

NEWDB

NORTHEAST WORKFORCE DEVELOPMENT BOARD

Attachment B

Local Plan Template for July 1, 2017 - June 30, 2021

Addendum to the Northeast Regional Plan

Workforce Development Area	Northeast Workforce Development Area
WDB Chair	David Chaussard
Chief Local Elected Official	Dan Delozier
WDB Executive Director	Michelle Bish
One Stop Operator(s)	Odle Management Group, LLC – Gretchen Evans

The following signatures attest that:

- They submit this local plan on behalf of the local WDB and Local Elected Officials in the area;
- The planning was done with leaders within the community and represents the collective thinking of those local representatives;
- The information contained herein is true and accurate to the best of their knowledge;
- The local plan represents the local board's and local elected officials' efforts to maximize resources available under Title I of WIOA and to coordinate these resources with other State and Local programs in the local area;
- They will operate the local system in accordance with the local plan, and, applicable federal and state laws, regulations, policies and rules; and,
- All assurances within this template have been met.

WDB Chair Typed/Printed Name: David Chaussard
Signature *David Chaussard* Date: 9/12/18

Chief Local Elected Official Typed/Printed Name: Dan Delozier
Signature *Dan Delozier* Date: 9-17-18



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A. Local Workforce Development System Vision

1. Provide an analysis of the local area's economic conditions, including:
 - a. Existing and emerging in-demand industry sectors and occupations;

Existing Demand Industry Sectors

Industry	2016 Jobs	2025 Jobs	Change in Jobs (2016-2025)	% Change	2016 Earnings Per Worker	2016 Average Hourly Earnings
Government	23,162	25,746	2,583	11%	\$49,174	\$23.64
Retail Trade	11,247	12,527	1,280	11%	\$31,749	\$15.26
Manufacturing	10,962	12,171	1,209	11%	\$65,133	\$31.31
Health Care and Social Assistance	10,231	11,267	1,036	10%	\$42,852	\$20.60
Accommodation and Food Services	7,590	8,523	933	12%	\$17,065	\$8.20
Construction	7,286	8,610	1,324	18%	\$51,257	\$24.64
Other Services (except Public Administration)	5,493	6,019	526	10%	\$25,096	\$12.07
Administrative and Support and Waste Management and Remediation Services	4,784	5,262	478	10%	\$30,597	\$14.71
Mining, Quarrying, and Oil and Gas Extraction	4,702	5,315	614	13%	\$129,313	\$62.17
Professional, Scientific, and Technical Services	2,710	3,177	468	17%	\$56,511	\$27.17
Finance and Insurance	2,568	2,693	125	5%	\$57,219	\$27.51
Crop and Animal Production	2,254	2,407	154	7%	\$30,089	\$14.47
Transportation and Warehousing	2,240	2,912	672	30%	\$53,749	\$25.84
Wholesale Trade	2,144	2,581	437	20%	\$55,089	\$26.49

EMSI 2017.1 – Sandi Wright OOWD

Emerging Demand Industry Sectors

Industry	2016 Jobs	2025 Jobs	Change in Jobs (2016-2025)	% Change	2016 Earnings Per Worker	2016 Average Hourly Earnings
Government	23,162	25,746	2,583	11%	\$49,174	\$23.64
Construction	7,286	8,610	1,324	18%	\$51,257	\$24.64
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EMSI 2017.1 – Sandi Wright OOWD

Existing and Emerging In-demand Occupations

SOC	Description	2012 Jobs	2022 Jobs	2012 - 2022 Change	2012 - 2022 % Change	Openings	Annual Openings	Median Hourly Earnings
43-0000	Office and Administrative Support Occupations	13,137	14,593	1,456	11%	5,256	526	\$13.71
41-0000	Sales and Related Occupations	7,986	9,321	1,335	17%	5,025	503	\$13.28
51-0000	Production Occupations	8,938	9,410	472	5%	4,765	477	\$16.25
47-0000	Construction and Extraction Occupations	4,259	5,880	1,621	38%	3,442	344	\$18.97
53-0000	Transportation and Material Moving Occupations	5,648	6,442	794	14%	3,379	338	\$15.03
11-0000	Management Occupations	4,706	5,509	803	17%	2,376	238	\$35.16
49-0000	Installation, Maintenance, and Repair Occupations	3,726	4,604	878	24%	2,349	235	\$17.42
25-0000	Education, Training, and Library Occupations	5,855	5,807	(48)	(1%)	1,981	198	\$17.45
29-0000	Healthcare Practitioners and Technical Occupations	4,622	4,659	37	1%	1,663	166	\$29.03
13-0000	Business and Financial Operations Occupations	3,090	3,688	598	19%	1,640	164	\$23.85

Based on projected annual openings that pay at or above the Self-sufficiency hourly rate

This report uses state data from the following agencies: Oklahoma Employment Security Commission

a. Employment needs of employers in existing and emerging in-demand industry sectors and occupations. *

The employment needs of employers in existing and emerging in-demand industry sectors and occupations are basically the same throughout the Northeast Region. Employers are lacking workers with middle skills. Through employer surveys, employers have expressed the need for employability skills, specifically critical thinking skills and problem solving. Consequently, employers are challenged to find available candidates with the right skills for the jobs that are available, locally and regionally.* In short, there is an excess supply of individuals with a high school diploma or less and a shortage of individuals to meet the needs of employers at the postsecondary and Associates Degree level – a 17% skills gap. Based upon projected population growth rates for 2025 and applying current graduation rates, an estimated 36,000 additional Area residents must obtain some level of postsecondary credential to meet employer needs.

*NE Briefing April 2017

2. Describe the knowledge and skills needed to meet the employment needs of the employers in the local area, including employment needs in in-demand industry sectors and occupations. *

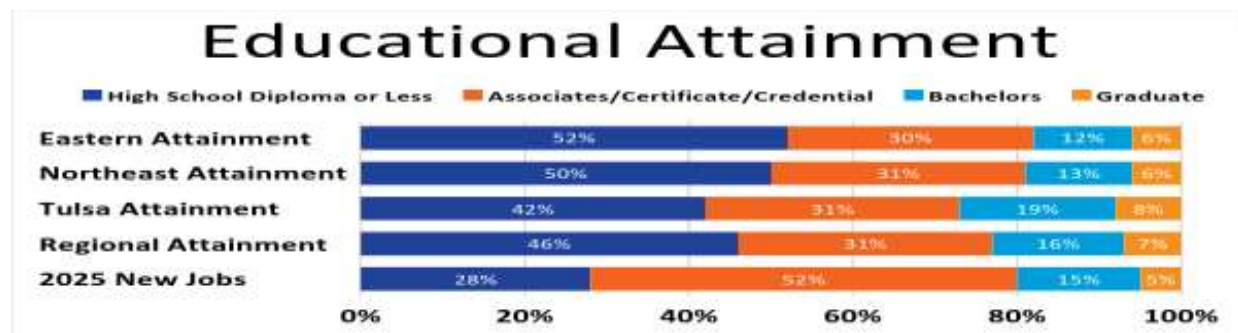
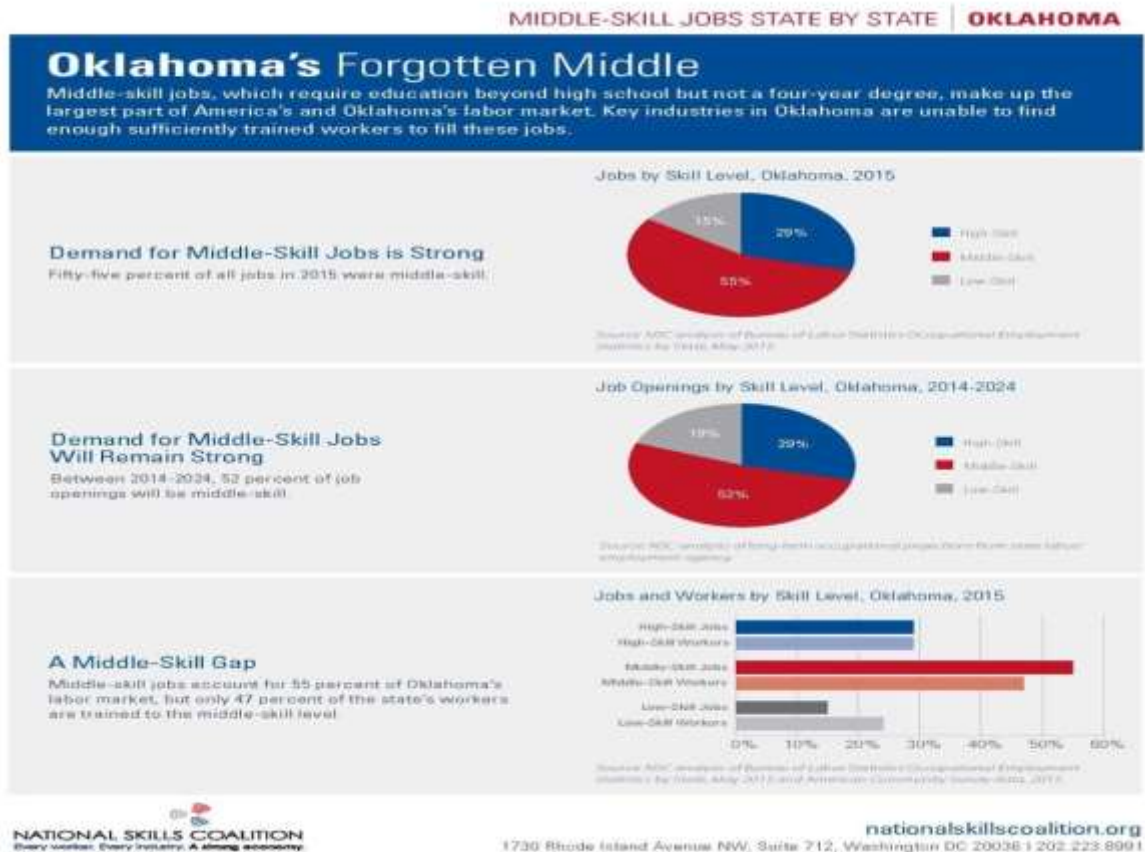
Employers are challenged to fill middle skill jobs, those jobs that require education beyond high school, but not a four-year degree, as illustrated in the graphic below, “Middle Skills Jobs State by State”. In reviewing data received from the Oklahoma Office of Workforce Development (OOWD) and gathered from EMSI reports for the Northeast Region, included below in the graphic “Educational Attainment”, illustrates that the Region is lacking candidates who have “middle skills” - skills that are obtained after high school but that do not involve a four year degree. The Educational Attainment graphic below illustrates the gap - more than 20 percentage points - between the middle skilled workers needed and those that exist. Based on local conversations with employers, data collected from the NE KEN Champion, and surveys from employers the northeast area needs short-term industry recognized credentials in order to fill the skills gaps. The data included below illustrates the gap between the current educational attainment and employer demand. The plan will be updated once we have received regional data from the Oklahoma Office of Workforce Development regarding current educational attainment for the region.

*By 2025, 48% of all newly created jobs in the NE Area will require the completion of postsecondary training (certificate or some college) or an Associate’s Degree. Currently only 31% of individuals in the

Area have achieved this educational level.

The National Skills Coalition research validates the feedback heard from employers in NE Oklahoma regarding the need for middle skilled workers in occupations such as health technicians, construction, production, transportation, carpentry, electricians, plumbing, HVAC, dental hygienist, LPN, therapy disciplines including mid-skill categories such as respiratory, recreational, and radiation.

* NE OK Briefing April 2017



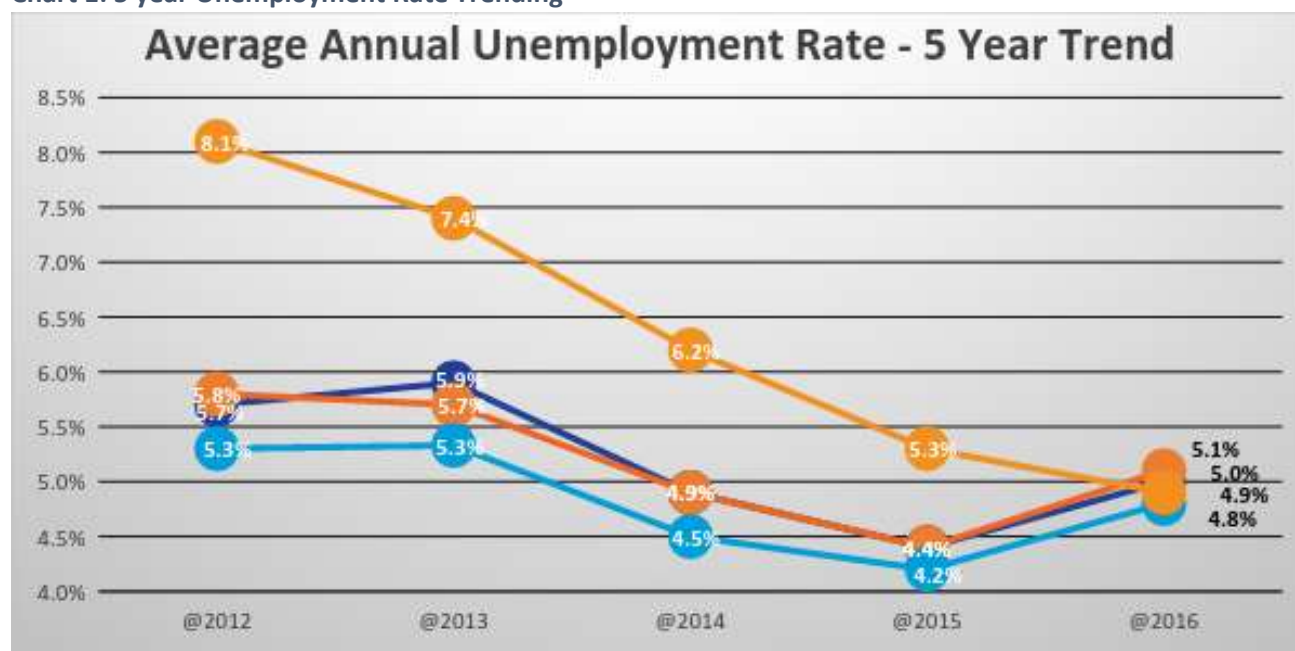
OOWD

- Provide an analysis of the local workforce, including current labor force employment and unemployment data, information on labor market trends, and educational and skill levels of the workforce, including individuals with barriers to employment.*

Unemployment Rates

- Chart 1 provides the 5-year trending of unemployment rates for the Northeast Area (the Local Area), Region (Northeast, Eastern and Tulsa Areas combined), the state of Oklahoma and the Nation. Table 1 highlights the most recent (November and December 2016) unemployment rates for these same locales.
- Fluctuations in the unemployment rate in the counties included in the Northeast Area mirror those of the state as a whole but at a higher level. Over the last five years, the Northeast Area unemployment rate has varied between a high of 5.9% and a low of 4.4%. At the same time, the state unemployment rate has ranged between 5.3% and 4.2%. The greatest gap between the state and Northeast Area unemployment rates was 0.6 percentage points in 2013.
- The unemployment rate for the Northeast Area is representative of the rate experienced by the Local Area (Region) as a whole.
- The national unemployment rate has declined steeply over the past five years from 8.1% to 4.9%. While Oklahoma has traditionally maintained a lower unemployment rate than that exhibited on a national scale, due to the downturn in the oil and gas industries and the associated loss of jobs, Oklahoma is anticipated to nearly equal the national rates when the 2016 unemployment figures are finalized.
- December 2016 Annual Average Unemployment Rates are estimated based upon preliminary data; however, it appears that the unemployment rate for the Northeast Area increased by 0.1 percentage points since November, from 4.9% to 5.0%.

Chart 1: 5 year Unemployment Rate Trending



Source: Bureau of Labor Statistics, Local Area Unemployment Statistics (LAUS) NOTE: 2016 Averages estimated based on preliminary data.

