

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 that is supported by a database of supplementary training resources for workforce system staff. OOWD has procured Adobe Captivate Prime to utilize as a learning management system database of training resources for the evaluation categories and is in the process of assessing training needs to build out those resources in collaboration with state partners and local workforce development areas.

Populations with Barriers to Employment

Justice-Involved Individuals

A promising practice in the Northeast (NEWDB) region has been the relationship established with She Brews. She Brews Coffee House is a social entrepreneurial venture located in downtown Claremore. It seeks to fulfill a need to provide basic job skill training and work experience for women in need, including justice-involved individuals. She Brews is part of His House Outreach Ministries (HHOM), which provides transitional housing that includes; group homes that house women only; family homes that house women and their children; graduate homes that house women who are at or near the completion of their program but need additional financial support and therefore share household expenses while also giving back to the program. In February 2017, a second She Brews location in Claremore was opened and recently, a new location in Tulsa opened. The NEWDB region has partnered with She Brews to provide their clients career guidance, exploration and Work Experience opportunities with plans to provide On the Job Training as well.

Out-of-School Youth Outreach

In Oklahoma, a new emerging industry is film. COWIB has created a partnership with the Oklahoma Film Academy who is utilizing work-based learning opportunities for Out-of-School Youth. Clients are benefiting from work-experience and On-the-Job-Training. This has allowed youth to have a chance to learn about a new industry in Oklahoma and what types occupations exists on a film set.

The Southern region has another example of out-of-school youth outreach with its partnership with Dynamic Futures. Dynamic Futures provides young adults 14-24 who face significant barriers to success in the labor market, by providing resources and support to overcome those barriers and successfully transition to self-sufficient adulthood. Dynamic Futures specifically provides Positive Youth Development (PYD) through a comprehensive framework that outlines and supports all young people's needs. Dynamic Futures specifically facilitates a program that provides care and supportive, has grand expectations and offers Youth the chance to develop positive relationships and connection with adults. Dynamic Futures embraces the need for all youth to understand their unique strengths and apply those strengths to their career path journey.

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

One example of outreach to individuals with limited language proficiency and/or are basic skills deficient includes the Southern region's partnership between Kiamichi Technology Center and the Southern Workforce Board. The relationship, developed over years of shared missions, includes providing high level employment and training services. Customers receive seamless referrals between Kiamichi Technology, OESC, Title I, Vocational Rehabilitation, Department and Human Services, Adult Basic Education, and local community support organizations. Services successfully provided through the facilitation and support provided through the Southern Workforce Board, which fosters relationship between all partners with the mission to support the customers' needs and success will follow. Client barriers successfully supported by local partners include criminal history, disability, homelessness, long-term welfare dependence, lack of marketable skills, poor job search/interview skills, lack of basic computer skills, employment, and high school equivalency attainment.

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 PY20 Oklahoma's military hiring event partnership, OKMilitaryConnection continued to help Oklahoma's veterans discover employment opportunities. Virtual Events were held on September 14 and 30, 2021 as well as on December 10, 2020. These events came after conducting the state's Unemployment Claims Fairs. Job seekers had the opportunity to meet with the employers that still had positions to fill one on one, as well as employers being able to conduct interviews in various breakout rooms. This is done as a service to employers to maximize the employer's recruitment efforts, to better ensure positive outcomes for job seekers during our Nations Pandemic and in response to the number of increased unemployment's throughout the state. The events specifically targeted the state Veteran Community.

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 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.

In PY20 despite the National Pandemic, more than 300 Veteran and or eligible persons were hired through the Oklahoma Jobs for Veteran State Grant Program (JVSG) program. VES having concluded its PY20, 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 an astonishing 4.8%. Oklahoma has established it's self as one of the top 9 states having an annual average Veteran unemployment rate of 4.9 or lower in PY20. The JVSG staff continue to aggressively work towards decreasing this rate. This was accomplished through several virtual efforts including in cooperation with the Oklahoma Military Connection, Fort Sill, Army Base and the 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 Job for Veteran State Grant (JVSG) team.

