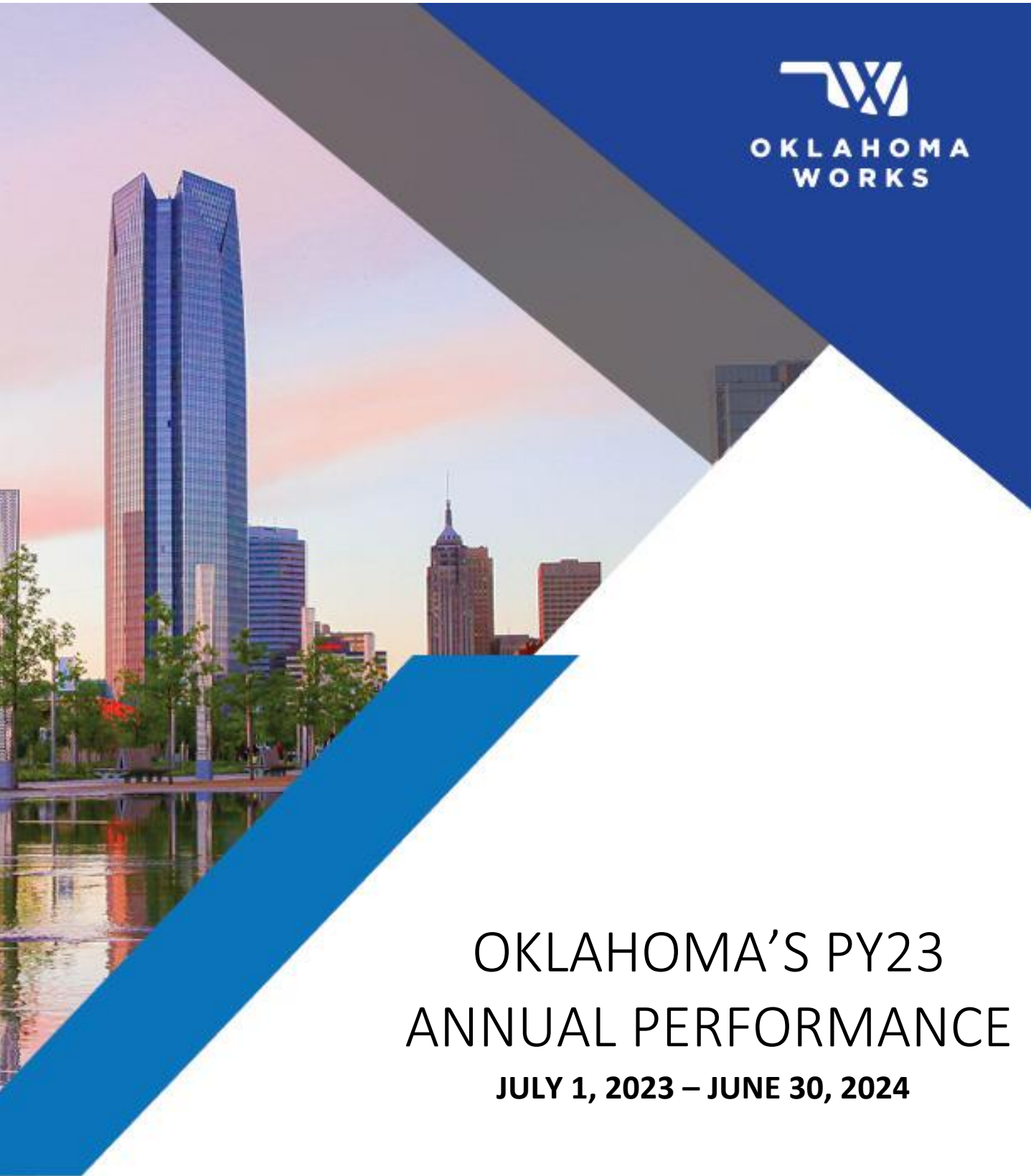




OKLAHOMA
WORKS



OKLAHOMA'S PY23
ANNUAL PERFORMANCE
JULY 1, 2023 – JUNE 30, 2024

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INTRODUCTION

The WIOA Annual Statewide Performance Report Narrative offers a critical lens to assess Oklahoma's efforts in advancing its strategic vision for workforce development, as outlined in the WIOA State Plan. The state has focused on building a demand-driven workforce system designed to meet the evolving needs of Oklahoma's economy while supporting pathways to economic self-sufficiency for all individuals, particularly those facing barriers to employment.

A key pillar of the State Plan involves fostering partnerships across sectors, aligning workforce programs with economic needs, and equipping Oklahomans with the skills required by growing industries. Through collaboration with employers, educational institutions, and local workforce development boards, Oklahoma has implemented targeted sector strategies and career pathways that bridge skills gaps. Initiatives like registered apprenticeships, work-based learning opportunities, and incumbent worker training programs are vital to ensuring that workers are prepared for emerging job markets.

In the spring of 2023, Governor Kevin Stitt created the Workforce Transformation Taskforce to evaluate the current state of the workforce system in Oklahoma and make recommendations on strengths and challenges that Oklahoma faced. The Task Force recommended the creation of a single state entity responsible for Oklahoma's workforce development strategy.

On August 10, 2023, Executive Order 2023-21(EO) was filed with the Oklahoma Secretary of State moving the responsibility and authority to administer the WIOA Title I program to the Oklahoma Employment Security Commission with the goal to "maximize our economic effectiveness, save taxpayer dollars, and assure that Oklahoma continues to be competitive with other states and countries. "Moving forward, Oklahoma is well-positioned to strengthen its workforce development initiatives by continuing to prioritize equity, innovation, and accountability. The progress demonstrated within this report reflects the state's unwavering commitment to a high-performing workforce system that meets the demands of employers and empowers individuals to achieve their full potential in the labor market.

STRATEGIC VISION AND GOALS

Oklahoma's 2022 WIOA State Plan outlined a comprehensive strategic vision focused on developing a workforce that meets the needs of employers while fostering economic growth and self-sufficiency for all Oklahomans. Central to this vision is the alignment of workforce development with the state's economic priorities, ensuring that individuals, particularly those with barriers to employment, have access to education, training, and career pathways that lead to high-quality jobs in key industries.

Significant progress has been made in achieving these goals, particularly in the areas of business engagement, sector strategies, and career pathways. In Program Year 2023, Oklahoma provided 5,121 services to employers, strengthening the collaborative efforts between businesses and workforce development initiatives. The state has developed strong partnerships between employers, educational institutions, and workforce development boards to address skills gaps and align training programs with labor market demands. By focusing on key sectors

such as manufacturing, healthcare, and information technology, Oklahoma has created career pathways that provide residents with opportunities for advancement and long-term employment. Work-based learning initiatives, such as apprenticeships and internships, have been instrumental in bridging the gap between job seekers and the skills employers require.

Oklahoma's efforts to increase economic self-sufficiency have also been supported by targeted services for individuals facing barriers to employment. Programs aimed at veterans, individuals with disabilities, out-of-school youth, and other underserved populations have helped these groups access training and job opportunities that lead to sustainable employment. In Program Year 2023, Oklahoma served 1,729 veterans, providing them with critical support to re-enter the workforce. The state has utilized data-driven decision-making to ensure that services are delivered efficiently and that outcomes are tracked to inform continuous improvement. Oklahoma remains committed to reducing unemployment rates and ensuring that all residents have access to the resources needed to thrive in today's competitive job market.

In addition to these efforts, the state has made strides in integrating workforce programs across various agencies and improving the overall delivery of services. Through the Oklahoma Works system, individuals can access a broad array of services from multiple programs in a streamlined and efficient manner. By fostering collaboration across state agencies and local workforce boards, Oklahoma has strengthened its capacity to meet employer needs and enhance the skills of its workforce, contributing to long-term economic growth and prosperity.

STATE'S PERFORMANCE ACCOUNTABILITY SYSTEM

Oklahoma has implemented a comprehensive performance accountability system that ensures transparency, data accuracy, and alignment with federal goals under the Workforce Innovation and Opportunity Act (WIOA). This system tracks performance across multiple core programs and local workforce areas, helping the state to assess progress and identify areas for improvement. Below is a detailed description of key elements of the performance accountability system.

State Performance Measures and Goals

Oklahoma has established specific performance measures that align with WIOA requirements and support the state's strategic vision for workforce development. These measures include employment rates in the second and fourth quarters after program exit, median earnings of participants, credential attainment, measurable skill gains, and effectiveness in serving employers. For PY23, Oklahoma has not only met but exceeded most of these performance measures. For example, the employment rate for Dislocated Workers in the second quarter after exit was 83.1%, surpassing the negotiated goal of 73.3%. Similarly, median earnings for Youth participants reached \$6,510, significantly exceeding the target of \$3,650. These outcomes highlight Oklahoma's strong performance in improving job placements and wage gains for participants in key industries such as healthcare, manufacturing, and transportation. *See Appendix D.*

Job Seeker Portal and Case Management System

OKJobMatch is currently the primary case management system used to track participant data across various workforce programs in Oklahoma. It plays a critical role in ensuring accurate data collection, reporting, and compliance with WIOA performance measures. In PY 2023 there were 289,097 job orders listed and 9,826 active resumes posted on OKJobMatch, highlighting the system's extensive reach in connecting job seekers with employers.

However, as part of an ongoing modernization initiative, the Oklahoma Employment Security Commission (OESC) has embarked on developing a new, more robust Workforce Development System. This system, known as EmployOklahoma, is designed to enhance efficiency, improve data accuracy, and facilitate collaboration among multiple state partners.

The EmployOklahoma system is expected to streamline the process of data tracking across WIOA Titles I & III and other workforce programs, ensuring consistent and accurate data entry by all partners involved. By integrating participant records more effectively and reducing data entry errors, the system will improve Oklahoma's ability to generate real-time performance reports and enhance overall accountability.

In addition to EmployOklahoma's role as a case management system, OESC's modernization efforts include the development of a new job seeker portal and customer relationship management (CRM) platform. This system will interface with multiple applications and software platforms, providing a complete labor exchange and case management solution that is accessible to job seekers, employers, and workforce partners.

The goal is to deliver a modern workforce development system that not only meets the demands of real-time data exchange but also supports the broader workforce development objectives of the state. These objectives include sustaining education and training programs to create a pipeline of talent, enabling companies to hire a qualified workforce, and helping Oklahomans secure quality jobs that offer competitive wages.

The system is slated for launch in early 2025, and its implementation is expected to significantly improve both program oversight and service delivery across the state, driving better outcomes for Oklahoma's workforce development system.

Negotiated Performance Levels for Local Areas

Oklahoma successfully negotiated performance levels for local areas under Titles I and III core programs. These negotiated levels set the benchmark for local performance in areas such as employment rates, earnings, and credential attainment. By working closely with local workforce boards, the state ensures that performance levels reflect both federal requirements and the unique challenges faced by individual regions.

The data in *Appendix E* indicates that several local areas have met or exceeded their negotiated performance levels, such as Employment 2nd Quarter After Exit for Dislocated Workers in the Central area (85.1% actual versus 74.0% negotiated). On the other hand, some areas fell short of their targets, highlighting opportunities for targeted improvement. For example, Credential Attainment for Youth in Green Country was significantly lower than the negotiated level (26.9% actual versus 61.3% negotiated). Such discrepancies suggest a need for additional support and technical assistance.

The state monitors local areas' progress toward these negotiated levels and provides technical assistance when needed to ensure compliance and continuous improvement. *See Appendix E.*

Data Validation and Integrity

Oklahoma's approach to data validation is a cornerstone of its performance accountability system. The state employs a rigorous methodology to ensure the accuracy and reliability of performance data submitted to the Department of Labor. This includes periodic audits, automated data checks, and manual reviews of participant records to verify data accuracy. Oklahoma also requires local areas to follow strict data entry protocols and conducts regular training to ensure that staff understand the importance of accurate reporting. Data validation activities are documented and reviewed to identify any recurring issues, and corrective actions are implemented as necessary to ensure data integrity.

Waivers

Although Oklahoma has not had any waivers in place during the program year, the state remains open to exploring all available options to improve workforce outcomes. Waivers provide states with flexibility to innovate and address specific challenges that may arise at both the local and state levels. Oklahoma recognizes the potential value in using waivers as a tool to respond to evolving economic conditions and workforce needs. While no waivers were utilized during this program year, Oklahoma remains committed to considering this option in the future should it align with workforce priorities.

State Minimum Allotment Exception

Oklahoma did not receive a State Minimum Allotment Exception to reduce the federal requirement for out-of-school youth (OSY) expenditures. This meant maintaining the focus on serving OSY as a priority population in workforce development efforts. The state has continued to allocate the necessary resources to provide education, training, and work experience opportunities tailored to out-of-school youth. These efforts are balanced with those that support in-school youth (ISY), ensuring compliance with federal requirements while ensuring both populations are effectively served.