Table 1: Most Recent Monthly Unemployment Rates

Area	Unemployment Rates	
	December 2016*	November 2016
Eastern Area	5.8%	5.7%
Northeast Area	5.0%	4.9%

Tulsa Area	4.7%	4.7%
All Areas	5.0%	5.0%

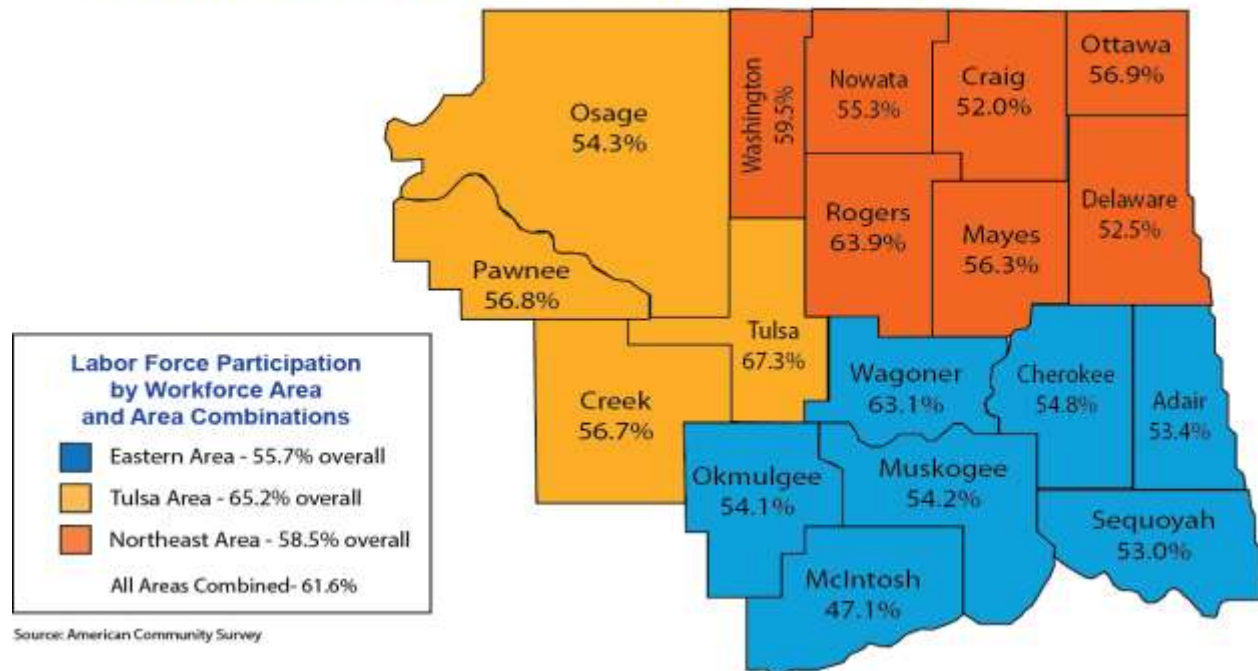
Source: Bureau of Labor Statistics, Local Area Unemployment Statistics (LAUS). NOTE: December 2016 Averages estimated based on preliminary data.

Labor Force Participation

- The Labor Force Participation Rate is the number of people in the labor force as a percentage of the total population in an area 16 years or older.
- Chart 2 provides data regarding labor force participation by county and area. This includes Northeast Area, Eastern Area and Tulsa Areas as well as a combined Local Area encompassing all three.
- Tulsa County experienced the highest level of labor force participation at 67.3%. McIntosh County, in the Eastern Area experienced the lowest participation level at 47.1%.
- The Northeast Area has a combined labor force participation rate of 58.5%. Due to the significant influence of Tulsa in the region, this is below the region average of 61.6%.

Chart 2: Labor Force Participation Data

Labor Force Participation by County and Area



Educational Attainment

- Table 2a provides educational completion level for the NE area.
- At 37%, the Northeast Area is more successful than the other areas in the region, as well as the state as a whole, in achieving High School Diplomas for youth; however, fewer Northeast Area residents achieve higher education degrees. Thirteen percent of the individuals in this area achieve a Bachelor's Degree while 6% achieve a Graduate Degree or higher. This compares with 16% and 8% percent respectively for the state as a whole. The National population achieves an even higher average number of post-secondary degrees with 18% throughout the nation possessing a Bachelor's Degree and 11% possessing a Graduate Degree or higher.
- The same trend is visible when comparing the Northeast Area population with the combined region. Northeast residents excel at obtaining High School Diplomas, but trail the region in postsecondary

awards.

- The entry level requirements for jobs in industries in this area may affect residents' decisions whether or not to seek postsecondary education. The high level of manufacturing and the associated entry level requirements for those positions may entice high school graduates to move directly into the workforce rather than pursue additional education.

Table 2a: Educational Attainment by Level – Northeast Area

Education Level	2016 Population	2016 % of Population	2016 State % Population	2016 National % Population
Less Than 9th Grade	9,769	5%	6%	7%
9th Grade to 12th Grade	16,661	9%	8%	7%
High School Diploma	70,479	37%	32%	28%
Some College	43,354	22%	23%	21%
Associate's Degree	15,749	8%	7%	8%
Bachelor's Degree	25,489	13%	16%	18%
Graduate Degree and Higher	11,283	6%	8%	11%
Total	192,784	100%	100%	100%

Source: EMSI 2017.1

Individuals with a Disability

- Table 3a provides Labor Force Participation, Employment Rates and Unemployment Rates for individuals with a disability. This data comes from the American Community Survey and it must be remembered that it is self-reported data regarding the survey respondent's perception that they possess a disability.
- In the Northeast Area, 40.4% of residents with a disability participate in the labor force. The unemployment rate for individuals with disabilities in the area is approximately 12.5% -- over 100% higher than the national or state unemployment rates.
- The highest unemployment rate for individuals with a disability in the Northeast Area is found in Delaware County, with an unemployment rate of 16.0%. This is highest rate, not only in the Northeast Area, but in the region.
- The lowest unemployment rate for individuals with a disability in the Northeast local area is 8.9% in Nowata County.

Table 3a: Individuals with A Disability – Northeast Area

County	Labor Force Participation	Employment Rate	Unemployment Rate
Craig County	40.80%	34.90%	14.40%
Delaware County	37.40%	31.40%	16.00%
Mayes County	32.00%	29.00%	9.20%
Nowata County	35.10%	32.00%	8.90%
Ottawa County	35.80%	30.70%	14.30%
Rogers County	50.20%	44.40%	11.30%
Washington County	40.60%	36.30%	10.70%
Overall	40.40%	35.40%	12.50%

Source: American Community Survey, Tables S2301 and C18120

Top Employing Industries by County

County	Industry	Number of Establishments	Average Monthly Employment	Total Wages
Northeast Area				
Craig	Health Care and Social Assistance	86	1,435	\$10,213,133
Craig	Retail Trade	55	698	\$4,406,464
Craig	Public Administration	36	550	\$5,829,637
Delaware	Retail Trade	131	1,409	\$8,525,171
Delaware	Health Care and Social Assistance	83	1,228	\$11,006,107
Delaware	Arts, Entertainment and Recreation	19	1,191	\$8,214,538
Mayes	Manufacture	68	2,786	\$35,695,498
Mayes	Retail Trade	141	1,790	\$12,632,467
Mayes	Educational Services	11	1,301	\$16,074,493
Nowata	Health Care and Social Assistance	18	267	\$1,707,243
Nowata	Educational Services	3	265	\$2,493,923
Nowata	Manufacture	8	206	\$2,102,193
Ottawa	Accommodation and Food Services	55	1,853	\$13,249,683
Ottawa	Arts, Entertainment and Recreation	17	1,657	\$11,363,954
Ottawa	Health Care and Social Assistance	77	1,432	\$11,450,198
Rogers	Manufacture	153	4,570	\$66,639,595
Rogers	Retail Trade	201	3,283	\$24,898,017
Rogers	Construction	258	2,558	\$42,007,353
Washington	Mining	42	3,923	\$90,183,293
Washington	Health Care and Social Assistance	181	2,541	\$25,482,548
Washington	Retail Trade	178	2,479	\$16,144,795

Source: American Community Survey, Tables S2301 and C18120

Within the current labor force, some individuals have more barriers to work than others. In the Northeast Region, that includes workers with disabilities including drug and alcohol addiction, workers who are justice-involved, and those without a high school diploma or GED.

In the Northeast Region, workers with disabilities have a very low Labor Force Participation Rate of 40.3%, which is more than twenty points lower than the rate of 61.6% for all workers. Additionally, the Unemployment Rate for workers with disabilities in the region is 12.9% versus the overall Region Unemployment Rate of 5%. (Source: American Community Survey)

Justice-involved workers also have difficulty becoming employed, because of a lack of job skills, lack of employability skills, and the stigma attached to being justice-involved. The majority of the state's incarcerated individuals return to either the OKC or Tulsa metro areas upon release, so the Northeast Region has a substantial share of those workers. Oklahoma's prison population has increased 10 percent in just five years, driven in part by a 20 percent growth in admissions. The state prisons also have seen a 21 percent increase in the female population since 2011. Oklahoma's prison population is projected to grow 25 percent or 7,218 inmates by 2026. One-quarter of this overall growth will be driven by increases in the female prison population, which is projected to grow by 60 percent over the next ten years. (Source: Oklahoma Justice Reform Task Force Final Report)

4. Provide an analysis of workforce development activities*, **including providing the SWOT analysis**, that indicates how the local area's service delivery system is prepared to meet the community's workforce development needs.

- a. Describe the strengths and weaknesses of workforce development activities.

The SWOT analysis can be found in its entirety as an attachment to the Regional Plan. The details of the Opportunities and threats are included with the SWOT analysis.

Strengths:

Partnerships

The strengths of the workforce development activities in northeast begin with the robust partnerships that exist and the supporting role of each of those partnerships. The workforce system partners are eager to tackle challenges collectively in efforts to resolve weaknesses and gaps.

Educational Assets

Educational assets are strengths in northeast Oklahoma. Our local area is fortunate to have numerous training providers woven throughout the area. Additionally, our partners in education are actively engaged in critical conversations that are so crucial in developing solutions to employer's needs.

Transportation

The NEWDB area is fortunate to enjoy the transportation benefits provided through grants obtained by Grand Gateway for Pelivan Transportation, available throughout the local area.

Economic Development Activities

Our local area is served by the Northeastern Oklahoma Regional Alliance (NORA) and Grand Gateway, among other local economic development entities, which provide tremendous opportunity to both our local area and our region. Through the efforts of these economic development entities our local area and our region will collaborate to develop sector strategies and career pathways that will create unlimited resources and wealth generating careers for all of Northeast Oklahoma.

Weaknesses:

Workforce System Cross Training

The Northeast Oklahoma workforce system is feeling the stretch of WIOA implementation and understands the need for cross training of workforce system partners. This cross training, that is now underway, will result in improved services to all job seekers in the local area. Cross training will include many elements, examples of cross training include: system resources, referrals, customer service, service mapping, supportive services, information sharing, intake process, WIOA performance, UI benefits, and all partner programs and services offered.

Accessibility for All

The northeast workforce system is faced with the challenge of creating accessibility for all individuals who benefit from workforce programs. The NEWDB is working toward ADA System Certification and has invited all system partners to participate in the certification process.

Performance Standards

The northeast workforce system welcomes the opportunity to implement WIOA performance standards as those measures are defined and fully implemented at the federal and state levels.

- b. Describe the workforce development system's capacity to provide the workforce development activities to address the education and skill needs of the workforce, including individuals with barriers to employment.

The NEWDB will align its workforce development activities to the state's Oklahoma Works Workforce Development initiative. Oklahoma Works is an initiative to increase the wealth of all Oklahomans through facilitating quality employment for workers and ready availability of highly skilled talent for business and industry. The initiative is a system of state agencies, educational institutions, businesses and other partners and fully embraced in the workforce system in northeast Oklahoma. The primary goals of Oklahoma Works are to:

- Align education outcomes and workforce and economic development policy
- Create efficiency and collaboration among partner agencies
- Ensure consistency across the state while encouraging local adaptation
- Create the expectation of stellar customer focus for all

The northeast workforce system will align to Oklahoma Works strategic priorities and maintain and enhance the talent pipeline in northeast Oklahoma. The NEWDB strategic priorities are:

1: ALIGN AND CONNECT

Develop, align, and connect the education and training pipeline with the needs of the state's regional and local economies by coordinating strategic priorities and plans across the education and workforce system in northeast Oklahoma. This work has been in progress for some time in NE Oklahoma as our partners in business and education have been consistently meeting on a monthly basis for several years in efforts to coordinate priorities that will feed the talent pipeline in the NE area. The New Day New Way Workforce System Partners meet monthly to coordinate resources that are responses to the needs of business and the workforce system to ensure proper alignment between business and education. This team is focused on actions that are a direct response to the specific needs that are identified through monthly strategy sessions. One example of this strategic alignment is the development of the employability skills workshops utilized by all system partners and available to business, described in greater detail in the response to question five.

2: DATA

The NEWDB and partners in the workforce system integrate and use workforce and economic development data to inform policy, track progress, and measure success and to align local and regional strategies for service delivery. We rely on data compiled from EMSI, NORA, Grand Gateway and other partners in economic development to build a robust workforce system and to build local workforce policy such as OJT, ITA, Work Experience, and Supportive Services.

3: PARTNERSHIPS

The NEWDB is committed to building and maintaining partnerships between local industry, economic development, education and each valued workforce system partner at the local and regional level. The NEWDB is actively involved in local partnerships at MAIP, Claremore Chamber, Rogers County Economic Development Authority, Bartlesville Chamber, Miami Regional Chamber, Pryor Chamber, Catoosa Chamber, Port of Catoosa, Cherokee Nation Career Services, Northeast Oklahoma Regional Alliance, Grand Gateway, Native American Tribes, Northeast Tech Centers in Pryor, Claremore and Afton, Tri County Tech, Rogers State University, Northeastern State University, OSU-IT, as well as secondary education partners throughout the local area. The NEWDB is focused on aligning business demands with career pathways that support the needs that business identifies. Business is the driver of the conversations and business drives the demand for the focus of training programs in Northeast Oklahoma. The NEWDB builds local policies, such as Demand Occupation, ITA and Supportive Services, around these conversations and the data collected by entities such as MAIP, NORA and ecosystems.

The NEWDB also works with system partners to eliminate individual barriers to employment, including those with disabilities, using individualized assessments and interviews to identify potential challenges and to make appropriate referrals. Additionally, the NEWDB coordinates with healthcare leaders, Departments of Health, Human Services, Rehabilitation Services and Mental Health and Substance Abuse Services. The NEWDB is closely connected to the efforts of NORA and MAIP to collect and assess the specific needs of industry sectors and aligns local policy in response to needs identified through this process.

4: RESOURCES

The NEWDB optimizes the use of resources to achieve the Oklahoma Works goals. Northeast Oklahoma is rich in resources that include major employers, each driving the economic and workforce development conversations in the local area and in the region (**See Largest Employers in NE Workforce Area below**). The

local area boasts of the Port of Catoosa, the MAIP, Grand River Dam Authority, Native American Tribes, Career Tech and multiple universities, and a booming hospitality/tourism and retail trade.

An additional resource in the northeast is our Key Economic Network (KEN) Champion. The NEWDB collaborates frequently with the KEN Champion to identify local and regional challenges and create solutions that promote a skilled workforce for wealth generation in the northeast area and, ultimately, the state. This resource facilitates essential knowledge sharing and encourages the alignment of local and regional business and industry needs with the skills taught throughout NE Oklahoma's education system. The KEN Champion serves as a local and regional resource used to develop and engage strong private sector relationships in order to help ensure that business and industry workforce needs are heard and met. The NEWDB is working to support our KEN champion in efforts to implement apprenticeships and internships in northeast Oklahoma.

Largest Employers in the NE Workforce Area

NAME	COUNTY	CITY
Downstream Casino Resort	Ottawa County	Quapaw
Jane Phillips Medical Center	Washington County	Bartlesville
Baker Hughes	Rogers County	Claremore
Walmart Supercenter	Delaware, Mayes, Ottawa, Rogers, Washington	Pryor
Umicore Autocat USA	Rogers County	Catoosa
Hard Rock Hotel & Casino	Rogers County	Catoosa
Grand River Dam Authority	Craig County	Vinita
INTEGRIS Generations	Ottawa County	Miami
Home of Hope Inc.	Craig County	Vinita
Indigo Sky Casino	Ottawa County	Wyandotte
Buffalo Run Casino & Resort	Ottawa County	Miami
Integriss Minor Emergency Center	Ottawa County	Miami
J-M Farms Inc.	Ottawa County	Miami
Schlumberger	Washington County	Bartlesville
Clientlogic	Washington County	Bartlesville
Claremore Indian Hospital	Rogers County	Claremore
Peoria Gaming Center	Ottawa County	Miami
Will Rogers Downs KOA	Rogers County	Claremore
INTEGRIS Baptist Regional Health	Ottawa County	Miami
Oklahoma Forensic Center	Craig County	Vinita
Forensic Center	Craig County	Vinita
RAE Corp	Mayes County	Pryor
KELVION	Rogers County	Catoosa
Veteran Center	Rogers County	Claremore
Wellman Products Group	Rogers County	Catoosa
Hillcrest Hospital Claremore	Rogers County	Claremore

Orchids Paper Products Co	Mayes County	Pryor
Technical System Inc.	Mayes County	Pryor
Harsco Indl Air-X-Changers	Rogers County	Catoosa
AMERICAN Castings LLC	Mayes County	Pryor
DuPont Nutrition & Health	Mayes County	Pryor
CARD Inc.	Rogers County	Claremore
Tracker Marine	Ottawa County	Miami
Craig General Hospital	Craig County	Vinita
INTEGRIS Grove Hospital	Delaware County	Grove

Data provided by Oklahoma Employment Security Commission using licensing through infogroup.

c. Describe the employment needs of employers.