Other Barriers to Employment and Special Populations

Entering a program year during a pandemic was uncharted territory, and innovative steps were taken to reach more people with barriers to employment. The Central Oklahoma Workforce Innovation Board (COWIB) was able to foster a relationship with the Norman Public Library, which is providing in-kind space for a full time Title I staff to be located within the library. COWIB had Guthrie Job Corps, Metro Technology Center, and Veterans Upward Bound all move in to the new Metro American Job Center (AJC) in Oklahoma City. These partnerships have proven to ease the burden of traveling on participants who are in the need of services.

The South Central Oklahoma Workforce Board (SCOWIB) added an online pre-application for potential customers when they were faced with office closures due to COVID-19. SCOWIB learned not only was this beneficial during the office closures, but after the offices opened, it saved multiple trips to the local workforce centers. Some customers live more than an hour from the nearest center. The online pre-application has been a tremendous asset. The Western Oklahoma Workforce Development Board (WOWDB) also leveraged online methods in order to meet the needs of individuals, as well as businesses. WOWDB used a universal referral system, which is used by all core partners, eligible training providers, and community organizations to coordinate services based on participant needs. Additionally, WOWDB developed an easily accessible on-line application process. The online application allows anyone in rural areas to apply for services from any smart device.

National Dislocated Worker Grant

COVID-19 Response

During PY20, the state implemented a COVID-19 Dislocated Worker Grant. COVID-19 Response strategies included expanding access to virtual training/certificates for individuals filing for unemployment insurance due to layoffs and closures as a result of the pandemic, and humanitarian relief efforts through a partnership with the Regional Food Bank of Oklahoma.

Eligible dislocated workers were provided access to two (2) virtual training platforms through their local workforce boards. The platforms provided industry recognized courses and certificates for the IT industry through CompTIA's A++ program. Metrix Learning provided online learning options for over 200 in-demand occupations and for ten (10) established Career Pathways.

Two of the local areas identified a need for humanitarian relief. Working with regional and local partners to minimize the impact of the pandemic on food donation management, meal preparation, warehouse support, distribution, delivery. The COVID-19 pandemic significantly increased the demand on food banks while the safety precautions significantly decreased the population of available volunteers to help meet need. As a result, Oklahoma was able to put individuals into employment opportunities assisting the participants and food banks.

Implementation began in PY20 but grant activities will continue through PY21, at least.

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

Oklahoma's workforce system faced a number of challenges during PY20. Challenges include those surrounding the COVID-19 Pandemic but other challenges were presented over the last year as well.

Oklahoma's ability, or inability, to successfully provide virtual services is an identified challenge that was only made more obvious by the pandemic. While progress was made, the methods of service delivery were a significant challenge to the success of the workforce system.

Throughout PY20 there were, and continue to be, a number of groups established to solve workforce problems. These many attempts to define workforce development in Oklahoma presented challenges for the local boards and state offices. Initiatives were created that competed with established practices and activities, and problems were identified without input from all of the appropriate parties. While the intent behind the initiatives remains pure, communicating the intent of WIOA and other federal programs is an ongoing struggle.

The state's case management system is yet another challenge to the workforce system. Conversations surrounding the procurement of a new vendor/system were started in PY20 and will continue in upcoming program years.

The state's current structure is also a challenge for the workforce system. However, the COVID-19 pandemic presented state agencies and local area partners with several opportunities to identify ways to better align resources and services. Conversations that occurred during PY20 will continue in upcoming program years as well and the outlook for challenges associated with the state's structure is hopeful.

In addition to challenges, the state has identified the following technical assistance needs:

- Development of the local area statistical adjustment model
- Data collection for providers listed on the Eligible Training Provider List

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. Due to the COVID-19 Pandemic, the alumni celebration was not held, but the alumni celebration is scheduled to resume in PY21.