Conclusion to State's Performance Accountability System

Oklahoma's Performance Accountability System remains the cornerstone for ensuring compliance with WIOA performance measures and improving workforce outcomes. The state is committed to continuous improvement and to exploring additional mechanisms, such as waivers and Pay-for-Performance (P4P) models, that could provide flexibility and enhance program effectiveness in the future. While no waivers or P4P contracts were implemented during this program year, Oklahoma recognizes their potential value and remains open to leveraging these options as the need arises.

As the workforce landscape continues to evolve, Oklahoma will remain committed to refining its performance accountability mechanisms and exploring all available tools to better serve its citizens and improve workforce outcomes across the state.

EFFECTIVENESS IN SERVING EMPLOYERS

During Program Year (PY) 23, Oklahoma actively participated in the pilot program for the Effectiveness in Serving Employers performance indicator, employing three distinct approaches to measure how well the workforce system engaged and served employers across the state. While this measure has since evolved, the approaches used during PY 23 allowed the state to gather critical insights into employer engagement and ensure that the workforce system provided meaningful services to employers in various sectors.

The first approach, Retention with the Same Employer, was designed to evaluate the workforce system's success in providing employers with skilled workers who stayed with the company over time. This approach emphasized the importance of long-term employment relationships, reflecting how effectively the system matched job seekers with positions where they could succeed and grow. By focusing on retention, Oklahoma gained insights into the quality of job placements and how well workers' skills aligned with employer needs.

The second approach, Repeat Business Customers, examined the quality of engagement with employers by tracking the percentage of businesses that returned to the workforce system for additional services. This metric highlighted the ability of the system to create sustained, productive relationships with employers, ensuring that

their workforce needs were continuously met. By maintaining long-term partnerships with businesses, Oklahoma could strengthen ties with key industries and support long-term workforce development goals.

Additionally, Oklahoma utilized a third approach, the Employer Penetration Rate, to assess how well the workforce system engaged with a broad cross-section of employers within the state and local economies. This metric provided a more comprehensive view of the system's outreach efforts, ensuring that businesses across various sectors and regions were receiving the services they needed to thrive. The employer penetration rate also offered insight into the system's ability to serve employers beyond repeat customers, thus contributing to a more diverse and inclusive engagement strategy.

Pilot Approach	PY19	PY20	PY21	PY22	PY23
Retention with Same Employer	62.9%	61.5%	62.4%	64.3%	64.5%
Employer Penetration Rate	3.1%	2.9%	3.5%	4.7%	5.1%
Repeat Business Customers Rate				34.0%	39.9%

These approaches allowed Oklahoma to measure both the depth and breadth of its employer engagement during PY 23. The effectiveness in serving employers measure was updated on June 11, 2024, following guidance from TEGL 10-16, Change 3. We will measure this by calculating the percentage of participants in unsubsidized employment during the second quarter after exit who were also employed by the same employer in both the second and fourth quarters after exit (Retention with the Same Employer). Going forward, Oklahoma remains committed to using data-driven strategies to strengthen employer relationships and advance workforce development across the state.

SECTOR STRATEGIES/CAREER PATHWAYS

Oklahoma has made significant progress in implementing sector strategies and career pathways, which are central to its workforce development efforts. These strategies are designed to align education, training, and employment opportunities with the needs of the state's key industries, helping to ensure that employers have access to a skilled workforce while providing job seekers with clear pathways to high-quality employment. The state has focused on sectors such as healthcare, advanced manufacturing, aerospace, and information technology, which are vital to the state's economic growth.

Work-Based Learning and Apprenticeships: Work-based learning opportunities, including apprenticeships, internships, and on-the-job training, are central to Oklahoma's strategy for building career pathways. The state has significantly expanded registered apprenticeship programs in key industries, providing hands-on experience and wages for both youth and adults. These programs create a direct path to skilled employment, benefiting workers and employers by reducing time to fill critical roles. Since program year 2022, apprenticeship programs have grown by 126.86%, with 350 active programs as of now.

Previously led by the Oklahoma Department of Commerce, Registered Apprenticeships transitioned to the Oklahoma Department of Career and Technology Education (ODCTE) in September 2024. ODCTE is driving further expansion of Registered Apprenticeship Programs (RAPs) through the SAEF2 grant and actively pursuing additional funding to place apprenticeship coordinators in all 29 technology center districts, enhancing RAP implementation and success across Oklahoma.

Impact Partnership Grants (IPG): The IPGs foster partnerships between workforce agencies, educational institutions, and key industry leaders, ensuring that training programs align with employer needs in high-demand sectors such as healthcare, manufacturing, technology, and aviation. These grants encourage coordination across Titles, particularly in aligning training for dislocated workers (Title I), adult education (Title II), employment services (Title III), and vocational rehabilitation (Title IV), allowing for a more integrated approach to career pathways development.

A notable example of the IPG's impact during Program Year (PY) 2023 is the Enid Aviation Workforce Group, which has been making significant strides in advancing aviation career pathways. Key activities and accomplishments include:

- **Aviation Day:** The first annual Aviation Day was held in April 2024 at Enid Woodring Regional Airport, with over 120 students attending and approximately 40 booths participating. This event aimed to expose students to aviation opportunities in the region and foster interest in aviation careers.
- **Career Pathway Development:** Materials were developed to illustrate aviation opportunities in the region, and there is potential for establishing aviation apprenticeships with local businesses.
- **Educational Initiatives:** The group collaborated with Northern Oklahoma College and Northwestern Oklahoma State University on summer camps incorporating aviation and UAV pathways and hosted a Teen Tour by Autry Technology Center featuring new UAV and basic aviation concept curriculum.
- **Scholarships and Recognition:** Aviation Gas scholarships were awarded, including to a student who successfully passed her check flight and is now enrolled in aviation-related courses at the University of Oklahoma.

The Enid Aviation Workforce Group has made substantial progress toward its goals, including the development of pathways from pre-kindergarten to postsecondary education, engagement of educational institutions at all levels, and increased business engagement with students. Collaboration with the Department of Aerospace and Aeronautics and support from Vance Air Force Base further illustrate the strong partnerships fostered by the IPG.

These efforts reflect Oklahoma's commitment to building a robust workforce system that meets the needs of both job seekers and employers, ensuring that the state remains competitive in a rapidly changing economy.

STATEWIDE ACTIVITIES

Governor's Reserve Fund Initiatives

Oklahoma strategically utilizes the Governor's Reserve Fund, which constitutes up to 15% of the state's total WIOA allotment, to support several key initiatives aimed at strengthening workforce development and addressing the needs of critical industries. These initiatives play a vital role in driving progress in both economic recovery and long-term growth. In PY 2023, these programs have made substantial impacts in sectors like aerospace, cybersecurity, transportation, and advanced manufacturing.

Rapid Response and Layoff Aversion Activities

Oklahoma's Rapid Response Program, administered by the Oklahoma Employment Security Commission (OESC) provides early intervention services to companies facing layoffs and displaced workers. During the year, the program continued to play an essential role in assisting sectors like retail, manufacturing, and distribution, which saw significant workforce reductions due to market shifts and external factors, such as severe weather events.

In the spring and early summer of 2024 devastating tornadoes in Oklahoma led to the destruction of the Dollar Tree Distribution Center in Ardmore, Nucera in the Barnsdall community, and the City of Sulphur. The Rapid Response teams mobilized quickly, coordinating with federal, state, and local agencies to host job fairs and connect these workers to new employment and training opportunities. Events like these underscored the importance of Rapid Response efforts, as workers were provided with on-site support, including job search assistance, skills assessments, and access to training programs available through American Job Centers.

In response to tornado-impacted areas, the Oklahoma Employment Security Commission (OESC) collaborated with federal disaster programs to provide Disaster Unemployment Assistance (DUA). This initiative offered financial support to workers unable to perform their jobs due to storm-related damage. For instance, following severe storms in May 2024, OESC accepted DUA applications from residents in counties such as Blaine, Caddo, Custer, Delaware, Jackson, Mayes, Muskogee, and Rogers.

Subsequently, in June 2024, additional counties became eligible for DUA, including Carter, Hughes, Kay, Lincoln, Love, Murray, Okfuskee, Okmulgee, Osage, Pontotoc, Pottawatomie, Washington, and Washita.

This collaborative effort ensured that affected workers received the necessary assistance to navigate the challenges posed by the tornadoes.

Through these comprehensive programs, Oklahoma's Rapid Response and layoff aversion strategies continue to help mitigate the effects of economic and natural disruptions, ensuring that both businesses and workers are supported through challenging times.

Wagner-Peyser Act Section 7(b) Initiatives

Oklahoma leverages Wagner-Peyser Act Section 7(b) funds to provide specialized services to groups with significant barriers to employment, ensuring that vulnerable populations are equipped with the resources needed to enter or re-enter the workforce.

Migrant Seasonal Farmworker Program

Oklahoma continued to provide essential services through the Migrant Seasonal Farmworker (MSFW) Program. This program focuses on supporting migrant and seasonal farmworkers who often face significant barriers to employment, such as language proficiency, housing instability, and limited access to resources.

Through the MSFW Program, Oklahoma provides farmworkers with a range of services, including career counseling, job search assistance, and referrals to training programs. Additionally, the program ensures that participants have access to employment opportunities within the agricultural sector while offering pathways to non-seasonal employment and skills training for those seeking more permanent or diversified work.

The program also includes critical support services such as access to housing assistance, healthcare, and legal aid, helping to address the unique challenges faced by this workforce. By offering these services, the MSFW Program helps improve economic outcomes for migrant and seasonal workers while ensuring they receive equitable treatment in the labor market.

Oklahoma's focus on outreach to farmworkers ensures that these individuals receive the support they need to secure stable employment, improve their skill sets, and access opportunities for long-term career growth. This effort aligns with the broader goals of the Wagner-Peyser Act, which emphasizes inclusivity and accessibility in workforce development services.

Community Outreach in Pilot Locations:

To reach rural and underserved populations, Oklahoma has provided outreach through Community Outreach Pilot locations. These bring job search assistance, skills training, and employer services to remote areas of the state. These locations have been critical in ensuring that workforce services are accessible to all Oklahomans, regardless of geographic location.

Through these initiatives, Oklahoma demonstrates its commitment to providing equitable access to workforce services, especially for populations with barriers to employment, veterans, and individuals in rural or underserved communities.

Oklahoma has eighteen such locations spread throughout the state. They include libraries, technology centers, and even grocery stores like the Oasis Fresh Market in Tulsa. OESC staff is at Oasis Fresh Market for eight hours every Tuesday and Thursday.

Outreach to underserved areas for workforce services is vital for providing access to job training and employment opportunities. It helps develop local talent, fosters community engagement, and contributes to economic growth. Additionally, it addresses specific barriers faced by these communities, ultimately creating pathways to meaningful employment, and strengthening local economies.

EVALUATION/RESEARCH PROJECTS

In Oklahoma, efforts are underway to enhance the evaluation and research projects that assess the effectiveness of the state's workforce programs. Representatives from the Oklahoma Employment Security Commission (OESC) are in the early stages of planning these initiatives, focusing on developing evaluation methodologies that will provide meaningful insights into program performance. These efforts will use both qualitative and quantitative methods, including surveys, data analysis, and case studies, to measure outcomes across various workforce programs. The goal is to ensure that evaluations align with state and federal performance measures, while also addressing the unique needs of local areas.

OESC is working closely with WIOA core partners—Title I (Adult, Youth, and Dislocated Worker Programs), Title II (Adult Education), Title III (Wagner-Peyser), and Title IV (Vocational Rehabilitation)—as well as other state agencies and local workforce development boards to ensure a coordinated approach. Internally, the WIOA and Research & Statistics Departments are leading collaboration efforts, while externally, OESC is partnering with CareerTech, Rehabilitative Services, and local workforce boards.

To support these initiatives, OESC has been accepted to join the Employment and Training Administration's Evaluation Peer Learning Cohort (EvalPLC). The EvalPLC provides states with a capacity-building forum, offering technical assistance, coaching, and peer collaboration to strengthen evaluation design and implementation, particularly for adult and youth programs under WIOA. As part of this effort, state teams will develop a capstone project, which may include:

- An evaluation design plan,
- A statement of work for an evaluation RFP, or
- An evaluation action plan to enhance workforce programs and services.

