

**Northwest Oklahoma Regional Workforce Plan  
Program Years 2024 - 2027**

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## Executive Summary

The Northeast Region encompasses the geographic boundaries of two local workforce development boards: The Green Country Workforce Development Area (GCWDB) and the Northeast Workforce Development Board (NEWDB). These two boards have worked closely together to develop a shared vision and shared goals for this regional plan.

As part of this close collaboration, the boards spent a great amount of time and effort completing the Regional SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis and combining it with a Regional SOAR (Strengths, Opportunities, Aspirations, Results) analysis in order to find more common goals and shared aspirations between the two boards.

Common SWOT results included:

<b>Strengths</b>	Strong partnerships in place, low cost of living, good training programs available, business services
<b>Weaknesses</b>	Partners working independently of each other, low educational attainment levels, lack of population and job seekers, lack of available transportation and childcare
<b>Opportunities</b>	Improved partnerships between the boards, increased collaboration with other workforce partners, creating more opportunities for justice-involved individuals, opportunities to reach more people through technology and better positioned services
<b>Threats</b>	Lack of available transportation options, potential cuts in workforce funding, lack of opportunities for justice-involved individuals, dependent care issues have taken many out of the workforce, population decreases

Common Aspirations and Results included:

<b>Aspirations</b>	Collaboration between partners, connecting people with jobs and meeting business needs, efficiency and effectiveness of the system, building better programs for youth, growing and leveraging resources, taking a regional approach
<b>Results</b>	Customer satisfaction (employer and job seeker), business growth in the region, filling existing job openings quickly, developing resource lists, and increasing median earnings

This plan outlines the four-year goals of the Region, which have been developed after an in-depth analysis of local economic and workforce conditions presently and projections for the future. The overarching goals and strategies (both short- and long-term) focus on several important areas:

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- Increased collaboration between the workforce, education, and economic development entities serving the region;
- Improving programmatic and systemic efficiencies to better serve job seekers and businesses;
- Collaborating more frequently and with better intention across local area boundaries;
- Seeking out available labor market information, data, and customer feedback to make more data-informed decisions; and
- Skilling up job seekers in the region to better meet business demand and increase the likelihood of retention in the area.

This plan puts into action strategies and tactics that the Region will carry out in order to successfully meet our goals. It also provides a thorough analysis of existing and projected labor market conditions that have led to the creation of these goals and strategies, as well as current workforce efforts already underway in the Region.

The plan relies on a heavy amount of data analysis related to education attainment and skill levels of job seekers currently, and comparing that data to existing and projected job openings. Educational and skills data highlight typically lower educational attainment rates in rural counties as compared to urban counties. Commuting patterns also continue to show that more people are commuting into urban areas for available jobs.

## A. Regional Workforce Development System Vision

### **1. Define and describe the shared vision of the workforce development planning region. Include identified short or long-term regional goals.**

The Northeast Oklahoma Regional Workforce Plan consists of the collaborative goals of two local workforce development boards: The Green Country Workforce Development Area (GCWDB) and the Northeast Workforce Development Board (NEWDB). These two boards have adopted the concept of embracing change and welcoming action steps to have the biggest impact they can have on the lives of the people in Northeast Oklahoma.

An energized focus on workforce, education, and economic development changes in this region has been an active component of regional planning.

The shared vision for the region includes numerous aspirations and goals (both short- and long-term) that have been identified by the board for this region.

The vision, values, and aspiration of the region include:

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<b>Regional Vision, Values, and Aspiration</b>	
Increased collaboration between the workforce, education, and economic development entities serving the region.	Efficiency and effectiveness within the system – using braided funding so we can maximize funding from all partner organizations.
Improved access to services and jobs – especially in a rural area – making it easier to access services would make it easier for job seekers to enter the workforce.	A thriving workforce leads to thriving communities.
Putting people into jobs and meeting the needs of businesses through a skilled workforce today and in the future.	Providing stability to vulnerable populations through partner collaboration and wrap-around services
Create better opportunities for youth and graduates through improved connections to the workforce, additional training opportunities, and resources in the community.	Bringing all partners to the table to identify and combine our resources across our region to unify and better serve our communities.

The short-term goals of the region include:

<b>Regional Short-Term Goals</b>	
Meet as a region bi-annually to plan together, measure performance, and find new ways to collaborate.	Develop a comprehensive resource list (funding, education programs and outcomes, programs) - use to draw more organizations and companies in - make sure ALL tribes are at the table.
Survey companies on skills needed, and their expected workforce demands. Collaborate with local chambers of commerce to recruit businesses to be a part of these surveys and listening sessions.	Survey partners on what they are measuring to identify redundancies and to capture more real-time data that can be used for more intentional programmatic decision-making.

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Develop a regional strategy to fill current needs in pressing industry needs in the areas of healthcare and transportation.	Develop a workforce strategy for justice-involved individuals to increase connections with existing job openings.
Assess and refine existing methods of measuring customer satisfaction from businesses and jobseekers.	Develop a workforce strategy to better engage youth populations within the region and increase youth enrollments in WIOA programs.
Begin meeting twice per year as a Region with members of both boards coming together for regional planning purposes and to identify actionable steps forward for systemic and programmatic changes.	Develop a coordinated service agreement prior to the completion of Program Year 2021.

The long-term goals of the region include:

<b>Regional Long-Term Goals</b>	
Increase the number of workforce partners actively involved in our workforce system.	Decrease the time it takes job seekers to find employment once they come into contact with our workforce system or finish a training program.
Expand services to more effectively reach rural counties.	Improve our ability to capture credential attainment rates and measurable skills gains in real-time.
Improve median earnings and retention rates of program participants exiting training programs year-over-year.	Fastrack training to skilled jobs through improved partnerships with educational institutions and employers.
Build a pipeline of skilled job-ready individuals to meet the business growth needs of the employers we serve and to better assist businesses to relocate to the area.	Increase the number of workforce partners and businesses actively involved in second chance and reentry programs.
Increase the involvement of native organizations and governments in the workforce system.	

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**B. Regional Data Analysis**

**1. Provide an analysis of the regional economic conditions, including:**

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

**Existing and Emerging In-Demand Industry Sectors**

There were an estimated 655,323 total jobs in the Northeast Region in 2023. The following table shows the top Industry Employment Concentration sectors in the region. The largest sector is Government with 97,735 jobs. The second-largest sector was Healthcare and Social Assistance with 82,929 jobs.

**Top Industry Sectors by Total Number of Jobs in Northeast Region in 2023**

2-Digit NAICS	Description	2023 Jobs	2032 Jobs	2023 - 2032 % Change	Avg. Earnings Per Job
90	Government	97,735	102,406	5%	\$66,410
62	Health Care and Social Assistance	82,929	91,984	11%	\$69,545
44	Retail Trade	68,311	70,321	3%	\$41,839
31	Manufacturing	64,851	71,827	11%	\$88,162
72	Accommodation and Food Services	54,400	56,875	5%	\$24,834
56	Administrative and Support and Waste Management and Remediation Services	42,426	44,794	6%	\$52,171
23	Construction	40,429	42,424	5%	\$68,836
81	Other Services (except Public Administration)	35,388	37,571	6%	\$37,532
54	Professional, Scientific, and Technical Services	31,064	34,110	10%	\$89,270
48	Transportation and Warehousing	29,144	33,512	15%	\$77,696
52	Finance and Insurance	22,941	24,789	8%	\$98,383
42	Wholesale Trade	21,103	22,805	8%	\$92,048
53	Real Estate and Rental and Leasing	10,090	10,903	8%	\$59,356
61	Educational Services	9,983	11,113	11%	\$43,680
55	Management of Companies and Enterprises	9,300	11,551	24%	\$157,059
11	Agriculture, Forestry, Fishing and Hunting	8,814	9,252	5%	\$41,219
71	Arts, Entertainment, and Recreation	8,779	10,439	19%	\$33,273
51	Information	7,590	6,908	(9%)	\$90,644
21	Mining, Quarrying, and Oil and Gas Extraction	7,024	4,773	(32%)	\$156,040
22	Utilities	3,489	2,710	(22%)	\$148,880

Source: *analysit.lightcast.io 09/2024*

Many high wealth generating occupation sectors in the region are in decline when compared to 2017 jobs, including: “Mining, Quarrying & Oil and Gas Extraction”, “Information” and “Utilities”. Of the top five industry sectors in the region, two not a wealth generating occupations: “Retail Trade” and “Accommodation and Food Services”.