According to business surveys conducted in northeast Oklahoma, through partnerships with Mid American Industrial Park and the New Day New Way system partners, employers have identified the following needs:

Employability Skills Development
Basic Competencies
Qualified Labor Force
Leadership Development

Basic Computer Skills
Industry Specific Training
Skills Gaps
Job Placement

5. Based on the information above, describe the local area's key workforce development issues and possible solutions to be implemented within the local area.*

The information above from employers describes their needs for "work ready" talent. The NEWDB desires to design a workforce system that is equipped to meet employer needs for a robust talent pipeline. The NEWDB is working with our system partners to create work based learning opportunities that will equip the talent pool in Northeast Oklahoma. These efforts include focus on Registered Apprenticeships, On-the-Job training and Work Experience. This focus will allow the opportunity to build a system designed by employers and supported by the entire workforce system and all of its collective resources.

To further create employer solutions the NEWDB serves as convener to critical conversations between employers, education, economic development and key workforce system partners. These conversations are taking place throughout the local area to bring businesses together with education, economic development and system partners in order to map out solutions to build the talent pipeline in northeast Oklahoma. The efforts described below are examples of the value that is placed on partnerships and the continuing efforts to design effective solutions to employer's needs. Specific examples of these efforts include:

Employability Skills Development

In response to employer needs in Northeast Oklahoma, and in demonstration of the collaborative efforts of the workforce system partners, the NEWDB has convened partners from Northeast Tech Center (NTC), OESC, DRS, Title 1, the One Stop Operator, and business leaders to create a curriculum designed to address the critical employability skills that are needed for on- the- job success. These partners worked to build a curriculum design that can be used by employers, workforce staff, and other agency partners in a workshop or individual training session. Staff from NTC generously gave their time and talent to the project by drafting the recommended content and facilitated the "Train-the-Trainer" sessions so that all partner staff are equipped to present the workshop material as needed by each agency's customers. The curriculum is used in

the American Job Center in workshops settings and through individual, one-on-one training as needed by One Stop customers. American Job Center staff also utilizes the materials by providing workshops in the community and in high schools. Partner staff such as, DRS, DHS and business may also use the curriculum as needed to fit their unique client needs. NTC has also suggested that they are available to host monthly trainings at their locations in northeast Oklahoma, at no charge to job seekers. This collaborative effort provides great opportunity for our communities, agencies and business to address the critical need for employability skills training.

Basic Competencies and Leadership Development: Elevate Young Adult Summit

The focus of the Elevate Young Adult Summit is to prepare young adults for career options in high demand, high wage occupations. The NEWDB brings business and workforce system partners to the table each year, during the planning stages, in order to build a quality program that is uniquely designed to expose young adults to viable career options. Business plays a key role in the yearly program design. The program content varies from year to year in efforts to customize the program to match the specific areas that business identifies as a critical component. Themes in past years have been STEM, manufacturing, healthcare, and career pathways.

Skills Gaps and Basic Computer Skills

An innovative partnership resulted in an exciting pilot program at Scepter Manufacturing LLC, in Miami. The pilot program was developed as a result of a survey of area businesses by the NEWDB and the New Way, New Day Workforce System Partner Team. In answer to the skill gaps identified, customized computer training classes for employees were developed and offered to Scepter employees by Northeast Technology Center using a mobile training method. This is another example of an innovative solution the NEWDB has crafted to support the needs of the business and industry.

Work Ready Communities

The NEWDB and workforce system partners including OESC, are partnering with SW Missouri to establish Work Ready Communities in NE Oklahoma. The National Career Readiness Certificate (NCRC) is a portable, industry-recognized credential that clearly identifies an individual's WorkKeys® skills. By participating in ACT's Work Ready Communities initiative the NEWDB is helping business and industry know exactly what foundational skills they need for a productive workforce.

ACT Career Curriculum

The ACT Career Curriculum is a comprehensive learning system focused on the knowledge and abilities important for success in the workplace and offered through all American Job Centers. The Curriculum sharpens the skills of students, job seekers, prospective employees, and current employees. The interactive courses can be used as an individual stand-alone training or as a class with self-paced individual work or instructor led activities.

Basic Computer Skills

Through surveys conducted as part of the New Day New Way efforts to responding to business needs, NTC and New Day New Way partners created a mobile computer lab unit. The mobile unit travels to local businesses to train incumbent employees on Microsoft Office products. Scepter Manufacturing was one of the first companies to utilize the mobile training. The month-long training also has been utilized by other local area companies.

Industry Specific Training

Career Ready 101 and KeyTrain are available in each American Job Center.

Leadership Development

The Oklahoma Manufacturing Alliance offers the following Leadership Development Training:

- Inter-firm Collaboration
- Human Resource issues
- Exporting to expand marketing
- Lean Manufacturing
- Innovation Engineering

Grand Lake Manufacturing Council offers the following in Leadership Development:

- Supervisor Training
- Leadership Training

- ISO Training
- Quarterly Professional Development Luncheons

Basic Competencies

OESC offers the following trainings to employers and employees:

- Social Media and Work Search
- Interview Skills & Etiquette
- Resumes
- Addressing Barriers to Employment
- Online Job Applications & Federal Resumes

6. Based on the analysis above, provide a description* of the local board's strategic vision and goals to support economic growth and economic self-sufficiency, including:

The NEWDB Mission and Vision are as follows:

Mission: To serve as the driver of social and economic change in Northeast Oklahoma

Vision: Through collaborative efforts among the workforce system, economic development, and education, the NEWDB serves as the driver of social and economic change in northeast Oklahoma. The NEWDB is the convener and collaborator charged with hosting community conversations to better align workforce resources.

The NEWDB is charged with improving the structure and delivery in the system to assist Oklahoma workers in achieving a family-sustaining wage while providing Oklahoma businesses and industry with the skilled workers they need to compete on a global level.

a. Goals for preparing an educated and skilled workforce, including individuals with barriers to employment

The NEWDB follows the state model for preparing an educated and skilled workforce by aligning and connecting resources, utilization of data analysis, through the cultivation and maintenance of partnerships and through the optimization resources.

The NEWDB relies on the data provided in the ecosystems reports, NORA analysis and other local economic development data collected to navigate through areas such as skills gaps, GED attainment, sector strategies and career pathways.

The NEWDB has outlined the following as goals in preparing an educated and skilled workforce:

The NEWDB has established goals that focus on GED attainments, Registered Apprenticeships and other Work Based Learning activities, as outlined in the Title 1 provider contract and referenced throughout the local and regional plan. The NEWDB is focused on reaching at risk populations; this goal is also established through measures set for the Title 1 contractor. The NEWDB goals also include the implementation of a Supportive Service Directory that will ensure funds are leveraged among workforce system partners.

Additional goals include the attainment of ADA Certification through the efforts of Able Tech and Oklahoma Department of Rehabilitation Services. These efforts will help ensure that Access for All individuals seeking employment services.

Additionally, the NEWDB embraces the provisions in WIOA that clearly support the expansion and incorporation of Registered Apprenticeships (RA) as an evidence-based approach to workforce development.

The NEWDB sees this as an opportunity to create a local and regional vision that supports substantive partnerships between the board, business, industry, education and RA program and sponsors. Aligning RA opportunities with the WIOA service design and delivery in a holistic and comprehensive manner will take time and a great deal of collaboration, in addition to policy development.

Looking towards the next several years, the NEWDB envisions a workforce system where the board and the One-Stop Operator are robustly involved in supporting [RA] programs, including the provision of assistance with screening and testing potential applicants for programs, well-informed and appropriate referrals to available RA programs, in addition to supporting apprentices throughout all or part of their program, using WIOA funds to help defray the costs of OJT and the provision of required classroom training. Getting to this point will require local and regional efforts that fully utilize all system resources in addition to leaning on staff from USDOL's Office of Apprenticeship. The NEWDB is committed to doing what is necessary to fully implement RAs in northeast Oklahoma in efforts to prepare an educated and skilled workforce.

b. Goals relating to the performance accountability measures based on performance indicators

The PY 2016 NEWDB system performance goals include the negotiated measures as shown below:

Northeast		
Outcomes	Measure	PY 2016 Performance Goal
Employment Rate 2nd Quarter After Exit	Adults / Wagner-Peyser	61.00%
	Dislocated Workers	75.10%
	Youth	70.00%
Employment Rate 4th Quarter After Exit	Adults / Wagner-Peyser	62.50%
	Dislocated Workers	73.90%
	Youth	70.00%
Median Earnings 2nd Quarter After Exit	Adults / Wagner-Peyser	\$5,268.00
	Dislocated Workers	\$6,084.00
	Youth	
Credential Attainment within 4 Quarter after Exit	Adults	60.90%
	Dislocated Workers	56.80%
	Youth	60.00%

The six primary indicators of performance under WIOA for each core partner (note that primary indicator four and five do not apply to Wagner-Peyser Employment Services) are:

1. Entered Employment - The percentage of participants who are in unsubsidized employment during the second quarter after exit from the program.

- PY 2016/2017 Adult 61%
- PY 2016/2017 Dislocated Worker 75.1%
- PY 2016/2017 Youth 62.6%
- PY 2016/2017 Wagner-Peyser 61%
- PY 2016/2017 ABE - baseline
- PY 2016/2017 DRS - baseline

2. Employment Retention - The percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program.

- PY 2016/2017 Adult 61.5%
- PY 2016/2017 Dislocated Worker 73.9%
- PY 2016/2017 Youth 62.7%
- PY 2016/2017 Wagner-Peyser 61.5%
- PY 2016/2017 ABE - baseline
- PY 2016/2017 DRS - baseline

3. Median Earnings - The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program.

- PY 2016/2017 Adult \$4,664
- PY 2016/2017 Dislocated Worker \$6,084
- PY 2016/2017 Wagner-Peyser \$4,664
- PY 2016/2017 ABE - baseline
- PY 2016/2017 DRS - baseline

4. Credential Attainment Rate - The percentage of participants who obtained a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exit from the program. A participant who has obtained a secondary school diploma or its recognized equivalent is only included in this measure if the participant is also employed or is enrolled in an education or training program leading to a recognized postsecondary credential within one year from program exit.

- PY 2016/2017 Adult 60.9%
- PY 2016/2017 Dislocated Worker 56.8%
- PY 2016/2017 Youth 44.5%
- PY 2016/2017 ABE - baseline
- PY 2016/2017 DRS - baseline

5. Measurable Skills Gains - The percentage of participants who during a program year are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains, defined as documented academic, technical, occupational or other forms of progress towards such a credential or employment.

- PY 2016/2017 Adult - baseline
- PY 2016/2017 Dislocated Worker - baseline
- PY 2016/2017 ABE - baseline
- PY 2016/2017 DRS - baseline

6. Effectiveness in Serving Employers (not yet defined by DOL or ED) - This will be based on indicators developed as required by Section 116(b)(2)(A)(iv) of WIOA.

PY 2018-2019 WIOA Performance Standards

NORTHEAST			
Performance Measures	Programs	PY 2016	PY 2018
Employment 2nd Quarter After Exit	Adult	61%	66.70%
	Dislocated Worker	75.1%	76%
	Youth	70%	70%
Employment 4th Quarter After Exit	Adult	62.5%	67%
	Dislocated Worker	73.9%	74%
	Youth	70%	70%
Median Earnings 2nd Quarter After Exit	Adult	5,268.00	5,200.00
	Dislocated Worker	6,084.00	7,600.00

	Youth		Baseline
Credential Attainment	Adult	60.9%	64.50%
	Dislocated Worker	56.8%	60%
	Youth	60%	58%
Measurable Skill Gains	Adult		Baseline
	Dislocated Worker		Baseline
	Youth		Baseline
Effectiveness in Serving Employers	State Measure		Baseline

The six primary indicators of performance under WIOA for each core partner (note that primary indicator four and five do not apply to Wagner-Peyser Employment Services) are:

1. Entered Employment - The percentage of participants who are in unsubsidized employment during the second quarter after exit from the program.

- PY 2018/2019 Adult 66.70%
- PY 2018/2019 Dislocated Worker 76.0%
- PY 2018/2019 Youth 70%
- PY 2018/2019 Wagner-Peyser 61%
- PY 2018/2019 ABE - baseline
- PY 2018/2019 DRS - baseline

2. Employment Retention - The percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program.

- PY 2018/2019 Adult 67.0%
- PY 2018/2019 Dislocated Worker 74%
- PY 2018/2019 Youth 70%
- PY 2018/2019 Wagner-Peyser 61.5%
- PY 2018/2019 ABE - baseline
- PY 2018/2019 DRS - baseline

3. Median Earnings - The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program.

- PY 2018/2019 Adult \$5,200
- PY 2018/2019 Dislocated Worker \$7,600
- PY 2018/2019 Wagner-Peyser \$4,664
- PY 2018/2019 ABE - baseline
- PY 2018/2019 DRS - baseline

4. Credential Attainment Rate - The percentage of participants who obtained a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exit from the program. A participant who has obtained a secondary school diploma or its recognized equivalent is only included in this measure if the participant is also employed or is enrolled in an education or training program leading to a recognized postsecondary credential within one year from program exit.

- PY 2018/2019 Adult 64.5%

- PY 2018/2019 Dislocated Worker 60.0%
- PY 2018/2019 Youth 58%
- PY 2018/2019 ABE - baseline
- PY 2018/2019 DRS - baseline

5. Measurable Skills Gains - The percentage of participants who during a program year are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains, defined as documented academic, technical, occupational or other forms of progress towards such a credential or employment.

- PY 2018/2019 Adult - baseline
- PY 2018/2019 Dislocated Worker - baseline
- PY 2018/2019 Youth - baseline
- PY 2018/2019 ABE - baseline
- PY 2018/2019 DRS - baseline

6. Effectiveness in Serving Employers - Baseline

Additionally, in efforts to ensure the NEWDB is focusing on the Oklahoma strategy for workforce development and the enhancement of coordinated partnerships that strengthen service delivery to the entire workforce system, the Title 1 contractor is required to meet the following performance criteria:

NEWDB Adult and Dislocated Worker Performance Measures

1. Absence of unresolved monitoring issues and absence of disallowed costs as evident by monitoring and/or audit by DOL, OOWD, Board and Fiscal Agent monitoring documents on or at the end of the third quarter of this contract.
2. Of those Adults and Dislocated Workers receiving Occupational Skills Training, at least 90% of those who exit between July 1st and March 31st will have obtained a Career Ready Certificate (CRC). This will be measured by an Occupational Skills OSL report, OSL CRC report, and/or copy of the Service Provider CRC report for the period stated. The Service Provider will have CRC backup documentation available for Board review in addition to the report. All data will be reviewed for accuracy and performance verified by Board Staff.
3. Of those Adults and Dislocated Workers receiving Occupational Skills Training, at least 60% of those exiting between July 1st and March 31st will have received a credential or certification for the training program they have attended, or will have entered employment at a wage of no less than the self-sufficiency wage defined in the NEWDB Self Sufficiency Policy. This will be measured by receiving a list from the Service Provider of all Adult and Dislocated Worker participants enrolled in Occupational Skills Training and those who have exited during the stated time frame along with documentation of the certification/credential or entered employment wage of each exited participant. This may be a copy of the actual certificate/diploma, or telephone verification with the training institution or employer verifying the appropriate information. This information will be reviewed for accuracy and performance verified by Board Staff.
4. 12 meaningful (in person) business contacts per quarter, per staff, to promote workforce programs and services, with emphasis on work-based learning opportunities as evident through validation in OSL and quarterly tracking reports provided by the Service Provider with details showing specifics of the business contact. This information will be reviewed for accuracy and performance verified by Board Staff.

NEWDB Youth Performance Measures

1. Of those WIOA Youth, ages 16-24, who were active in the Title I Youth Program during the period July 1st through March 31st, and who did not have a CRC at entrance, at least 80% will have attained a CRC prior to exit. This will be measured from a report submitted by the Service Provider listing all WIOA formula

youth who exited during the time frame who did not have a CRC at entrance, along with a report stating all those who have exited and those who have attained any level of CRC during their WIOA participation. The Board Staff will monitor and compile data submitted by the service provider and determine performance attainment.

2. Of the Out of School youth who do not have a high school diploma at program entrance, at least 20% of youth who exited during the period July 1st through March 31st will have obtained a GED or high school diploma. This will be documented from a list of all out-of-school youth who exited during the stated time frame, showing educational status at entrance, along with documentation for those who have obtained their GED or high school diploma. Documentation will be either a copy of their GED or high diploma or a statement from an educational entity stating that the participant received the GED or high school diploma. The Board Staff will review and compile data to determine level of performance.
3. At least 25% of the youth enrolled in WIOA Title I services during the period July 1st through March 31st will be Youth Offenders, Transitioning Foster Youth, Foster Youth, or Drop Outs. This will be measured by Board Staff running an OSL Quarterly Performance Report for the area. Board Staff will review data and determine performance attainment.