RESEA-State Plan Evaluation and Research

Oklahoma's Reemployment Services and Eligibility Assessment (RESEA) program remains a cornerstone of the state's efforts to enhance reemployment services for unemployed individuals. A recent RESEA evaluation study,

grounded in data-driven methodologies, aimed to assess the impact of varied work search requirements on unemployment insurance (UI) claimants. The study's findings have important implications for service delivery and policy improvements. The evaluation study focused on the following key goals:

1. **Objective:** The primary goal of the study was to evaluate the long-term effects of less-stringent work search requirements for UI claimants. Specifically, it assessed the impact on earnings, employment, and UI benefit receipt over a nine-year follow-up period. This research extended the work of Johnson and Klepinger (1991) and related studies, such as Lachowska et al. (2016), which are part of the CLEAR profile.
2. **Methodology:** The study analyzed data from a randomized controlled trial conducted in Washington State during the 1980s. UI claimants were randomly assigned to one of four groups with varying levels of work search requirements and verification processes. The study utilized administrative data to track outcomes for each group up to nine years after their initial UI claim.
3. **Findings:** The study revealed that claimants with less-stringent work search requirements were significantly less likely to be employed in the first quarter following their claims compared to those with more-stringent requirements. Additionally, these individuals received UI benefits for a longer duration, exhausted their benefits at higher rates, and were more reliant on UI during the year following their initial claims.
4. **Study Quality:** The quality of the causal evidence is considered high due to the well-implemented randomized controlled trial. The study confidently attributed the observed effects to the differences in work search requirements, eliminating the likelihood that other factors influenced the outcomes.

This evaluation serves as a critical tool in Oklahoma's broader RESEA initiative. By analyzing the long-term effects of varying work search requirements, the state can refine its approach to reemployment services, making informed, data-backed decisions to enhance program effectiveness. These insights allow for continuous improvement in serving UI claimants and help shape policies that optimize reemployment outcomes while balancing claimant support and workforce engagement.

Economic Data and Trends

Another major focus of Oklahoma's evaluation efforts involves researching economic data and workforce trends to inform the state's workforce policies and training programs. In collaboration with state agencies, Oklahoma collects and analyzes labor market trends, sector growth, and industry demand to ensure that workforce programs are targeted to meet employer needs. The state's research projects incorporate a diverse range of data sources, including the 2023 Annual Economic Report, the Program Year 2022 Workforce Information Annual Performance Report, the Oklahoma Wage Report 2023, and various industry and occupational employment projections. These sources help provide a detailed understanding of current and projected labor market conditions.

The analysis leverages a combination of quantitative methods, such as job market data analysis, and economic trend reports. Data from resources such as the Quarterly Census of Employment and Wages (QCEW), Oklahoma Economic Indicators, and the Oklahoma Business Employment Dynamics reports also contribute to a comprehensive understanding of the workforce landscape. These combined efforts ensure that workforce programs and initiatives are continuously refined to meet Oklahoma's economic growth strategies and adapt to changing industry needs.

Oklahoma's publicly accessible research and evaluation reports serve as the foundation for ongoing and future evaluation projects. These reports provide critical insights into the successes and challenges of the state's workforce programs, allowing OESC to build on lessons learned and further refine service delivery. *See Appendix A and B* for details on key reports and sources used in the evaluation process.

CUSTOMER SATISFACTION

Oklahoma places a high priority on customer satisfaction within its workforce development system, ensuring that the services provided meet the needs of individuals and employers alike. The state utilizes a comprehensive approach to gather customer satisfaction feedback, particularly through surveys distributed to those who engage with Oklahoma Works one-stop centers. This approach not only aligns with 20 CFR 678.800, which mandates customer satisfaction feedback as part of one-stop certification but also supports continuous improvement efforts throughout the workforce system. *See Appendix C* for visual data such as charts and graphs that were created from the customer satisfaction survey results. These results track outreach, response rates, and improvement processes.

- 1. State's Methodologies:** Oklahoma's primary methodology for gathering customer feedback involves distributing surveys to individuals who use services at Oklahoma Works locations. These surveys assess the quality of the services received, the professionalism and knowledge of staff, and overall customer satisfaction. Surveys are distributed electronically and in paper form, ensuring broad accessibility. Customer satisfaction metrics are integrated into the one-stop certification process, making customer feedback a key indicator of service quality.
 - For example, surveys from March 28 to June 30, 2024, captured data from over 3,400 individuals across six regions in Oklahoma. Approximately 65% of respondents were returning customers, indicating a high level of engagement with Oklahoma Works services.
- 2. Generalizability of Results:** Oklahoma ensures that the results from customer satisfaction surveys are generally representative of the broader population served by Oklahoma Works locations. By analyzing demographic data, such as age (e.g., 90.2% of respondents were 25 or older), the state ensures that feedback covers a diverse range of service experiences. Visuals comparing response rates by demographic group and service type help assess the inclusiveness of the feedback collected. For instance, data was collected from both first-time visitors (35%) and returning visitors (65%), highlighting the ongoing relationship between Oklahoma Works centers and their clients.
- 3. Continuous Improvement Processes:** Oklahoma operates a continuous improvement model that integrates customer satisfaction feedback into its workforce system. Survey results are regularly reviewed and shared with one-stop center staff to highlight trends, identify best practices, and address service gaps. For example, 71.9% of respondents rated their service as "Excellent," while 0.4% rated it as "Poor," which highlights areas for potential staff training or operational changes to address less positive experiences. Feedback related to high-demand services such as "Job Search, Job Interview, or Job Fair," used by 17.7% of respondents, also helps identify key areas for targeted improvements. This feedback loop enables Oklahoma Works locations to make timely adjustments and improve service delivery.

By maintaining a focus on customer satisfaction and using feedback to drive continuous improvement, Oklahoma ensures that its workforce system remains adaptable and responsive to both job seekers and employers, supporting the state's broader workforce development goals.

TECHNICAL ASSISTANCE (DOL VISITS/TRAINING)

Throughout the program year, Oklahoma received valuable technical assistance from the U.S. Department of Labor (DOL) to support ongoing workforce development efforts. These sessions, designed to improve program compliance and enhance service delivery, provided critical guidance on topics such as WIOA performance measures, effective program management, and strategies for serving priority populations.

On April 30 to May 1, 2024, Oklahoma participated in the "Yes Oklahoma Can - WIOA Training" hosted by the Department of Labor. This training emphasized understanding WIOA requirements and strengthening compliance while also focusing on practical strategies to improve service delivery across the state. Additionally, on June 5, 2024, Oklahoma attended the "State Training - WIOA Performance 101," which offered foundational knowledge on WIOA performance measures, data collection, reporting, and techniques to meet performance goals.

By participating in these trainings, Oklahoma workforce leaders and staff gained insights that helped align state programs with federal guidelines and address emerging challenges. The technical assistance provided by DOL was instrumental in ensuring Oklahoma's workforce system remains adaptable and compliant with evolving regulations. These collaborative efforts have strengthened the state's capacity to deliver high-quality services to both job seekers and employers, ensuring continued progress toward workforce development goals.

PROMISING PRACTICES, LESSONS LEARNED, SUCCESS STORIES

Oklahoma's workforce development system is committed to serving employers, communities, and individuals with barriers to employment. Through a variety of innovative practices, targeted services, and collaborative partnerships, the state has developed successful strategies to address the unique challenges faced by at-risk and priority populations. These initiatives, combined with ongoing evaluations and research projects, have produced valuable insights and success stories that demonstrate the effectiveness of Oklahoma's workforce system.

Employer Alliance:

The Oklahoma Employment Security Commission (OESC) is committed to fostering robust relationships with employers throughout the state, helping them navigate the complexities of workforce development, tax regulations, and hiring workers.

One of the key pillars of this commitment is the establishment of an Employer Alliance, a collaborative forum where business leaders and OESC representatives meet regularly to discuss challenges, share insights, and build stronger partnerships. The Oklahoma Employer Alliance meets monthly, providing a platform for guest speakers to provide policy changes, regulatory shifts, and best practices for workforce management.

These monthly meetings not only serve as an information-sharing hub but also allow for networking opportunities among Oklahoma's business community. By connecting employers with each other, the Employer

Alliance helps to cultivate a sense of collective responsibility, empowering businesses to address common challenges such as recruitment, retention, and skill development. The presence of guest speakers—often seasoned professionals from industries like human resources, law, and economics—ensures that participants receive high-level, actionable guidance on issues affecting their operations. This strategy reinforces OESC’s role as a trusted partner in the economic growth of Oklahoma.

In addition to the Employer Alliance, OESC’s outreach efforts extend across the state through a series of Employer Outreach Seminars. These seminars are designed to provide businesses with crucial information regarding tax rates, tax filings, and workforce board resources. The seminars are held in various cities throughout Oklahoma, ensuring that employers from both urban centers and rural areas have access to valuable, timely information. Each seminar is structured to address the unique needs and concerns of local business communities, allowing OESC to tailor its content and discussions to the specific economic landscape of the region. This localized approach enhances the relevance and effectiveness of the seminar series, encouraging greater attendance and engagement.

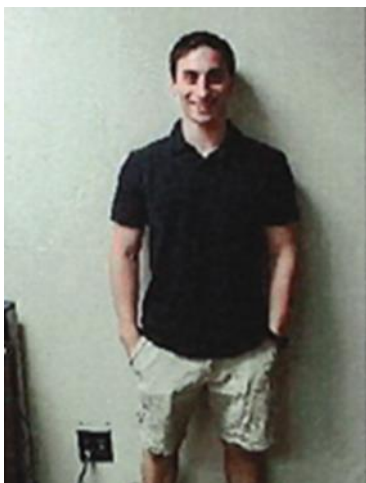
A core component of the seminar series is the focus on tax-related education, an area where many employers face confusion or uncertainty. OESC’s experts walk business owners through the complexities of tax rates and tax filings, offering clarity on critical topics like unemployment insurance taxes, payroll taxes, and tax credits. By demystifying these subjects, OESC empowers employers to stay compliant with state regulations and avoid costly errors that could impact their bottom line. Furthermore, the seminars address how businesses can effectively navigate the various workforce boards, providing insights into recruitment programs, training initiatives, and workforce development opportunities available through the state.

The seminars also emphasize the importance of understanding workforce boards, which play a central role in connecting employers with skilled talent and support resources. OESC works closely with local workforce boards to present valuable information on available programs designed to help businesses hire, train, and retain employees. These boards offer a range of services, from job matching and candidate screening to specialized training grants and apprenticeship programs. By informing employers about these resources, OESC helps to bridge the gap between businesses and the diverse pool of workers that are ready to contribute to the state's economy.

Through both the Employer Alliance and the Employer Outreach Seminars, OESC’s business engagement strategy aims to create a more informed, connected, and proactive business community across Oklahoma. The initiative fosters ongoing dialogue, collaboration, and education, positioning OESC as a key resource for employers seeking to navigate regulatory landscapes, optimize their workforce strategies, and contribute to Oklahoma's economic vitality. By offering consistent opportunities for learning and networking, OESC strengthens its partnership with businesses, ensuring that both employers and employees can thrive in a rapidly evolving economic environment.

Work-Based Learning Programs

Oklahoma has also seen significant success through the expansion of work-based learning programs, particularly registered apprenticeships, and internships. These programs provide participants with hands-on experience while earning wages, helping them transition into permanent employment. A promising practice has been the integration of these programs within high-demand sectors, ensuring that both youth and adults can gain real-world skills while addressing employer needs. A good example of this is seen in Trace Chapline’s success story provided by Central Oklahoma Workforce:



Prior to applying for Oklahoma Works, Trace was navigating a challenging period in his life. At 22, he found himself living in subsidized housing after having been homeless for six months. His situation was precarious, with significant concerns about stability and future prospects. He was not employed, had minimal education beyond high school, and faced issues related to transportation and housing.

Trace's introduction to Oklahoma Works came through the Youth Action Board, which provided valuable information about the resources and support available through the program. Eager for a change, he decided to reach out for assistance.

Through Oklahoma Works, he received crucial services, including career assessments and job placement assistance. These services were instrumental in identifying a career path that suited his skills and goals. Additionally, he participated in a Work Experience Internship with Pivot, Inc., an organization dedicated to supporting young people and families. This experience not only provided practical job skills but also reinforced his commitment to helping others. He received additional support through the DHS, SNAP program to support his educational journey.

Currently, he is employed as a Follow-Up Specialist at Solari, where he earns \$21.00 per hour. His new role involves supporting individuals with mental health issues, a job that aligns closely with his passion for making a positive impact. He has been with Solari for eight months and has experienced significant improvements in his personal and professional life since completing the services through Oklahoma Works.

"The most important service I received from Oklahoma Works was the opportunity to participate in the work experience program," I reflect. "It was instrumental in helping me develop the skills needed to assist at-risk youth and find meaningful employment."

Since his involvement with the program, his life has transformed remarkably. He is no longer in subsidized housing and have secured a stable and well-paying job. This new stability has greatly improved his overall well-being and provided him with a sense of purpose and fulfillment.

"I am deeply grateful for the support provided by programs like COWIB and Oklahoma Works," Trace shares. "Their assistance has been crucial in my journey toward success and has equipped me with the tools to achieve my goals."