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**Existing and Emerging In-Demand Occupations**

The table below shows the top occupations by the total number of jobs in the Northeast Region. Office & Administrative Support had the highest number of jobs at 79,169. Sales and Related Occupations had the second highest with 60,849 jobs. The table also shows growth expectations for the past 5-years. Highest growth percentages are in Farming, Fishing, & Forestry Occupations and Life, Physical, and Social Science Occupations.

**Top 25 Occupations by Total Number of Jobs for Northeast Region**

SOC	Description	2018 Jobs	2023 Jobs	2018 - 2023 Change	2018 - 2023 % Change	Median Hourly Earnings
43-0000	Office and Administrative Support Occupations	85,125	79,169	(5,956)	(7%)	\$18.84
41-0000	Sales and Related Occupations	63,382	60,849	(2,533)	(4%)	\$15.52
53-0000	Transportation and Material Moving Occupations	49,324	57,466	8,142	17%	\$17.91
35-0000	Food Preparation and Serving Related Occupations	59,114	56,172	(2,941)	(5%)	\$12.44
51-0000	Production Occupations	47,630	44,900	(2,730)	(6%)	\$20.56
11-0000	Management Occupations	35,272	41,753	6,481	18%	\$40.37
29-0000	Healthcare Practitioners and Technical Occupations	34,693	39,937	5,244	15%	\$34.20
49-0000	Installation, Maintenance, and Repair Occupations	31,541	35,765	4,224	13%	\$24.83
13-0000	Business and Financial Operations Occupations	28,850	34,362	5,512	19%	\$33.51
25-0000	Educational Instruction and Library Occupations	33,417	33,350	(68)	(0%)	\$22.93
47-0000	Construction and Extraction Occupations	32,958	33,145	186	1%	\$22.03
31-0000	Healthcare Support Occupations	24,331	26,659	2,328	10%	\$15.27
37-0000	Building and Grounds Cleaning and Maintenance Occupations	21,513	21,652	139	1%	\$14.36
39-0000	Personal Care and Service Occupations	18,517	17,888	(630)	(3%)	\$13.36
21-0000	Community and Social Service Occupations	11,303	13,392	2,089	18%	\$22.34
33-0000	Protective Service Occupations	12,043	12,540	497	4%	\$19.62
15-0000	Computer and Mathematical Occupations	11,503	12,090	586	5%	\$39.10
17-0000	Architecture and Engineering Occupations	11,356	9,928	(1,428)	(13%)	\$41.11
27-0000	Arts, Design, Entertainment, Sports, and Media Occupations	8,771	9,756	984	11%	\$21.77
45-0000	Farming, Fishing, and Forestry Occupations	3,413	4,540	1,127	33%	\$14.66
19-0000	Life, Physical, and Social Science Occupations	3,192	4,082	891	28%	\$32.96
23-0000	Legal Occupations	3,841	3,925	84	2%	\$32.92
55-0000	Military-only occupations	2,410	2,469	59	2%	\$16.70
99-0000	Unclassified Occupation	0	0	0	0%	\$0.00

Source: *analysit.lightcast.io 09/2024*

In analyzing occupation and wage data from across the region, it's evident that many of the occupations in the region with the highest existing number of openings fall on the low end of the pay scale, including:

- Food preparation and serving related – which is ranked fourth in number of jobs with 59,114 but last in pay at \$12.44/hr.



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- Sales and Related – which ranks 2<sup>nd</sup> in number of jobs with 63,382 and 18<sup>th</sup> of 23 in pay at \$14.82/hr.

However, there are three occupations that show high growth projections and high wages for the region, including:

- Management,
- Healthcare Practitioners and Technical, and
- Business and Financial Operations

When considering the utilization of government workforce funds to invest in training programs for program participants, it makes sense to continue to train participants in pathways that lead to these high-wage and high-growth occupations. Understanding the actual skill-based needs of employers is essential to successfully place a high percentage of our program participants into good jobs prior to or upon completion of training programs.

However, given the economic factors that are currently plaguing employers, immediate skills are not always the most important element when hiring. Across most industries, and with many types of positions, simply having an individual available to fill the position is becoming the bigger challenge. Businesses are more willing to overlook immediate skills upon hiring and are actively working to develop internal pathways to train up and skill up their entire workforce. Their most difficult issue with many jobs is simply finding a person to take on the job.

Wages continue to remain a challenge for job seekers and for businesses in the region. There are many businesses that complain about losing talent to higher-paying metropolitan areas or even across the border into Arkansas, but oftentimes it appears that many of these employment relocations or commuting decisions come down to overall compensation packages and wages. Low wages in certain occupations and industries only make this a continued challenge to try to retain skilled and talented individuals in the Region.

Additional challenges to meeting business demand for skilled labor include many of the holistic needs of working individuals. Both boards in the region identified the availability and cost of Child Care as a major concern for the Region's working adults. This has especially affected the labor participation rates of women in the region. As part of a recent study on the labor pool by the Kansas City Federal Reserve, 60% of women without a college education and 68% of women with college education indicated that they had removed themselves from the labor pool because they were "taking care of family."<sup>1</sup> Often taking care of family means not only dependent childcare issues but can also mean issues related to eldercare. As people continue to live longer, this is a weighing factor on so many adults needing to provide quality care for the generation that preceded them.

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<sup>1</sup> <https://www.kansascityfed.org/ten/2020-winter-ten-magazine/Womens-Labor-Force-Participation/>

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A recent article from the Center for American Progress indicated that: “Four times as many women as men dropped out of the labor force in September, roughly 865,000 women compared with 216,000 men. This validates predictions that the impact of the COVID-19 pandemic on women—and the accompanying childcare and school crises—would be severe”<sup>2</sup>

**2. Provide an analysis of the knowledge and skills needed to meet the employment needs of the employers in the region, including employment needs in in-demand industry sectors and occupations.**

Analysis of statewide data suggests a skills gap for emerging in-demand occupations. Similar to the State, the Northeast Region’s employers will require more job seekers to have earned a post-secondary credential over the next four years, and it is anticipated that this trend will continue indefinitely. There will be more jobs that require a greater skill set and educational level beyond the high school equivalency and basic entry-level skills that are the basic requirements of so many jobs today. This skills gap and educational gap coupled with an aging workforce present a challenge to meet the demands of employers.

Oklahoma Works as a system has partnered with the State Department of Education in the promotion and utilization of OKCareerguide as a resource to aid in-school youth and job seekers in the development of career pathways. This tool provides the educational requirements, on-the-job training, and experience required to meet the skill level and expertise for in-demand occupations. In addition, the State Department of Education implemented the Individualized Career Academic Plan (2019) for all in-school youth beginning their freshman year in 2019. The ICAP is a comprehensive review of student interest, career pathway development, and job shadowing opportunities to assist youth in developing educational attainment goals to prepare for the workplace.

