



OKLAHOMA'S PY24 **ANNUAL PERFORMANCE**

JULY 1, 2024 – JUNE 30, 2025

TABLE OF CONTENTS

<u>Introduction</u>	3
<u>Waivers</u>	3
<u>Evaluations</u>	3
<u>Customer Satisfaction</u>	4
<u>State Strategies</u>	5
<u>Performance Accountability</u>	6
<u>Statewide Governor’s Reserve Funds</u>	8
<u>Rapid Response</u>	9
<u>Wagner-Peyser Activities</u>	10
<u>National Dislocated Worker Grants</u>	12
<u>States’ Best Practices and Needs</u>	13
 Appendices:	
<u>Key Reports/Data Sources (Appendix A and B)</u>	22
<u>Customer Survey Statewide Results (Appendix C)</u>	24
<u>PY24 State Performance Measures (Appendix D)</u>	27
<u>Local Area Performance Measures (Appendix E)</u>	28



INTRODUCTION

The Workforce Innovation and Opportunity Act Annual Statewide Performance Report Narrative provide an overview of Oklahoma’s progress in implementing workforce development initiatives and achieving outcomes under Titles I and III of WIOA. This report covers activities and results for Program Year 2024 (July 1, 2024 – June 30, 2025) and reflects the collaborative efforts of the Oklahoma Employment Security Commission (OESC) and all WIOA core partners.

Throughout this program year, Oklahoma continued to strengthen coordination across agencies and align its workforce system with the strategic goals outlined in the state’s Unified Plan. Major efforts focused on enhancing data accuracy, improving service delivery, and modernizing system infrastructure to better serve employers and job seekers.

A significant achievement during PY 2024 was the operational launch of EmployOklahoma, a new case-management and labor-exchange system for WIOA Title I and Title III programs. The system enhances real-time reporting and supports data integrity improvements statewide while laying the groundwork for expanded interoperability across partners.

The following sections summarize Oklahoma’s activities and progress in each required area of this narrative, covering evaluations, customer satisfaction, state strategies, performance accountability, statewide reserve and rapid-response activities, Wagner-Peyser implementation, and best practices. Collectively, these efforts demonstrate Oklahoma’s commitment to a coordinated and accountable workforce system that supports economic growth and helps Oklahomans achieve long-term self-sufficiency.

WAIVERS

Oklahoma did not operate under any approved waivers during Program Year 2024.

EVALUATIONS

During Program Year 2024, Oklahoma continued building the foundation for a coordinated and evidence-based evaluation framework to assess the effectiveness of workforce programs and system modernization efforts. The Oklahoma Employment Security Commission and core partners focused on establishing evaluation methodologies and data systems capable of supporting future analysis across WIOA programs, ensuring that evaluation activities align with both federal performance requirements and the state’s Workforce Transformation goals.

Reemployment Services and Eligibility Assessment (RESEA) Evaluation:

Oklahoma’s Reemployment Services and Eligibility Assessment program remains a key focus for evaluation. The state continues to apply findings from the RESEA evaluation study, which analyzed the long-term effects of varying work search requirements for unemployment insurance (UI) claimants. The study demonstrated that more stringent work search requirements were associated with improved early employment outcomes and shorter benefit durations. Oklahoma uses these findings to inform continuous improvement of its RESEA program, ensuring policies balance accountability with effective claimant support.

Labor Market Research and Economic Analysis:

Oklahoma's Research & Statistics Division continues to produce and publish critical labor market intelligence that supports program evaluation and planning. Reports such as the *Oklahoma Economic Indicators*, *Quarterly Census of Employment and Wages (QCEW)*, and *Occupational Employment and Wage Statistics (OEWS)* provide real-time insight into industry growth, wage trends, and regional employment patterns. These data sources help align training investments with in-demand occupations and ensure that workforce programs remain responsive to employer needs.

Data Integrity and Continuous Improvement:

With the launch of EmployOklahoma, the state began implementing new data-validation and crosswalk processes that will strengthen future evaluation capacity.

Oklahoma's evaluation and research work in PY 2024 has focused on building the systems and data capacity necessary to conduct robust future studies. In PY 2025 and beyond, the state plans to formalize a multi-year evaluation schedule that includes assessing customer experience across co-located sites, measuring the outcomes of the Workforce Transformation Initiative, and identifying best practices that lead to improved employment and training results.

CUSTOMER SATISFACTION

Oklahoma places a high priority on customer satisfaction to ensure that workforce services meet the needs of both individuals and employers. The state employs a comprehensive approach to gathering feedback from customers who engage with Oklahoma Works one-stop centers. This approach aligns with 20 CFR 678.800, which requires customer feedback as part of one-stop certification, and directly supports the state's continuous improvement and accountability goals. Visual data, charts, and graphs generated from survey results are included in Appendix C, illustrating outreach levels, response rates, and year-over-year improvement trends.

1. Methodology

Oklahoma's primary methodology for collecting customer feedback involves distributing surveys, both electronically and in paper form, to individuals utilizing services at Oklahoma Works centers. Surveys measure satisfaction with service quality, staff professionalism, responsiveness, and overall experience. Customer-satisfaction measures are also incorporated into the state's one-stop certification process, ensuring that partner agencies remain accountable for service excellence.

From July 1, 2024, through June 30, 2025, surveys captured feedback from more than 9,900 individuals across five local workforce areas. Approximately 53 percent of respondents were returning customers, indicating strong engagement and repeat utilization of services.

2. Generalizability of Results

Survey results are representative of the broader population served by Oklahoma Works centers. Demographic analysis helps ensure inclusive feedback reflects diverse customer experiences. For example, 86 percent of respondents were age 25 or older, and participation was evenly distributed between first-time visitors (47 percent) and returning visitors (53 percent). Comparing satisfaction by service type and demographic group helps Oklahoma evaluate whether specific populations experience equitable outcomes and access.

3. Continuous Improvement Processes

Customer feedback is routinely reviewed by OESC and local workforce boards to identify strengths, address service gaps, and guide staff development. In PY 2024, 76 percent of respondents rated their overall experience

as *Excellent*, while 0.1 percent rated it as *Poor*. These insights drive targeted training and process improvements at one-stop centers. Additionally, feedback related to high-demand services, such as *Job Search*, *Interview*, and *Job Fair assistance* (reported by 19 percent of respondents), informs local areas to enhance resources and outreach.

This feedback loop enables timely adjustments, ensures consistency in customer experience, and reinforces Oklahoma's culture of evidence-based continuous improvement. By maintaining a strong focus on customer satisfaction and using feedback to guide decision-making, Oklahoma ensures its workforce system remains adaptive, customer-centered, and aligned with employer and job-seeker needs, supporting the state's broader workforce transformation and service-delivery goals.

STATE STRATEGIES

During Program Year 2024, Oklahoma made substantial progress toward achieving the strategic vision and goals outlined in its Unified State Plan. The state's efforts focused on building a more unified, efficient, and customer-centered workforce system capable of responding to evolving labor market needs while ensuring equitable access to opportunity. The Workforce Transformation Initiative, launched collaboratively by WIOA core partners, serves as the framework for achieving these outcomes redefining how programs operate, how partners collaborate, and how customers experience the workforce system.