Out-of-School Youth Engagement

Engaging out-of-school youth remains a priority for Oklahoma's workforce system. Take Aubriana's journey

below, it demonstrates the importance of supportive services and personalized guidance in helping youth overcome barriers and achieve success. Her story serves as an example of how South-Central Oklahoma's workforce programs are making a real difference in the lives of young people, ensuring they have the tools and opportunities they need to build a brighter future.



Aubriana, a resilient and determined 16-year-old, has already achieved impressive milestones despite facing significant challenges. As a parenting youth without a high school diploma and receiving SNAP benefits, she was committed to transforming her life.

On April 5, 2024, Aubriana applied for the WIOA program with the goal of completing her GED and earning certification as a Certified Nursing Assistant (CNA). Her remarkable strength and dedication to her education and personal growth were evident throughout the process. With the support of WIOA youth services, Aubriana successfully obtained her GED and completed her CNA certification, both on June 26, 2024.

This achievement is a testament to her hard work and perseverance. Aubriana is now focused on furthering her education and plans to enroll in Certified Medication Aide (CMA) classes after holding her CNA licensure for six months.

Since March 2024, Aubriana has been employed at Elk Crossing, where she has advanced from a Patient Care Assistant (PCA) to a CNA, receiving a wage increase in recognition of her growing skills. Aubriana's determination and focus will undoubtedly support her continued success as she charts her path forward.

Low-Income Adults

Another key lesson learned is the need for comprehensive support services for low-income adults. Oklahoma has implemented wraparound services such as transportation assistance, childcare, and career counseling to ensure these individuals can successfully participate in training programs and job search activities. Through co-enrollment strategies that link individuals to multiple workforce programs, participants receive a full range of services tailored to their specific needs.

A success story out of the Green Country Workforce Development area highlights the impact these services had on Brina Beaver:



Before applying for Oklahoma Works services, Brina Beaver faced numerous challenges. As a single mother of two, she had been struggling with limited resources and opportunities. At the time, she was a high school dropout, living with her grandmother, and had worked various odd jobs for eight years. Despite her efforts, she found herself in a precarious situation with inadequate income and limited career prospects. Brina's transportation and housing situations were particularly unstable, and she was searching for a way to improve her circumstances.

Brina discovered Oklahoma Works through an online search, which led her to seek out their services. Upon connecting with Oklahoma Works, she received a comprehensive range of support services, including assessment, housing assistance, clothing, childcare, and counseling. These resources were crucial in her journey towards stability and self-sufficiency. Additionally, she participated in occupational training for business administration through Talking Leaves, which equipped her with the skills needed for a more stable career path.

Currently, Brina is employed at Foreman Construction Management, earning \$22.00 per hour. She has been with this company for one year, and her new role represents a significant improvement in her financial and personal well-being. The support she received from Oklahoma Works, particularly the childcare assistance and the guidance from the staff, was instrumental in her success. The ability to balance work and parenting without the added stress of inadequate childcare was a game-changer for Brina.

Since completing the services through Oklahoma Works, Brina's life has transformed dramatically. She now has the independence to support herself and her two boys, significantly improving their quality of life. The stability she has achieved has empowered her to provide a better future for her family, and she is grateful for the role Oklahoma Works played in making this possible. Brina's journey reflects the profound impact that tailored support services can have on individuals facing challenging circumstances.

Dislocated Workers

A dislocated worker success story from Southern Oklahoma illustrates the importance of retraining programs through the Dislocated Worker Program. The benefit of received transportation assistance as well as tuition to attend training allowed Loretta Tohkubbi a new career path. Here is what Loretta had to say about the experience:



Before applying for Oklahoma Works services, my life was a 55-year-old married woman who was working at Spirit Aero Systems. I had a high school diploma and had received some vocational training while working at Spirit. Education comes in many forms and accepting what is offered may be what can help open the next door for you whether it be a job, a career, or a step-up from where you are at.

This is what Trade Adjustment Assistance (TAA) did for me. When Spirit Aero Systems closed its doors, meetings with personnel from Workforce, were set-up for those of us being laid off to offer us the opportunity to retrain. I saw it as an opportunity to return to school to become someone I had wanted to become earlier in life, but life had got in the way. TAA helped with tuition, books, and anything else that was needed each semester for the classes while WIOA (Workforce Innovation and Opportunity Act) helped with gas and mileage to attend classes.

I attended Eastern Oklahoma State College for two years, was on the Dean's Honor Roll each semester, and received an Associate in Business Administration with a GPA of 3.214. While in my third semester, one of my instructors called me about a position at All Saints Episcopal Church in McAlester. It sounded like what I was interested in, and I agreed to apply for the position.

I was offered the position of Office Administrator/Secretary and I have been happily working in this position since the day I accepted the position. It is a position I don't feel that I would have ever been qualified for or applied for without the help of TAA and WIOA in getting an education. This has opened up doors for greater opportunities and bettering my life in ways that I couldn't foresee.

Justice Involved

A justice-involved success story in the Western Oklahoma Workforce Development area showcases the impact of targeted training and support. After being released from incarceration, this individual faced numerous barriers to re-entering the workforce. With the help of local workforce partners, he enrolled in a commercial truck driving program, which not only provided industry-specific training but also offered help with obtaining the necessary certifications.



Here is what participant Robert Brooner had to say:

My name is Robert Brooner, and I am writing today to express my gratitude to WIOA (Workforce Innovation and Opportunity Act) for the support that has been given to me. I am now a proactive member of society with an opportunity to be successful because of the skills I have obtained. I am now a semi-truck driver and was given the opportunity to learn this new skill because of WIOA.

I am a recent parolee from Oklahoma Department of Corrections, but I am so much more than just a convict. After I was released from prison in March of 2023, I was encouraged to talk to Oklahoma Works. After learning more about the programs offered by WIOA, I soon realized what an excellent opportunity I had been given. As a recent parolee from prison, many obstacles are encountered when it comes to employment. There are many people that do not put faith in a person with a felony record. I made a decision to acquire a skill that is needed all across America. WIOA made that opportunity and dream come true by providing monetary and moral support.

My caseworker is Kara Burnes from the Stillwater, Oklahoma workforce office and I could not have asked for a better individual to help me. Kara has been there with me through my entire journey and has supported me not only through professional services but also as a concerned newfound friend.

I chose to go to Drumright Central Tech truck driving school. This was a 5- week course and I successfully completed the school training. I was immediately hired by a local company as a truck driver and went to work the week after I graduated school in late August of 2023. I now have a steady income and I make very good wages. Next year I expect to make \$60,000+ as a yearly income. This is incredible to me the way my life is being turned around. I now have a career not just a job and I love what I do.

I want to thank everybody that is a part of the WIOA program that enabled me to become a better version of myself and to get me back on track as a successful member of society. Without your help my options would have run out a long time ago. Please accept my sincere gratitude.

Co-Enrollment

Co-enrollment is a critical strategy in workforce development that allows individuals to participate in multiple WIOA programs simultaneously, maximizing the range of services they receive. Northeast Oklahoma Workforce leveraged resources from different program areas, co-enrolling participants like

Jadalynn (below). This approach not only enhances skill development and employability but also improves job placement outcomes by coordinating efforts across youth, adult, and dislocated worker programs. Through co-enrollment, participants can benefit from various resources such as training, work experience, and supportive services, empowering them to achieve their career goals and build sustainable futures.



Shortly after her 19th birthday, Jadalynn realized that her life was not heading in the direction she wanted. With that in mind, she decided to leave college and her challenging home environment, setting out with nothing but a backpack. After several months, hundreds of miles, and working two fast-food jobs, Jadalynn found herself in Pryor, Oklahoma, where she was fortunate to be taken in by a kind family.

Through her friend she learned about a work experience opportunity available through WIOA Title 1. On August 9, 2023, Jadalynn was co-enrolled in the WIOA Title 1 Adult/Youth program and began her work experience on August 25, 2023.

During her time at the front desk Jadalynn developed essential skills such as engaging with and assisting clients, handling phone calls, and understanding professional dress codes. The office environment was incredibly supportive, with everyone offering guidance and encouragement. Each day, she was given constructive feedback on how to improve, which was invaluable as she had never learned many of these practical skills before. A few weeks after completing her work experience Jadalynn received a call from her Title 1 career navigator about a potential job opportunity where she had completed her work experience.

Jadalynn met with the Pryor American Job Center manager about a Career Coordinator position available with Oklahoma Employment Security Commission. On May 6, 2024, she began her new career as a Career Coordinator.

Jadalynn is grateful for the programs available through WIOA Title 1, as they have transformed her outlook on life. She never imagined having a bright future, but now she finds herself thinking about possibilities she once thought were out of reach—such as owning a home, having a beautiful wedding, raising a large family, taking vacations, and building a career she genuinely enjoys.

Promising Practices Conclusion

Oklahoma's workforce development system continues to demonstrate its commitment to innovation and collaboration in addressing the diverse needs of its workforce. The success stories shared highlight the transformative power of programs like WIOA, particularly when combined with tailored services and co-enrollment strategies. As the state builds on these promising practices, Oklahoma remains focused on improving outcomes for all participants—especially those facing barriers to employment—while fostering a stronger, more resilient workforce for the future.

CHALLENGES

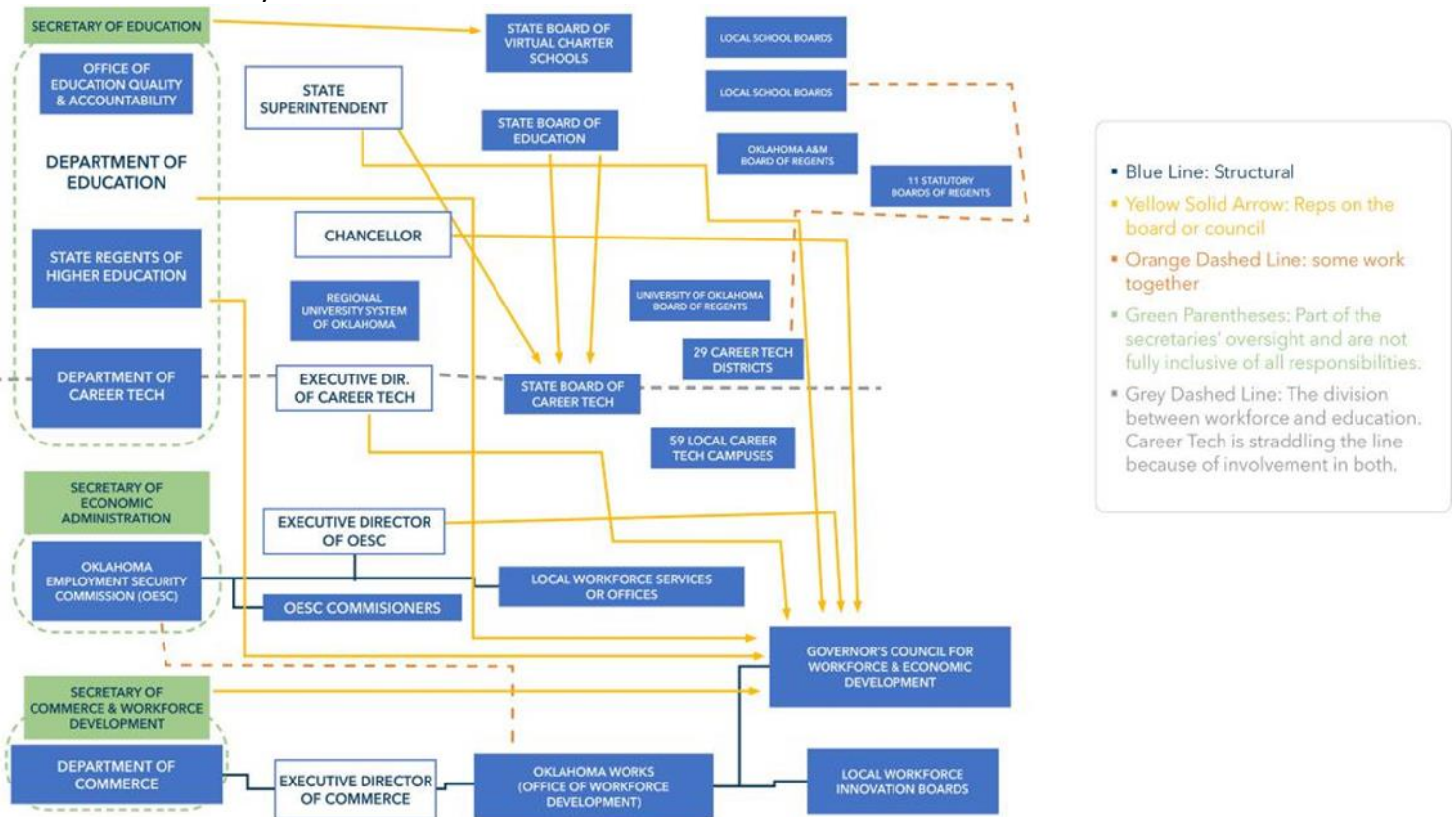
Oklahoma’s workforce system is currently navigating several significant challenges, as identified by the Workforce Transformation Taskforce and state analyses. These challenges present both barriers and opportunities for systemic improvement. Here are the key issues hindering Oklahoma's workforce development:

1. Lack of Ownership and Accountability:

One of the central findings from the taskforce is that no single entity is responsible for coordinating the state’s workforce development efforts. This lack of ownership leads to fragmented strategies and ineffective leadership, creating confusion about responsibility and hampering the state’s ability to streamline and execute workforce programs effectively.