The local boards have partnered with the State Department of Education in promoting the ICAP plan by working with local school system administrators, higher education partners, and career development specialists. This information is shared as a repository of resources and partners for the successful implementation of the program. In addition, representatives from both boards in the Northeast Region participated in EngageOK. EngageOK is a statewide professional development training for all k-12 educators, and in this training, the Executive Director’s presented on Workforce Development, demand occupations, and building business and industry partnerships in the region.

In general, employers are struggling to fill middle-skill jobs, those jobs that require education and skills beyond high school, but not a four-year degree, as illustrated below. Regarding the specific employment needs of the in-demand sectors, or “power” sectors, they follow.

***Advanced Manufacturing Program Competencies***

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<sup>2</sup><https://www.americanprogress.org/issues/women/reports/2020/10/30/492582/covid-19-sent-womens-workforce-progress-backward/>

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- Applied Technology
- Automotive Technology
- Computer-Aided Design
- Computer Numerical Control
- Construction Management Technology
- Diesel & Heavy Equipment Technician
- Drafting and Design Technology
- Electronics Technology
- Engineering Technology
- Heating, AC & Refrigeration Technology
- Industrial Technology
- Machine Tool Technology
- Maintenance Technology
- Manufacturing Management
- Marine Technology
- Mechatronics
- Motorcycle Technician
- Quality Assurance
- Supply Chain Management
- Welding Technology

***Aerospace & Aviation Program Competencies***

- Aerospace Engineering
- Aerospace Security
- Air Traffic
- Aviation Business
- Aviation Maintenance
- Aviation Management
- Avionics Maintenance
- Energy Management
- Flight
- Technical Services

***Energy Program Competencies***

- Alternative Fuels Technology
- Computer-Aided Design
- Computer Numerical Controls (CNC)
- Construction Management
- Drafting and Design Technology
- Electronic Technology
- Energy Management
- Engineering Technology
- Heating, AC & Refrigeration Technology
- Industrial Technology
- Machine Tool Technology
- Mechanical Maintenance
- Mechatronics

***Healthcare Program Competencies***

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- Biochemistry
- Biology
- Biomedical Sciences
- Biotechnology
- Business Administration
- Chemistry
- Dental Sciences
- Emergency Medical Services
- Exercise and Sports Science
- Gerontology
- Healthcare Administration
- Human and Family Sciences
- Medical Assistant
- Medical Profession
- Nursing
- Nutritional Sciences
- Optometry
- Osteopathic Medicine
- Pharmacy Technology
- Physical Therapy
- Public Health
- Respiratory Care
- Surgical Technology
- Veterinary Sciences

***Information Systems Program Competencies***

- Business Analytics Computer Programming
- Computer Science
- Database Management
- Desktop Support Specialist
- Electronics Technology
- Graphic Design & Multi-Media
- Health Information Technology
- Information Systems
- Information Technology
- Mobile Applications
- Network & Server Administration
- Security/Cybersecurity
- Software Developer
- Technology Management
- Web Development

***Professional Services Program Competencies***

- Accounting
- Business Administration
- Business Information Technology
- Business Management
- Enterprise Development
- Finance

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- General Business
- General Management
- Health Care Administration
- Hospitality Management
- Human Resources Management
- International Business
- Management Information Systems
- Marketing
- Office Administration
- Operations Management
- Organizational Leadership
- Paralegal Studies
- Project Management
- Public Administration
- Retail Management
- Small Business Management
- Supply Chain Management
- Technology Management

***Transportation & Logistics Program Competencies***

- Automotive Technology
- Computer-Aided Design
- Construction Management Technology
- Diesel & Heavy Equipment Technician
- Drafting and Design Technology
- Engineering Technology
- Heating, AC & Refrigeration Technology
- Information Systems
- Marine Technology
- Mechatronics
- Motorcycle Technician
- Process Technology
- Quality Assurance
- Supply Chain Management
- Truck Driving Training
- Welding Technology

Emerging sectors in the Northeast include Finance and Insurance, Utilities, and Construction. We will work as a Region to gather competency information as we have, with the input of our business, economic development, and education partners.

The local boards and our service providers have access to Lightcast, an economic modeling software ([Lightcast - A Global Leader in Labor Market Analytics](#)), and O\*Net to obtain competencies on any occupation found within the power sectors. The boards are committed to utilizing the best available labor market information to make data-informed decisions related to programmatic and systemic policy and procedures to improve the workforce system and be prepared to meet the future demands of the businesses and job seekers we serve.

**3. Provide an analysis of the regional workforce, including current labor force employment and unemployment data, information on labor market trends, and the**

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educational and skill levels of the workforce, including individuals with barriers to employment.

**Unemployment Data and Wage Data**

Although Oklahoma has a statewide unemployment rate of 3.7% as of June 2024, most counties in the region fall below this number. Utilizing the latest available monthly data for unemployment (June 2024) by county, the Region had counties ranging from a low of 3.4% in Rogers County to 6.5% in McIntosh County.

Median Household Incomes (as of 2022) for the region range from a high of \$75,312 in Rogers County to a low of \$43,467 in McIntosh County. The State of Oklahoma has an average household income of \$61,365. 14 of the 18 counties represented in the region have earnings below the state’s median household income.

**Unemployment Rates & Median Earnings by County**

County	Unemployment Rate (June 2024)	Median Household Income (2022)
State of Oklahoma	3.7%	\$61,365
Northeast Region	3.8%	Data Not Available
Adair	4.9%	\$44,955
Cherokee	4.6%	\$52,410
Craig	4.0%	\$48,018
Creek	4.0%	\$61,657
Delaware	4.0%	\$53,290
Mayes	3.6%	\$56,552
McIntosh	6.5%	\$43,467
Muskogee	4.8%	\$50,289
Nowata	3.7%	\$50,960
Okmulgee	4.7%	\$50,819
Osage	4.4%	\$58,189
Ottawa	3.4%	\$46,186
Pawnee	3.9%	\$56,279
Rogers	3.4%	\$75,312
Sequoyah	4.2%	\$47,494
Tulsa	3.6%	\$65,229
Wagoner	3.6%	\$75,082
Washington	4.0%	\$59,426

Source: [analysit.lightcast.io](https://analysit.lightcast.io) 09/2024

**Labor Force Data by County**

Analyzing labor force data at the county level is important to understand the different dynamics across the region. County labor participation rates range from 48.3% at the low end with McIntosh County to 67.6% at the high end in Mayes and Ottawa Counties. The State of

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Oklahoma’s labor force participation rate is 63.8%; while the region has a rate of 62.1%. Only four of the region’s counties exceed this rate. Only McIntosh County has a rate below 50%.

Most counties in the region are expected to grow in the number of jobs from 2023 to 2032. As a whole, the region is expected to grow by 7%, or 45,277 jobs; with only Muskogee County projected to have a decrease in jobs during this timeframe.

Increasing the labor force participation is often dependent on a number of factors. Other sections within this regional plan address the challenges associated with dependent care and elderly care that often come into play when an individual is making their own determination of whether to be an active participant in the local labor force.

Total labor force numbers align closely with the population deviations between counties. This table also addresses the total employment numbers as well of individuals residing in the county that are part of the labor force, and who are currently employed. The comparison of these two numbers aligns with the unemployment rates by counties.