7. Describe the strategy* to work with entities that carry out the core programs and required partners to align resources available to the local area, to achieve the strategic vision and goals.

The NEWDB's Local Plan parallels the Oklahoma State Plan and brings the voices of the workforce system partners to the table to create a unified local plan that is specifically created to respond to the needs of industry and job seekers. Each workforce system partner was invited to be an active partner in the local plan. The NEWDB convened partners through several workgroup think-tank sessions and utilized the New Day New Way Workforce System Partners meetings as an avenue to draft the framework of the local plan. The workforce system in Northeast Oklahoma is built by collaborative efforts of each system partner. Each partner has a critical role and lending their voice to the design and delivery is key in an effective workforce system.

Through these strategic efforts customers throughout the northeast area will we reap the benefits as outlined in the Oklahoma State Plan that include:

A more effective, consistent, user-friendly, customer-focused, high quality service-delivery approach for Oklahoma citizens and businesses

- Efficiencies for workforce programs and staff
- Alignment among education, workforce, and economic development
- Accountability for services and results
- A maximization of all workforce development resources
- A true competitive advantage for Oklahoma's economic development efforts
- A pipeline for Oklahoma of appropriately skilled and credentialed workers ready to meet the employment needs of Oklahoma employers

NEWDB Core Programs and Required Partners



NEWDB Core Programs and Partners Graphic

NEWDB Strategies and Partners

NEWDB Strategies to carry out core programs and required partners to align resources in the local area include monthly partner meetings. The New Day New Way monthly partner meetings have been taking place for a number of years and have recently become a very strategic opportunity to bring core partners together to provide cross-training and to align and discuss strategies such as: ways to improve services to employers, strategies to support needs identified in each community, cross training in areas such as AADA, Roles of the One Stop Operator and presentations from each core partner represented in the group. Every core partner in northeast Oklahoma is an active participant in the New Day New Way group. The group is facilitated by our partners in business and economic development and includes, Adult Basic Education, Oklahoma Department of Rehabilitation Service (DRS), Wagner-Peyser (Oklahoma Employment Security Commission- OESC), Oklahoma Department of Human Services (DHS), Career Tech, Business, Secondary and Post-Secondary Education, Economic Development, One Stop Operator, Title 1, Veterans Services, Juvenile Authority, Job Corp, Native American Tribes, Chambers of Commerce, CSBG, Title V - SCSEP and partners from the Missouri Workforce System.

These monthly meetings have created the opportunity for workforce system partners to convene to address critical needs, collectively identified in Northeast Oklahoma, and work to design a response to meet those needs. Examples of needs identified and actions taken by this collective group include a soft skills curriculum designed from feedback from employers in Northeast Oklahoma and drafted by our partners, pro bono, at NTC. The curriculum was created to be used by any system partner through workshops, one-on-one trainings or through individual needs of job seekers and employers. Employers were invited to use the curriculum for on-boarding purposes and staff from each American Job Center was trained to provide workshops that could be uniquely designed to fit customer needs.

The system partner meetings, through New Day New Way have created opportunity to identify areas where cross training is needed and these trainings have been taking place at the monthly system meetings. System partners are invited to present information related to programs and services in efforts to train and equip staff in an ongoing learning environment with the skills and knowledge needed to provide superior service to job seekers, including those with disabilities, and businesses in an integrated, regionally focused framework of service delivery, consistent with the requirements of each of the partner programs. Future training will

include diversity and customer service training.

Local Workforce Development System Description:

1. Describe the workforce development system in the local area by addressing each of the following.
 - a. List and describe the programs that are included in the system.

Please see graphic above “**NEWDB Core Programs and Required Partners**” for comprehensive listing of system partners.

Adult Education/Literacy/Secondary and Post-Secondary Education

Adult Basic Education classes and English as a Second Language classes.

Oklahoma Department of Human Services TANF and SNAP

Temporary Assistance for Needy Families (TANF)

Supplemental Nutrition Assistance Program (SNAP)

Oklahoma Department of Rehabilitation Services

See service maps

Oklahoma Employment Security Commission

The Customer Service Division-Reemployment Services maintains a statewide labor exchange between employers and job-seeking individuals as established by the Wagner-Peyser Act of 1933. Assistance may be provided to individuals in the form of referral to jobs, training assistance, referral to supportive services, or job development. A Veterans Division provides service to Oklahoma veterans through Veterans Representatives located in the local office and outstationed at key service delivery points across the state. An employer's labor needs are met and satisfied through the selection and referral of qualified workers.

OESC maintains the Unemployment Insurance Program, under Reemployment Service, Support and Compliance Division, to pay unemployment benefits to qualified unemployed wage earners. OESC makes rigorous efforts to locate suitable employment opportunities and /or provide reemployment assistance so those individuals receiving unemployment benefits may reenter the workforce as quickly as possible. The Unemployment Insurance Division maintains the Unemployment Insurance program which was established through the Social Security Act of 1935. Unemployment benefits are paid as a weekly sum to qualified unemployed wage earners covered under the law. Funds for payment of these benefits are provided through a state tax paid by employers.

The Economic Research and Analysis Division is responsible for collecting, analyzing and disseminating a wide array of socio-economic data. The Division maintains the Bureau of Labor Statistic (BLS) programs such as Current Employment Statistics (CES), Occupational Employment Statistics (OES) and Local Area Unemployment Statistics (LAUS). In addition to these programs, this Division also maintains a number of other Labor Market Information (LMI) programs such as the Occupational Wage Survey Reports, Occupational Projections and the Oklahoma Labor Market Review. These products and services are requested by a diverse group of customers who need or desire to track the economic health of the state of Oklahoma and its local areas.

Reemployment Services, Targeted Populations - Disabled Veterans Outreach Program (DVOP) specialists provide intensive services to meet the employment needs of disabled veterans and other eligible veterans, with the maximum emphasis directed toward serving those who are economically or educationally disadvantaged, including homeless veterans, and veterans with barriers to employment.

The Trade Adjustment Assistance (TAA) Program is a federal entitlement program that assists U.S.

workers who have lost or may lose their jobs as a result of foreign trade. This program seeks to provide adversely affected workers with opportunities to obtain the skills, credentials, resources, and support necessary to become reemployed. Additionally, a Trade Readjustment Allowance (TRA) may be payable if you qualify.

Title 1 Adult, DLW and Youth

Adult Program
Dislocated Worker
Out-of-School Youth
In-School Youth
Trade Adjustment Act

- b. List the location(s) of the comprehensive One Stop Center(s) (at least one) within your local area; and any affiliated or specialized centers (both physically and electronically linked, such as libraries) in the local workforce development area.

NEWDB Comprehensive and Affiliate American Job Centers				
*Oklahoma Works Bartlesville 210 NE Washington Bartlesville, OK *Comprehensive	Oklahoma Works Claremore 23205 S. Hwy 66 Claremore, OK	Oklahoma Works Pryor 403 East Graham Pryor, OK	Oklahoma Works Miami 121 North Main Miami, OK	NE Public Libraries electronically linked to workforce system services

- c. Identify your key strategies for aligning the core programs (WIOA Title I, II, III, and IV programs) as well as all required partner programs within the local the local one-stop system of comprehensive and affiliate offices by addressing each of the following items.

Key strategies of the NEWDB include the utilization of the service maps, completed by workforce system partners. These maps are living documents that are updated and refined so they can be fully utilized by the workforce system. The local area is in the process of identifying gaps of service and working to ensure there are no duplications of service. The northeast workforce system also utilizes the resources available through 211Oklahoma.org.

- o Assess the types and availability of adult and dislocated worker employment and training activities in the local area.

Adult Education/Literacy/Secondary and Post-Secondary Education

Type of Activity: ABE Educational classes
Availability: M-F 8:00am-8:00pm. Saturday times available.

Oklahoma Department of Human Services TANF/ SNAP

Type of Activity: Provide the family supports through: cash assistance, SNAP, Medicaid, employment training/education, career exploration, and employment retention for TANF families.
Availability: M-F 8:00am-5:00pm

Oklahoma Department of Rehabilitation Services

Type of Activity: OK DRS provides services to persons with disabilities which are significant impediments to employment for the purpose of employment

Availability: M-F 8:00am-5:00pm

Oklahoma Employment Security Commission

Type of Activity: OESC provide testing, counseling and placement services for job seekers; solicit job orders from employers; refer applicants to jobs; provide Computerized Job Banks for job information; and provide special services for veterans and disabled veterans, including job development, counseling and placement. OESC also collects unemployment insurance taxes from Oklahoma employers to finance payment of unemployment benefits to jobless workers. Unemployment Insurance Claims are filed by phone, through the Unemployment Insurance Service Centers, located in the American Job Centers, or via the internet.

Strengthen linkages between the One Stop delivery system and unemployment insurance programs; and the local area in NE Oklahoma Works Centers by providing meaningful assistance from the first time an Unemployment Insurance (UI) customer accesses the system – from an array of career and training services to the best upfront information on how to file the initial UI claim.

For those claimants who are Limited English Proficient, the online claims system has a language translator. American Job Center staff can assist the customer in accessing the translator or use language lines to assist such individuals during the claims filing process. When needed, for those individuals who are deaf or hard of hearing, TTY services are available.

The services available to claimants do not end with the filing of the initial claim. American Job Center have supports and resources available at any time and for all other parts of the claims process: sending documents to UI, speaking with Inquiry or Adjudication, filing for weekly benefits, and participating in Appeals hearings. The rapid reemployment of claimants is also a focal point for Oklahoma. In addition to assistance with the work registration and work search requirements, State Merit staff provide one of two reemployment services tracks (Reemployment Services and Eligibility Assessment and 50% Eligibility Review Interview) at designated times during the claim series depending on the claimant's circumstance. During both reemployment activities, staff provides an overview of all One-Stop services and makes appropriate referrals. As the state develops the common case management system, we anticipate referrals to happen in real time with electronic tracking mechanisms. Appropriate informational services and referrals from the North East One-Stop system and partners are critical in linking Unemployment Insurance to the broader workforce system.

Federal Bonding

The U.S. Department of Labor's Federal Bonding program offers a proven and effective tool for workforce development professionals to help both employers and at-risk job applicants at no cost. Employers and job seekers can get additional information on how to participate in this program by contacting the local office staff.

Foreign Labor Certification:

H-2A- Temporary Agricultural Program

The H-2A temporary agricultural program allows agricultural employers who anticipate a shortage of domestic workers to bring nonimmigrant foreign workers to the U.S. to perform agricultural labor or services of a temporary or seasonal nature. Employment is of a seasonal nature where it is tied to a certain time of year by an event or pattern, such as a short annual growing cycle, and requires labor levels above what is necessary for ongoing operations. Employment is of a temporary nature when the employer's need to fill the position with a temporary worker will last no longer than 10 months.

H-2B- Temporary Non-Agricultural Program

An employer seeking to fill job opportunities through the H-2B program must demonstrate that it has a temporary need for the services or labor, as defined by one of four regulatory standards: (1) a one-time occurrence; (2) a seasonal need; (3) a peak-load need; or (4) an intermittent need. Generally, that period of time is limited to nine (9) months or less, except in the case of a one-time occurrence, which could last up to 3 years.

Work Opportunity Tax Credit (WOTC)

The Work Opportunity Tax Credit (WOTC) is a tax credit offered to employers as an incentive to hire individuals who are members of targeted groups which have traditionally faced significant barriers to employment. The credit is used to reduce the federal tax liability of private/for-profit employers.

Availability: M-F 8:00am-5:00pm

Veterans Programs

Type of Activity: DVOP specialists serve as case managers for Veterans enrolled in Federally-funded job training programs such as the Department of Veterans Affairs' Vocational Rehabilitation program and other Veterans with serious disadvantages/barriers in the job market. DVOP specialists are available to those Veterans and their employers to help ensure that necessary follow up services are provided to promote job retention.

Availability: M-F 8:00am-5:00pm

Title 1 Adult, DLW and Youth

Type of Activity: OST, Work Experience, On-the-Job Training, Job Skills Workshop, Apprenticeship, Job Shadowing, Internships, Soft Skills Enhancement, Mock Interviews, Resume Assistance, Supportive Services, Labor Market Information, Career Planning and Counseling, and follow-up Services.

Availability: M-F 8:00am-5:00pm. All of the above services are available in four Oklahoma Works offices in the NE area.

o Provide an explanation of how the local board addresses local rapid response activities.

The OOWD assumes responsibility for all statewide Rapid Response efforts. These activities are provided as part of a comprehensive workforce investment system designed to respond quickly when a mass layoff and/or plant closure appears imminent. Staff members at OOWD, OESC, the local WDB, and other partners respond quickly to employer, employee and community needs when layoffs and/or plant closures occur. The objective of Rapid Response is to help workers transition from notification of layoff to re-employment as soon as possible. The Local WDB ensures Rapid Response activities are carried out in the northeast area, and work in conjunction with the designated local Rapid Response Coordinator, One Stop Operator, and chief elected officials in those areas and perform the following functions.

- Coordinates activities with the Unemployment Insurance and Wagner Peyser staff
- Ensures the prompt and appropriate targeting of additional assistance for basic readjustment and retraining services
- Assures that local resource providers such as Oklahoma Department of Career and Technology Education and higher education entities are a part of the Rapid Response effort
- Provides prompt assistance to local areas that experience disasters, mass layoffs or plant closings, or other events that precipitate substantial increases in the number of unemployed individuals
- Provides technical assistance to local areas to increase coordination of other available resources such as NAFTA-TAA

When the layoff or closure involves organized labor, Rapid Response works closely with organized labor representatives in conducting Rapid Response activities. Oklahoma's Rapid Response Team works extremely

well and creates a dynamic partnership that provides for quick and effective information and services for affected workers.

Once the State receives notification of an impending layoff, the information is recorded into a database and plans for Rapid Response service provision begins. A telephone call or personal visit is made to the company to set up employee meetings with Rapid Response staff. The team makes every effort to work with the employer to set up meetings during the affected workers' shifts so workers can continue to be paid while learning about the various services available.

This often results in Rapid Response meetings during early morning hours, on weekends, and late in the evenings. If it isn't possible to conduct Rapid Response meetings on company time, then the workers are notified by announcement at the workplace and/or through the news media of the time and place for the meetings.

A team of local workforce partners and other system service providers give information to affected workers at all Rapid Response meetings. Workers are given printed information about Unemployment Insurance and other services provided by the local Oklahoma Works Center, programs available to dislocated workers, tips for job searches - including resume development and interviewing skills, community services like consumer credit counseling, healthcare, and childcare, access to websites, and physical locations of local Oklahoma Works Centers. Workers are told which documentation they will need to register for Oklahoma Works and Unemployment Insurance programs/benefits, and they are given an approximate timetable on how quickly services can be provided. In many cases, job fairs are scheduled and held for the affected workers notified. Employers are also informed at Rapid Response meetings about the many business services available through the state's workforce system. Because of this, downsizing businesses use the system to assess, screen, and hire workers as their situations change and they are able to re-staff and/or expand. There are also numerous instances when companies scale back layoffs because they have learned about the number of free services available that can cut costs and still leave workers employed.

Hiring Event:

The NEWDB in partnership with our workforce system partners including OESC, have implemented a new strategy as part of Rapid Response events. When possible, the Workforce System responds to these events by coordinating the Rapid Response with an employer in the area who is hiring. The Rapid Response team, acting as intermediaries, researches and identifies local companies seeking to fill job vacancies then NEWDB and workforce system partners facilitate a Hiring Event to coordinate with each Rapid Response. Notice of job loss can be a very difficult time for individuals and families. However, the NEWDB and system partners, utilizes these difficulties to provide individuals with new career opportunities by partnering with companies who are actively recruiting and are often very enthused about the recruitment potential. This creates a win-win for the individual who is faced with the difficult news of a job loss and for the employer who is expanding and actively recruiting talent.

- o Describe how the local board will coordinate relevant secondary and post-secondary education programs and activities with workforce investment activities to coordinate strategies, enhance services, and avoid duplication of services.

Workforce system partner agencies, including secondary and post-secondary programs, meet monthly and provide updates regarding education and training activities, and to leverage impact and reduce duplication of services.

The local board is collaborating with Rogers State University on numerous special projects including, career fairs, mock interviews and workshops for students preparing to enter the workforce. The NEWDB is also partnering with RSU and local businesses to draw young adults into occupations in NE Oklahoma so they will remain in the area and not leave following high school or college. Further efforts include the roll out of an e-

learning curriculum designed to meet specific needs of industry.

Memorandums of Understanding will further outline the workforce system partner's responsibilities related to relevant secondary and post-secondary education programs and activities with workforce activities to coordinate strategies, enhance services, and avoid duplication of services.

- o Describe how the local board, in coordination with the One Stop operator, maximizes coordination, improves service delivery, and avoids duplication of Wagner-Peyser Act services and other services provided through the delivery system.