Advancing the State's Strategic Vision

Throughout PY 2024, Oklahoma's strategic priorities centered on three systemwide goals:

1. Co-locating core partner services within shared spaces to improve accessibility, coordination, and efficiency.
2. Developing a common intake and referral process to ensure job seekers and businesses can access all appropriate programs through a single, streamlined entry point; and
3. Reducing duplication of effort across agencies to maximize resources, improve outcomes, and provide consistent, high-quality service statewide.

Partners across Oklahoma's workforce ecosystem, including OESC (Titles I and III), Oklahoma CareerTech (Title II), the Department of Rehabilitation Services (Title IV), the State Department of Education, the State Regents for Higher Education, Oklahoma Human Services, Oklahoma Commerce, the Oklahoma Department of Libraries, tribal partners, Work Ready Oklahoma, local workforce development boards (Central, Western, Southern, South Central, and Green Country), community and nonprofit organizations such as Goodwill, Center for Employment Opportunities, libraries, regional development authorities such as SWODA, and strategic partners including 929 Strategies, worked together to operationalize these goals through coordinated planning, pilot site development, co-located service models, and shared infrastructure that supports an integrated, statewide workforce system.

Sector Strategies and Career Pathways

Oklahoma continued to advance sector-based strategies that align workforce investments with high-demand industries critical to the state's economy. Workforce boards and core partners focused on strengthening relationships with employers and education providers to ensure training pipelines match current and emerging needs in fields such as healthcare, manufacturing, aerospace, energy, and information technology.

Career pathways development remains central to this work. Partners prioritized efforts that linked education and training at all levels from K-12 through adult education to postsecondary and apprenticeship programs creating clear, accessible routes to family-sustaining employment. These initiatives are being integrated into the state's transformation framework to ensure consistent standards and aligned outcomes across Titles I–IV.

Oklahoma’s American Job Centers continued to deliver core services at scale. During FY 2025, more than 104,000 individuals visited AJCs statewide for job readiness assessments, career planning and guidance, résumé support, interview preparation, and job referrals, providing a strong backbone for sector-aligned placement and training.

Registered Apprenticeship and Work-Based Learning

During Program Year 2024, Oklahoma significantly strengthened its Registered Apprenticeship infrastructure as a key strategy for meeting employer workforce demands and expanding high-quality career pathways for Oklahomans. Apprenticeship activity in the state is tracked across three primary systems: the Oklahoma Construction Industries Board (CIB), the Oklahoma Department of Career and Technology Education, and the U.S. Department of Labor’s Office of Apprenticeship. To ensure accuracy and avoid duplication, Oklahoma applies a standardized calculation that consolidates these datasets into a single statewide count.

In Calendar Year 2024, the Construction Industries Board reported 20,234 apprentices across Electrical, Plumbing, and Mechanical (HVAC) trades. Because CareerTech operates CIB-approved classroom programs, the 660 second-year full-time CareerTech students enrolled in those programs, who are already counted in CIB totals, were removed to prevent double-counting. CareerTech then reported an additional 112 apprenticeship participants through adult and short-term enrollment pathways outside the CIB-approved programs. Oklahoma further added 2,365 active U.S. DOL–registered apprentices, representing federally registered programs across multiple industries.

After accounting for overlap and integrating all three sources, Oklahoma documented 22,051 total apprenticeships in PY 2024.

CareerTech continued to advance its long-term strategy of integrating Registered Apprenticeship opportunities across all 29 technology center districts, expanding employer outreach, providing technical assistance to apprenticeship sponsors, and supporting the launch and growth of youth apprenticeship models. These efforts, supported by SAEF2 and workforce transformation funding, strengthened alignment across agencies and helped embed apprenticeship pathways within Oklahoma’s broader sector strategies and workforce development system.

PERFORMANCE ACCOUNTABILITY SYSTEM

Oklahoma maintains a comprehensive performance accountability system designed to ensure data accuracy, transparency, and compliance with Workforce Innovation and Opportunity Act requirements. This system enables the state to measure outcomes, identify areas for improvement, and ensure that workforce programs effectively support economic growth, business competitiveness, and participant success.

State Performance Measures and Goals

Oklahoma continues to track and report outcomes for all WIOA core performance indicators, including employment in the second and fourth quarters after exit, median earnings, credential attainment, measurable skill gains, and effectiveness in serving employers. These measures are negotiated annually with the U.S. Department of Labor to reflect both national expectations and state-level economic conditions.

As additional PY 2024 data become available, the state will update performance outcomes accordingly. The state continues to work closely with local workforce development boards to review results, identify best practices, and address any areas needing targeted technical assistance.

(See Appendix D for statewide and Appendix E for local performance expectations.)

Performance Reporting Exceptions

In January 2025, OESC launched a new case management system. While the system is operational, the generation of the PIRL (Participant Individual Record Layout) files has not yet been completed by our vendor. OESC is actively working with the vendor to complete the PIRL file development and to ensure successful, accurate submission into the Workforce Integrated Performance System. (WIPS)

Oklahoma has worked closely with USDOL's Employment and Training Administration (ETA) to maintain compliance. Because of this unforeseen technical delay, the state has received recurring 30-day performance reporting exceptions from ETA.

The state anticipates full performance reporting functionality will be fully operational during PY 2025, eliminating the need for continued exceptions.

EmployOklahoma Case Management and Modernization

On January 13, 2025, the Oklahoma Employment Security Commission officially launched EmployOklahoma, a comprehensive case-management and labor-exchange system that modernizes participant tracking and performance reporting for WIOA Titles I and III. This milestone represents a significant investment in data integrity, accountability, and service efficiency.

EmployOklahoma improves accuracy by streamlining data entry and reducing duplicate records, allowing OESC to generate real-time performance reports and better monitor program outcomes. The system also provides enhanced functionality for job seekers and employers through a modernized labor exchange and customer relationship management (CRM) platform. The portal supports accessibility for users statewide, ensuring they can engage with employment services, job listings, and training opportunities online or in person.

While EmployOklahoma currently serves Titles I and III, other core partners continue to operate independent case management systems. The long-term goal is to improve interoperability among partner systems, supporting the Workforce Transformation Initiative's broader vision for shared data and coordinated service delivery.

These modernization efforts directly advance Oklahoma's strategic goals of building a sustainable talent pipeline, enabling employers to hire qualified workers through timely labor-market connections, helping residents secure quality jobs with competitive wages, and enhancing accountability and data-driven decision-making across the workforce system.

System and Performance Enhancements

To strengthen service delivery and customer responsiveness, OESC implemented several modernization initiatives during PY 2024. The launch of Zendesk, a cloud-based customer service and performance-tracking platform, improved the state's ability to manage customer interactions, track response times, and analyze service trends.

American Job Center staff were cross trained to assist with inbound reemployment service calls, resulting in 8,612 calls handled statewide and a reduction in the average speed of answer to 10 minutes and 50 seconds, compared to 13 minutes and 34 seconds during the prior year. In addition, a new callback feature, used 8,877 times through May 2025, enhanced customer experience by allowing individuals to receive a return call instead of waiting on hold.

Together, these enhancements reflect Oklahoma’s commitment to continuous improvement, data-driven decision-making, and efficient, customer-centered service delivery across the state’s workforce system.

Negotiated Performance Levels for Local Areas

Oklahoma successfully negotiated performance levels for local workforce development areas under WIOA Titles I and III. These levels set local benchmarks for employment, earnings, and credential attainment, ensuring consistent accountability while reflecting regional labor-market differences.