**Labor Force Participation Rates by County**

County	Jobs 2023	Jobs 2032	Jobs Change %	June '24 Labor Force	June 2024 Labor Force Participation Rate
State	1,933,940	2,086,728	8%	2,005,630	63.8%
Region	655,790	701,067	7%	696,358	62.1%
Adair	5,641	6,061	7%	8,965	61.6%
Cherokee	21,219	23,538	11%	22,068	56.8%
Craig	5,822	5,982	3%	6,036	56.2%
Creek	24,244	27,889	15%	33,578	57.7%
Delaware	11,422	12,804	12%	6,036	56.2%
Mayes	15,463	16,983	10%	21,262	67.6%
McIntosh	5,324	6,044	14%	7,668	48.3%
Muskogee	30,753	30,439	-1%	28,335	57.4%
Nowata	2,325	2,573	11%	4,781	65.0%
Okmulgee	11,575	12,614	9%	16,690	58.3%
Osage	9,496	11,309	19%	22,044	60.7%
Ottawa	14,902	16,475	11%	15,769	67.6%
Pawnee	4,235	4,627	9%	7,858	63.2%
Rogers	35,310	41,642	18%	46,645	60.5%
Sequoyah	11,420	12,452	9%	17,823	57.0%
Tulsa	410,405	429,746	5%	348,616	65.3%
Wagoner	14,216	16,901	19%	41,887	57.8%
Washington	22,018	22,988	4%	23,713	56.1%

Source: *analysit.lightcast.io* 09/2024

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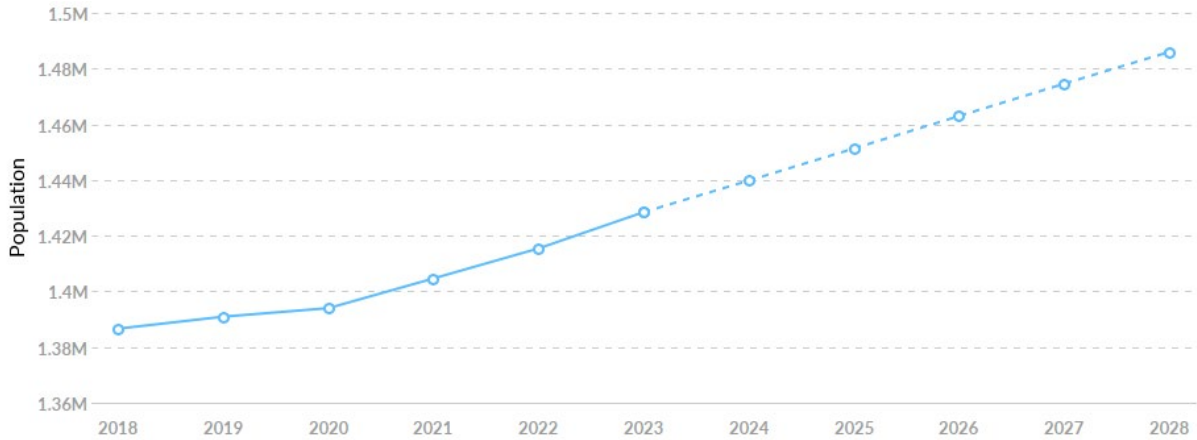
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**Population Projections**

As of 2023, the Northeast Region's population increased by 3.0% since 2018, growing by 41,880. Population is expected to increase by 4.0% between 2023 and 2028, adding 57,539

Over the period 10 of the 19 counties are expected to experience a decline in population. The largest decline is expected in Muskogee county with a loss of 2,844. Tulsa and Wagoner counties are at the top of the expected growth categories, with projected population gains of 33,480 and 13,253 respectively.

**Projected Regional Population Change 2018-2028**



Source: *analysit.lightcast.io* 09/2024

**Population Change by County 2018 - 2028**

County	2018 Population	2023 Population	2028 Projected Population	2018 - 2023 Change	2023 - 2028 Change	10-Year Change
<b>State</b>	3,943,488	4,054,647	4,205,947	3%	4%	7%
<b>Region</b>	1,386,605	1,428,485	1,486,024	3%	4%	7%
<b>Adair</b>	22,251	19,080	17,119	-14%	-10%	-23%
<b>Cherokee</b>	48,692	48,215	48,851	-1%	1%	0%
<b>Craig</b>	14,273	14,192	14,511	-1%	2%	2%
<b>Creek</b>	71,693	73,339	75,916	2%	4%	6%
<b>Delaware</b>	42,897	41,272	40,518	-4%	-2%	-6%
<b>Mayes</b>	41,173	39,399	38,385	-4%	-3%	-7%
<b>McIntosh</b>	19,702	19,603	20,236	-1%	3%	3%
<b>Muskogee</b>	68,431	66,168	65,237	-3%	-1%	-5%
<b>Nowata</b>	10,289	9,440	9,271	-8%	-2%	-10%
<b>Okmulgee</b>	38,223	36,952	36,745	-3%	-1%	-4%
<b>Osage</b>	47,074	45,738	45,064	-3%	-1%	-4%
<b>Ottawa</b>	31,332	30,288	29,990	-3%	-1%	-4%
<b>Pawnee</b>	16,372	15,731	15,543	-4%	-1%	-5%
<b>Rogers</b>	91,957	101,115	111,569	10%	10%	21%
<b>Sequoyah</b>	41,651	39,426	38,295	-3%	-3%	-8%

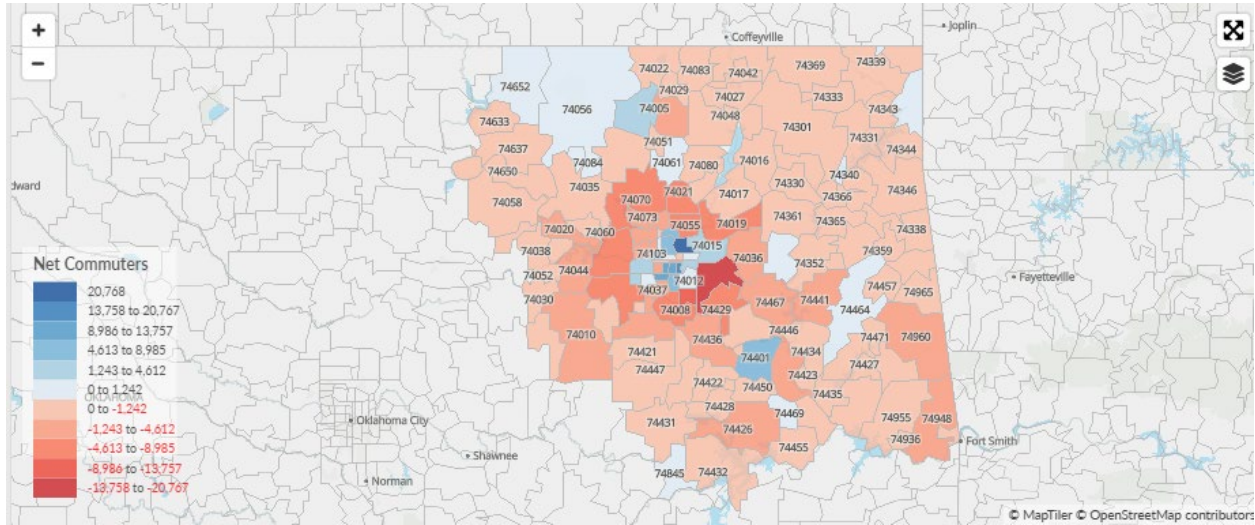


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<b>Tulsa</b>	648,496	685,769	723,141	6%	5%	12%
<b>Wagoner</b>	80,218	88,802	98,655	11%	11%	23%
<b>Washington</b>	51,881	53,954	56,979	4%	6%	10%

Source: *analysit.lightcast.io* 09/2024

**County & Zip Code Level Commuting Patterns**



Source: *analysit.lightcast.io* 09/2024

As the commuting pattern table above suggests there are numerous counties that have a relatively high percentage of their workers commuting in from neighboring counties.

On the flip side of this equation are counties where individuals choose to reside, but a high percentage of those individuals work in a different county. These dynamics make understanding labor availability and meeting business employment demands more nuanced than simply looking at job postings or job openings to understand the challenges of filling open positions.