The NEWDB works in collaboration with Wagner-Peyser staff on hiring events, Rapid Response, recruitment efforts, workshops and all core and non-core partners to provide staff with cross training to increase staff capacity, expertise, and efficiency. This collaboration allows staff from differing programs to understand other partner programs' services, and share their own expertise related to the needs of specific populations so that all staff can better serve all customers.

The NEWDB has procured a One Stop Operator to ensure all one-stop partner services are coordinated and are provided in accordance with federal, state and local policies. This neutral partner helps to assure seamless service delivery and oversight.

In order to maximize coordination between partners, the One Stop Operator convenes monthly meetings consisting of core and non-core partners to identify streamline and improve services provided by the workforce development system. The development of Employability Skills curriculum is an example of an improvement process identified by this consortium of partners. Through this consortium of partners an employer survey was solicited to help identify skills gaps among northeast Oklahoma employers. As a result of the survey the partners collaborated to create an Employability Skills curriculum to be used by job seekers, system partners, employers and incumbent workers. Our American Job Centers also surveyed job seekers allowing them to an opportunity to suggest ways we can better serve them.

The Northeast workforce development system (Oklahoma Works) has four One Stop Centers, where Wagner Peyser (OESC) plays as an integral part in providing services to customers from assistance in preparing for and searching for work, career explorations, accessing training opportunities, labor market information, veteran services and placement services to both job seekers and business customers. Job seekers complete questionnaires which assist in determining what services will best fit the customer's needs and which agencies or partners will be best equipped to fill such needs.

Another example of local efforts to streamline and maximize services to our customers is Oklahoma Service Link (OSL). Oklahoma Service Link (OSL) system – an integrated case management system that is used by Wagner Peyser staff as well as by staff members who are supported with WIOA Adult and Dislocated Worker funding. The OSL system is a key resource for coordinating the delivery of services in an integrated fashion.

The NEWDB has established the fire walls and Conflict of Interest Agreements as required under WIOA CF 20 679.430. In efforts to ensure full compliance with WIOA 678.625 and 679.430, and to address any concerns of OOWD for entities serving in more than one system role, the NEWDB worked extensively with the contractor to develop the required firewalls and internal controls. The NEWDB took very seriously their responsibility of ensuring that the firewalls and proper internal controls demonstrated that the Contractor, in its role as operator, does not conflict with its role as WIOA Title 1 Service Provider. Efforts were made to ensure that all areas of compliance and concern were addressed in the policy and in the Agreements.

As required under WIOA 679.430 the NEWDB has in place:

- Contractor One Stop Operator Conflict of Interest Policy

- Contractor/Board Agreement
- Contractor/LEO Agreement

The One Stop Operator Conflict of Interest Policy demonstrates the following internal controls were established to comply with the final regulations as follows:

- Limit conflicts of interest or the appearance of conflicts of interest
- Minimize fiscal risk
- Develop appropriate firewalls within a single entity performing multiple functions

Examples of these efforts include:

- An Operations Manager who is responsible for service provider staff hiring and firing, evaluations and discipline – this position is filled by an individual separate from the One Stop Operator
- A separate reporting structure for the Operations Manager and the One Stop Operator – The Operations Manager reports to the Corporate Program Manager, the One Stop Operator reports to the Division Director
- The Contractor submitted separate budgets for the One Stop Operator and Operations
- The Contractor was asked to establish a separate domain for the One Stop Operator's email so that it differentiates the role of the One Stop Operator from Operations.
- In an effort to minimize fiscal risks the One Stop Operator does not have fiscal responsibility for client funds or oversight for itself
- The One Stop Operator will report to the board on operations, performance accountability, and continuous quality improvements as well as other areas the board deems appropriate

The NEWDB utilizes an RFP process to procure an Operator for the region. The Operator will have functional management, compliance and oversight of Oklahoma Works Centers and services and will be responsible for the coordination of the delivery of Workforce Services within the Oklahoma Works system throughout the entire northeast local area. The Operator reports to, and is accountable to, the NEWDB. Goals are established and are overseen by system partners that include business members and core partner representatives. This structure ensures oversight is provided by core partners and further ensures service delivery models have no duplication, but have a full battery of complimentary services across the system. This structure and collaboration of business and core partners ensures high quality business lead services and eliminates duplication of service delivery through the Northeast One Stop Operator who is a single point of contact and a voice for all.

The role of the One Stop Operator is equivalent to managing partner. In this role, the Operator identifies issues that need to be addressed that have to do with service delivery. The Operator works with all partners located in the Oklahoma Works centers to form solutions. Workforce services are integrated into the framework of the workforce delivery system and are provided through partner agencies under other funding resources. Staff and funding for these services is provided by system partners and will be overseen by the Operator. The Operator is responsible for ensuring seamless service delivery from all partners.

1. Roles and Responsibilities of the One Stop Operator

The role of the One-Stop Operator is equivalent to managing partner. In this role, the Operator identifies issues that need to be addressed that have to do with service delivery. The Operator works with all partners located in the Oklahoma Works centers to form solutions. Workforce services are integrated into the framework of the workforce delivery system and are provided through partner agencies under other funding resources. Staff and funding for these services is provided by system partners and will be overseen by the Operator. The Operator is responsible for ensuring seamless service delivery from all partners.

2. Statement of Work – One Stop Operator

A. Compliance

1. Ensure NEWDB policy and procedure is followed.
2. Ensure compliance with WIOA, state and local policies, and the U. S. Department of Labor Statement 29 CFR 38 Implementation of Nondiscrimination and Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act; Final Rule.
3. Coordinate the provision of services to eliminate or minimize duplication.
4. Ensure One Stop partners are utilizing the common intake, case management, and client tracking systems appropriately.
5. Ensure system compliance with requirements for Access for All Certification.
6. Designated as the Area Accessibility Representative.
7. The Operator is responsible for ensuring the Oklahoma Works staff is trained in all services offered by the Workforce system. However, the Operator is only responsible for the training costs for the Title I staff. A training plan for Title I staff must be submitted to NEWDB for approval within 30 days of the beginning of the contract. Examples of acceptable staff training include, but are not limited to, conferences, in-service training, and webinars. All training expenses are contingent upon available funds as determined by NEWDB.

In the event of a conflict between such laws and regulations and the terms of this agreement, precedence will be given to the laws and regulations.

B. Community/ Partner Relations

1. Establish and maintain key relationships with workforce system partners
2. Implement quality and continuous improvement principles within the system
3. Responsible for capacity building within the system and staff
4. Promote Workforce programs and educate local community and faith based organizations about the Workforce System
5. Convene meetings of the One Stop Partners as required by the NEWDB

C. Business Services

1. Develop, offer and deliver quality business services that assist specific businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy
2. Address immediate and long term skilled workforce needs of in-demand industries and address critical skill gaps within and across industries
3. Oversee the job posting information from businesses to the statewide employment database and assist employers who prefer to enter data directly
4. Direct center staff on the screening and recruiting of candidates for job openings for area employers
5. Respond to employers' requests including providing interview space, job fairs, and other services offered by Oklahoma Works
6. Coordinate with system partners to organize local Rapid Response services for workers who have or will be dislocated from their jobs due to a business or plant closure, a major employer downsizing, or natural disasters
7. Collaborate with system partners to facilitate and participate in special projects such as job fairs, business driven workshops, and be responsible for communicating employers' needs to the Oklahoma Works staff

D. Jobseeker Services

1. Ensure job seeking customers are served through an integrated, seamless process related to the various services/functions offered in order to reduce duplication of resources, minimize number of contacts, and streamline processes
2. Verify that all customers have access to Oklahoma Works services
3. Act as a liaison to the NEWDB Equal Opportunity Officer (EEO) Research, identify, and report, in writing, to NEWDB, any ADA compliance discrepancies for all customers at each Oklahoma Works location, ensure Access for All compliance on technology.
4. Access for All Certification

E. Youth Services

1. Manage resources for youth that include, but not be limited to, work readiness training, basic skills attainment, access to occupational skills training, work experience, and career planning and counseling
2. Ensure delivery of services in a creative, flexible, effective, age and culturally- appropriate manner for youth that is compliant with the 14 Elements of the WIOA Youth program

3. One Stop Operator Duties

- Manage daily operations of Oklahoma Works centers
 - Coordinate service delivery among partners
 - Manage partner responsibilities as defined in MOUs
 - Manage services for business and individual customers
 - Responsible for Oklahoma Works staff development
 - Handle EEO responsibilities, customer complaints and ensure accessibility as outlined in local, state and federal guidance
 - Implement board policy
-
- Report to local board on operations, performance accountability, and continuous improvements and other reports as required by the board
 - Coordinate integrated services of partners in a seamless and streamlined fashion according to NEWDB policy
 - In collaboration with the board and with required workforce system partners make efforts to ensure business and the public are aware of all services available through the career centers and information is provided for accessing available services
 - Ensure the career centers comply with all required customer support and information is available to customers as required under local, state and federal regulations
 - Refer clients to One-Stop Partners as appropriate
 - Collaborate with system partners to facilitate and participate in special projects such as job fairs, business driven workshops, and be responsible for communicating employers' needs to the Oklahoma Works partners
 - Convene meetings of the One-Stop System Partners as required by local, state and federal regulations
 - Other duties as outlined by local, state and federal regulations for the One Stop Operator

4. One Stop Operator Prohibited Duties

- Convene system stakeholders to help develop the local plan or prepare and submit local plans (as required under sec. 107 of WIOA);

- Be responsible for oversight of itself;
- Manage or significantly participate in the competitive selection process for one-stop operators;
- Select or terminate one-stop operators, career services, and youth providers;
- Negotiate local performance accountability measures; or
- Develop and submit the budget for activities of the Local WDB in the local area.
- Directly or indirectly involved in the financials of the contract.

o Describe how the local board will coordinate WIOA Title I workforce investment activities with adult education and literacy activities under WIOA Title II, including how the local board will carry out the review of local applications submitted under Title II.

The Board coordinates with Title I and Title II to combine efforts and resources which enhance services available to customers to improve partner relations that will lead to increased services, high school equivalency attainment, ESL access and strengthen ABE partnerships. Examples of this coordination include a common referral process and the utilization of assessment results to avoid duplication of services. The NEWDB focuses on at risk populations such as youth who have aged out of foster programs, youth and other individuals with learning disabilities, high school dropouts and justice involved individuals. Examples of this coordination include the following:

- Adult Basic Education is offered at Rogers County Detention Center. This venue allows for career pathways and transition to reentry initiatives and other post release activities.
- The NEO Adult Learning Center offers ESL and the high school equivalency training. NEO offers semester courses and also delivers customized courses. ESL classes are a minimum of 40 instructional hours and can be extended based on the individual need. The classes can be taught on campus or remotely.
- Washington County has two options for ESL and ABE including the Tri County Tech and the Public School system.
- Local Native American Tribes also offer ABE classes and testing.
- Additional access points for Adult Basic Education and literacy activities include: Union Public Schools at Pryor and Claremore, Cherokee Nation at Claremore, Jay, Kansas and two locations in Pryor, Independence Community College and Coffeyville Community College.

The Northeast Workforce Development Board will assess each application impacting the local area and perform the following:

- 1.) Determine if the applicant services align with the strategy and goals of the local workforce development area plan.
- 2.) Provide feedback and recommendations to the eligible applicant(s) on how their services can be in alignment with your local plan.

The NEWDB will appoint a committee to review the applications submitted under Title II. Reviewers from the NEWDB will not include anyone who has a conflict of interest with the applicant(s).

- o Describe and assess the type and availability of youth workforce investment activities in the local area, including activities for youth who are individuals with disabilities, and provide an identification of successful models.
(Include a copy of any completed Process Maps and how they are used to align services and avoid duplication of services).**

The NEWDB uses a customized approach to all youth activities. The customized plan provides a unique pathway to support individual career goals, including youth with disabilities, and each milestone builds on the next. Youth activities are outlined as follows:

14 Youth Elements found in WIOA

Career Pathways, Financial Literacy and Soft Skills development are available throughout the local area via Oklahoma Works Centers, Career Tech Centers, Public Schools, Native American, American Job Centers and various other agencies. Mentoring programs such as The Leader in Me, MAIP Youth Marketing Team, and MAIP STEM Labs, are specialized programs which have been in the local news headlines and are each supported by the NEWDB and system partners. The Leader in Me is a leadership development curriculum utilized in several locations in the local area and begins in third grade and progresses through secondary and post-secondary years. The MAIP Youth Marketing Team is a mentorship with leadership development in marketing and recruitment, entrepreneurship and business development, STEM, and Manufacturing. The MAIP STEM Lab is aimed at middle school and early high school students, leverages a technology-rich curriculum (featuring subjects such as Automation and Robotics and Design and Modeling) to cultivate critical thinking, creative reasoning, problem-solving skills and teamwork collaboration.

Additionally, the northeast workforce system focuses on work based learning opportunities through pre-apprenticeships, OJTs, and work experience, and Occupational Skills Training, supportive and follow up services.

Out of School Youth

As mentioned in the PY 2015 State Monitoring Review of the NEWDB, the local area made an early commitment to focusing on the WIOA primary target population of out-of-school youth. The local area was commended for its focus on placing work experience participants in paid work experience which incentivizes the achievements of the youth and is more likely to keep the youth engaged in the program and will continue to focus services on out-of-school youth.

Elevate Young Adult Summit

The Elevate Northeast Youth Summit was designed to inform and educate youth about careers and educational pathways through an informative, motivating and entertaining format and has become a yearly event since the original summit. Elevate supports the Governor's Council for Economic and Workforce Development vision for young adults by providing young adults with resources to connect them to high demand, high growth, wealth-generating careers. The NEWDB collaborates to coordinate the annual event in partnership with local businesses and organizations. Partners include: MAIP, OESC, Title 1 contractor, Rogers State University, Northeast Tech Center, Cherokee Nation Career Services, Pryor High School, Thunderbird Youth Academy, Job Corp, OSU-IT, DRS, DHS and as well as numerous businesses in northeast Oklahoma.

Summer Program

Various summer activities will be utilized in the NE Oklahoma area during the WIOA Summer Youth Program. While activities are specific to individuals, they may be in a group setting, one-on-one or as a study hall or at-your-own pace setting. Career Pathways will be utilized to align youth and their interests with available jobs. Youth skills will be assessed and matched with employers. Skills gaps will be filled with customized, planned activities to support a pathway to success. Successful summer experiences will include: leadership development, skill trainings and certifications, financial literacy, internships, entrepreneurial training, apprenticeship, job shadowing, exposure to industry and post-secondary education, mentoring, life skills development, work experience, work readiness events, on-the-job-training, soft skills development, volunteerism and job skill workshops. Customized activities will be assigned to eligible youth in an effort to enhance skills and guide youth in a career pathway that is self-sufficient. Summer youth services will include a work-based training plan and an interest profiler. The summer activities may transition into the year round program when appropriate. The NEWDB will lean on our partners at OESC to help identify business partnerships and will collaborate with business to implement the work-based learning opportunities. Supportive services will be collaborated with our system partners in order to ensure WIOA funds are used when no other funding resources are available. We anticipate referrals to ABE for young adults who may be basic skills deficient or for those individuals who need a GED.

Training of Youth and Obtaining CRCs

Through participation in career pathways, the Board and Youth Committee are engaged in monitoring training of youth in occupations that are identified by the local board as demand or targeted occupation. Partnerships established with businesses, local governments, state agencies and the local Youth Committee will help to provide venues for youth to gain skills with work ready training, obtain their GED or high school diploma, and obtain a Career Ready Certificate (CRC) to assure youth are ready to go to work. As a demonstration of this commitment the northeast area has a historical track record of high CRC attainments as follows: From July 1, 2015 through February 14, 2017, 39 youth have exited from the WIOA program. Of those 39 exits, 35 (or 90%) have obtained a Career Ready Certificate. 31 (or 78%) of those individuals who exited completed Occupational Skills Training. Some of the occupations those youths entered include: LPN Dental Assistant, Surgical Technologist, Welder, Carpentry, and Maintenance.

At Risk Youth Populations

Emphasis is placed on assisting at-risk youth to successfully transition into the workplace or training with job readiness and academic success. At-risk youth are a target group in the Northeast area and include high school dropouts, justice involved and foster care or aged-out of foster care. All 14 WIOA Youth Elements are available for at-risk youth. Youth dropouts are provided goals to support the completion of the GED or other high school equivalency (HSE) programs. GED classes and tutoring are available from our partners throughout the Northeast area. In the past two program years, 73% of youth who were enrolled without a GED or HSE obtained a GED or HSE. When necessary, supportive services are provided to assist with the costs associated with testing. Employability skills are developed with work experience, customized workshops, mentoring and counseling. The NEWDB coordinates with all core partners to ensure two-way referrals are made, as appropriate, that will create pathways for success for all youth.