OESC continues to monitor local progress, provide technical assistance, and use performance data to guide resource allocation and system improvement. *(See Appendix E for detailed local negotiated levels.)*

Data Validation and Integrity

Oklahoma’s approach to data validation is a core element of its accountability system. The state employs a rigorous methodology that includes:

- Automated and manual data checks to identify inconsistencies.
- Crosswalks between legacy data and EmployOklahoma records to ensure comparability.
- Quarterly reviews and technical assistance to local areas on data-entry standards.
- Regular staff training to promote uniform data practices across regions.

OESC documents all data validation activities, implements corrective actions as needed, and continues to refine procedures to strengthen accuracy and integrity. These efforts ensure that Oklahoma’s performance data meets federal standards and provide a reliable basis for decision-making.

Oklahoma’s performance accountability system continues to evolve alongside the modernization of its workforce infrastructure. The launch of EmployOklahoma marks a pivotal step toward achieving a fully integrated, transparent, and data-driven system. While temporary performance-reporting exceptions remain in place during the transition, Oklahoma maintains compliance and accountability through close coordination with USDOL and strong data-validation practices. Through these continued improvements, Oklahoma is positioning its workforce system to deliver measurable outcomes that support both job seekers and employers, advancing the state’s long-term vision of a modern, responsive, and high-performing workforce network.

STATEWIDE GOVERNOR’S RESERVE FUNDS

During Program Year 2024, Oklahoma strategically deployed Governor’s Reserve funds, representing up to 15 percent of the state’s total WIOA Title I allotment, to advance statewide priorities and strengthen the overall workforce system.

Strategic Investments in Statewide Priorities

Governor’s Reserve funds were directed toward initiatives that enhance system alignment, accelerate sector-based strategies, and reinforce rapid-response capabilities. These investments supported modernization efforts across agencies, expanded technical assistance for local partners, and advanced statewide projects tied to economic development and labor market demand.

Through these targeted uses, the Governor’s Reserve Fund continued to serve as a critical lever for building statewide capacity, supporting innovation, and improving service delivery. PY 2024 investments reflect a deliberate emphasis on sustainability, prioritizing initiatives that address immediate program needs while positioning Oklahoma for long-term success under a unified, data-driven, and customer-centered workforce system.

RAPID RESPONSE

During Program Year 2024, the Oklahoma Employment Security Commission continued to administer the Rapid Response program to provide early-intervention services for employers experiencing layoffs and to support workers affected by business closures or economic disruptions. Rapid Response is a key component of Oklahoma's workforce system, ensuring that displaced workers receive timely access to reemployment services, training, and supportive resources through the state's American Job Center network.

Program Coordination and Service Delivery

OESC leads all Rapid Response activities in collaboration with local workforce development boards, CareerTech centers, and economic development partners. In PY 2024, this coordination was strengthened through a formal Memorandum of Understanding between OESC and the Oklahoma Department of Career and Technology Education. The agreement supports the delivery of rapid response training, short-term upskilling, and layoff-aversion services across all 29 technology center districts using WIOA Dislocated Worker Governor's Reserve and Rapid Response funds.

Under this partnership, CareerTech provides immediate, in-demand training aligned with employer needs, deploys a statewide Rapid Response Coordinator, and ensures training solutions are available in response to WARN notices, mass layoffs, or disaster-related dislocations. The agreement also establishes shared reporting, fiscal accountability, and performance tracking to ensure compliance with all WIOA requirements.

Through coordinated efforts with local boards, CareerTech, and economic development partners, Rapid Response teams provide tailored on-site or virtual orientations, unemployment insurance guidance, hiring-event coordination, and referrals to training and supportive services.

Rapid Response Example: Michelin, Novo Logistics, and HTI

One of the most significant Rapid Response efforts during Program Year 2024 occurred in Ardmore, Oklahoma, following the closure and workforce reductions associated with Michelin North America and its third-party contractors, Novo Logistics and HTI (Human Technologies, Inc.).

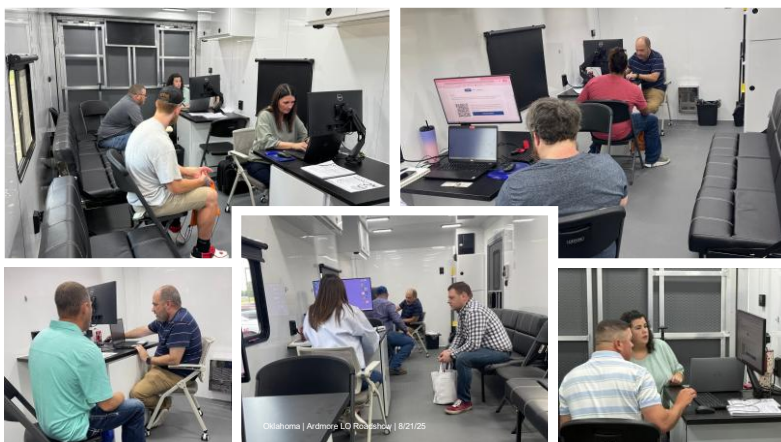
Between June 2024 and September 2025, the Oklahoma Employment Security Commission, in partnership with the Southern Workforce Development Board, coordinated 16 Rapid Response events to assist affected workers. Collectively, more than 1,400 employees will have been impacted by these closures once all final separation dates are reached.

OESC's Rapid Response teams worked closely with local partners, including CareerTech centers, the Department of Human Services, and regional employers, to ensure that each affected worker received timely access to unemployment insurance, reemployment services, and training opportunities.

This coordinated effort in the Ardmore region illustrates Oklahoma's capacity to respond quickly and comprehensively to large-scale layoffs. Through early engagement, partner collaboration, and on-site service delivery, Rapid Response teams ensured that affected workers maintained access to essential employment, training, and support resources during a major economic transition.



Michelin RR Event using the mobile workforce unit.



Michelin RR Event using the mobile workforce unit.

Layoff Aversion and Employer Engagement

Oklahoma's Rapid Response program also emphasizes proactive layoff-aversion strategies. OESC partners with LWDBs and CareerTech to provide incumbent-worker training, customized training, and short-term upskilling designed to help employers retain workers and avert layoffs. Employer-engagement services and disaster-response coordination further support business continuity during periods of economic disruption.

Continuous Improvement and Transformation Alignment

During PY 2024, OESC focused on refining communication protocols, standardizing reporting templates, and improving data collection related to Rapid Response and layoff-aversion activities. Integration planning with EmployOklahoma continues to advance, with the goal of improving case tracking, performance reporting, and referral data accuracy in future program years.

These improvements support Oklahoma's broader transformation goals of creating a more connected, responsive, and data-driven workforce system that serves both employers and workers effectively.

WAGNER-PEYSER ACT ACTIVITIES

During Program Year 2024, Oklahoma's Wagner-Peyser (WP) program continued to strengthen its alignment with the state's strategic priorities. Wagner-Peyser's services form the foundation of the state's workforce system by providing universal access to job seekers and employers through the American Job Center network.

The program also serves as a critical linkage between Unemployment Insurance claimants, reemployment services, and employer engagement, ensuring Oklahomans have the tools and connections needed to secure meaningful employment in a changing labor market.