2. Fragmentation Among Agencies:

Oklahoma’s workforce system is fragmented, with multiple agencies pursuing competing priorities. This results in inefficient service delivery and duplication of efforts. The Workforce Development Governance visual below illustrates how this fragmentation complicates collaboration and creates silos within the workforce system.



3. High School Graduation Rates and Educational Barriers:

With over 300,000 Oklahomans lacking a high school diploma, the state faces a major challenge in ensuring its workforce is adequately prepared. This educational barrier limits workforce readiness and the attainment of industry-recognized credentials, creating a significant obstacle to fulfilling labor market needs and career advancement for many individuals.

4. Siloed Perspectives:

Historically, different stakeholders across Oklahoma’s workforce system have operated in silos, resulting in duplicated efforts and inefficiencies. The current lack of cross-agency communication and

collaboration means that workforce programs often fail to align with one another, which negatively impacts the overall effectiveness of workforce initiatives.

5. Limited Immediate Results:

While efforts to strengthen partnerships and infrastructure have been made, the workforce system has struggled to deliver immediate, measurable results. Delays in policy implementation and program success reflect a need for better coordination and more agile strategies to meet the state's workforce goals in a timely manner.

6. Disparate Historical Strategies:

The state's workforce efforts have been hindered by inconsistent strategies over time. These disparate approaches have slowed progress in aligning workforce development with long-term goals, preventing the system from developing a cohesive strategy that is resilient and adaptable to evolving economic needs.

Policy Updates and Alignment

Another core issue Oklahoma faces is the need for more frequent and systematic policy updates. Many of the state's workforce policies have become outdated or are not aligned with current federal regulations, which has caused confusion at the local level and hindered compliance with performance measures. For instance, there has been insufficient focus on modern workforce trends, such as the rise of remote work and industry-specific credentialing.

Oklahoma has begun a comprehensive policy review to ensure that all WIOA policies reflect modern workforce demands. However, this process has been slow, requiring continuous collaboration with various stakeholders, which further complicates policy alignment and timely implementation.

Enhancing Collaboration Across Partners

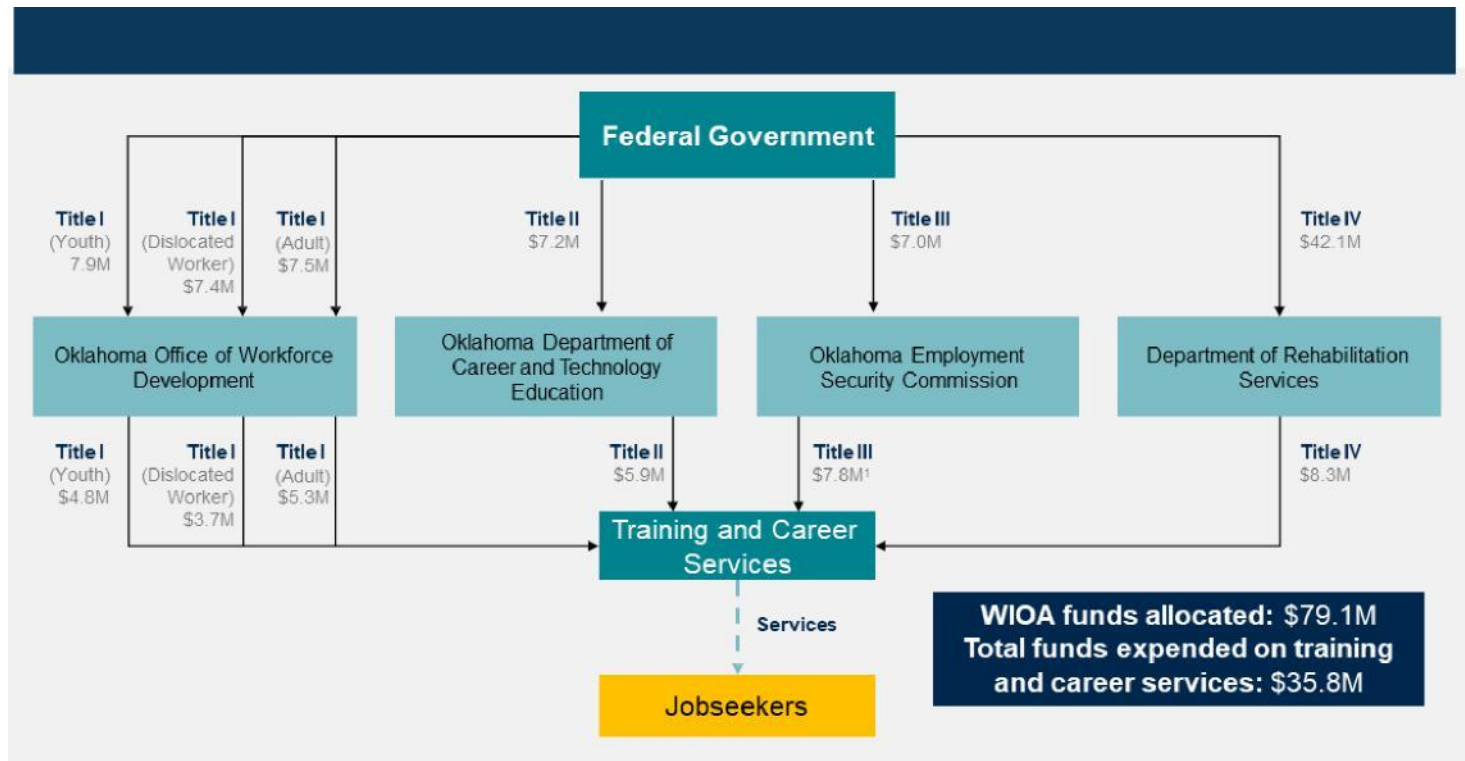
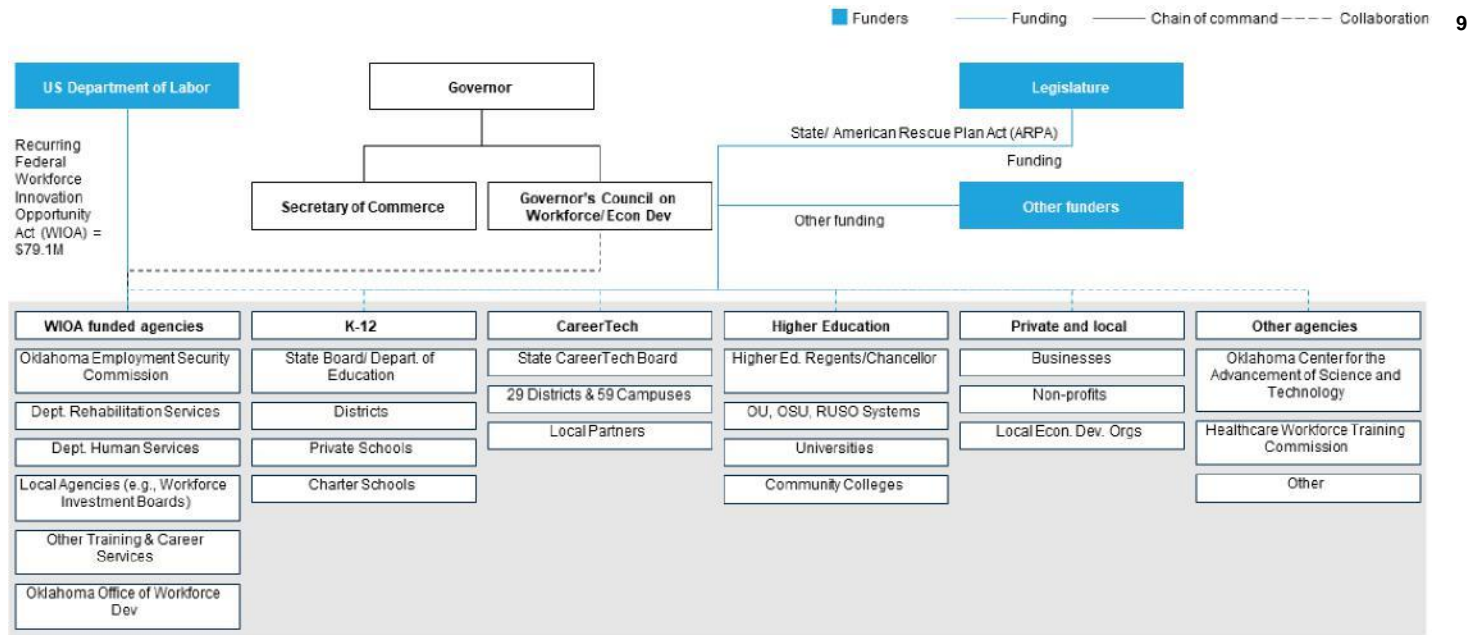
Improving collaboration between WIOA core programs, local workforce boards, educational institutions, and employers remains an essential priority for Oklahoma. The lack of clear communication channels between these entities has led to service duplication and inefficiencies in program delivery, particularly in terms of aligning training programs with employer needs. Oklahoma is working to establish clearer communication structures and data-sharing protocols to promote more integrated service delivery.

Efforts are now being made to build trust and collaboration across stakeholders, creating the conditions necessary for a more unified workforce system. This includes better coordination of sector strategies to ensure training programs meet the specific needs of key industries.

Addressing Duplication of Services

Oklahoma's workforce system has struggled with duplication of services across multiple programs. Job seekers often receive overlapping services, which leads to inefficient resource allocation and complicates the state's ability to track and assess program effectiveness. The Workforce Development Flow of Funds visual below demonstrates how this duplication occurs due to the lack of a central coordinating body for WIOA funds.

WORKFORCE DEVELOPMENT – FLOW OF FUNDS



Additionally, Oklahoma’s co-enrollment strategies and efforts to integrate data systems are being refined to better track participant services, reduce duplication, and ensure that job seekers receive streamlined, unduplicated services that are tailored to their individual needs.

Maintaining Service Delivery in Rural and Underserved Areas

Oklahoma faces ongoing challenges in providing consistent workforce services to rural and underserved areas. Many regions struggle with geographic isolation, lack of transportation, and insufficient local workforce infrastructure. While mobile workforce units have helped address some of these issues, infrastructure limitations—such as inconsistent internet access—continue to pose obstacles for virtual service delivery in these areas.

Oklahoma is exploring ways to expand virtual services and leverage local partnerships to ensure equitable access across all regions. However, this requires innovation and resource investment to address infrastructure challenges.

The state's workforce system faces interconnected issues affecting policy implementation, service delivery, and program effectiveness. Key challenges include enhancing ownership and accountability, fostering collaboration across agencies, reducing service duplication, and ensuring access for rural and underserved populations. Additionally, inefficiencies in the funding model must be addressed to maximize workforce investments.

By aligning policies, enhancing collaboration, and optimizing resource allocation, Oklahoma aims to create a more integrated, efficient, and responsive workforce system that meets the needs of its residents and businesses. Addressing these challenges will position the state for future workforce demands and ensure long-term economic success.

KEY REPORTS AND DATA SOURCES

This appendix provides a comprehensive list of key reports and publications used in Oklahoma's workforce evaluation process, detailing their relevance and contributions to workforce planning and policymaking.

2023 Annual Economic Report [oklahoma-annual-economic-report-2023.pdf](#)

- **Description:** A detailed analysis of Oklahoma's economic trends for the year 2023, providing insights into industry performance, employment changes, and economic health indicators.
- **Contribution:** This report helps workforce professionals understand overall economic conditions and target workforce programs to align with emerging trends and needs.

Program Year 2022 Workforce Information Annual Performance Report [Annual Performance Report \(oklahoma.gov\)](#)

- **Description:** A summary of workforce activities and performance metrics from Program Year 2022, including employment trends and workforce initiatives.
- **Contribution:** It supports understanding of past workforce activities and evaluates effectiveness, which is critical for future program improvements.

Oklahoma Wage Report 2023 [Oklahoma Employment and Wage Report 2023](#)

- **Description:** An analysis of wage levels across different industries and occupations in Oklahoma for the year 2023.
- **Contribution:** This report assists in identifying wage disparities and aligning training programs with high-wage, high-demand occupations.

Quarterly Census of Employment and Wages (QCEW) 2022 [quarterly-census-employment-wages-2022.pdf \(oklahoma.gov\)](#)

- **Description:** A quarterly report detailing employment and wages by industry, providing a breakdown of economic activity throughout Oklahoma.
- **Contribution:** The QCEW is valuable for tracking employment changes over time, helping to adjust workforce strategies to support sectors experiencing significant growth or decline.