Youth with Disabilities

The local partnership between OK DRS and the system partners in the northeast area is robust and streamlined. DRS offers a comprehensive system of staff development which requires counselors to be trained, minimally, at the Masters Level in Vocational Rehabilitation or Psychological Counseling. The NEWDB leans on the expertise of DRS to provide counseling and guidance, job placement, and employment services to Oklahomans with disabilities. Through the partnership with DRS, other services may also be provided to assist individuals with disabilities to compensate for, correct, or prevent disability based barriers to employment. DRS provides transition from school to work services available for high school students ages 16 and above. DRS contracts with local schools to provide transition services to youth with significant disabilities that are a barrier to their employability. These services normally involve school work study, but may also include work site learning, employer work study, vocational evaluation, and basic job readiness training.

The NEWDB has partnered with Able Tech to provide workforce system partners cross training on accessibility compliance and the NEWDB has committed to partnering with Able Tech for certification of the workforce system in Northeast Oklahoma. Additionally, accommodations are made to assist in the development of ISS and provide services necessary to transition disabled youth to work experience and training programs.

- d. Describe the roles and resource contributions of each of the one-stop partners.
Please include the completed Job Seeker and Business Services service matrices.

All One Stop partners were given the opportunity to provide input regarding roles and resource contributions. The list below is exhaustive of the input received from system partners. As MOUs are developed the details of these roles and responsibilities will be established by all One Stop partners.

Core partners in Northeast Oklahoma are invited to partner to better deliver and coordinate resources and services to maximize capacity among staff to better deliver services to jobseekers and businesses. The core partners, as well as many required partners, along with the NEWDB, will continue to develop a streamlined customer experience through referrals from and to core, non-core, and program partners to coordinate

workforce activities and increase the capacity of each partner by allowing specialized services to function optimally and assist in the elimination of the duplication of services. For example, the Northeast Area has developed an interagency referral form to enhance the referral process between agencies and services. The referral form is in the developmental stages and each partner is involved in developing the referral form.

Additionally, the NEWDB is coordinating with the One Stop Operator to enhance inter-agency cross training that will provide quality cross-training from differing programs to share expertise about integrated customer flow, needs of specific populations, business engagement expertise, and understanding of different programs offered in the American Job Center and in the community.

Below is a partial listing of core partners. The comprehensive list is shown on the **NEWDB Core Programs and Partners Graphic** above. The data included on the service matrices allows the workforce system in northeast Oklahoma to identify service gaps and duplication of services and allows opportunity to build bridges to close those gaps and refine the process to avoid duplication of services. This is a work in progress and our system is collaborating efforts to enhance the workforce system and the service matrices.

Adult Education/Literacy/Secondary and Post-Secondary Education

Adult Basic Education support is offered at numerous access points in northeast Oklahoma. ABE, ESL and literacy courses are offered as follows:

- Union Public Schools: Pryor, Claremore
- Cherokee Nation: Claremore, Jay, Kansas, Pryor (two locations)
- Public Library: Miami
- NEO A&M: Miami
- Public Schools: Bartlesville High School, Tri-County Technology
- Independence Community College
- Coffeyville Community College

Rogers State University

Rogers State University's primary role as a one-stop partner is providing educational services:

1. RSU is a regional university and offers associate, bachelor and master degrees.
2. RSU has physical campuses in three of the seven NEWDB counties – Rogers, Mayes and Washington counties and attracts students from all 19 counties which comprise the greater Northeast Oklahoma Workforce Planning Area.
3. RSU also offers college degrees through RSU Online. These include an Adult Degree Completion Program.
4. RSU has facilities available for meetings, training and workshops on all three campuses.
5. RSU is building a continuum of short-term workforce training classes and certificate programs customized for businesses and industries within the MAIP. These can be replicated and offered across the region.
6. RSU can provide soft skills training
7. RSU can provide WorkKeys through EOC program
8. RSU can be a Job Fair and Hiring event partner
9. RSU through RSU Public TV can provide marketing opportunities
10. RSU can be an internship partner with business and industry

Oklahoma Department of Human Services

SNAP

The Oklahoma Department of Human Services provides each SNAP (Supplemental Nutrition Assistance Program) client a referral sign up on OKJobmatch.com.

TANF

Temporary Assistance for Needy Families (TANF) is a federally-funded program for children deprived of support because of a parent's death, incapacity, absence or unemployment.

Cash assistance is available to the family on a time-limited basis through TANF. The purpose of this federal program is to provide temporary support in meeting basic needs, training leading to employment, employment services and childcare assistance for qualified families with children.

Each family is individually assessed and Career Services are based on the specific needs of each family. Examples of Career Services delivered by TANF may include:

- Career Planning
- Employment-Based Case Management
- Guidance & Counseling
- In-Depth Assessment
- Initial Assessment
- Initial Plan Development
- Job Development
- Job Placement Assistance
- Job Search
- Labor Market Information Distribution
- Literacy Skills
- Mentoring
- Retention / Job Coaching / Post-Employment Follow-Up
- Soft Skills Development
- Supportive Services Information
- Work Experience
- Work Readiness Skills Development

DHS will make these TANF services available to job-seeking customers the NEWDB area via a direct linkage. Clients must meet TANF eligibility guidelines.

Oklahoma Department of Rehabilitation Services

DRS lends expertise on disability related issues that are an impediment to employment. Both divisions, Vocational Rehabilitation Services and Visual Services (VR and VS), support local efforts in the Northeast Workforce Development Area. VR deals with all things physical and mental in relation to disabilities that are an impediment to employment. VS deals with all things visual and disability related in terms of an impediment to employment. The Oklahoma Department of Rehabilitation Services has a comprehensive system of personnel development CSPD, which requires counselors to be trained minimally at the Masters Level in Vocational Rehabilitation or Psychological Counseling. The primary responsibility of DRS services is to provide counseling and guidance, job placement, and employment services to Oklahomans with disabilities. Other services may also be provided as needed to assist individuals with disabilities to compensate for, correct, or prevent disability based barriers to employment. The agency, through affiliation with Oklahoma Able Tech, provides guidance and assistance with accessibility issues to the NEWDB Area.

Oklahoma Employment Security Commission

Oklahoma Employment Security Commission (OESC) major divisions include Reemployment Services, Targeted Populations, Unemployment Insurance, and the Economic Research and Analysis Division.

Reemployment Services Customer Service Division

The Reemployment Services Customer Service Division maintains a statewide labor exchange

between employers and job-seeking individuals as established by the Wagner-Peyser Act of 1933. Assistance may be provided to individuals in the form of referral to jobs, training assistance, referral to supportive services, or job development. The OESC has a vast amount of experience working with and supporting the business community. Whether assisting with the recruitment and attraction of new employers or sustaining existing employers, the OESC is a vital partner of business. An example of OESC's commitment to the business community is our nationally recognized recruitment model used to assist new or expanding businesses to meet their workforce needs. OESCs highly trained staff work diligently to connect individuals with employment opportunities through customized services that allow every job seeker to know their skills, improve their skills and get the best job possible with those skills.

Targeted Populations

Targeted Populations administers the Veterans Service Program to Oklahoma veterans through Veterans Representatives located in the local American Job Centers and out stationed at key service delivery points across the state. This division also includes the Federal Bonding, Foreign Labor Certification, Trade Adjustment Act, and the Work Opportunity Tax Credit and Migrant Seasonal Farm Worker Program and Outreach.

The Federal Bonding Program provides individual fidelity bonds to employers for job applicants who are deemed unbondable by commercial carriers because of a:

- Record of arrest, conviction, or imprisonment
- History of alcohol or drug abuse
- Poor credit history
- Lack of employment history
- Dishonorable discharge

Fidelity bonding may be provided for any individual who:

- Has a firm job offer and is qualified for the job
- And if the job:
 - Offers steady work with reasonable expectation of permanence
 - Is not self-employment.

* Bonds are issued in the amount of \$5,000 (or higher) and are available at no cost to employers or job seekers. The applicant is covered for the first six months of employment, but the employer may then purchase additional coverage.

Trade Adjustment Assistance (TAA) is a federal program which provides assistance to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports. Under this program individual's may qualify to receive allowances for training, job search and relocation if the company is certified as "Trade Impacted" by U.S. Department of Labor (DOL). Additionally, a Trade Readjustment Allowance (TRA) may be payable to individuals who qualify.

The Work Opportunity Tax Credit (WOTC) is a tax credit offered to employers as an incentive to hire individuals who are members of targeted groups which have traditionally faced significant barriers to employment. The credit is used to reduce the federal tax liability of private/for-profit employers.

The National Farmworker Jobs Program (NFJP) provides funding to community-based organizations and public agencies to assist migrant and seasonal farmworkers (MSFW's) and their dependents attain greater economic stability. Farmworkers also receive training and employment services through the nationwide network of American Job Centers.

Unemployment Insurance Program

OESC maintains the Unemployment Insurance Program to pay unemployment benefits to qualified unemployed wage earners. OESC makes rigorous efforts to locate suitable employment

opportunities and /or provide reemployment assistance so those individuals receiving unemployment benefits so they may reenter the workforce as quickly as possible. The Unemployment Insurance Division maintains the Unemployment Insurance program which was established through the Social Security Act of 1935. Unemployment benefits are paid as a weekly sum to qualified unemployed wage earners covered under the law. Funds for payment of these benefits are provided through a state tax paid by employers. Administrative funding for the program is provided through the federal FUTA taxes paid by employers for that purpose.

Economic Research and Analysis Division

The Economic Research and Analysis Division is responsible for collecting, analyzing and disseminating a wide array of socio-economic data. The Division maintains the Bureau of Labor Statistic (BLS) programs such as Current Employment Statistics (CES), Occupational Employment Statistics (OES) and Local Area Unemployment Statistics (LAUS). In addition to these programs, this Division also maintains a number of other Labor Market Information (LMI) programs such as the Occupational Wage Survey Reports, Occupational Projections and the Oklahoma Labor Market Review. These products and services are requested by a diverse group of customers who need or desire to track the economic health of the state of Oklahoma and its local areas.

Title I Adult, DLW and Youth

Title I contractor: The contractor is responsible for the day-to-day oversight of the WIOA program including adults, dislocated workers and youth. The contractor is also responsible for the management of payments to vendors and clients. Resource contributions include Career Guidance/Pathways tools, resume assistance, soft skills training, OST assistance and supportive services.

Native American Programs

The Cherokee Nation, through Cherokee Nation Career Service, are partners in the Northeast Oklahoma area. These programs help qualifying Native Americans obtain employment and training services. While required one-stop partners, Native American programs are encouraged but not required to contribute to infrastructure costs under WIOA. In the Northeast area, the Cherokee Nation has provided space for our affiliate One Stop Center in Claremore where clients receive services and are provided direct linkage to all programs and services.

Senior Community Service Employment Program (SCSEP)

SCSEP is a community service and work-based job training program for older low-income Americans that also provides supportive services that allow them to participate in training. Currently SCSEP has no physical presence in the AJCs in Northeast Oklahoma. The grant recipient for this program is AARP. Each SCSEP program partners will contribute to the infrastructure costs of our one-stop centers, as required by law, and those contributions will be properly described in the Infrastructure Funding Agreement (a part of the MOU) for our area.

Career and technical education programs at the postsecondary level, authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (Perkins IV)

Each local grantee in Northeast Oklahoma has its own funding agreement, and each one is slightly different. Our local workforce area will rely on our Postsecondary Perkins grant partners to link secondary education and postsecondary education for participating career and technical education students; Carl Perkins program will contribute to infrastructure costs as required by law.

2. Describe how the local board will work with entities carrying out core programs to accomplish the following outcomes:
 - a. Expand access to employment, training, education, and supportive services for eligible individuals, particularly eligible individuals with barriers to employment.

The Northeast Area recognizes that education, supportive services, employment, and training services are critical to the success of many adults and dislocated workers, including unemployed and underemployed individuals and individuals with barriers to employment. The Northeast Area continues to develop partnership to support the use of WIOA funds for the purpose of providing individuals, including low-skilled adults, youth and individuals with barriers to employment, including individuals with disabilities, with workforce development activities, education and supportive services. These partnerships facilitate the development of career pathways and co-enrollment into core programs, and improve access to activities leading to recognized postsecondary credentials, including industry-recognized certificates and certificates that are portable and stackable. The Opportunity Act allows supportive services to be provided to participants who are in career or training services, unable to obtain supportive services through other programs providing supportive services, and clarifies that they must be provided in a manner necessary to enable individuals to participate in career or training services. The NEWDB's policies and strategies, such as the ITA, Supportive Service and Demand Occupation Policies, align with the goals of WIOA and the state plan. The NEWDB leverages system resources to ensure that supportive services are provided only when other funds cannot be garnered from other system partners. The NEWDB is developing a Supportive Service Directory in efforts to ensure all resources are clearly cataloged and shared among workforce partners. The workforce system in northeast also utilizes 211 as a resource when determining availability of supportive services.

The NEWDB partners with the NE Ken Champion in goals to establish Registered Apprenticeship and Internships Programs within our local area. Conversations between key stakeholders in education, business and economic development, are taking place and strategies are being aligned to implement apprenticeship programs in the local area. The NE KEN Champion is working, in partnership with MAIP and the local workforce system partners, to implement a two week paid summer internship for teachers in order to expose teachers to occupations in manufacturing. The internship will provide teachers the opportunity to better understand manufacturing through a "hands-on" learning environment. The teachers participating in this internship will receive training experience in all departments of the manufacturer. Through this internship teacher's will gain valuable insight that will be adapted as they prepare the future workforce.

The NEWDB ensures collaboration with our core partners at DRS so that individuals with disabilities are provided support and resources needed to secure training, education and employment. The co-location of DRS in the Bartlesville Comprehensive American Job Center creates avenues for referrals and a streamlined process for these referrals is in place. The Operator is assisting with the coordination of these types of referrals in the affiliate centers throughout the Northeast Area. The NEWDB is committed to staff development opportunities that include cross training for all system partners to understand the roles of each partner so that referrals are increased and serves are leveraged across the workforce system.

The NEWDB Core Program Partnerships

Adult Education/Literacy/Secondary and Post-Secondary Education

Often, clients eligible for WIOA services need to improve basic math, reading and writing skills as they make forward progress towards career goals. Our partners in Adult Education in northeast Oklahoma offer programs that teach basic skills such as reading, math, high school equivalency preparation, and English as a Second Language (ESL) for non-native speakers. These programs are offered free to the public at numerous locations in the area.

The NEWDB is working diligently to align the connections between secondary education, adult education and postsecondary education to strengthen the workforce in northeast Oklahoma. This alignment is included in the discussions among workforce system partner at New Day New Way meetings. We are fortunate to have representatives from secondary, post-secondary and adult education who are active in these conversations. We recognize there is work needed but the efforts are underway and the system partners are committed to

the process. A strong emphasis is being placed on ensuring that adult education and skills development, including Career Pathways, supports the achievement of diplomas and credentials in high wage, high growth occupations.

Wagner Peyser/OESC

The NEWDB collaborates with OESC to provide clients with access to employment opportunities. We lean on our partners at OESC to provide a variety of employment related services such as: labor exchange information, job referral, and placement assistance for job seekers, re-employment services, unemployment insurance support, and recruitment services to employers with job openings. OESC services are delivered in one of three modes including self-service, facilitated self-help services and staff assisted service delivery.

Title 1 - One Stop Operator

The One Stop Operator is responsible for the managing of the workforce system in Northeast Oklahoma. In this role, the Operator identifies issues that need to be addressed that have to do with service delivery. The Operator works with all partners located in the Oklahoma Works centers to form solutions. Workforce services are integrated into the framework of the workforce delivery system and are provided through partner agencies under other funding resources. Staff and funding for these services is provided by system partners and will be overseen by the Operator. The Operator is responsible for ensuring seamless service delivery from all partners.

Title 1 – Adult, DLW and Youth

The Title 1 contractor provides integrated services to Adult and Dislocated Worker and Youth Programs. Most of the efforts provided by the Title 1 provider can be distinguished into three categories: Basic Career Services, Individual Career Services, and Training Services for Adult and Dislocated Workers as well as the 17 Youth Elements.

Oklahoma Department of Rehabilitation Services

The NEWDB collaborates with our core partners at DRS to ensure that individuals with disabilities are provided support and resources needed to secure training, education and employment.

The NEWDB expands access to employment through the following efforts:

Employment focused events

- Job Fairs and Hiring Events
- Business Services
- Social Media Usage i.e. Facebook
- Internships
- Registered Apprenticeships
- Career Pathways
- Community Resource Fairs
- Development and Usage of Soft Skills Training Curriculum
- Work Based Learning (OJTs, Registered Apprenticeships, Work Experience etc.)

b. Facilitate the development of career pathways*. Provide a list of the career pathways, and for each include:

o Phase of development: (conceptual)

We are currently in the conceptual phase of establishing the framework of creating career pathways.