Additionally, the Region will use available data and information to identify ways to better reach underrepresented populations, as well as individuals with barriers to participation. We will ensure that all services and career pathways on-ramps are available to job seekers and workers (including unemployed workers), Veterans, and individuals with barriers to employment as identified by WIOA, including:

- displaced homemakers;
- low-income individuals;
- Indians, Alaska Natives, and Native Hawaiians;
- individuals with disabilities, including youth who are individuals with disabilities;
- older individuals;
- Ex-offenders;
- homeless individuals or homeless children and youths;
- youth who are in or have aged out of the foster care system;
- individuals who are English language learners;

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- individuals who have low levels of literacy;
- individuals facing substantial cultural barriers;
- eligible migrant and seasonal;
- individuals within two years of exhausting lifetime eligibility under the Temporary Assistance for Needy Families Program;
- single parents (including single pregnant women); and
- long-term unemployed individuals;

**4. Provide an analysis of workforce development activities that indicates how the planning region’s service delivery system is prepared to meet the community’s workforce development needs. Please include the Regional SWOT Analysis.**

**a. Describe the strengths and weaknesses of the regional workforce development Activities.**

A SWOT analysis was conducted, to identify strengths and weaknesses of the region; the following tables reflect the results.

<b>Strengths</b>	<b>Weaknesses</b>
Tribal Relationships	Keeping open lines of communication and avoiding silos
Training partnerships with colleges/universities with a collaborative spirit and a lot of available certifications	Knowledge of partnership services, the gap in cross-training partner staff, and getting to know new partners after the merger
Cost of living and quality of life	Need better marketing of services and brand awareness among job-seekers and employers
The staff represents the programs and the community well	Reaching Youth through School Systems partnerships and enhancing youth programming
Diversity, talent, experience, and leadership of the Board members from a wide array of industries (especially as a combined/merged local area)	The expanse of area and the distance of workforce partners from each other and lack of sector diversity in rural areas
Partners listen to other’s ideas and concerns to solve problems	<i>Low Educational Attainment of the current workforce - impacts business attraction, economic development</i>
DE&I focus of the board	Lack of population diversity makes it harder

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	to attract and retain diversity
Building business relationships through business services offering a robust level of services and options	Over-reliance on federal funding
Ability to leverage resources innovatively	Urban vs. Rural Mentality

<b>Opportunities</b>	<b>Threats</b>
Improving rural area access to internet services, technology, and transportation	Lack of collaboration and partnerships after the merger of the boards
Advocacy for Infrastructure rollout	Transportation - Getting services, education, and training to the population that needs it
Uniquely positioned for additional CARES or federal funding in partnership with Federal Tribes; diversify funding	Sufficient transportation, childcare, etc. Infrastructure available to support an inclusive/equitable larger workforce
The merger of boards helps with shared experiences and ideas - opportunity to learn more about replication of what works for both urban and rural and implementing best practices for both and rebrand ourselves in the communities we serve	Maintaining quality working relationships with federal and state workforce partners and keeping workforce program funding at necessary levels because private funds are limited
Changing employer needs may make them more willing to work with justice-involved; more flexibility with hiring practices	Politics and elections - Ensure the importance of workforce and funding is recognized
Expanded economic development opportunities give more opportunity to jobs for the rural population	Automation - adjusting workforce to different (currently undeveloped) skills, technical training gaps
Relocation of the job center - reach more communities (ex. LatinX and Asian)	The skilled and willing workforce is shrinking, and Labor Force Participation Rate needs to go up
Tulsa area brings more diversity to the rural area - Opportunity to educate about other populations and the wealth of culture they bring	Education Funding - access to post-secondary that fits industry need and emerging industries
Better marketing and outreach of all programs and services including increased	Post Incarceration opportunity - housing, job opportunities

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usage of business services	
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**Northeast Workforce Development Board**

The board identified the following within each of the SWOT categories:

<b>Strengths</b>	<b>Weaknesses</b>
Large number of high school graduates in the area	Job seekers who lack the qualifications employers are looking for
Easy access to the interstate system for businesses	Lack of consistency in service delivery
Strong relationships between workforce partners and educational partners	Rural employer/business challenges
Skills and training programs in place with a strong technical college system	Unnecessary employment roadblocks put in the way for justice-involved and the lack of businesses willing to hire individuals with background issues
	Low wages in certain industries
	Lack of a support system for high school students investigating career pathways

<b>Opportunities</b>	<b>Threats</b>
Better utilization of the federal bonding program for individuals with background issues and improving second chance programs	Extensive background checks have limited the opportunities presented to many job seekers along with other reentry roadblocks
Retaining talent and qualified workers in rural communities	The availability of affordable quality childcare is lacking in the region
Tapping into degrees and skillsets from individuals who are currently underemployed	There are not enough job seekers locally to meet business needs
Enhanced collaboration between workforce, education, and economic development partners	Rural areas are competing for the same limited talent pool

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Promoting Registered Apprenticeship programs	Medical marijuana usage has made passing required drug tests difficult
Improving partnerships with other nearby local workforce boards	Budget restraints for PY2024
Collaboration with businesses and partners in supporting job fairs and business outreach	There is a lack of transportation for individuals in rural areas

**Comparison between the individual SWOT Analysis of Each Local Area and the Resulting SOAR Analysis**

Although each board completed the initial SWOT exercise independently of each other, the information from each of these meetings was shared between the boards as they came back together to further refine the initial SWOT analysis and collectively work on identified strengths and opportunities. The boards utilized the SOAR (Strengths, Opportunities, Aspirations, and Results) methodology as we came together for a combined meeting in May. All information related to the initial SWOT analysis was provided to the combined group.

*Common SWOT Analysis Answers for the Region*

<b>Strengths</b>	Strong partnerships in place, low cost of living, good training programs available, business services
<b>Weaknesses</b>	Partners working independently of each other, low educational attainment levels, lack of population and job seekers, lack of available transportation and childcare
<b>Opportunities</b>	Improved partnerships between the boards, increased collaboration with other workforce partners, creating more opportunities for justice-involved individuals, opportunities to reach more people through technology and better positioned services
<b>Threats</b>	Lack of available transportation options, potential cuts in workforce funding, lack of opportunities for justice-involved individuals, dependent care issues have taken many out of the workforce, population decreases

The rationale for using the SOAR analysis during this combined meeting was that it better met the needs of this regional plan by putting into focus not only the strengths and opportunities of the combined boards but also identifying shared aspirations and shared goals. We were able to utilize the SOAR planning meeting to identify true combined short- and long-term goals that have become a part of the first section of this regional plan.

*Common Aspirations and Results included:*

<b>Aspirations</b>	Collaboration between partners, connecting people with jobs and
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	meeting business needs, efficiency and effectiveness of the system, building better programs for youth, growing and leveraging resources, taking a regional approach
<b>Results</b>	Customer satisfaction (employer and job seeker), business growth in the region, filling existing job openings quickly, developing resource lists, and increasing median earnings

Additionally, as we talked about aspirations, we discussed what we really wanted to be as a Region. This included identifying what motivates each board towards success, how we could possibly measure impact, and ultimately how we know we are succeeding when we are implementing programmatic or systemic changes. There were several tangible action steps that came from this combined meeting, including identifying the need to meet twice per year as a Region to carry on these conversations and this planning, a goal which has been added to our list of Region goals.