Promising Practices

In-Person and Virtual Job Fairs

With a focus on re-employment efforts to help the state's economy recover and to rebuild our workforce, OESC hosted career fairs across the state. Events were held in Tulsa, McAlester, Enid, Lawton and Oklahoma City, as well as a virtual option for those who were not able to attend in person. The agency focused on career opportunities with benefits and increased earning potential. Resource for child care and supportive service were provided at the events in order for job seekers to achieve maximum success.

The Oklahoma Office of Workforce Development utilized cutting edge technology to put on several virtual job fairs across Oklahoma. The job fairs leveraged resources and partnerships to connect job-seekers with employers as well as some of Oklahoma's workforce development boards. OOWD partnered with OKMilitaryConnection for job fairs targeting veterans. The goal was to connect them with in demand careers. OKMilitaryConnection is a joint effort of OOWD, OESC, ODVA, CareerTech, the Oklahoma Military Department, and the skills for L.I.F.E. Foundation. While the ongoing Covid-19 pandemic provided challenges, virtual job fairs provided ways to creatively reach job-seekers and meet the needs of employers struggling to find talent. At two of the job fairs for veterans, more than 10 employers registered with dozens of job-seekers connecting online. Employers were thankful for the effort. Virtual job fairs provided a creative way to reach job-seekers interested in working in Oklahoma.

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.

- SpringML: Integrate IDH and inhouse data into this system in order to crossmatch across multiple platforms. This assists us to better weigh fraud indicators and prevent fraud before it pays.
- Dedicated Fraud Team: A trained team put to together to analyze claim data and other resources to identify fraud and communicate fraud concerns to other staff.

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

OESC BT40 Digital Transformation

The Oklahoma Employment Security Commission (OESC) announced an 18-month rollout plan for transformations to their digital infrastructure to help the organization run more efficiently for citizens, employers and the state. The project will streamline and modernize its systems for claims and submission processing, benefits renewal, appeals, risk management, employer claims and account management, reporting and reemployment. First quarter 2021 projects include:

- RESEA Digital Scheduling and Workflow Tool: This release will include the new self-scheduling tool for claimants, which will provide an easy way for claimants to schedule and manage their RESEA appointments. This release also includes the new case management system (Pega) for employees, which will automate much of the work and provide them with more flexibility through this streamlined process.
- Fraud Investigation and Case Management: Included in the Pega release is the “Fraud Investigation Tool,” which will streamline the end-to-end fraud workflow process from initially flagging a claim as potentially fraudulent through investigation and stopping payments. The tool utilizes data analytics and automation to reduce processing time and investigator workload.

Oklahoma Waivers

Oklahoma has no waivers.

OSY Small State Allotment Exception

Oklahoma does not have an OSY Small State Allotment Exception

Pay for Performance

Oklahoma currently has no pay for performance contracts.

Appendices

Appendix I: Customer Satisfaction Survey Questions and Local Area Results

Customer Satisfaction Survey Questions

Survey Questions	Survey Answers	Question type	Rationale
Please choose the customer type that best represents you.	Options include Customer (first visit), Customer (returning visit), Employer, and Other.	Partially close-ended	To determine what type of customer is taking the survey.
At which location are you receiving services?	Varies for each local area.	Partially close-ended	To determine what AJC participants are receiving services.
What was the purpose of your visit today? Check all that apply.	Options include Job Search, Unemployment, Assessment Testing, Reemployment Services, Veteran Services, Resume Assistance, Job Interview/Job Fair, Workshop, Training Information, High School Equivalency Services, and Other	Partially close-ended	To determine why participants are visiting an AJC. This includes a list of services that participants can check to show why they are visiting an AJC.
How long did you wait for assistance?	No pre-existing answers.	Open-ended	To determine the length of time that participants spent during their visit.
Did you receive the help that you needed?	Options include Yes and No.	Close-ended	To determine whether participants received the services they needed.
What services did you receive? Check all that apply.	Options include Unemployment Insurance Claim Assistance, Resume or Cover Letter Assistance, Attended Re-employment appointment, Assistance with Training Opportunities, Assistance in Developing an Employment Plan, Work-Based Learning Assistance, Job Search Assistance, Attended a Class or Orientation, Utilized the Computer Resource Room, and Other.	Partially close-ended	To determine what services participants received. Includes a list of all available services that participants can select.
Check all resources that were used during this visit.	Options include Videos, Print Resources, Computer/Printer/Fax/Telephone, Internet, Software, Auxiliary Aids and services for accessible communication, Resource Guides, Career Information/Guidance, and Other.	Partially close-ended	Provides a list of available resources to determine what participants used during their visit.