- o **Workforce Demand (need):** Describe the business workforce needs being addressed by the strategy. Indicate the industry(s) and occupation being represented, how the need was determined, and the occupational skill to be addressed;

We are working to assembling the key partners and businesses to identify strategies. We are gathering data as a result of SWOT analysis that addresses the gaps in the workforce demands. Data gathered from the analysis will be strategically used to formulate a method of meeting the demands of the businesses and the workforce.

- o **Relevance:** Indicate the connections between the demand and the priorities for the region.

The NEWDB will align the demand of business as highest priority as we establish career pathways in the local area and in the region. We will coordinate the needs identified by business and industry as the foundation of career pathways.

- o **Strategies-** Identify the sector partners and the role of each:

We are in the conceptual stages of identifying relevant sector partners and roles. Current partners identified at this time include: Local and Regional Economic Development, Port of Catoosa, MAIP, Grand Lake Manufacturing Council, Business and Industry, Grand Gateway, Career Techs, Higher Education, Native American Tribes, WIOA Core Partners.

- o **Funding:** Available resources that supports career pathways includes:

Title I – funds for eligible participants in WIOA approved activities

DRS - DRS provides services to individuals with disabilities with significant barriers to employment

FAFSA – provides funding to individuals who qualify for federal aid for training and education

Native American Grants – provides funds to Native Americans, and others who may qualify, for training and education

Scholarships (local, state and federal) – provides funding for individuals who qualify for financial support for training and education

- o **Unfunded Critical Elements:** Not identified at this time
 - c. Facilitate co-enrollment, as appropriate, in core programs.

The NEWDB coordinates with partners in the development of co-enrollments so job seekers can receive the full spectrum of services for education, training and employment needs. The NEWDB is committed to working with our core partners; OESC, DRS, Adult Basic Education, and Title 1 in order to improve access to services. Co-enrollments occur regularly between the WIOA Adult program and the Wagner-Peyser program at the America Job Centers. Participants complete registration, pre-assessment testing, data validation, and the basic employment plan to identify career pathways. Customers are then referred to employment services or education and training for staff assisted services of their choice.

All individuals age 18 and above are enrolled in the Adult program when registering in Workforce Services. Individuals age 18 to 24 may participate in WIOA Title 1 Adult and Youth Programs concurrently. Individuals must meet eligibility requirements for the youth and adult program criteria. When an individual falls under the definition of a Dislocated Worker, per local policy, and meet the eligibility requirements for the Adult program, the individual will be co-enrolled in both programs. Individuals who are eligible for the Trade Adjustment Assistance (TAA) are considered dislocated workers and are co-enrolled in TAA and the Dislocated Worker Programs. If the eligibility guidelines are satisfied, an individual may be co-enrolled in as many programs as they are interested in.

Agency partnerships are utilized to assist job seekers so they receive beneficial services along the pathway to self-sufficiency. System partners in the northeast area understand that co-enrolling clients and agency partnerships can improve access to activities which lead to recognized post-secondary credentials, industry recognized certificates, and self-sufficient wages.

Agency partnerships align to the benefit of the job seeker for funding and supportive services throughout the

training programs. Through strategies as system partners, the workforce system in northeast Oklahoma is committed to improving the referral process to enhance co-enrollments that will provide increase support and success for job seekers.

As an example of the NEWDB commitment to co-enrollments, we recently met with Talking Leaves Job Corps to discuss referrals and co-enrollments. Staff from Title 1 and Job Corps had the opportunity to share information about programs and services and each agreed to look for ways to partner to better serve clients. These partnering efforts include co-enrollments, as appropriate. This is one example to demonstrate efforts to facilitate co-enrollments to enhance client services.

- d. Improve access to activities leading to a recognized post-secondary credential (including a credential that is an industry-recognized certificate or certification, portable, and stackable).

Eligible Training providers are encouraged to expand training programs in accordance with the demand occupations and projected occupational outlook of the local area. The NEWDB has convened meetings with eligible training providers and employers in an effort to provide the necessary training and credentials needed to fulfill the demand of the employers. Employer surveys have also been utilized along with current labor market information. Training providers are encouraged to provide programs that ensure clients will have a diverse choice of portable and stackable credentials throughout the career pathway to self-sufficiency. A diverse choice of programs and stackable credentials leads to high wage, high growth occupations, therefore, the NEWDB is focused on aligning business, education and economic development to help navigate the workforce system in northeast Oklahoma.

- e. Facilitate engagement of employers* in workforce development programs, including small employers and employers in in-demand industry sectors and occupations to:
 - o Support a local workforce development system that meets the needs of businesses in the local area;

The NEWDB is the convener and collaborator charged with hosting community conversations to better align workforce resources. The NEWDB emphasizes the importance of understanding the workforce needs of Oklahoma employers, and works to collaborate efforts between business and education to ensure there is proper alignment between the two. Other solutions include sector strategies, industry credentials, and career pathways. The development of career pathways and sector strategies is in the early stages but the NEWDB will align with the framework that is being laid by NORA, Cherokee Nation and other leaders in economic development.

- o Provide better coordination between workforce development programs and economic development;

WIOA has created an important opportunity for improved collaboration between workforce and economic development and the NEWDB understands the importance of effective collaboration between workforce and economic development to ensure a skilled workforce that supports business and economic growth. Better coordination among economic and workforce development has the potential to improve the workforce and drive economic growth in northeast Oklahoma.

The NEWDB has strong ties to economic development and works side by side with entities that focus on regional development such as: Grand Gateway and NORA. The NEWDB also coordinate efforts with local economic development entities such as: Miami Area Economic Development, Bartlesville Chamber/Economic Development, Rogers County Economic Development Authority, Claremore Industrial Economic Development

Authority, and Pryor Chamber/Economic Development. It is through this collaboration we can be better prepared to help achieve economic prosperity for businesses and residents of the local area and the region. Our partners in economic development will be critical voices as we build the framework of career pathways and sector strategies.

- o Support sector partnership strategies, including a list of active sector partnerships. For each, describe:

- o **Phase of development: (conceptual)**

We are currently in the conceptual phase of establishing the framework of creating career pathways.

- o **Workforce Demand (need):** Describe the business workforce needs being addressed by the strategy. Indicate the industry(s) and occupation being represented, how the need was determined, and the occupational skill to be addressed;

We are working to assembling the key partners and businesses to identify strategies. We are gathering data as a result of SWOT analysis that addresses the gaps in the workforce demands. Data gathered from the analysis will be strategically used to formulate a method of meeting the demands of the businesses and the workforce.

- o **Relevance:** Indicate the connections between the demand and the priorities for the region.

The NEWDB will align the demand of business as highest priority as we establish sector partnerships in the local area and in the region. We will coordinate the needs identified by business and industry as the foundation of sector partnerships.

- o **Strategies-** Identify the sector partners and the role of each:

We are in the conceptual stages of identifying relevant sector partners and roles. Current partners identified at this time include: Local and Regional Economic Development, Port of Catoosa, MAIP, Grand Lake Manufacturing Council, Business and Industry, Grand Gateway, Career Techs, Higher Education, Native American Tribes, WIOA Core Partners.

- o **Funding:** Available resources that supports sector partnerships includes:

Title I – funds for eligible participants in WIOA approved activities

DRS - DRS provides services to individuals with disabilities with significant barriers to employment

FAFSA – provides funding to individuals who qualify for federal aid for training and education

Native American Grants – provides funds to Native Americans, and others who may qualify, for training and education

Scholarships (local, state and federal) – provides funding for individuals who qualify for financial support for training and education

- o **Unfunded Critical Elements:** Not identified at this time.
 - o Strengthen linkages between the One Stop delivery system and unemployment insurance programs; and,

The Northeast Oklahoma Works Centers provide an array of career and training services as well as information and resources needed to file initial Unemployment Insurance (UI) claim and provide meaningful assistance the first time a customer accesses the center and system.

Oklahoma has two options for filing a UI claim: by telephone or online. All individuals requiring staff-assisted

service in filing an online claim can come into an American Job Center where there are trained, knowledgeable, integrated staff members available to walk the customer through the online claims filing process. There are also telephones available in quiet areas for those who wish to file by phone. Integrated staff members have received training and are able to answer questions regarding the initial claims process as well as any questions about claimant rights and responsibilities. In addition, a detailed, illustrated online claims system user's manual is available at all Centers in the Resource room.

For those claimants who are Limited English Proficient, the online claims system has a language translator. Center staff can assist the customer in accessing the translator or use language lines to assist such individuals during the claims filing process. When needed, for those individuals who are Deaf or Hard of Hearing, TTY services are available.

The services available to claimants do not end with the filing of the initial claim. Centers have support and resources available for all other parts of the claims process: sending documents to UI, speaking with Inquiry or Adjudication, filing for weekly benefits, and participating in appeals hearings. The rapid reemployment of claimants is also a focal point for Oklahoma. In addition to assistance with the work registration and work search requirements, State Merit staff provide one of two reemployment services tracks (Reemployment Services and Eligibility Assessment and 50% Eligibility Review Interview) at designated times during the claim series depending on the claimant's circumstance. During both reemployment activities an overview of all One-Stop services is provided and appropriate referrals are made during the appointments. As the state develops the common case management system it is expected that referrals will happen in real time with electronic tracking mechanisms. Appropriate informational services and referrals from the Northeast One-Stop system and partners are critical in linking the Unemployment Services

- Implement initiatives such as incumbent worker training programs, on-the-job training programs, customized training programs, industry and sector strategies, career pathways initiatives, utilization of effective business intermediaries, and other business services and strategies designed to meet the needs of regional employers.

The northeast workforce system partners work cohesively to create and deliver Incumbent Worker Training (IWT) programs. Programs designed to meet the needs of all employers, including small employers and employers with in-demand industry sectors to help with employee retention and avert layoffs. The workforce development system partners provide employers with training programs such as:

- Employability Skills Training
- ACT KeyTrain Products
- Computer Training (Microsoft Products)
- Job Skills Workshops
- Resume Writing and Interviewing Techniques

On-the-Job Training

Many of the northeast workforce system partners, such as Title I, Native American Tribes, and Oklahoma Rural Opportunities, to name a few, provide On-the-job Training (OJT) opportunities to support employers and job seekers needs. OJT continues to be a key method of delivering training services to job seekers in the northeast area. OJT is a viable training option for job seekers who will benefit from hands-on training experiences versus a traditional classroom setting. From the beginning of the training, the job seeker is employed with the expectation of being retained when the training ends. The OJT is also a "win" for local employers as they expand business. WIOA funds are utilized to support those expansions and help bear the weight of onboarding new employees as they develop the skills necessary for many middle skill occupations.

Customized Training

Customized training in northeast is designed to meet the specific requirements of an employer or group of employers. Below are two examples of how career tech, higher education and business have worked

together to create a contextualized curriculum in specific manufacturing processes. These examples also address manufacturing industry sector strategies by the development of plans to grow talent and improve retention by changing training methods for the labor market:

An example of customized training in the northeast area is the collaboration between Northeastern A&M College and Ceradyne/3M. In response to the business needs, partners collaborated to create and implement the Process Technology Program. The Process Technology Program is a two year course that includes the study of process equipment components, the proper terminology for process equipment components, basic functions of process equipment while relating scientific principles involved with process equipment. Additional training occurs with hands-on use of common process equipment through the laboratory. Starting salaries for operators with an Associate of Applied Science degree in Process Technology will range from \$20 to over \$35 per hour or \$40-70,000 per year.

A second example involves the efforts of Oklahoma State University Institute of Technology, Pryor Campus, and employers from Mid America Industrial Park. Collaborative efforts resulted in the implementation of the Certified Production Technician (CPT) customized training program. The CPT addresses the core technical competencies of higher skilled production workers in all sectors of manufacturing: Safety, Quality and Continuous Improvement, Manufacturing Processes and Production, and Maintenance Awareness and is an industry-led, nationally validated skills standard, common to all sectors of manufacturing. Wages for individuals completing the CPT in the northeast area are \$15.90 an hour or \$33,072 annually.

Sector Strategies and Career Pathways

Sector strategies and career pathways initiatives in northeast Oklahoma have the goal of increasing individuals' educational and skills attainment and improving their employment outcomes while meeting the needs of local employers and growing sectors and industries. To create a sector strategy and career pathway system that works effectively for job seekers and employers, the workforce system in northeast will convene system partners in education, business, and economic development to work together to align systems and services to satisfy employers' labor needs and help workers achieve their career goals.

The northeast workforce system is in the development process of collecting specified data that will help in the process of mapping career pathways and sector strategies that are aligned with employers' needs for competencies.

Intermediaries and Business Service Strategies

System partners in Northeast Oklahoma, such as MAIP, NORA, and Grand Gateway are working to implement a range of strategies that are specifically designed to bolster the local workforce as well as economic development. In addition to helping job seekers find jobs and employers find workers, workforce intermediaries address communities' long-term workforce needs, such as training, education and employment support services. The northeast workforce system is a partner of these intermediary conversations in northeast Oklahoma as they are convening employers to discuss local workforce needs and trends, improve education, training, and employment options for job seekers, conduct research into local workforce needs, promote career paths and industry sectors that match local employers' needs, and help improve and govern the workforce development system.

3. Describe how the local board will implement the goals and strategies of Oklahoma's Unified State Plan. *

The goals of the NEWDB are aligned with the state's goals and strategies for Oklahoma to meet labor demands, for businesses and entrepreneurs to grow and prosper, and for Oklahoma citizens to maintain wealth generating occupations. And further, the NEWDB understands and supports the new minimum for success moving forward will increasingly include an industry recognized credential, postsecondary degree or credential. This mission is reflected in local policy, in service strategies and outcomes.

For full alignment, the local plan aims to align with the state's plan and the Governor's vision regarding the goals of 1) align and connect across the system and to local economies, 2) integrate data to make better policy and priority decisions, and track progress, 3) expand and strengthen partnerships with business and others to better meet the needs of business, and 4) optimize their use of resources. The local area in northeast will provide improved access and services to all job seekers, including those with barriers to employment, which includes individuals with disabilities and other special populations.

1. Align and Connect

The NEWDB has always placed an emphasis on the alignment of resources. We are active in local and regional conversations that support the alignment of business, economic development, and education so that we are addressing the specific training needs of businesses. We have frequent and in-depth conversations with businesses and economic development to learn where the training needs are and then work closely with education to ensure those training needs are reflected in the programs offered locally. We focus on career pathways in high growth, high wage occupations and focus on training activities that lead to postsecondary credentials, including industry-recognized certificates for middle skill jobs that are in demand in the local area and throughout the region. We also include economic development partners in these critical conversations and lean into the expertise of these partners to help address issues such as transportation, which is frequently a challenge to rural Oklahoma.

2. Data

Data is another driver behind the goals and strategies established by the NEWDB. We utilize EMSI, OOWD, and data collected from our local and regional partners in economic development to identify skills gaps, track success and measure outcomes. A key aspect of developing a demand-driven system is understanding the demand for labor. Labor market data must be analyzed and disseminated in efforts to build a workforce system that is responsive to the needs of business and industry.

3. Partnerships

The success found in Northeast Oklahoma is a direct reflection of the value of partnerships built through years of listening, responding and courageous conversations. Our partner network is robust and reflects the design of WIOA and the Unified State Plan. These partnerships are evident by the support of our New Day New Way team (see response to question seven for partners). Partners attend regularly and are vital contributors to the conversations and strategies designed at these system meetings.

4. Resources

Local resources include improved access to services for all job seekers. We are working with Able Tech and DRS to ensure our local workforce system is ADA certified. The NEWDB was the first local area to respond to the invitation from Able Tech and DRS to receive ADA certification. The NEWDB understands that services should never be hindered due to accessibility issues and is committed to the ADA certification process.

The NEWDB utilizes education and training resources to support placement in high demand occupations. The NEWDB is committed to the development of Registered Apprenticeships (RA) and On-the-Job Training (OJT) to support employer's needs for skilled labor.

The NEWDB will support these efforts as follows: through the development of ITAs for participants to receive RA training, OJT contracts with an RA programs for providing classroom and OJT instruction; a combination of an ITA to cover the classroom instruction along with an OJT contract to cover the OJT portion of the RA; and utilizing incumbent worker training for upskilling apprentices who already have an established working/training relationship with the RA program.

The NEWDB is aligned with the goals and strategies of the Oklahoma's Unified State Plan, specifically in the

areas outlined below; however, this section does not include all aspects of the strategies that support the state plan. Many other strategies are included throughout the Northeast local plan.

Skilled Workforce/Targeted Sectors

The NEWDB is committed to the vision of Governor Mary Fallin through the Launch Oklahoma goal as part of her Oklahoma Works initiative: to increase post-secondary education and training attainment for Oklahomans. The NEWDB will support the goals established through Launch Oklahoma and continue to focus on post-secondary education and training resulting in post-secondary credentials, certificates, and degrees with an emphasis on middle skills occupations. Further, the NEWDB will support training and education strategies within existing and new programs to ensure Oklahomans are well-trained to fill current demand, but also well-educated to have versatility in the future, ever changing global economy. Examples of efforts to support the Launch Oklahoma goals and training and education goals include the contractual measures established for the Title 1 contractor and also include the strategies being established by system partners through the New Day New Way team.