Oklahoma Economic Indicators (September 2024) [oklahoma-economic-indicators-september-2024.pdf](#)

- **Description:** Monthly economic indicators such as unemployment rates, consumer confidence, and business growth in Oklahoma.
- **Contribution:** These indicators are used to gauge the state of the economy and adjust workforce interventions in response to economic changes.

Industry and Occupational Employment Projections (2022-2032) [Industry and Occupational Employment Projections \(oklahoma.gov\)](#)

- **Description:** Long-term projections of employment demand across industries and occupations for the years 2022-2032.
- **Contribution:** This report helps workforce development programs prioritize training for sectors expected to grow in the long term, ensuring alignment with industry needs.

DATA TOOLS AND RESOURCES

This appendix provides a guide to various interactive data tools and databases used by Oklahoma's workforce professionals. The resources outlined here help stakeholders access and analyze key workforce data to inform decision making.

Employment Projections Data Interactive Tool

- **Purpose:** To provide long-term and short-term industry and occupational employment projections.
- **How to Use:** Users can explore projected growth or decline across industries, helping to identify in-demand occupations and align training programs accordingly. Available at [Industry and Occupational Employment Projections \(oklahoma.gov\)](https://oklahoma.gov/industry-and-occupational-employment-projections).

Local Area Unemployment Statistics (LAUS) Data Interactive Tool

- **Purpose:** Provides detailed unemployment rates at the state and local levels.
- **How to Use:** Users can analyze regional unemployment patterns, enabling workforce boards to focus resources on areas of high unemployment. Available at [Local Area Unemployment Statistics \(oklahoma.gov\)](https://oklahoma.gov/local-area-unemployment-statistics).

Quarterly Census of Employment and Wages (QCEW) Data Interactive Tool

- **Purpose:** Offers detailed employment and wage data by industry on a quarterly basis.
- **How to Use:** Users can view trends over time and identify economic activities within specific industries. This tool is crucial for understanding labor market dynamics. Available at [Quarterly Census of Employment and Wages \(oklahoma.gov\)](https://oklahoma.gov/quarterly-census-of-employment-and-wages)

Current Employment Statistics (CES) Data Interactive Tool

- **Purpose:** Provides data on current employment by industry.
- **How to Use:** Users can track employment changes monthly, providing timely insights into economic health. Available at [Current Employment Statistics \(oklahoma.gov\)](https://oklahoma.gov/current-employment-statistics)

Oklahoma Licensed and Certified Occupations Data Tool

- **Purpose:** Offers information about occupations that require licensing or certification in Oklahoma.
- **How to Use:** Workforce professionals can identify requirements for various occupations and ensure that training aligns with these certifications to enhance job placement. Available at [Oklahoma Licensed and Certified Occupations](https://oklahoma.gov/oklahoma-licensed-and-certified-occupations).

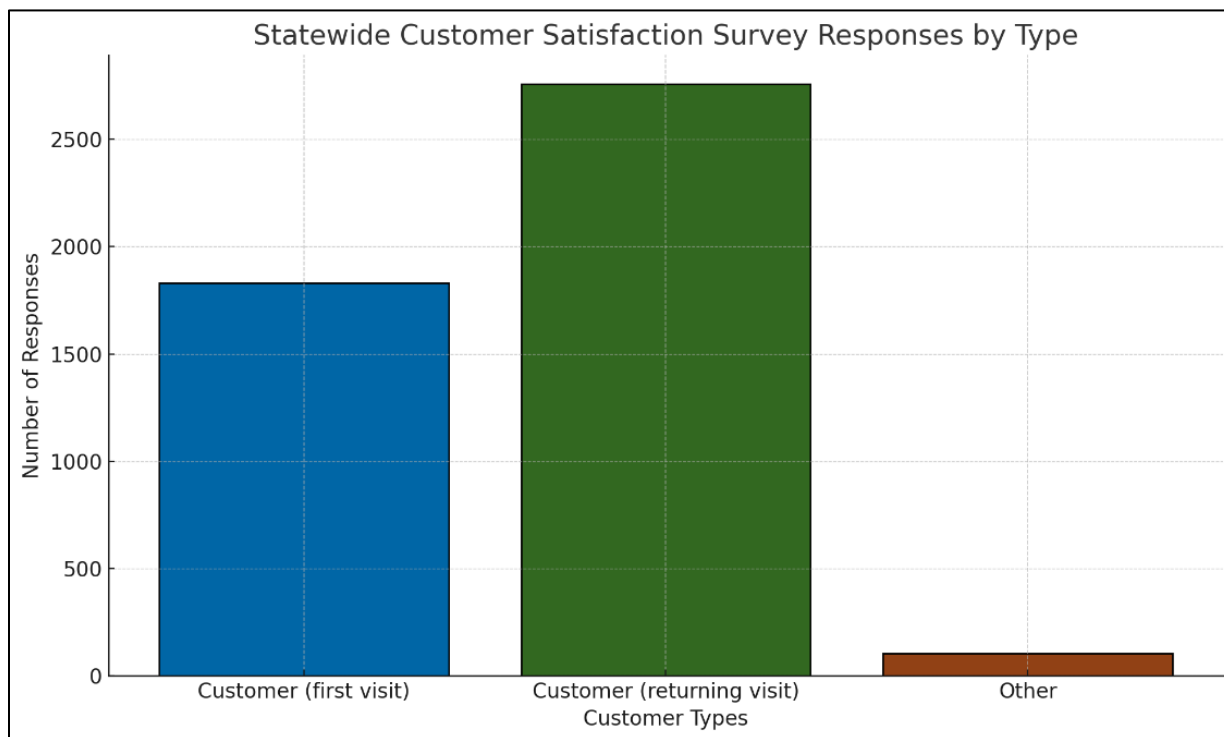
Unemployment Insurance Dashboard

- **Purpose:** Provides data on initial and continued unemployment claims.
- **How to Use:** Users can analyze trends in unemployment claims to identify the effects of economic changes and plan workforce interventions. Available at [Initial and Continued Claims Data \(oklahoma.gov\)](https://oklahoma.gov/initial-and-continued-claims-data).

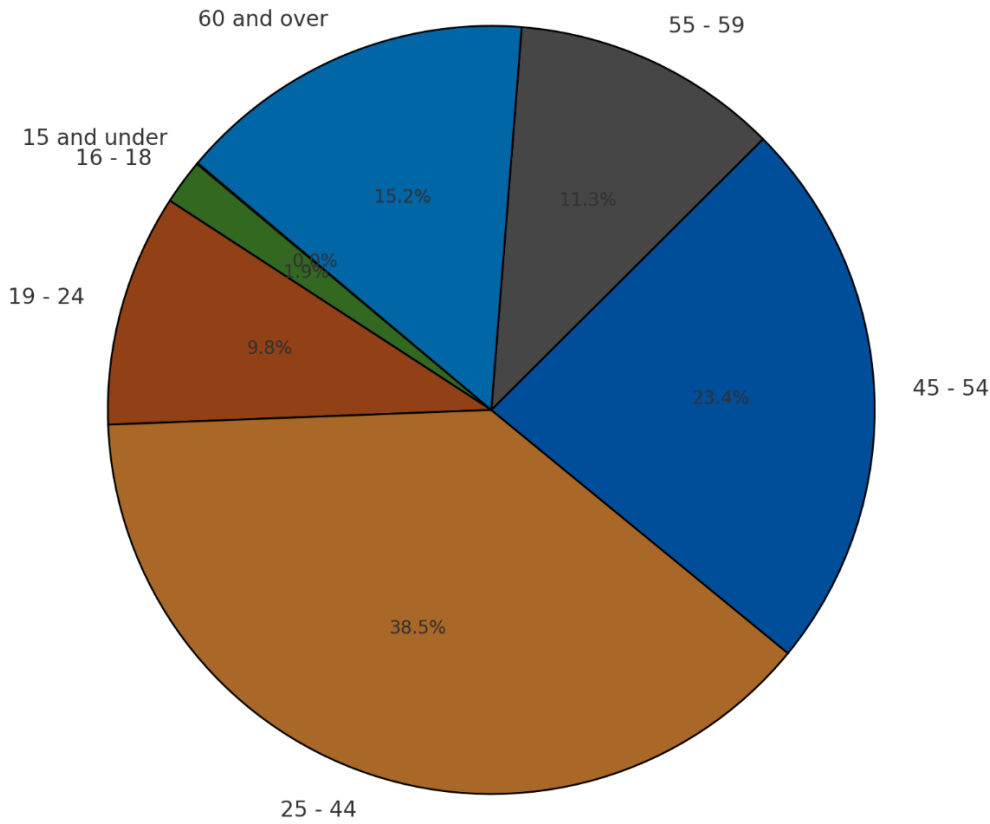
CUSTOMER SURVEY STATEWIDE RESULTS

The data presented in the following charts is derived from two distinct datasets: one covering the first half of Program Year (PY) 2023 and the other covering the second half.