Between July 1, 2024, and June 30, 2025, Oklahoma's Wagner-Peyser program recorded:

- 2,049 job orders posted by employers statewide
- 6,609 job applications submitted by job seekers
- 45 agricultural job orders (including 18 H-2B and 27 H-2A postings)
- 46,479 job orders shared through the National Labor Exchange (NLX) network, ensuring nationwide visibility for Oklahoma employers.

Reemployment Services and Eligibility Assessment

The RESEA program remained a central focus of Wagner-Peyser activity during PY 2024, connecting Unemployment Insurance claimants to reemployment and training opportunities more efficiently through enhanced digital access and improved coordination with AJC partners.

RESEA staff leveraged updated assessment tools, virtual appointment options, and EmployOklahoma's developing data-tracking features to strengthen service consistency and timeliness. These upgrades support faster reemployment, reduced UI durations, and better long-term outcomes for claimants.

The Reemployment Services and Eligibility Assessment program achieved strong results in PY 2024, earning a \$297,033 outcome payment and increasing total RESEA funding to \$3.6 million. Participants demonstrated measurable success, with an average UI duration of 12 weeks (compared to a goal of 14 weeks) and a 68% reemployment rate in the second quarter after exit, surpassing the 63% target. Implementation of a SUMO self-scheduling process allowed participants to select their own appointment times, reducing no-show rates and improving program compliance.

As integration expands in PY 2025, RESEA data will feed directly into EmployOklahoma's reporting module, ensuring a unified performance and accountability system across Titles I and III.

Veteran Services (JVSG)

Oklahoma's Jobs for Veterans State Grant program expanded outreach and deepened partnerships with the military community during Program Year 2024. The program focused on connecting transitioning service members, veterans, and military families to sustainable employment through coordinated outreach, employer engagement, and targeted support initiatives.

Key Activities and Partnerships:

- **Military Reintegration Support:** Participated in multiple Yellow Ribbon Reintegration events for returning Air and Army National Guard units, providing direct career and transition assistance.
- **Targeted Hiring Events:** Partnered with Fort Sill, Altus AFB, Vance AFB, and Tinker AFB to host specialized hiring events for transitioning service members and military spouses.
- **Community Partnership Expansion:** Launched a collaboration with SideXSide OKC to connect overlooked veteran talent with local employers, securing eight seats for case-managed veterans in the next training cohort.
- **Campus and Student Engagement:** Worked with Cameron University and Southern Nazarene University to deliver Vet Fest, convening 25+ veteran-serving organizations to support veteran students and graduates.

- **Industry-Specific Collaboration:** Partnered with the Oklahoma Department of Commerce to co-host Manufacturing Mini Summits in the Southeast region, advancing veteran employment in high-demand industries.

JVSG successfully completed its U.S. Department of Labor Triannual Audit with zero findings, a first-time achievement reflecting exemplary compliance, service quality, and program performance.

Migrant and Seasonal Farmworker (MSFW) Program

Oklahoma continues to provide targeted employment and supportive services through the Migrant and Seasonal Farmworker program. The state's MSFW outreach team works directly with agricultural employers and community organizations to ensure equitable access to employment, training, and essential resources for farm workers and their families.

In PY 2024, the MSFW program focused on increasing field outreach coverage, updating data collection protocols, and improving coordination with AJC offices in agricultural regions. The program also worked to strengthen partnerships with local agencies providing housing, healthcare, and legal aid services, ensuring that MSFW participants receive holistic support while maintaining access to safe and stable employment.

Outreach and Access Expansion

OESC continues to prioritize outreach to rural and underserved communities as part of the state's transformation commitment to accessibility and inclusion. In PY 2024, the state shifted from small-scale pilot outreach projects toward the development of a standardized access framework, leveraging partnerships with libraries, CareerTech campuses, and local organizations to expand service reach statewide.

OESC staff provided itinerant employment services, job fairs, and virtual workshops to extend the reach of AJCs into rural and economically distressed areas. These efforts help ensure that Oklahomans, regardless of location, have access to the same level of workforce support and reemployment resources.

NATIONAL DISLOCATED WORKER GRANTS

During Program Year 2024, Oklahoma did not operate or receive funding for any active National Dislocated Worker Grants (NDWGs). However, the state maintains established protocols and administrative capacity to apply for, manage, and coordinate NDWGs in alignment with federal guidance when future events warrant activation.

NDWG preparedness is integrated within Oklahoma's Rapid Response and Dislocated Worker programs, which are administered by the Oklahoma Employment Security Commission. These programs maintain close coordination with local workforce development boards, the Oklahoma Department of Career and Technology Education, and other state agencies to ensure that workforce, education, and emergency management resources can be mobilized quickly in response to large-scale layoffs, economic transitions, or natural disasters.

While no NDWG funds were awarded in PY 2024, Oklahoma's existing co-enrollment policies and disaster coordination framework ensure that NDWG participants, when applicable, would have seamless access to training, supportive services, and reemployment resources through co-enrollment with WIOA Title I Dislocated Worker and other partner programs. This integrated approach ensures efficient use of funds and minimizes duplication of services during emergency response efforts.

STATE'S BEST PRACTICES AND NEEDS

During Program Year 2024, Partners across the state focused on strengthening coordination, reducing duplication, and building shared accountability through the Workforce Transformation Initiative. These collective efforts produced both promising practices and valuable lessons that are guiding Oklahoma's transition toward a unified, customer-centered, and data-driven workforce system.

Promising Practices

Speaking to People: Community and Media Engagement

Oklahoma prioritized direct engagement with communities and media to increase awareness of workforce resources and showcase program success. Through proactive storytelling and earned media interviews across television, radio, and print, the state highlighted program successes, strengthening public trust and visibility across the state.



OESC CEO Trae Rahill visiting with Newson6's Dave Davis in Tulsa (Spring 2025)



OESC CEO, Trae Rahill, and Governor's Council Member, David Reid, visiting with KOCO Channel 5.



OESC attending a youth event in Enid, OK focused on careers in aviation.

These efforts have strengthened public trust, enhanced visibility for partner agencies, and positioned Oklahoma’s workforce system as a responsive, people-centered enterprise.

Engaging Lawmakers and Local Leaders

Regular engagement with legislators, mayors, and community leaders has deepened alignment between workforce priorities and regional economic goals. By sharing local data and success stories, Oklahoma continues to ensure that workforce development remains central to policy discussions about education, economic development, and community resilience.

These partnerships have supported more informed decision-making and created stronger advocacy for funding and modernization efforts across the state.



OESC CEO, Trae Rahill, speaking at the Edmond Rotary Club

Mobile Workforce Units: Bringing Services to Every Corner of the State

Oklahoma’s mobile workforce exemplifies equitable service delivery in action. These traveling job centers provide access to job search tools, reemployment assistance, and training information to Oklahomans in rural

or underserved areas. Each unit is staffed by trained workforce specialists and equipped with computers, connectivity, and resources to deliver the same quality of service available at fixed American Job Centers.

Deployed for disaster recovery, hiring events, and rural outreach, these mobile units have become an essential part of Oklahoma's strategy to ensure no community is left behind.



Workforce Mobile Unit



OESC mobile workforce center at the state capitol meeting lawmakers.