- b. Describe the alignment of the regional education and training programs with the employment needs of regional employers.**
- c. Describe the region’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 alignment of regional education and training programs within the region has room for improvement to better meet the demands of businesses in the area. The analysis of the regional education and training programs will consider data that has been collected for three major areas associated with this region. This data comes primarily from the following three documents provided to each local area published by Oklahoma Works:

- Northeast Oklahoma Workforce Development Area 2023 Local Briefing
- Green Country Workforce Development Area 2023 Local Briefing

The capacity to meet the educational needs of the region is best understood by analyzing educational attainment levels in combination with skills gaps for each of the areas comprising the region. The combination of this data is included and analyzed below:

**Northeast Regional Education Levels**

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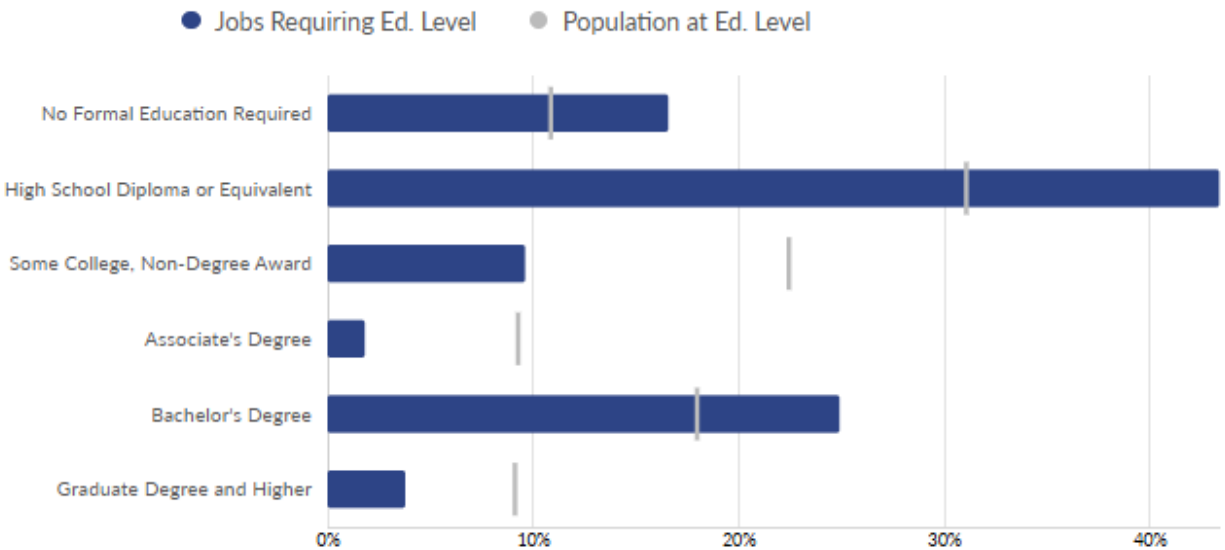
	% of Population	Population
● Less Than 9th Grade	3.6%	34,448
● 9th Grade to 12th Grade	7.2%	68,838
● High School Diploma	30.9%	297,033
● Some College	22.3%	214,077
● Associate's Degree	9.1%	87,698
● Bachelor's Degree	17.8%	171,223
● Graduate Degree and Higher	9.0%	86,514

Source: [analysit.lightcast.io](https://analysit.lightcast.io) 09/2024

The above chart shows the Northeast Region's Education Attainment Levels. In the Region, High School Graduates had the largest population at 30.9%. The second-largest population was found in Some College which had 22.3% of the population. The third-largest population was in Bachelor's Degree with 17.8%. The fourth-largest was Associates Degrees with 9.1% of the population. The fifth-largest population was in Graduate Degrees or Higher at 9.0%.

In reviewing Underemployment by Education Level for the region, there is an overabundance of Bachelor's Degrees, and a lack of Associate's and Graduates Degrees.

**Underemployment by Education Level:**



Source: [analysit.lightcast.io](https://analysit.lightcast.io) 09/2024

**d. Describe the region's capacity to meet the employment needs of employers.**

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The Northeast Region consists of two thriving Business Service Teams that are working collaboratively to respond to the needs of regional businesses. The Business Service Teams have collaborated to host regional hiring events.

As illustrated in the section above, an analysis of educational attainment levels and skills gaps results in the identification of regional areas for improvement across most industries to effectively meet the needs of employers. In areas where higher levels of educational attainment levels were present, such as the Tulsa area, there still is concern related to a misalignment of degrees to what employers are seeking in new hires. The region certainly has opportunities for improvement regarding its capacity to meet employer demand.

It will be essential for the region to continue to create close partnerships with educational providers and seek out business input as it relates to middle- and high-skilled positions. For entry-level positions, there are challenges associated with background checks, drug testing, and lack of talent in some rural communities. The region will look to find ways to better inform employers about bonding possibilities, internal career pathways development, and work-based learning programs to try to create more opportunities for employers to hire and retain the workforce they need in the short- and long-term.

The Region has outlined several strategies to help alleviate the skills gap that is becoming more apparent between the need for higher educational attainment levels and the lack of an available workforce that has those credentials. The Region will work to improve access to postsecondary credentials by:

- Promoting in-demand careers;
- Developing career pathways that clearly lead to postsecondary credentials;
- Aligning education and credentialing with occupational requirements;
- Expanding work-based learning opportunities to include Registered Apprenticeships;  
*and*
- Enhance access to available services across the regional workforce partners.

A recognized postsecondary credential includes both educationally awarded credentials as well as a credential consisting of an industry-recognized certificate or certification, a certificate of completion of an apprenticeship, or a license recognized by the state or federal government. WIOA outlines a vision for supporting young adults through an integrated service delivery system. This includes a vision for quality services for in-school and out-of-school youth. These services are provided through career exploration and networking, support for educational and credential attainment, skills training, and career pathways. Each local area from the region will provide the fourteen services for eligible youth, which should help to put Youth program participants on the right tracks with the right supports to be successful in their academic and skill-development efforts.



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**5. Based on the analysis above, describe the region’s key workforce development issues, and possible solutions to be implemented within the region, to reach the region’s economic and workforce development-oriented vision and strategic goals.**

<b>Key Workforce Development Issues</b>	<b>Possible Solutions</b>
<b><i>Lack of skilled workers</i></b>	<ul style="list-style-type: none"> <li>● Increase programs and outreach related to second-chance programs. This includes information related to bonding and background checks.</li> <li>● Develop collaborative reentry programs to build pathways to work and supportive services for individuals returning from incarceration. Potentially pursue federal discretionary grants related to reentry.</li> <li>● Focus on career pathway development in all areas related to training and emphasize the importance of skill development to employers for incumbent workers to meet higher-skilled positions and retain talent.</li> </ul>
<b><i>Lack of business and job seeker awareness of regional resources for workforce development</i></b>	<ul style="list-style-type: none"> <li>● Be more active and intentional in the use of social media and make more resources available on our web pages.</li> <li>● Collaborate with educational, economic development, and other workforce development programs to cross-promote programming.</li> <li>● Utilize job fairs to build better relationships with businesses in the region.</li> </ul>
<b><i>Lack of sector specialization and specific skills needed by employers</i></b>	<ul style="list-style-type: none"> <li>● Find ways for board members to be more actively involved in educational advisory groups.</li> <li>● Seek out business input through listening sessions to identify skills needed now and in the future.</li> <li>● Work with high schools to support the development of career pathways projects and career/technical education efforts.</li> </ul>
<b><i>Lack of necessary supportive services, especially around Transportation, Childcare, and Mental Health Services. For some job seekers who were previously incarcerated, this list may be even longer and include housing and</i></b>	<ul style="list-style-type: none"> <li>● Build coalitions between the two workforce development boards to study and respond to these issues.</li> <li>● Leverage resources across workforce programs (and potentially education, social services, and economic development programs) as allowed by the law to</li> </ul>

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<b><i>other supports.</i></b>	coordinate efforts to meet these demands. <ul style="list-style-type: none"><li>● Pursue additional grants or foundational resources to support these efforts.</li><li>● Develop resource lists that can be utilized across the region to help match individuals with the services they need.</li></ul>
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## C. Description of Regional Strategies

### 1. Briefly describe the activities and steps taken to develop this regional plan.

The GCWDB and NEWDB worked together in the formation of this plan through collaborative working sessions amongst their respective plan writers and leadership team.