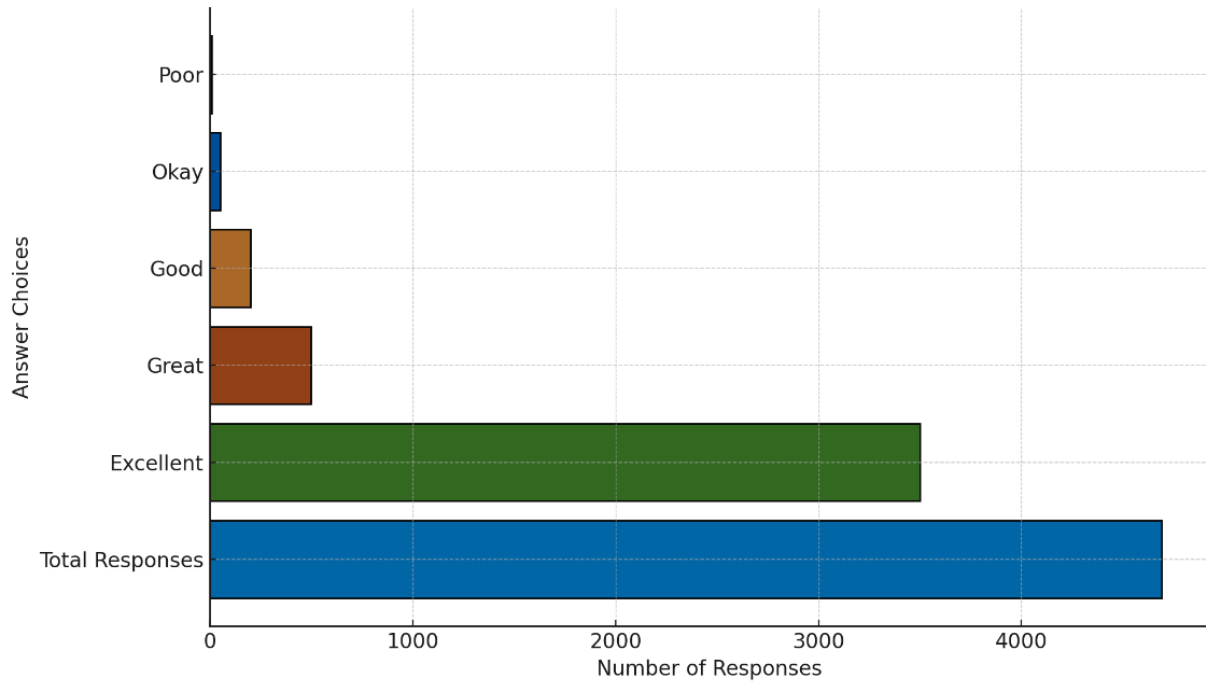
Results through December 2023

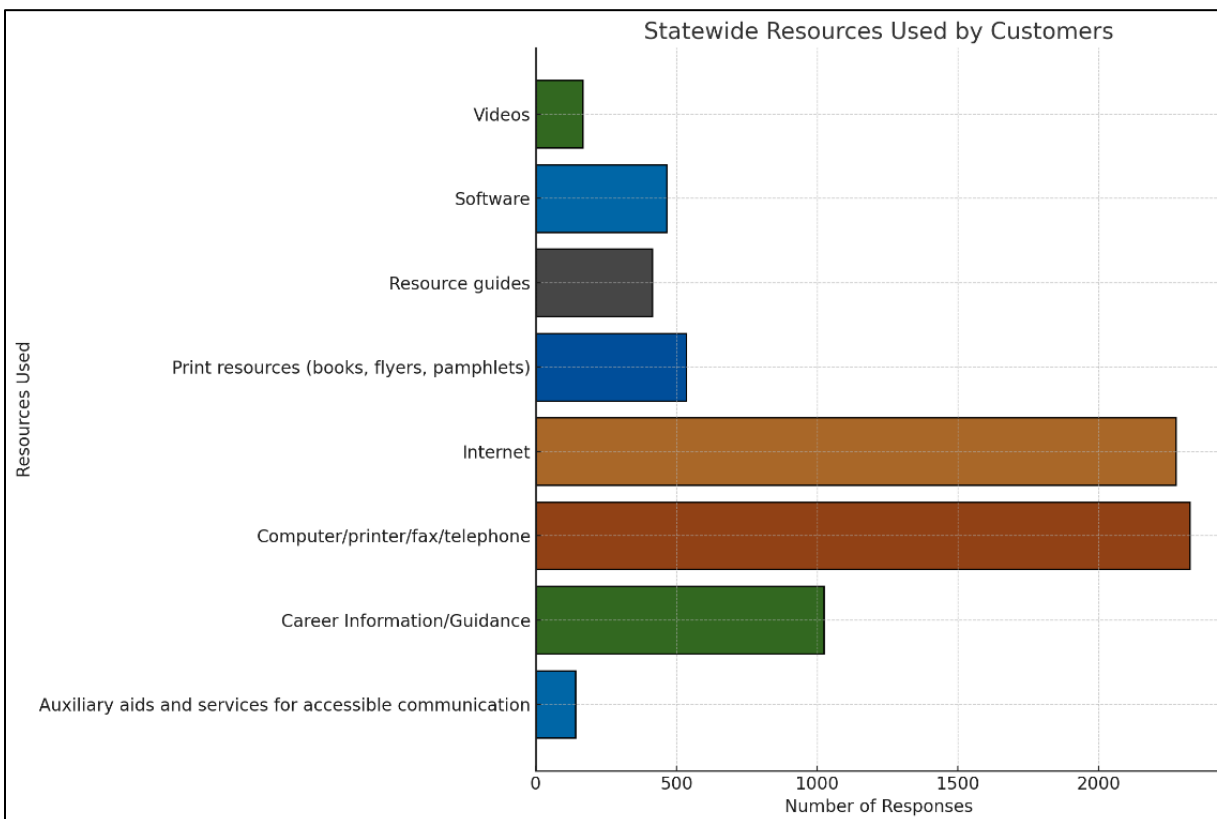
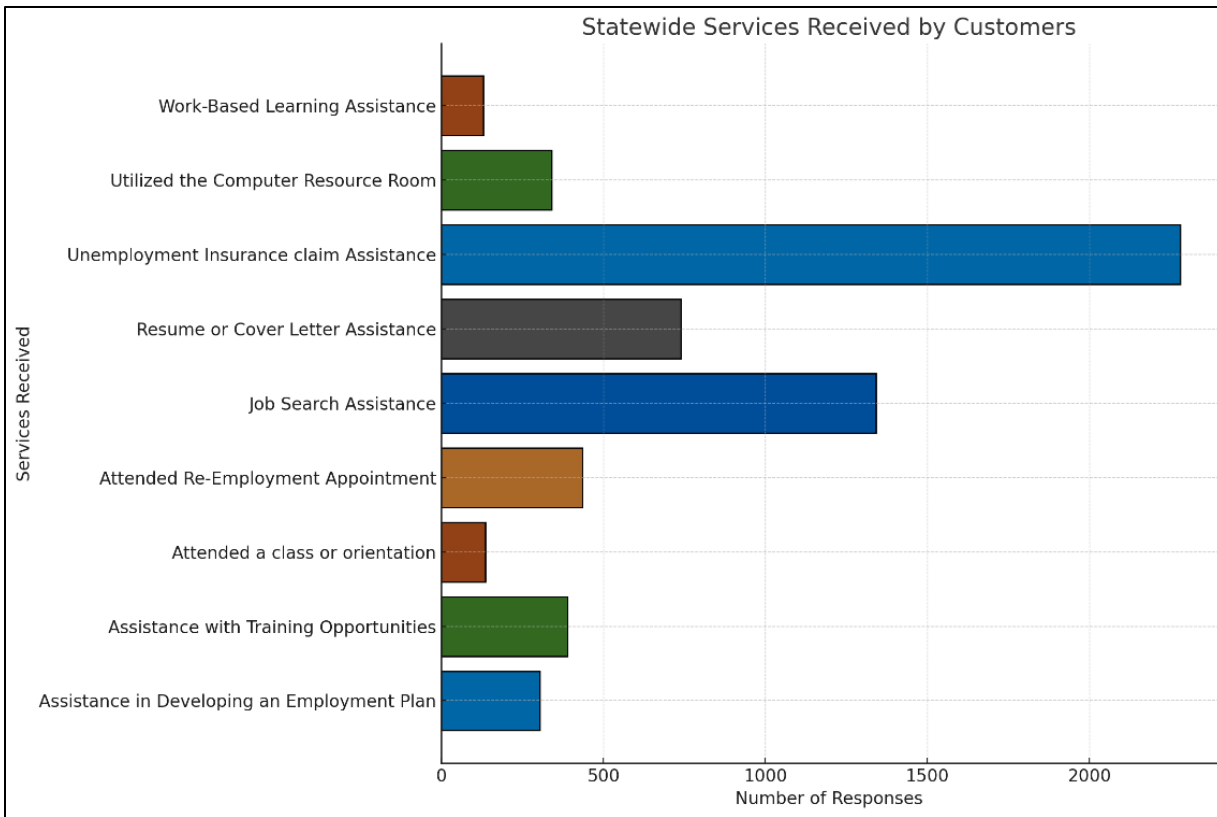


Statewide Customer Satisfaction Survey Responses by Age Group

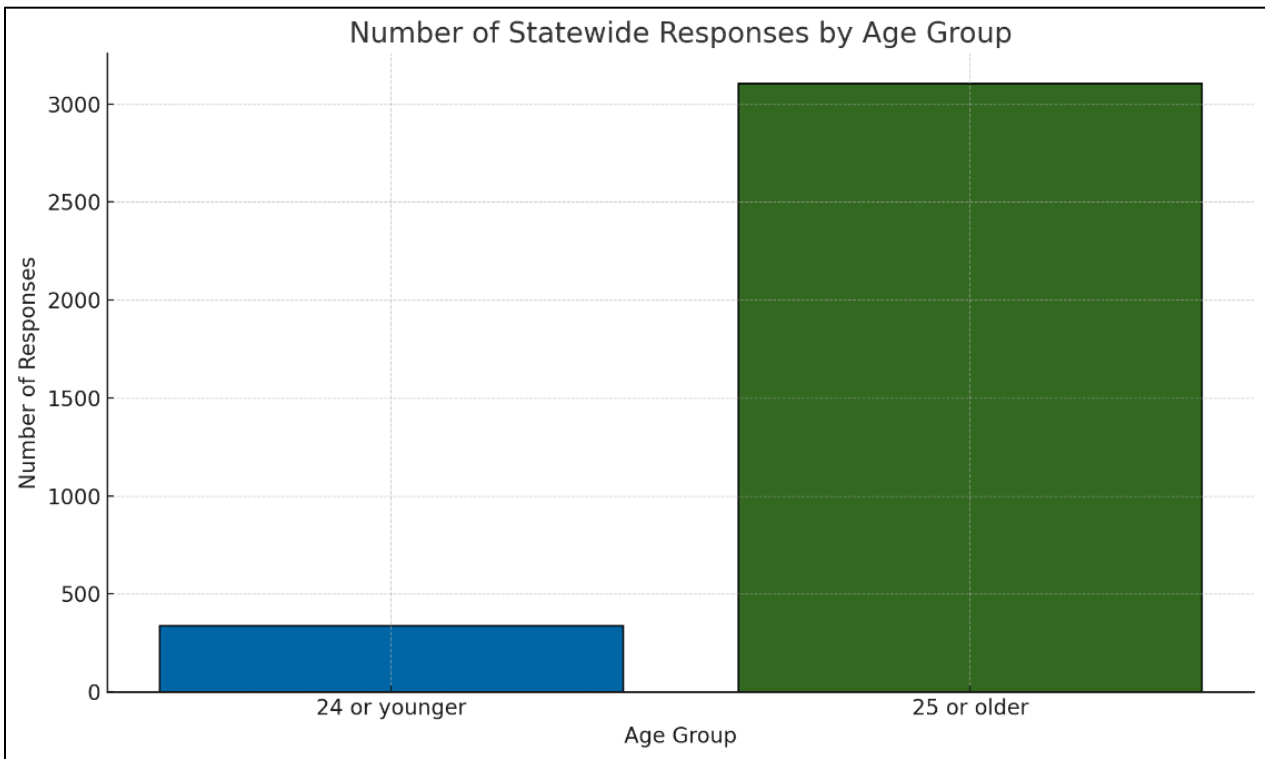
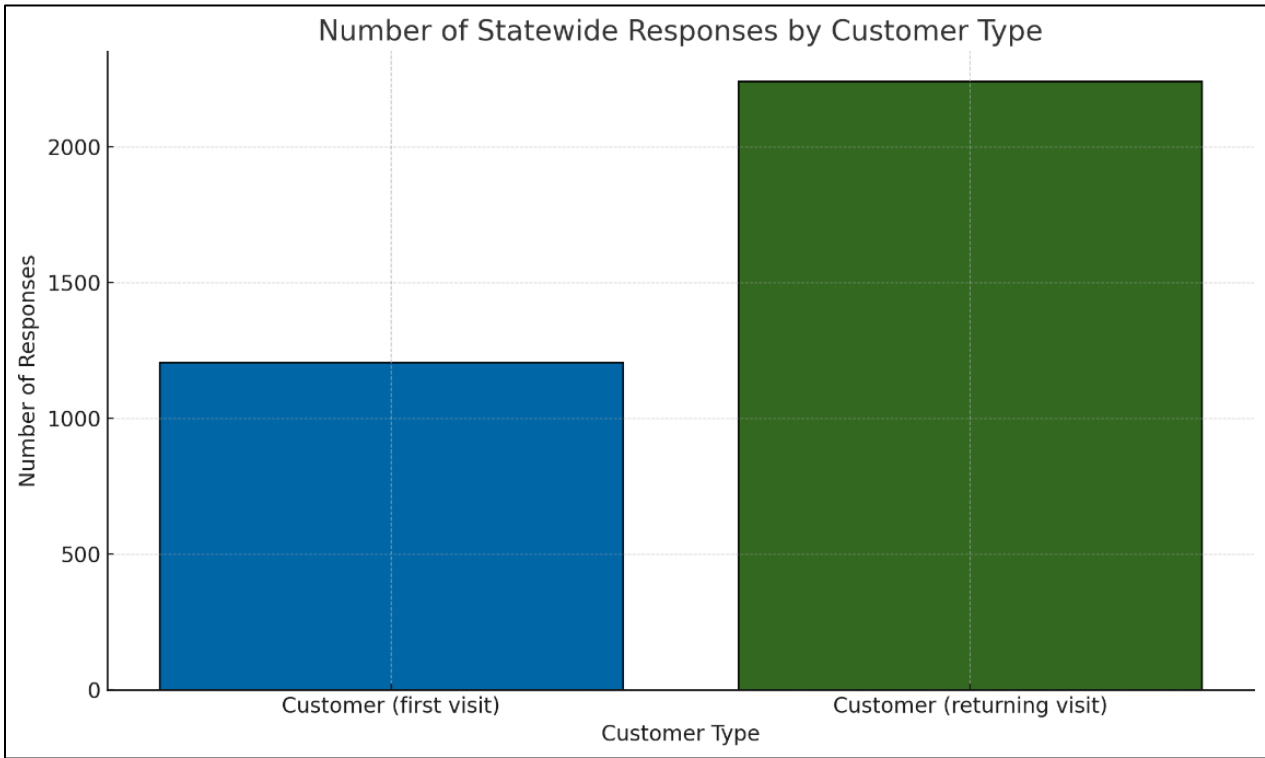