Oklahoma Employer Alliance

The Oklahoma Employer Alliance, hosted monthly at Central Technology Center in Sapulpa, provides a statewide forum for employers to engage directly with workforce experts and state officials. Each session, broadcast live to participants across Oklahoma, features guest speakers covering topics such as employment law, safety, workforce planning, and disaster preparedness.

The Alliance has become a cornerstone of Oklahoma's employer-engagement strategy, promoting dialogue, networking, and collaboration across public and private sectors.



Oklahoma Employer Alliance meeting in 2024 with a Tulsa area Attorney speaking about employment laws.



Employer Alliance attendees.

Co-Enrollment and Integrated Service Delivery

Oklahoma continues to emphasize co-enrollment strategies to ensure that participants receive holistic support across programs. Through shared case management and partner collaboration, job seekers can access training, supportive services, and wraparound resources tailored to their unique needs.

This approach maximizes efficiency, reduces duplication, and enhances outcomes particularly for individuals facing barriers to employment.

Local Success Stories: Lives Changed Across Oklahoma

Every region in Oklahoma plays a vital role in shaping the state's workforce success. These stories, each from a different local workforce area, illustrate how collaboration, training, and compassion create opportunities for Oklahomans from every walk of life. From adults reentering the workforce to veterans, young parents, and businesses investing in their communities, these examples demonstrate how Oklahoma's workforce system meets people where they are and helps them build lasting success.

Southern Workforce Development Area “Meeting People Where They Are”

One of the most inspiring examples of collaboration and impact during Program Year 2024 comes from the Southern Workforce Development Area, where local partners demonstrated how workforce development changes lives when employers and service providers truly “meet people where they are.”

Ocie, a determined job seeker facing employment barriers, enrolled in Oklahoma Works seeking a fresh start. With the support of his career navigator, he entered a Commercial Driver’s License (CDL) training program, a critical step toward long-term stability and self-sufficiency. Ocie successfully completed his CDL and quickly secured employment with a regional transportation company committed to second chance hiring and career advancement.

That same employer was later recognized at the Oklahoma Partnership Meeting for outstanding collaboration with the workforce system, celebrated for helping create sustainable career pathways for individuals overcoming significant life challenges.

Ocie’s success, and the employer’s recognition, illustrate how strategic partnerships, targeted training, and supportive services combine to create powerful outcomes for both workers and businesses.



Ocie

Western Workforce Development Area – “Investing in People, Building Oklahoma’s Workforce”

The Western Oklahoma Workforce Development Area proudly highlights Choate Oilfield Services, recipient of the Business of the Year Award, for its exceptional partnership and unwavering commitment to workforce development.

Choate Oilfield Services has become a model employer for integrating work-based learning and on-the-job training into its hiring strategy, actively engaging with Oklahoma Works to create pathways from training to full-time employment. To date, the company has coordinated nine work experience placements and directly employed more than 20 CDL program graduates upon completion of their training.

One example of this impact occurred in July 2024, when Choate hosted two WIOA participants for a work experience opportunity. After successfully completing their CDL training, both individuals were offered and accepted full-time employment with the company.

Beyond its hiring initiatives, Choate demonstrates a deep commitment to diversity, inclusion, and second-chance employment, extending opportunities to individuals from a variety of backgrounds including those with justice-involved histories. The company's consistent submission of letters of intent to hire program participants reflects not only confidence in the WIOA pipeline but also a genuine investment in Oklahoma's workforce future.

Through its leadership and collaboration, Choate Oilfield Services exemplifies how businesses can strengthen communities by providing meaningful career pathways and believing in the potential of every worker.



Russ Choate with Choate Oilfield Services

Central Oklahoma Workforce Innovation Board (COWIB) “A Veteran’s Determined Path”

Desiree Dare, a proud U.S. Navy veteran, entered the WIOA Title I Adult Program ready to take the next step in her career. At the time, she was receiving SNAP benefits and working part-time as a bookkeeper and tax preparer. Determined to achieve stability and independence, Desiree worked with her Career Navigator to identify a career pathway that matched her strengths and aspirations.

After completing a career assessment, Desiree enrolled in CDL training through 160 Driving Academy. With the discipline and focus instilled through her military service, she completed the program nearly a month ahead of schedule. In May 2025, she earned her Class A CDL and soon accepted a position with Roehl Transport, officially beginning her new career in June 2025.

Desiree's story reflects the heart of Oklahoma's workforce mission, combining opportunity, skill-building, and support to help individuals achieve self-sufficiency. Her journey continues to inspire others, especially veterans, to pursue new beginnings with confidence and purpose.



Desiree Dare

South Central Workforce Development Area “Turning Setbacks into Strength”

Levi Wilkinson, a young adult in the South-Central Workforce Development Area, came to the WIOA Youth Program facing multiple barriers to employment. Recently released from incarceration, receiving food assistance, and preparing for fatherhood, Levi was determined to build a better future for his family.

Working closely with his WIOA Case Manager, Levi chose to pursue CDL training at CBM Driving Academy. Despite facing a major medical emergency that required surgery mid-program, Levi refused to give up. His resilience and determination saw him through to graduation in June 2025.

WIOA provided critical support along the way, utility and transportation assistance, case management, and job placement through a Work Experience with Empire Sanitation, where Levi quickly proved himself indispensable. He’s now set to be hired full-time and dreams of one day becoming an owner-operator.

Levi’s story is a powerful example of perseverance, support, and the transformational potential of Oklahoma’s workforce programs.



Levi Wilkinson at Empire Sanitation

Green Country Workforce Development Area “The Power of Partnership”

In the Green Country Workforce Development Area, collaboration across multiple agencies created a life-changing opportunity for Corionna Lawrence, a single mother of three who had recently relocated to Oklahoma with little support. Seeking stability and a meaningful career, Corionna connected with TANF and the MPower program, where she was referred to Oklahoma Works and the WIOA program.

With the combined support of OKDHS TANF, Regents MPower, and WIOA, Corionna enrolled in Licensed Practical Nurse (LPN) training at Green Country Technology Center. Over 11 months, she completed the rigorous program and is now employed at ECO Family Health Center, earning \$23 per hour.

Corionna credits the collaboration among programs and staff for her success:

“I want to thank programs like OSUIT MPower/TANF, OKDHS, WIOA, and Oklahoma Works for giving me the opportunity to go back to school and retrain to be able to provide for my children. Without their help, I would be the success I am today!”

Her journey demonstrates the strength of Oklahoma’s integrated service model showing how co-enrollment and partnership can transform lives.

Challenges and Assistance Needs

Balancing Innovation and Compliance

As modernization continues, balancing innovation with compliance remains critical. Oklahoma will continue to refine guidance, technical processes, and reporting tools as EmployOklahoma’s system functionality matures.

Serving Employers, Communities, and Individuals with Barriers to Employment

Oklahoma’s workforce system remains focused on serving individuals with barriers to employment, as defined in WIOA Section 3(24). This includes veterans, individuals with disabilities, justice-involved citizens, low-income individuals, English learners, and others facing significant obstacles to employment.

Through mobile workforce outreach, co-enrollment strategies, and work-based learning expansion, Oklahoma ensures equitable access to services across both rural and urban communities. These approaches are particularly effective for populations requiring layered support, such as transportation assistance, career navigation, or transitional job experience.

As EmployOklahoma’s analytics mature, the state will use real-time data to assess outcomes by barrier population, measure equity impacts, and guide continuous improvement.