The collaborative effort also involved:

- interviews with board members and local area administrative teams
- review of extensive labor market information
- review of existing programs, procedures, and policies
- review of the past regional plan and existing local plans
- review of state policies and state plan to ensure all goals and strategies aligned with state-level goals and program requirements

### 2. Describe the shared regional strategy to align available resources among the required, and any additional, partners within a planning region.

The workforce system in the northeast region is built by the collaborative efforts of each system partner. Each partner has a strategic role and lending their voice to the system design and delivery is a critical element of an effective regional workforce system. The region is committed to the development of enhanced program design through the collaborative efforts of workforce system partners. The region will leverage funding and programmatic resources to utilize workforce services.

Strategies to align available resources begin with the regional planning meetings were core and required partners to convene to assess workforce system funding and programs. The regional meetings are in the early stages and strategies for alignment of resources are just beginning to occur. These continuing conversations will be an opportunity to bring core partners together to leverage resources and to discuss strategies such as cost-sharing, leveraging service delivery strategies, and how to most appropriately utilize system resources to maximize the benefit to job seekers and businesses within the region.

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**3. Describe how the planning region, with the collaboration of the local workforce development boards, will support the goals and strategies identified in Oklahoma's Unified State Plan.**

The Northeast Regional Plan parallels the Oklahoma State Plan and brings the voices of the workforce system partners to the table to create a unified regional plan that is specifically created to respond to the needs of industry and job seekers and will align the resources of each workforce system partner. Each local workforce system is an active partner in the development and implementation of the regional efforts.

The Northeast Planning Region, through the collaboration of the local boards, follows the goals and strategies identified in the Oklahoma Unified State Plan through the process of aligning and connecting, data analysis, partnerships, and resources.

**Alignment**

The Northeast Planning Region is focused on aligning and connecting the education and training pipeline with the needs of the regional economy. Our future efforts are focused on the coordination of strategic priorities across the education and workforce system with business as the driver behind these conversations.

To deliver integrated services, case managers must not feel constrained by the services available in one program but must have the training and ability to offer customers the services they need from multiple programs. To move toward integrated service delivery, the boards of the Region are establishing integrated intake systems with “no wrong door” and with multiple entry points for customers with the understanding that all partners share responsibility for the customers and will match services to their needs. A “One Workforce” (TEGL 13-20) approach supports an integrated workforce staff, so that any customer who walks into any AJC can be served seamlessly by any staff member.

**Data**

The Northeast Planning Region utilizes data to build a robust workforce system that is focused on wealth-generating occupations. Future plans of the Northeast Planning Region will incorporate workforce and economic development data to integrate policy, track progress, and monitor success.

**Partnerships**

The local areas within the Northeast Planning Region understand and value system partnerships. The Region is committed to nurturing partnerships between regional businesses, education, and workforce partners to build a stronger workforce system throughout the region. As these partnerships are strengthened, opportunities will grow for job seekers and businesses. These regional partnerships will occur as the Region is fully structured and begins to align strategies that are responsive to the challenges of the region.

**Resources**

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The objectives of the Region include the optimization of resources available throughout the region. Through the efforts driven by the Region and core partners, the Region will work to identify and recommend creative, cross-agency, and cross-sector funding models.

Strategies and action steps related to these four items include:

<b>Strategy</b>	<b>Action Steps and Tactics</b>
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<p><b><i>Coordination of workforce development activities locally and regionally</i></b></p>	<p>The Region will work to align partner programs, required and optional one-stop partner programs, and other resources available in the Region by:</p> <ul style="list-style-type: none"> <li>● coordinating workforce development activities across planning regions and local areas;</li> <li>● inventorying and coordinating of services across the local area to maximize service delivery for job seekers, workers, and employers; and</li> <li>● researching and identifying technological resources that will support the integration of supportive services and the participation in career pathway programs by job seekers, workers, employers, and industry sector partnerships.</li> </ul> <p>An effective way the region is working to coordinate workforce activities is through the 2023 Elevate Young Adult Summit. Green Country joined the NEWDB this year and actively participated in the planning committee and brought participants to the event. Elevate Young Adult Summit is a one-day event geared to 18–24-year-olds and focuses on career pathways and career exploration.</p> <p>The Northeast Region is also exploring adding a Business Service Representative (BSR) to share between the workforce areas. This BSR would be able to connect the two areas where participants travel back and forth from where they live to where they work. Businesses would benefit by having one contact person to collaborate with to pull possible employees from two workforce areas to fill much-needed positions. This would greatly benefit the talent pipeline for business. It would also allow for quicker turnaround of work-based learning opportunities for participants.</p>
<p><b><i>Technology integration at the one-stop and technology expansion to reach more job seekers and businesses and coordinate services with partners.</i></b></p>	<p>The Region will continue to work to integrate technology across all plan partner programs and other required and optional one-stop partner programs to improve data sharing that provides time data necessary to initiate services across one-stop delivery system programs, assess service delivery, and meet performance-reporting requirements.</p> <p>The Region will seek to expand the use of technology to reach more job seekers, businesses, and to improve the coordination of partner program services to customers.</p>

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<p><b><i>Policy development</i></b></p>	<p>All plan partners will work individually and collectively to develop local-level policies that support program and technology alignment and collaboration.</p>
<p><b><i>Cross training and technical assistance</i></b></p>	<p>The Region will support and assist all plan partners and other required and optional one-stop partners as they work individually and collectively to develop and implement local-level cross training regarding:</p> <ul style="list-style-type: none"> <li>● workforce system initiatives;</li> <li>● Technology;</li> <li>● program policies;</li> <li>● program eligibility, services, and terminology;</li> <li>● program performance;</li> <li>● best practices; and</li> <li>● other workforce development activities.</li> </ul> <p>The Northeast Region has embraced the concepts and strategies identified in TEGL 16-16 and utilizes the role of the One Stop Operators to cast the vision of TEGL 16-16. Through the guidance of TEGL 16-16, the One stop Operators in the Northeast Region reinforce the partnerships and strategies necessary for American Job Centers to provide all job seekers and workers with the high-quality career, training, and supportive services they need to obtain and maintain good jobs. These strategies help businesses find skilled workers and access other human resource assistance, including education and training, to meet their current workforce needs.</p> <p>Through the role of the Northeast One Stop Operators, AJC staff are trained and equipped 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.</p> <p>The Northeast Region One Stop Operators work to ensure AJC staff are cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency. This 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.</p> <p>The Northeast Region has executed an MOU with the Tulsa Job Corps, Tulsa Welding school, Green Country Workforce Board, and Northeast</p>

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	<p>Workforce Board. This MOU includes collaboration and braiding services to assist with job core students getting OST at Tulsa Welding School. The partners within the MOU will leverage resources without duplication of services to as many students as possible. These services include, but are not limited to OST, Supportive Services, Job Readiness skills and all other workforce services. This agreement will benefit young adults by helping them achieve their high school diploma, receive a welding credential, obtain work-based learning opportunities and find full-time employment with self-sufficient wages.</p>
<p><b><i>Data integration and data-informed decision making</i></b></p>	<p>The Region will use data-informed decision making to help with continuously improving the one-stop delivery system. The Region will make more data available to the public and to the workforce partners to better analyze performance metrics to identify areas that present an opportunity for improvement. Customer satisfaction data from employer and career seeker surveys will also be analyzed at least quarterly. The Region urges workforce system partners to utilize available technology, analytics, and labor market information to proactively plan for future workforce, industry, and educational needs within the local area.</p>

**4. Describe the development and implementation of joint regional service strategies for common requirements and policies for:**

**a. Work-based learning/training (customized training, incumbent worker training, Registered Apprenticeship, and on-the-job training);**

In alignment with Training and Employment Guidance Letter (TEGL) 20-13, the Region has adopted policies and procedures to encourage the growth of work-based learning, Registered Apprenticeships, and other types of apprenticeship programs. WIOA provides a great opportunity for boards to incentivize greater adoption of apprenticeship as a partnership broker. The Region will investigate ways its boards may become sponsors of apprenticeship. We will also ensure that business service representatives are adequately educated to speak to employers and job seekers about apprenticeship opportunities in their area and will provide cross training of business service representatives with State Apprenticeship staff and Apprenticeship Training Representatives, when possible.