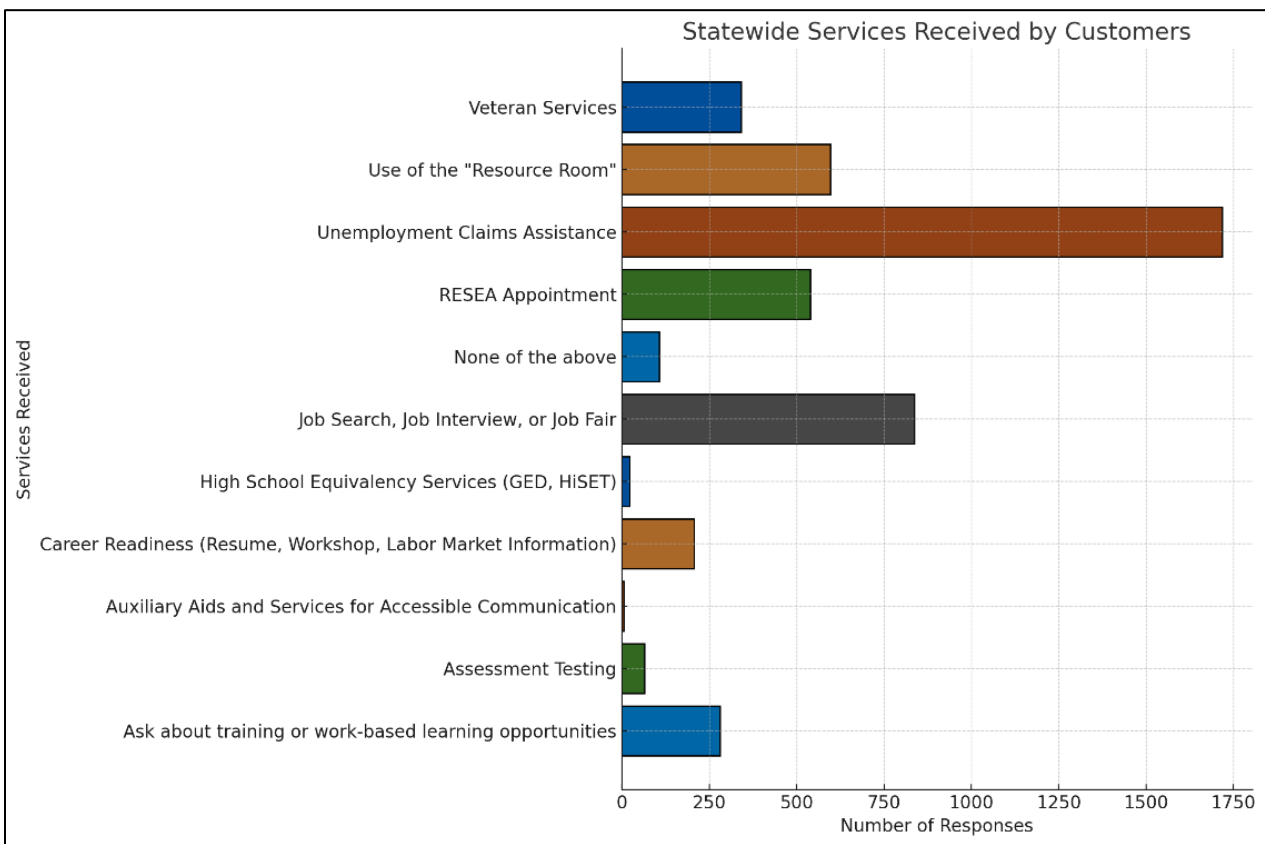
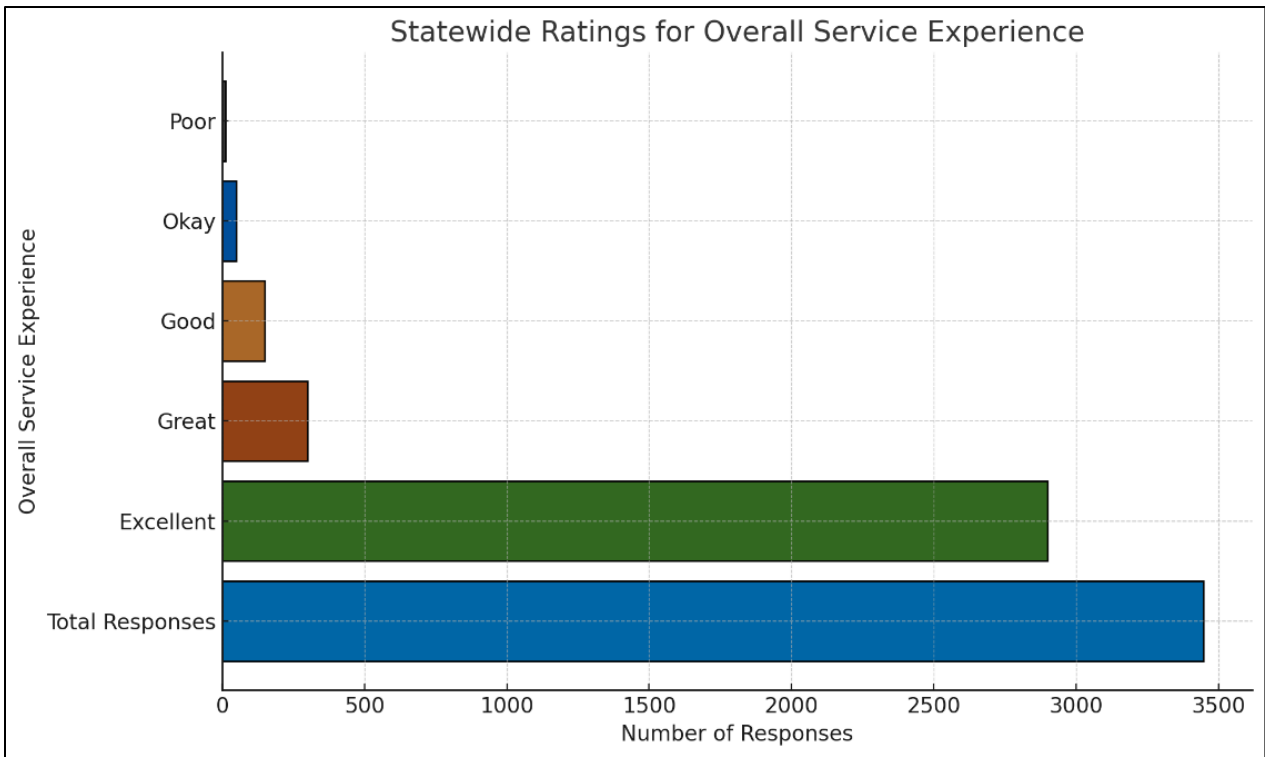
Statewide Customer Feedback





Customer Survey Results Statewide Through the End of PY 2023 (June 30, 2024)





PY23 STATE PERFORMANCE MEASURES:

STATE OF OKLAHOMA		PY23 Performance	
Performance Measures		7/1/2023 - 6/30/2024	
		Negotiated	Actual
Employment 2nd Quarter After Exit	Adult	70.0%	74.8%
	Dislocated Worker	73.3%	83.1%
	Youth	73.0%	78.1%
	Wagner-Peyser	59.1%	66.9%
Employment 4th Quarter After Exit	Adult	67.3%	73.4%
	Dislocated Worker	70.5%	80.1%
	Youth	71.0%	79.5%
	Wagner-Peyser	61.0%	65.6%
Median Earnings 2nd Quarter After Exit	Adult	\$ 5,675	\$ 7,993
	Dislocated Worker	\$ 8,360	\$ 10,300
	Youth	\$ 3,650	\$ 6,510
	Wagner-Peyser	\$ 5,900	\$ 7,025
Credential Attainment	Adult	70.5%	75.2%
	Dislocated Worker	75.0%	81.3%
	Youth	61.3%	70.9%
Measurable Skill Gains	Adult	61.0%	72.0%
	Dislocated Worker	67.0%	82.6%
	Youth	59.0%	68.5%
Effectiveness in Serving Employers			

PY23 PERFORMANCE MEASURES BY LOCAL AREA:

Northeast		PY23 Performance	
Performance Measures		7/1/2023 - 6/30/2024	
		Negotiated	Actual
Employment 2nd Quarter After Exit	Adult	72.0%	77.2%
	Dislocated Worker	75.0%	73.5%
	Youth	74.0%	87.1%
Employment 4th Quarter After Exit	Adult	70.0%	75.9%
	Dislocated Worker	69.5%	69.6%
	Youth	71.0%	92.3%
Median Earnings 2nd Quarter After Exit	Adult	\$ 5,750	\$ 7,035
	Dislocated Worker	\$ 8,200	\$ 10,776
	Youth	\$ 3,900	\$ 6,495
Credential Attainment	Adult	72.5%	82.2%
	Dislocated Worker	75.0%	85.7%
	Youth	71.0%	77.8%
Measurable Skill Gains	Adult	65.0%	83.3%
	Dislocated Worker	70.5%	87.5%
	Youth	59.5%	60.9%
Effectiveness in Serving Employers			

Central		PY23 Performance	
Performance Measures		7/1/2023 - 6/30/2024	
		Negotiated	Actual
Employment 2nd Quarter After Exit	Adult	70.0%	71.2%
	Dislocated Worker	74.0%	85.1%
	Youth	74.0%	79.6%
Employment 4th Quarter After Exit	Adult	68.0%	72.5%
	Dislocated Worker	72.0%	78.8%
	Youth	75.5%	80.6%
Median Earnings 2nd Quarter After Exit	Adult	\$ 5,700	\$ 8,421
	Dislocated Worker	\$ 8,900	\$ 9,761
	Youth	\$ 3,900	\$ 6,604
Credential Attainment	Adult	68.9%	77.7%
	Dislocated Worker	75.3%	80.4%
	Youth	62.0%	72.7%
Measurable Skill Gains	Adult	61.0%	59.4%
	Dislocated Worker	61.0%	78.8%
	Youth	59.0%	54.5%
Effectiveness in Serving Employers			

Green Country		PY23 Performance	
Performance Measures		7/1/2023 - 6/30/2024	
		Negotiated	Actual
Employment 2nd Quarter After Exit	Adult	73.0%	72.4%
	Dislocated Worker	73.0%	79.2%
	Youth	72.0%	60.4%
Employment 4th Quarter After Exit	Adult	70.3%	71.3%
	Dislocated Worker	70.3%	73.9%
	Youth	72.0%	77.8%
Median Earnings 2nd Quarter After Exit	Adult	\$ 5,900	\$ 7,352
	Dislocated Worker	\$ 5,900	\$ 8,872
	Youth	\$ 3,700	\$ 4,823
Credential Attainment	Adult	75.0%	53.7%
	Dislocated Worker	75.0%	47.1%
	Youth	61.3%	26.9%
Measurable Skill Gains	Adult	61.0%	59.3%
	Dislocated Worker	61.0%	72.2%
	Youth	56.0%	33.9%
Effectiveness in Serving Employers			

South Central		PY23 Performance	
Performance Measures		7/1/2023 - 6/30/2024	
		Negotiated	Actual
Employment 2nd Quarter After Exit	Adult	68.0%	74.0%
	Dislocated Worker	73.3%	73.3%
	Youth	72.0%	74.1%
Employment 4th Quarter After Exit	Adult	67.3%	71.0%
	Dislocated Worker	75.0%	90.5%
	Youth	72.0%	75.0%
Median Earnings 2nd Quarter After Exit	Adult	\$ 5,675	\$ 8,583
	Dislocated Worker	\$ 9,000	\$ 12,177
	Youth	\$ 3,750	\$ 6,263
Credential Attainment	Adult	71.5%	77.8%
	Dislocated Worker	77.0%	68.4%
	Youth	64.0%	68.1%
Measurable Skill Gains	Adult	61.0%	80.3%
	Dislocated Worker	66.5%	91.3%
	Youth	61.0%	72.4%
Effectiveness in Serving Employers			

Southern		PY23 Performance	
Performance Measures		7/1/2023 - 6/30/2024	
		Negotiated	Actual
Employment 2nd Quarter After Exit	Adult	72.0%	76.9%
	Dislocated Worker	76.0%	88.9%
	Youth	75.0%	80.4%
Employment 4th Quarter After Exit	Adult	69.0%	76.0%
	Dislocated Worker	76.0%	79.2%
	Youth	75.0%	81.3%
Median Earnings 2nd Quarter After Exit	Adult	\$ 5,700	\$ 8,839
	Dislocated Worker	\$ 8,400	\$ 9,400
	Youth	\$ 3,900	\$ 7,397
Credential Attainment	Adult	72.0%	80.4%
	Dislocated Worker	77.0%	86.7%
	Youth	56.0%	71.2%
Measurable Skill Gains	Adult	68.0%	82.2%
	Dislocated Worker	71.0%	92.9%
	Youth	65.0%	82.6%
Effectiveness in Serving Employers			

Western		PY23 Performance	
Performance Measures		7/1/2023 - 6/30/2024	
		Negotiated	Actual
Employment 2nd Quarter After Exit	Adult	72.0%	80.2%
	Dislocated Worker	73.3%	87.8%
	Youth	75.0%	79.8%
Employment 4th Quarter After Exit	Adult	70.0%	72.7%
	Dislocated Worker	73.0%	84.8%
	Youth	76.0%	76.9%
Median Earnings 2nd Quarter After Exit	Adult	\$ 5,675	\$ 6,410
	Dislocated Worker	\$ 8,400	\$ 10,727
	Youth	\$ 3,651	\$ 5,916
Credential Attainment	Adult	72.0%	84.1%
	Dislocated Worker	78.0%	93.5%
	Youth	70.0%	87.9%
Measurable Skill Gains	Adult	67.0%	85.1%
	Dislocated Worker	80.0%	84.6%
	Youth	68.0%	88.2%
Effectiveness in Serving Employers			