Fragmentation and Accountability

Despite progress under the Workforce Transformation Initiative, Oklahoma’s system continues to face challenges related to fragmented program ownership and overlapping administrative functions. A clear statewide governance structure and consistent accountability mechanisms are necessary to ensure sustained progress.

Data Integration and Interoperability

Multiple partner agencies continue to operate separate case-management systems, limiting real-time data sharing and comprehensive performance reporting. Oklahoma’s long-term strategy includes establishing common data standards, expanding digital interfaces, and aligning reporting structures across all WIOA titles.

Service Equity in Rural and Underserved Areas

Providing equitable access to workforce services remains a challenge for rural communities with limited broadband access or transportation. The state continues to expand virtual service delivery, mobile units, and itinerant staff models, but infrastructure and staffing limitations persist.

Looking Ahead

Program Year 2024 served as a pivotal planning and implementation year for Oklahoma's workforce transformation. The practices and lessons learned this year are building the framework for measurable outcomes in PY 2025 and beyond.

Key priorities for the coming year include:

- Completing EmployOklahoma's performance and referral integration.
- Implementing standardized intake and shared data protocols across partners.
- Strengthening cross-agency accountability.
- Expanding hybrid and community-based access points.
- Increasing evaluation capacity and evidence-based decision-making.

By addressing structural challenges and scaling successful practices, Oklahoma is positioning itself to deliver a modern, efficient, and inclusive workforce system, one capable of meeting the evolving needs of employers, job seekers, and communities statewide.

KEY REPORTS AND DATA

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.

2024 Annual Economic Report <https://oklahoma.gov/content/dam/ok/en/oesc/documents/labor-market/publications/annual-economic-report/oklahoma-annual-economic-report-2024.pdf>

- **Description:** A detailed analysis of Oklahoma's economic trends for the year 2024, 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 2023 Workforce Information Annual Performance Report [Annual Performance Report \(oklahoma.gov\)](https://oklahoma.gov/content/dam/ok/en/oesc/documents/labor-market/publications/annual-performance-report/oklahoma-annual-performance-report-2023.pdf)

- **Description:** A summary of workforce activities and performance metrics from Program Year 2023, 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 2024 [Oklahoma Employment and Wage Report 2024](https://oklahoma.gov/content/dam/ok/en/oesc/documents/labor-market/publications/wage-report/oklahoma-wage-report-2024.pdf)

- **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) 2023

<https://oklahoma.gov/content/dam/ok/en/oesc/documents/labor-market/publications/qcew/quarterly-census-employment-wages-2023.pdf>

- **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 2025)

<https://oklahoma.gov/content/dam/ok/en/oesc/documents/labor-market/economic-indicators/2025/oklahoma-economic-indicators-september-2025.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 \(oklahoma.gov\)](https://oklahoma.gov/content/dam/ok/en/oesc/documents/labor-market/publications/industry-and-occupational-employment-projections/oklahoma-industry-and-occupational-employment-projections-2022-2032.pdf)

- **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

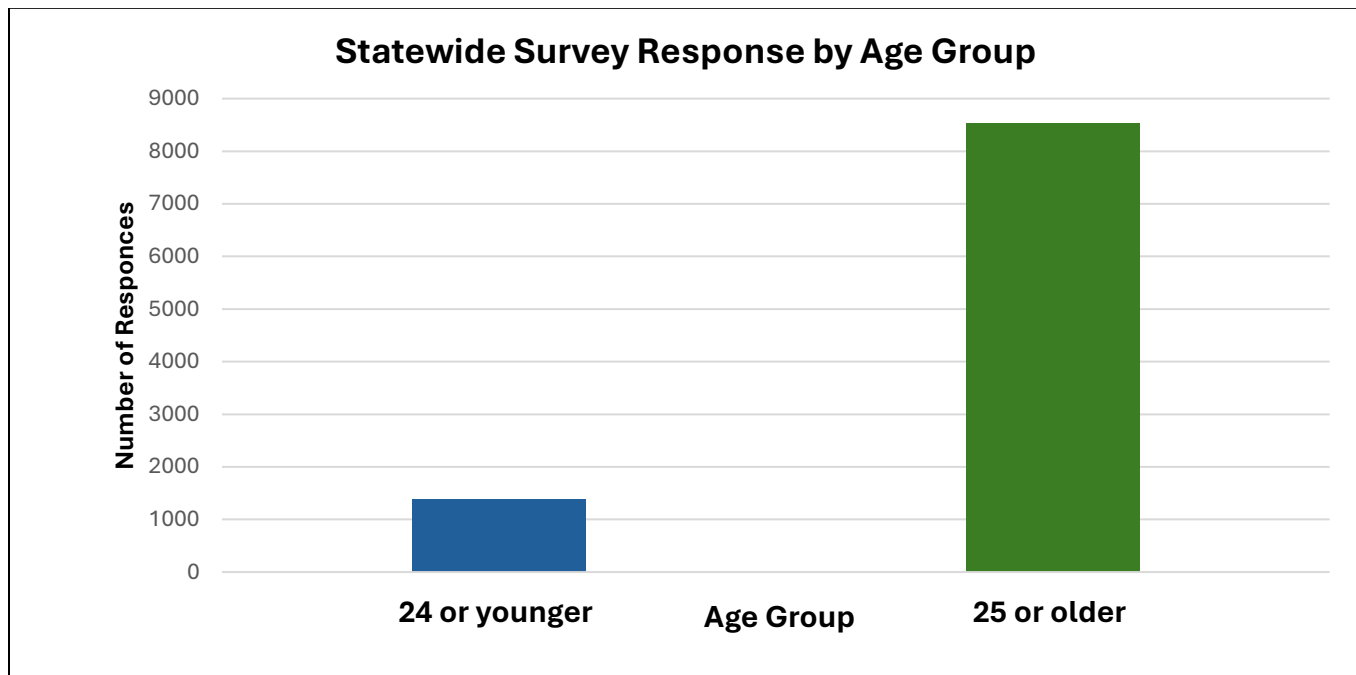
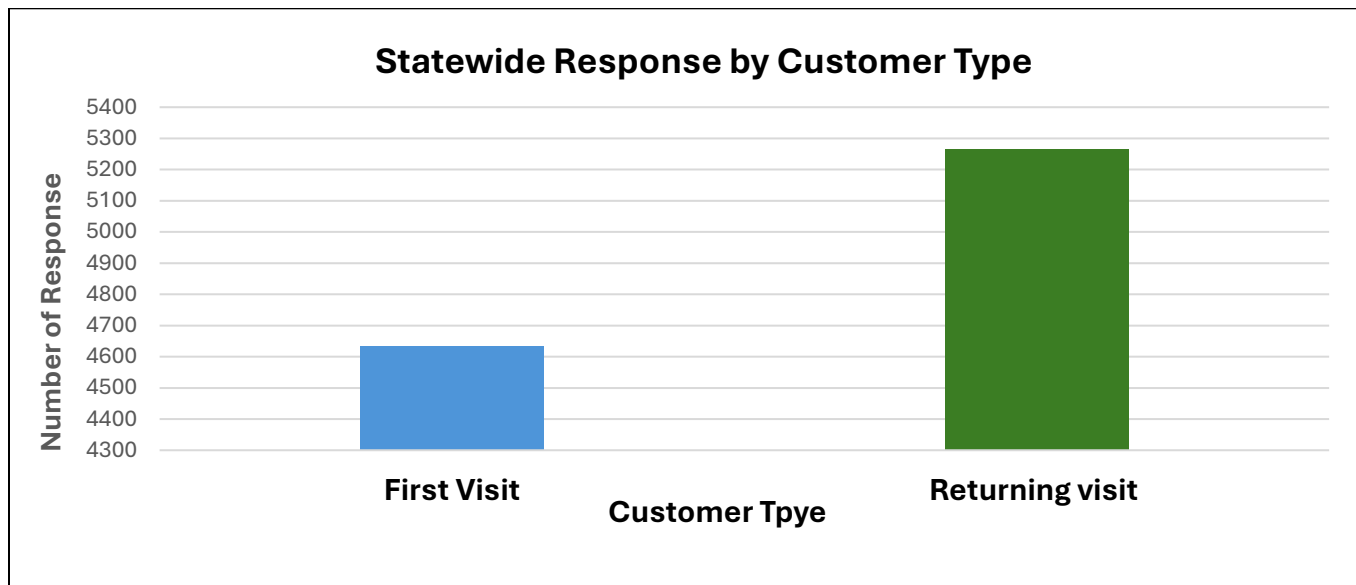
- **Purpose:** Offers information about occupations that require licensing or certification in Oklahoma.
- **How to Use:** Workforce professionals can identify requirements for various occupations and ensure that training aligns with these certifications to enhance job placement. Available at [Oklahoma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