Survey Questions	Survey Answers	Question type	Rationale
I would rate my overall service experience as...	Options include Excellent, Great, Good, Okay, and Poor.	Close-ended	This question uses a rating of “Excellent, Great, Good, Okay, or Poor to determine the overall customer satisfaction score for a local area.
Would you recommend our services?	Options include Yes and No.	Close-ended	To determine whether a customer would recommend the services they received from a particular AJC to others.
How did you hear about us? Check all that apply.	Options include Radio, Television, Print Materials, Career/Job Fair, Social Media, Community Organization, Friend or Family Member, Website, and Other.	Partially close-ended	To determine where participants heard about an AJC’s services. Here, participants would also response in the “Other” section to specify some of the fixed options they chose in response to this question.
What other comments or suggestions do you have for this Oklahoma Works American Center?	No pre-existing answers.	Open-ended	To provide participants with a chance to provide a deeper explanation on their thoughts about the services they received.

Central Area Customer Satisfaction

The number of customers, businesses, and individuals that were included in customer satisfaction outreach for the Central WFDA was approximately 66,990. This number is based on the traffic count in each American Job Center for PY2020. A total of 665 people, one percent of all customers, took the survey with 578 (86.92%) completing the survey. Overall, customers rated the Central WFDA a 4.79/5 for customer satisfaction.

To promote customer satisfaction outreach, staff have a framed QR code on their desk which allows customers to scan with their phone and complete the survey. Cards (the size of business cards) were also printed with the survey website and given to staff to hand out to customers. Additionally, a shortcut was placed on all resource room desktops, staff have a link to the surveys in their signature line of their email.

The Central area used live customer satisfaction survey results provided by OOWD via monthly data sharing and a live dashboard on a monthly basis to calculate the satisfaction rate to share with staff and board members. The Central area shared positive comments from customers about staff and utilized any comments by customers for improvement when appropriate. They filtered the survey by offices to identify which offices needed to promote the survey more and discussed this with staff. The dashboard provided by OOWD is very helpful as it allows Central to view the areas to focus on to drive up survey numbers by offices and by partners within offices.

Green Country Area Customer Satisfaction

The number of customers, businesses, and individuals that were included in customer satisfaction outreach cannot be determined by the Green Country WFDA. Therefore, OOWD relied on participant data in Tableau to provide the total number of participants who received services from the Green Country WFDA, approximately 3,089 people. Of these, there were 223 responses, 7.2% of all individuals provided with outreach. Additionally, of the 223 responses, 166 (74.44%) completed the survey. Further, customers assigned the Green Country WFDA an overall customer satisfaction score of 4.65/5.

UI assistance was the most common service received. A very small number of respondents indicated they did not get the assistance they were needing. Referrals were mostly from friends or family members. Of the unsatisfied customers, the Green Country WFDA has no way of identifying the respondent so we could initiate follow-up.

The Resource Room continues to be a draw for the public seeking services. Assistance with training and WEX was a priority for individuals. Not knowing how many people came through our centers, it is difficult to estimate how many *could* have responded which didn't. Outreach to individuals both in the office and in the community is necessary for educating businesses and job seekers on services beyond UI.

