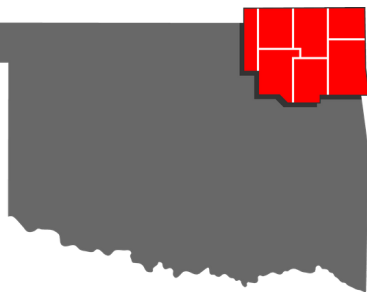


NEWDB

NORTHEAST WORKFORCE DEVELOPMENT BOARD



NEWDB Dashboard

Program Year
2022



A proud partner of the [American Job Center](#) network

Equal Opportunity Employment/Program. Auxiliary aids and services are available upon request to individuals with disabilities.

One Stop Operator Q3 Highlights

January 2023 - March 2023

01

Northeast Area Wide Customer Service Training:

NEWDB convened together partners that crossed into different workforce areas to complete customer service training. The training was facilitated by Gretchen Evans, Miami AJC manager, and Casi Martin, OESC Area Manager for the northeast region. The training focused on five objectives: how customers measure the quality of service, recognizing and overcoming the barriers that prevent one from giving good customer service, the five steps to quality customer service, the four basic human needs, and good telephone etiquette. The day was filled with exercises, discussion and many questions. Partner in attendance included OESC staff from Miami, Bartlesville, Pryor, Muskogee, Tahlequah, and Sapulpa offices, as well as WIOA Title 1 and board staff. Area wide trainings like this ensures that a streamlined approach to customer service is being carried out in every office within the Northeast workforce area.

02

Externship with Holberton School Tulsa

NEWDB and Holberton partnered to host this externship for northeast area workforce partners. Holberton School is a project-based alternative to college for the next generation of software engineers. This curriculum is developed to give practical experience in developing real solutions. Holberton came to Tulsa in May 2020 and accepts students into their programs by trimesters of January, May and August. Each incoming class is considered its own cohort and the cohort that just joined admissions was 70 students large.

03

Green Country OSO Contract

The NEWDB successfully completed the first quarter of the OSO contract by meeting and or exceeding all performance measures. As we move into the the second, and last quarter of the contract for PY 2022, NEWDB plans to continue to meet and/or exceed the current quarters performance measures with continued communication and execution of Green Country's vision for their area.

One Stop Operator PY 2022 Q3 Performance

January 2023- March 2023

	Negotiated Performance Goal	Quarter 3
Conduct Partner Meetings	5/10/15/20	26
Customer Service Surveys	2.5%	31.6%
American Job Center Training	25/40/55/70	130
New Workforce Center Efficiencies	1/2/3/4	4
Business Contacts	15/30/43/58	49

Business Services Q3 Highlights

January 2023 - March 2023

01

Healthcare Pilot Project

As a result of the NE Healthcare Advisory Council efforts over the past year, the Advisory Council is developing a place-based pilot to launch in the Miami area. The pilot will assess local workforce needs and target employer-educator partnerships and public, private, and nonprofit resources. The Advisory Council believes that this place-based strategy will allow them to make smaller bets with available resources and determine effectiveness and scalability of recruitment and retention strategies. The Council will provide ongoing oversight of implementation and performance feedback.

Additionally, the NEWDB is supporting Tri County in Bartlesville as they launch approximately \$1.6 million in American Rescue Plan Act (ARPA) funds for its Licensed Practical Nursing (LPN) program.

02

OOWD and NEWDB Registered Apprenticeship Partnership

The Oklahoma Office of Workforce Development (OOWD) and the Northeast Workforce Development Board (NEWDB) have been working together to expand Registered Apprenticeships in the northeast Oklahoma seven-county area. Joe Cox, Program Manager for Registered Apprenticeships, has been working closely with the NEWDB Business Service consultant to reach out to several Northeast businesses. Presentations on Registered Apprenticeships have been scheduled for three companies in the Grove area and the Tulsa Ports. This is an excellent opportunity for companies struggling with retention and turnover to hear about the proven successful application of Registered Apprenticeships. Launching a Registered Apprenticeship program will allow a business to braid local funding from NEWDB with additional state incentives at the OOWD level. This will help offset some of the extraordinary costs of new hire training or help fund related technical instruction.

The partnership of NEWDB and OOWD allows Registered Apprenticeships to grow in the NE area. Helping businesses with their recruitment, training, and retention needs is vital to growing the rural NE Oklahoma area.

Business Services PY 2022 Q3 Performance

January 2023- March 2023

	Negotiated Performance Goal	Quarter 3
1. Number of Employer Focused Events per Quarter	n/a	34
2. Number of Impact Partnerships	n/a	1
3. Number of Registered Apprenticeships	n/a	8
4. Number of Core Business Services	n/a	286
5. Customer Retention	n/a	No Goal

NEWDB Career Service Pilot Performance

PY22 Q3

January 2023- March 2023

WIOA Title 1 Enrollments

	Q3
Adult	1
Dislocated Worker	0
Youth	3

Program Obligations & Expenditures

	Q3 Obligations	Q3 Expenditures
Adult- ITA	\$7297.50	\$5800
Adult- WEx	\$6041.49	\$6329.82
Adult- Supportive Services	\$835.08	\$835.08
Dislocated Worker- ITA	\$10950	\$5800
Dislocated Worker -Supportive Service	\$560.24	\$560.24
Youth- ITA	\$13435	\$13012
Youth-OJT	\$11440	0

*\$0 Disallowed Costs, based on review by NEWDB Monitor