The local area in northeast Oklahoma emphasizes the critical need for postsecondary non-degree awards, credentials and certificates and focuses efforts on careers that are in demand and also targets emerging sectors in wealth generating occupations. The local area has placed a heavy emphasis on credentials, certificates and degree attainment and will continue to provide pathways for northeast Oklahomans to attain these post-secondary attainments, targeting middle skills occupations that meet employer demands in the area and region. The Title 1 contractor provides career guidance that helps job seekers discover careers in high demand, high growth occupations. Additionally, the NEWDB Demand Occupation Committee reviews data from OOWD, EMSI, NORA, MAIP and other sources, to assess the needs of local businesses and helps the local area to focus on training programs that are responsive to business needs. The chart below shows credential attainment in the northeast area since July 1, 2015.

NE Credential Attainment By Program July 1, 2015 - February 28, 2017

Adult Totals:		
Total Clients:	53	
Credentials:	33	62%
DLW Totals:		
Total Clients:	45	
Credentials:	27	60%
Youth Totals:		
Total Clients:	49	
Credentials:	33	67%

Employer Needs

The NEWDB supports employer's needs for proper skills, knowledge and abilities by delivering focused skills training and work based learning. In efforts to address the skills gap the NEWDB works closely with business and education to ensure the workforce system is aligned to focus on skills and training specifically needed by employers in northeast Oklahoma. These efforts are demonstrated through engagement with MAIP through quarterly Workforce Development Council meetings, Grand Lake Manufacturer's Council, Green Country Manufacture Alliance. Other efforts include targeted coordination with employers and system partners to meet specific needs such as expansions or hiring events.

Skills Gaps

The NEWDB recognizes the skills gap, especially for middle skills occupations, and local policies support training that focuses on associate degrees, post-secondary credentialing, industry credentials and bachelor degrees for targeted and in demand occupations. The NEWDB collaborates with local training providers to ensure programs are offered that are most relevant to the specific needs of northeast Oklahoma employers.

Targeted Populations

The NEWDB focuses services and funding on targeted populations who have been identified as most vulnerable in the workforce system. The northeast area targets veterans, military spouses, dislocated workers, individuals with disabilities, at risk youth, justice involved individuals, low income individuals, and individuals with limited English proficiency.

Access for All Initiative

As outlined in the State Unified Plan, the Access for All initiative within Oklahoma Works places a focus on recruitment, hiring, and promotion of individuals with disabilities in the state of Oklahoma's workforce system. The NEWDB is committed to ensuring access for all and has taken steps towards certification through Able Tech and Department of Rehabilitation Services (DRS). As outlined by Able Tech and DRS, the NE Workforce System Partners will focus on two distinct aspect of program access creating more inclusive programs and services for Oklahoma's job seekers. The first steps for inclusion is making sure the built environment (buildings that house programs and services) and information and communication technology (websites, software, technology resources, printed forms and brochures) are accessible to all people.

All NE Oklahoma Works Centers either have been or will be scheduled for an evaluation for ADA compliance. In the event there are deficiencies, the One Stop Operator/ Area Assessment Representative (AAR) will work with partners, landlords, Department of Rehabilitation Services and an Able Tech Coordinator to formulate a plan to address the deficiencies to help centers qualify for certification.

The NEWDB has designated the One Stop Operator as the Area Accessibility Representative (AAR) and will be is responsible convening partners to support an environment that is accessible to all job seekers. The goal for the AAR is to be equipped with the knowledge to bring the right people together to address deficiencies and create access for all.

The AAR will work with the ADA coordinator/Able Tech Representative to provide desired services and technical assistance. Able tech will help each agency to become independent in providing training, assessment and monitoring to support accessibility efforts.

4. Describe how the local board will coordinate local workforce development activities with regional economic development activities that are carried out in the local area and how the local board will promote entrepreneurial skills training and microenterprise services.

The monthly Regional Planning Board meetings have created opportunity for the NEWDB to coordinate workforce and economic development activities on a regional level. Through the monthly meetings the NEWDB has concluded a self-assessment and SWOT analysis that have been critical in the development of improved strategies for programs and services. Further, the NEWDB supports the efforts of the Northeast Oklahoma Regional Alliance (NORA) and works side-by-side with NORA on many projects.

The board actively supports entrepreneurial skills training and is involved in the community through various efforts such as Million Cups. Million Cups is a monthly meeting where entrepreneurs and microenterprise owners are given the opportunity to network and share resources. The board is supportive of this community network and utilizes these monthly meetings as a means to provide entrepreneurs with information, resources and opportunity. The NEWDB also works closely with incubation lab projects sponsored in the local area through NTC and Tri County Tech, to promote skills training opportunities.

5. Describe how:
 - a. The local board will ensure the continuous improvement of eligible providers of services through the system in order to meet the employment needs of local employers, workers, and jobseekers; and,

At the beginning of each program year the list of current in demand occupations is reviewed by the NEWDB Demand Occupation Committee. A list is pulled from Oklahoma Service Link showing the occupations job seekers in the northeast development area have chosen. A review is performed to confirm the training providers have updated performance standards for the occupations job seekers in northeast are utilizing. The Title 1 contractor must ensure that job seekers seeking Occupational Skills Training are entering high growth, high demand occupations that are meeting the required performance standards. This process helps ensure that the northeast area is properly aligned to meet the needs of business and industry by maintaining a robust talent pipeline of workers skilled in the occupations that are critical in serving the needs of business.

- b. Entities within the One Stop delivery system, including system/center operators and partners, will comply with section 188 of WIOA, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 regarding the physical and programmatic accessibility of facilities, programs and services, technology, and materials for individuals with disabilities, including providing staff training and support for addressing the needs of individuals with disabilities.

Northeast Oklahoma has gaps to fill when it comes to employment of individuals with disabilities. The Northeast Workforce System has a great opportunity to help to close those gaps. Through the partnership with Able Tech and DRS the northeast area aims to create a workforce system that provides physical and programmatic access for all job seekers.

The workforce system in the northeast is committed to ensuring [Access for All](#), and compliance with WIOA Section 188 and the ADA Act of 1990. In efforts to demonstrate these effort and commitment the following activities are in progress or have occurred:

- The NEWDB is working to attain ADA Certification through the efforts of Able Tech and Oklahoma Department of Rehabilitation Services. These efforts will help ensure that Access for All individuals seeking employment services.
 - Strategies in the area include cross training sessions for workforce system partners through the New Day New Way convening. Able Tech and DRS have recently presented accessibility training and will provide additional training in the future.
 - The NEWDB has recently requested ADA Accessibility assessments in the American Job Center and is working towards compliance for all local American Job Centers.
 - Adults with disabilities are provided classroom sites that are accessible and provided appropriate accommodations. Secondary students, who may need accommodations on the high school equivalency test or other assessments, are referred to OKDRS, psychologists, or other resources to obtain the required documentation of a learning disability.
6. Describe how the local board will coordinate WIOA Title I workforce development activities with the provision of transportation, child care, and other appropriate supportive services in the local area. **Include a copy of a completed Job Seeker Wrap Around Services service matrix. ***

The NEWDB leverages system resources to ensure that supportive services are provided only when other funds cannot be garnered from other system partners. In collaboration with our system partners, the NEWDB is in the process of developing a Supportive Service Directory that will be accessible to all workforce

system partners. This Supportive Service Directory will be a resource to all system partners and will help align the service delivery strategies in northeast Oklahoma. This will also help to ensure that WIOA funds are used to deliver supportive services when there are no other resources available.

A copy of the Job Seeker Matrix is included as an attachment to this document.

7. Provide the executed cooperative agreements* which define how service providers will carry out the requirements for integration of, and access to, the entire set of services available in the local One Stop system. This includes cooperative agreements between the local WDB and other local entities with respect to efforts that will enhance the provision of services to individuals with disabilities and to other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative efforts with employers, and other efforts at cooperation, collaboration, and coordination.

The NEWDB is in the process of reviewing the cooperative agreements and will work towards full execution as the local plan is fully implemented.

8. Identify the local:

- a. **Fiscal agent:** Currently the fiscal agent is Southern Workforce Board. However, the LEOs have voted and approved to appoint Eastern as the fiscal agent, effective July 1, 2017.
- b. **One Stop Operator:** Odle Management Group, LLC
- c. **Service Provider for Adult and Dislocated Worker WIOA Title I Basic and Individualized Career Services:** Odle Management Group, LLC
- d. **Service Provider(s) for Youth WIOA Title I Services:** Odle Management Group, LLC

9. Describe the competitive process used to award the subgrants and contracts for WIOA Title I activities.

The NEWDB follows a competitive RFP procurement process by which the board chair appoints an RFP committee to draft an RFP, review, score and recommend subgrant contracts. The NEWDB follows the procurement process established by the fiscal agent and ensures compliance with state and federal guidance.

10. Describe the local levels of performance negotiated with the State. *

The six primary indicators of performance under WIOA for each core partner (note that primary indicator four and five do not apply to Wagner-Peyser Employment Services) are:

1. Entered Employment - The percentage of participants who are in unsubsidized employment during the second quarter after exit from the program.

- PY 2016/2017 Adult 61%
- PY 2016/2017 Dislocated Worker 75.1%
- PY 2016/2017 Youth 62.6%
- PY 2016/2017 Wagner-Peyser 61%
- PY 2016/2017 ABE - baseline
- PY 2016/2017 DRS - baseline

2. Employment Retention - The percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program.

- PY 2016/2017 Adult 61.5%
- PY 2016/2017 Dislocated Worker 73.9%
- PY 2016/2017 Youth 62.7%
- PY 2016/2017 Wagner-Peyser 61.5%
- PY 2016/2017 ABE - baseline
- PY 2016/2017 DRS - baseline

3. Median Earnings - The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program.

- PY 2016/2017 Adult \$4,664
- PY 2016/2017 Dislocated Worker \$6,084
- PY 2016/2017 Wagner-Peyser \$4,664
- PY 2016/2017 ABE - baseline
- PY 2016/2017 DRS - baseline

4. Credential Attainment Rate - The percentage of participants who obtained a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exit from the program. A participant who has obtained a secondary school diploma or its recognized equivalent is only included in this measure if the participant is also employed or is enrolled in an education or training program leading to a recognized postsecondary credential within one year from program exit.

- PY 2016/2017 Adult 60.9%
- PY 2016/2017 Dislocated Worker 56.8%
- PY 2016/2017 Youth 44.5%
- PY 2016/2017 ABE - baseline
- PY 2016/2017 DRS - baseline

5. Measurable Skills Gains - The percentage of participants who during a program year are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains, defined as documented academic, technical, occupational or other forms of progress towards such a credential or employment.

- PY 2016/2017 Adult - baseline
- PY 2016/2017 Dislocated Worker - baseline
- PY 2016/2017 ABE - baseline
- PY 2016/2017 DRS - baseline

6. Effectiveness in Serving Employers (not yet defined by DOL or ED) - This will be based on indicators developed as required by Section 116(b)(2)(A)(iv) of WIOA.

11. Describe the actions the local board will take toward becoming or remaining a high performing board.

Performance standards have consistently been a top priority for the NEWDB and this is event as the NEWDB has consistently met and exceeded performance standards for consecutive years. The NEWDB understands performance attainment is dependent on strong partnerships and buy-in from system partners. Performance is only accomplished as partners understand the performance standards and contribute to the workforce system by having a voice at the table. The NEWDB is committed to the cultivation of existing partnerships as well as the development of new partnerships.

While the NEWDB understands there are many uncertainties regarding the performance standards attached to WIOA, the NEWDB is committed to working with the OOWD to understand the measures, to implement strategies that will lead to attainment of performance and to be a leader in the state when addressing the challenges associated with the standards of WIOA performance measures.

The NEWDB is also committed to working with our regional partners to outline regional strategies that will lead to a high performing region.

Finally, the NEWDB is invested in providing staff development for WIOA implementation and performance standards. The local area has committed funds and marked staff development as a priority for the incentive funds awarded in PY 15. Ensuring staff understands the performance standards and are provided with clear guidance are critical components in the pathway to a high performing board.

12. Describe how training services will be provided through the use of individual training accounts, including, if contracts for training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts, and how the local WDB will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided.

According to NEWDB policy, each client has a maximum of \$10,000 to be used for training in either an Individual Training Account (ITA) or a contract/procurement, over a two-year period. Procurements are used for in school youth only with all out of school youth using an ITA. All rules that apply to the ITA are used for the procurement. The exception is, the procurement is good for one year, with two one-year extensions, if funding is available. The ITA may cover the entire training period. A coordination of training funds (COTF) is required before the ITA or procurement can be written. The unmet need on the COTF will be used to develop the training voucher. The Title 1 service provider staff will record the available funds with a client account tracking sheet, these updated for all expenditures.

In efforts to ensure informed customer choice the NEWDB policy supports customer decision making options. An individual who has been determined eligible for training services may select a provider from the State Eligible Training Provider list, available at the local American Job Center, after consultation with the Career Manager. Training services will be provided in accordance with the goals and objectives outlined in the client's Individual Employment Plan (IEP) or Individual Service Strategy (ISS).

13. Describe how One Stop centers are implementing and transitioning to an integrated, technology-enabled intake and case management information system for programs carried out under WIOA.

The Northeast Area New Day New Way partners meet regularly and work towards building the framework of an integrated, technology-enabled intake and case management system. Through the process of service mapping, partners have identified common intake procedures that have laid the groundwork to be able to utilize a future integrated management system. The partner vision includes creating a future that is based on providing the design of services in a seamless delivery system.

14. Describe the direction given to the One Stop center operator to ensure priority for adult career and training services will be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.

The One Stop Operator is directed to align a service delivery strategy that supports the board's goals in serving recipients of public assistance, other low-income individuals, and individuals who are basic skills

deficient. Further the contractual measures require the Operator to target youth who are justice involved, transitioning foster youth and high school dropouts.

15. Describe the process used by the local board to provide a 30-day public comment period prior to submission of the plan*, including an opportunity to have input into the development of the local plan, particularly for representatives of businesses, education, and labor organizations. The required public comment process is outlined in section 108(d) of WIOA.

The 30-day public comment period process for the NEWDB local plan is as follows:

Prior to the date on which the NEWDB submits the local plan under this section, the NEWDB will:

- Distribute electronic copies to all local workforce system partners and encourage partners to distribute as well. The NEWDB will make the proposed local plan available to the public through the NEWDB website at: <http://www.northeastworkforceboard.com/main.html>
- The NEWDB will allow members of the public, including representatives of business, representatives of labor organizations, and representatives of education to submit to the local board comments on the proposed local plan, not later than the end of the 30-day period beginning on the date on which the proposed local plan is made available; and
- The NEWDB will include, with the local plan submitted to the Governor under this section, any such comments that represent disagreement with the plan.

Assurances

The NEWDB provides the following assurances:

- Assures a written agreement has been developed between NEWDB and the Current Fiscal Agent;
- Assures that the NEWDB will keep records that are sufficient to permit the preparation of reports required by the Act and shall maintain such records, including standardized records for all individual participants and submit such reports as the State may require.
- Assures that the NEWDB will comply with the nondiscrimination provisions of WIOA Section 188, including the collection of necessary data.
- Assures Northeast Workforce Development Board has taken appropriate action to secure compliance and assures funds will be spent in accordance with the Workforce Innovation and Opportunity Act, regulations, written Department of Labor Guidance, written Oklahoma guidance, and all other applicable Federal and State laws.
- Assures that the Northeast Workforce Development Board will give priority to veterans and assures that veterans will be afforded employment and training activities authorized in the Jobs for Veterans Act and 20 C.F.R. Part 1010.
- Assures NEWDB will comply with all current and future State policies and guidelines, legislative mandates and/or other special provisions as may be required under federal law or policy, including the WIOA or State legislation. Further, the NEWDB assures it will comply with any grant procedures prescribed by the Secretary which are necessary to enter into contracts for the use of funds under WIOA, but not limited to the following:
 - General Administrative Requirements – Uniform Guidance at 2 C.F.R. Part 200 and 2 C.F.R. Part 2900.
 - Assurances and Certifications – SF 424B – Assurances for Non-Construction Programs; 29 C.F.R. Part 31,32 – Nondiscrimination and Equal Opportunity Assurance (and Regulation); 29

C.F.R. Part 93 – Certification Regarding Lobbying (and Regulation); 29 C.F.R. Parts 94 and 95
– Drug Free Workplace and Debarment and Suspension; Certifications (and Regulation).

Attachment:

- A. Cooperative Agreement
- B. Job Seeker Wrap Around Matrix

ATTACHMENT A

Cooperative Agreements

ATTACHMENT B

Job Seeker Wrap Around Matrix