Northeast Area Customer Satisfaction

The number of customers, businesses, and individuals that were included in customer satisfaction outreach for the Northeast WFDA was approximately 39,945. This number is based on the traffic count in each American Job Center for PY2020. A total of 1,318 people, 3.3 percent of all customers, took the survey with 1,238 (93.93%) completing the survey. Overall, customers rated the Northeast WFDA a 4.67/5 for 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 and core partners. Survey results are discussed with core partners on the monthly core partner call. Within that summary, trends are noted, comments are observed, and areas of improvement are considered. Any 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 to increase the response rate of the surveys and engaged AJC staff in order to expand the usage of the surveys. 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 has been 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. Along with flyers that are posted in the resource rooms, links to the survey are available on the public computers. All partners and staff receive continued training during Stand Up (AJC weekly cross training) about the importance of customers taking the survey and how it provides strategies for center improvements and efficiencies.

Recent efforts have been developed in the local area to increase survey results by utilizing emails to currently open Title 1 customers. The local area Title 1 staff utilize their active caseload to disseminate emails encouraging participants to complete the customer survey as they continue to receive individualized services. Secondly, the One Stop Operator has developed an email template to use for customers who have received Title 3 services in the past 30 days to encourage survey completion. These two methods create increased opportunity to solicit customer feedback and allow the NEWDB to maximize potential results from active customers.

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. The majority of all answers notate that there was no wait time or minimal at most. All four centers consistently score “excellent” as the rating on the greeting received when a customer comes into the center. “Excellent” 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 as frequent and consistent topic for Stand-Up training.

The vast majority of the responses notate the great customer service received by customers, despite there being issues associated with individual Unemployment Insurance accounts. Continued cross training in the local area focuses on customer service in order for the local area to maintain this level of responses. Additionally, these cross-training components include information related to changes in state unemployment and/or availability of services to have an area wide approach to open communication with all staff in order to best serve the customers in each American Job Center.

South Central Area Customer Satisfaction

The number of customers, businesses, and individuals that were included in customer satisfaction outreach for the South Central WFDA was approximately 23,909. This number is based on the traffic count in each American Job Center for PY2020. A total of 131 people, 0.5 percent of all customers, took the survey with 74 (56.49%) completing the survey. Overall, customers rated the South Central WFDA a 4.79/5 for customer satisfaction.

To improve outreach efforts, South Central created flyers with a QR code, laminated them and put them at staff desks and common areas within the center so customers could easily see them and access the link. Emails were sent out to WIOA program participants with the link asking them to fill out the survey. South Central also had many customers come in for other partners (OESC) over the last year and they too were provided the opportunity to take the survey.

Southern Area Customer Satisfaction

The number of customers, businesses, and individuals that were included in customer satisfaction outreach in the Southern WFDA was approximately 65,136 individuals. This is the number of customers that were recorded from July 1, 2020 to June 30, 2021 for the traffic count (door swings) logs for all centers (comprehensive, affiliate & specialized) in the Southern WFDA. A total of 1,502 people, 2.3 percent of all customers, took the survey with 1,427 (95.01%) completing the survey. Overall, customers rated the Southern WFDA a 4.67/5 for customer satisfaction.

To improve outreach efforts, the customer satisfaction survey link was added to the resource room computers at all centers in the Southern WFDA. A customer satisfaction survey desk sign with the QR code was created and placed at each Oklahoma Works staff's desk for customers to scan. The Title I staff

emailed the survey link to their customers when following up. The Business Service Manager emails the link to employers when able. Some Oklahoma Works staff have the link included on their email signature line. The OSO (One-Stop Operator) created a monthly customer satisfaction survey report based upon the live results that is emailed monthly to the Oklahoma Works staff. This highlights the comments of excellence and number of surveys completed per center in hopes to drive up survey results and the spirit of competition among staff. The customer satisfaction survey comments of excellence and number of surveys completed is included in the Southern Oklahoma Quarterly newsletter recognizing the centers with the highest numbers completed. At the end of PY 2020, the McAlester center had the highest number of surveys completed.