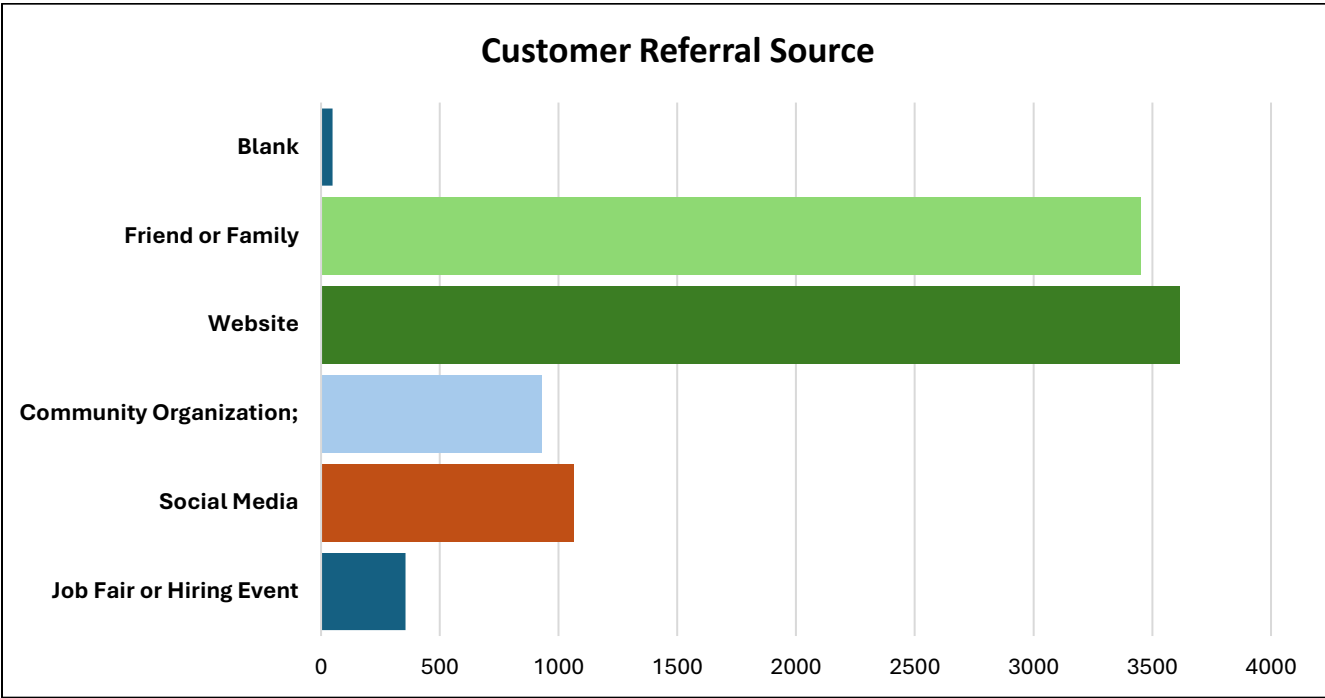
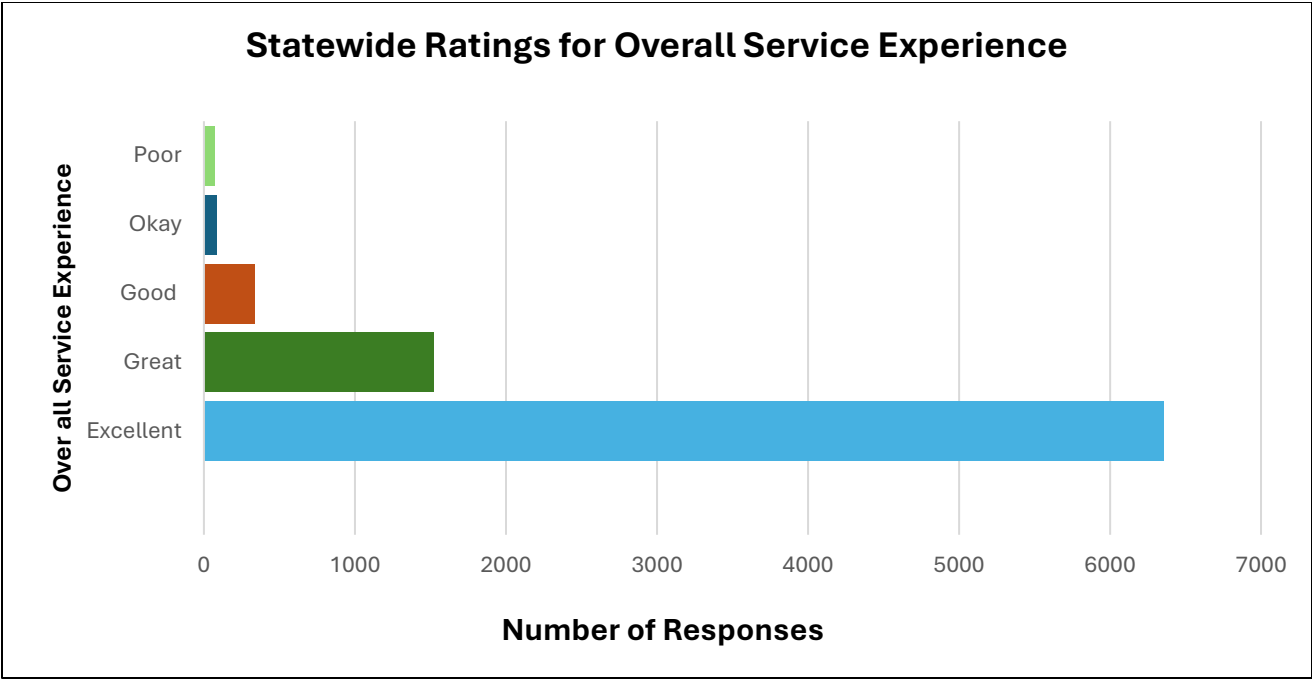
Unemployment Insurance Dashboard

- **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).