The OSO utilized the live results link provided by OOWD to create monthly reports that were highlighted in monthly emails and quarterly newsletters. Also, while the OSO reviewed the live results for the reports, any negative comments that were identified were emailed to the appropriate leadership (OESC, Title 1, Board staff) to address, if possible. The OSO utilized the live results link the mostly for data.

Western Area Customer Satisfaction

The number of customers, businesses, and individuals that were included in customer satisfaction outreach in the Western WFDA was approximately 43,117 individuals. WOWDB is going through a transition with the OSO contract as they are switching providers. Their OSO gathers the traffic counts of each office each month and reports these numbers at board meetings. Additionally, the business services representatives for WOWDB make contact with approximately 90 businesses per quarter. Further, a total of 400 people, 0.9 percent of all customers, took the survey with 338 (84.5%) completing the survey. Overall, customers rated the Western WFDA a 4.68/5 for customer satisfaction.

Early on when the surveys were implemented the number of individuals taking the surveys was just a fraction compared to the individuals visiting the centers. Therefore, WOWDB implemented the following:

Every desk in the AJC's was equipped with the QR code place in a plastic stand for customers to scan and take the survey. Staff email signatures also included the QR codes for the survey as well. In the beginning, all partners at the AJC were including the QR code on their email tag lines, but some partners have been instructed to remove the QR code from their tag line. WOWDB's next move is to have the OSO present technical assistance at the partner meetings on how to engage customers to take the survey.

Additionally, the WOWDB's business services manager, OSO and board staff monitor the actual number of surveys being taken and give feed back to the team after events. This allows for the staff to understand just simply asking someone to take the survey is not enough, as shown by the actual numbers taken compared to the participant numbers.

Appendix II: Negotiated and Actual Performance Levels for Title I and III, PY 2020

Negotiated and Actual Performance Levels for PY20 Adults

Metric	PY20-21 Negotiated Performance Levels	PY20 Performance Measures Reported
Employment Rate 2nd Quarter After Exit	66.7%	71.4%
Employment Rate 4th Quarter After Exit	67.0%	67.9%
Median Earnings 2nd Quarter After Exit	\$5,700	\$5,353
Credential Attainment within 4th Quarter after Exit	65.5%	74.8%
Measurable Skill Gains	62.5%	62.5%

Negotiated and Actual Performance Levels for PY20 Dislocated Worker

Metric	PY20-21 Negotiated Performance Levels	PY20 Performance Measures Reported
Employment Rate 2nd Quarter After Exit	75.0%	70.8%
Employment Rate 4th Quarter After Exit	75.5%	66.7%
Median Earnings 2nd Quarter After Exit	\$8,200	\$8,406
Credential Attainment within 4th Quarter after Exit	68.0%	80.7%
Measurable Skill Gains	65.0%	74.2%

Negotiated and Actual Performance Levels for PY20 Wagner-Peyser

Metric	PY20-21 Negotiated Performance Levels	PY20 Performance Measures Reported
Employment Rate 2nd Quarter After Exit	63.5%	55.3%

Metric	PY20-21 Negotiated Performance Levels	PY20 Performance Measures Reported
Employment Rate 4th Quarter After Exit	64.0%	59.2%
Median Earnings 2nd Quarter After Exit	\$5,800	\$5,744

Negotiated and Actual Performance Levels for PY20 Youth

Metric	PY20-21 Negotiated Performance Levels	PY20 Performance Measures Reported
Employment Rate 2nd Quarter After Exit	70.0%	73.2%
Employment Rate 4th Quarter After Exit	66.0%	71.8%
Median Earnings 2nd Quarter After Exit	\$3,200	\$3,858
Credential Attainment within 4th Quarter after Exit	50.0%	68.5%
Measurable Skill Gains	59.9%	61.0%