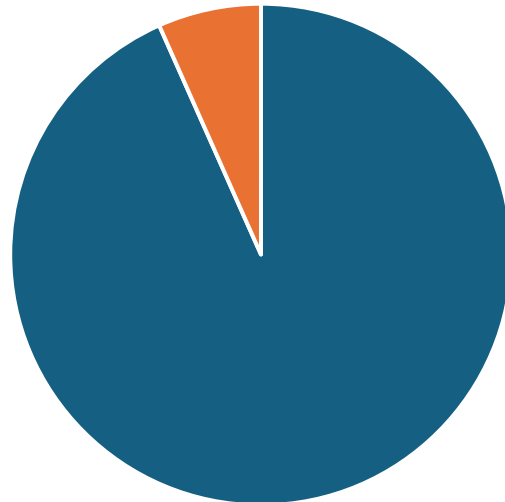
CUSTOMER SURVEY STATEWIDE RESULTS

The data presented in the following charts for the Program Year (PY) 2024





Customer Comments and Suggestions



■ Comment ■ No Response

PY24 STATE PERFORMANCE MEASURES:

STATE OF OKLAHOMA		PY24 Performance	
Performance Measures		7/1/2024 - 6/30/2025	
		Negotiated	Actual
Employment 2nd Quarter After Exit	Adult	73.5%	
	Dislocated Worker	75.7%	
	Youth	76.5%	
	Wagner-Peyser	62.2%	
Employment 4th Quarter After Exit	Adult	73.5%	
	Dislocated Worker	75.0%	
	Youth	79.0%	
	Wagner-Peyser	63.0%	
Median Earnings 2nd Quarter After Exit	Adult	\$ 7,677	
	Dislocated Worker	\$ 10,000	
	Youth	\$ 6,162	
	Wagner-Peyser	\$ 6,840	
Credential Attainment	Adult	73.5%	
	Dislocated Worker	82.5%	
	Youth	65.0%	
Measurable Skill Gains	Adult	69.2%	
	Dislocated Worker	71.0%	
	Youth	72.8%	
Effectiveness in Serving Employers			

LOCAL AREA PERFORMANCE MEASURES:

Central		PY24 Performance	
Performance Measures		7/1/2024 - 6/30/2025	
		Negotiated	Actual
Employment 2nd Quarter After Exit	Adult	73.7%	
	Dislocated Worker	78.0%	
	Youth	78.0%	
Employment 4th Quarter After Exit	Adult	75.0%	
	Dislocated Worker	79.0%	
	Youth	78.1%	
Median Earnings 2nd Quarter After Exit	Adult	\$ 8,000	
	Dislocated Worker	\$ 10,000	
	Youth	\$ 6,200	
Credential Attainment	Adult	78.5%	
	Dislocated Worker	82.5%	
	Youth	65.0%	
Measurable Skill Gains	Adult	69.5%	
	Dislocated Worker	75.0%	
	Youth	69.0%	
Effectiveness in Serving Employers			

Green Country		PY24 Performance	
Performance Measures		7/1/2024 - 6/30/2025	
		Negotiated	Actual
Employment 2nd Quarter After Exit	Adult	75.0%	
	Dislocated Worker	76.0%	
	Youth	76.5%	
Employment 4th Quarter After Exit	Adult	74.0%	
	Dislocated Worker	75.0%	
	Youth	79.0%	
Median Earnings 2nd Quarter After Exit	Adult	\$ 7,677	
	Dislocated Worker	\$ 10,000	
	Youth	\$ 6,162	
Credential Attainment	Adult	75.0%	
	Dislocated Worker	82.5%	
	Youth	66.0%	
Measurable Skill Gains	Adult	65.2%	
	Dislocated Worker	71.0%	
	Youth	69.0%	
Effectiveness in Serving Employers			

PY24 PERFORMANCE MEASURES BY LOCAL AREA:

Northeast		PY24 Performance	
Performance Measures		7/1/2024 - 6/30/2025	
		Negotiated	Actual
Employment 2nd Quarter After Exit	Adult	77.0%	
	Dislocated Worker	77.5%	
	Youth	77.0%	
Employment 4th Quarter After Exit	Adult	76.0%	
	Dislocated Worker	75.0%	
	Youth	79.5%	
Median Earnings 2nd Quarter After Exit	Adult	\$ 7,200	
	Dislocated Worker	\$ 10,000	
	Youth	\$ 6,500	
Credential Attainment	Adult	80.0%	
	Dislocated Worker	85.5%	
	Youth	75.0%	
Measurable Skill Gains	Adult	74.0%	
	Dislocated Worker	80.0%	
	Youth	73.0%	
Effectiveness in Serving Employers			

South Central		PY24 Performance	
Performance Measures		7/1/2024 - 6/30/2025	
		Negotiated	Actual
Employment 2nd Quarter After Exit	Adult	74.0%	
	Dislocated Worker	76.0%	
	Youth	75.0%	
Employment 4th Quarter After Exit	Adult	74.0%	
	Dislocated Worker	76.0%	
	Youth	77.0%	
Median Earnings 2nd Quarter After Exit	Adult	\$ 8,000	
	Dislocated Worker	\$ 10,275	
	Youth	\$ 6,162	
Credential Attainment	Adult	75.0%	
	Dislocated Worker	82.0%	
	Youth	65.0%	
Measurable Skill Gains	Adult	73.0%	
	Dislocated Worker	78.0%	
	Youth	73.5%	
Effectiveness in Serving Employers			

PY24 PERFORMANCE MEASURES BY LOCAL AREA:

Southern		PY24 Performance	
Performance Measures		7/1/2024 - 6/30/2025	
		Negotiated	Actual
Employment 2nd Quarter After Exit	Adult	76.0%	
	Dislocated Worker	82.0%	
	Youth	79.5%	
Employment 4th Quarter After Exit	Adult	76.0%	
	Dislocated Worker	78.0%	
	Youth	81.5%	
Median Earnings 2nd Quarter After Exit	Adult	\$ 7,677	
	Dislocated Worker	\$ 10,000	
	Youth	\$ 6,300	
Credential Attainment	Adult	78.0%	
	Dislocated Worker	85.0%	
	Youth	67.0%	
Measurable Skill Gains	Adult	76.0%	
	Dislocated Worker	81.0%	
	Youth	75.0%	
Effectiveness in Serving Employers			

Western		PY24 Performance	
Performance Measures		7/1/2024 - 6/30/2025	
		Negotiated	Actual
Employment 2nd Quarter After Exit	Adult	74.0%	
	Dislocated Worker	85.0%	
	Youth	76.5%	
Employment 4th Quarter After Exit	Adult	75.0%	
	Dislocated Worker	84.0%	
	Youth	83.5%	
Median Earnings 2nd Quarter After Exit	Adult	\$ 7,677	
	Dislocated Worker	\$ 10,000	
	Youth	\$ 6,162	
Credential Attainment	Adult	75.0%	
	Dislocated Worker	91.0%	
	Youth	78.0%	
Measurable Skill Gains	Adult	77.0%	
	Dislocated Worker	82.0%	
	Youth	79.0%	
Effectiveness in Serving Employers			