**b. Training services using individual training accounts in a mutual manner. Include copies of any cooperative service delivery agreements; and**

As part of our short-term goals identified in the first section of this plan, the Region has made creating a cooperative service agreement a priority. The two boards have worked well together as it relates to providing the best services to customers that we can provide and keeping the other board apprised of any customer served from the other's region.

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**c. Referral and co-enrollment processes and procedures.**

There are mechanisms the two local areas have put in place to ensure the highest quality of service for every customer served, especially those using individual training accounts. These mechanisms include:

- Allowing customers to apply and enroll in workforce programs outside of the local area where the individual may reside. We understand that sometimes it may be more convenient for an individual to be served in another location for a variety of reasons.
- When a customer is served and enrolled in a WIOA Title I program in a local area outside of where the individual lives, a case note is entered into that individual's case file and an email is sent to the administrative staff overseeing the WIOA Title I program in the local area where the individual resides. This email allows the local area administrative entity to see patterns and trends that may be emerging related to customer program enrollments.
- Each local area actively provides education partners with information and resources needed to apply to be on the Eligible Training Provider List. As part of the review of educational attainment in this plan, the region is committed to finding more ways to meet the misalignment of educational attainment levels with existing educational needs.

**5. Describe the development and implementation of joint regional services strategies for career pathways. List the career pathways, and, for each, describe:**

- a. The phase of development (conceptual, in initial implementation, being sustained, or, expanding)**
- b. Workforce Demand (need) – Describe the business workforce need being addressed by the strategy. Indicate the industry(s) and occupations being represented, how the need was determined, and the occupational skills to be Addressed.**
- c. Relevance – Indicate the connection between the demand and the priority(ies) for the region.**
- d. Strategy – Identify the sector partners and the role of each.**
- e. Funding – Describe available resources that will support the strategy.**
- f. Unfunded Critical Elements – Identify any critical elements for the identified strategy that must be done for the success of the strategy that cannot be met with available resources. This may include: the expansion of an existing strategy, in any phase, from one LWDA to others in the region; the need to procure new training vendors; planning sessions involving multiple partners; training of One-Stop staff; and development of regional data collection systems.**

The Northeast Planning Region is in the developmental stage of joint regional service strategies related to career pathways. While initial conversations and planning have taken place and were driven by our previous regional plan, there is still a significant amount of work that our boards need to take on to move these initiatives forward.



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Strategic regional conversations have already taken place, and have been focused on work-based learning across various industries, including advanced manufacturing, healthcare, and transportation distribution and logistics. These industries correspond with projected job growth within the region.

Registered Apprenticeships (RA) are an example of an anticipated joint regional services strategy for work-based learning. The Region recognizes the value and importance of RAs and will align funding, resources, and policies that support RAs in the Region. Other regional service strategies related to work-based learning and training services will be explored as regional planning takes full shape and develops these specific regional strategies in collaboration with system partners.

Both boards have had long-lasting relationships with local joint apprenticeship training organizations as well labor unions that represent many of the skilled professions that utilize Registered Apprenticeship as a required educational component of the profession. Among the apprenticeship-focused organizations that both work with regularly is the International Brotherhood of Electrical Workers (IBEW). Each board has established close relationships with chapters of this organization and has board representation from it. The area will work collaboratively with private sector partners, in demand sectors, to expand registered apprenticeship programs. The business service plans emphasize the priority given to expanding these programs within the region and will make efforts to re-engage dormant programs.

Board membership is a simple connecting point that each board has used to be better connected to work-based learning pathways, especially with Registered Apprenticeship and the Oklahoma Career Tech System. Through board members representing these career pathway training providers, the Region actively seeks out input, expertise, and advice on matters related to workforce demand and strategy.

The Region will lead career pathway work with other workforce development, economic development, and educational partners. As part of this effort we will prioritize career pathways or in-demand sectors. The Region has established strategies and action steps associated with career pathways.

<b>Strategy</b>	<b>Action Steps and Tactics</b>
Selection and prioritization of career pathways aligning with in-demand industries and occupations for the Region.	Identify best practices regarding development of new and existing career pathways for the Region, including best practices focusing on industry, public, and private sector partnerships that create customized workforce solutions and work-based training opportunities.

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<p>Identification of barriers to participation in selected and prioritized career pathways and identify resources to help individuals overcome these barriers to participation.</p>	<p>The Region will work together to collectively identify key barriers to participation in career pathways among job seekers and workers.</p> <p>The Region will work together and collectively identify key barriers to participation in career pathways among employers and regional and local industry sector partnerships.</p> <p>The Region will develop a comprehensive resource list of supportive services and workforce, education, and social assistance programs that can assist the region’s job-seekers to achieve success.</p>
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**6. Describe the coordination of economic and workforce development within the region Including:**

**a. Current economic development organizations engaged in regional planning;**

The Region maintains close relationships with economic development organizations. We partner regularly with the Oklahoma Department of Commerce as well as with local economic development organizations and chambers of commerce to expand service to regional businesses. As part of these collaborative efforts, we partner on workforce- and education-related events such as job fairs, business engagement efforts, and workforce-focused conferences. Board members regularly play a role in many of these events and are active in their engagement and coordination with economic development and workforce development groups locally.

**b. Education and training providers involved with economic development;**

There are a multitude of educational and training providers that serve the Region. Most, if not all these training providers are involved in some way with economic development. The Oklahoma Career Tech system has 29 technology centers across the state with multiple districts either located in the Region or nearby and serving the Region’s resident population. These districts include:

- Northeast
- Tulsa
- Green Country
- Indian Capital
- Tri County
- Central

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There are numerous colleges and universities with campuses (including full campuses, extensions, or specialized centers) in the Region that are also actively involved in economic development activities, including:

- Bacone College
- College of Muscogee Nation
- Connors State College
- Langston University
- Northeast Oklahoma A&M College
- Northeastern State University
- Northern Oklahoma College
- Oklahoma State University
- Oklahoma State University Institute of Technology
- Oklahoma Wesleyan University
- Oral Roberts University
- Phillips Theological Seminary
- Rogers State University
- Tulsa Community College
- University Center at Ponca City
- University of Oklahoma
- University of Tulsa

Aside from the post-secondary educational institutions, local school districts play a vibrant role in their communities for economic development. The Region and its two boards will work closely with each of these school districts in efforts to align curriculum to meet the economic demands of local and regional employers and to help build brighter, more skilled communities, one student at a time.

**c. Current businesses involved with economic development organizations; and,**

The number of current businesses working with economic development organizations is quite large for the Region and is growing. As we look for opportunities to add more businesses to that growing list, we will work closely with our economic development partner organizations to encourage business participation. We have specifically identified this need to partner closer with economic development within our SWOT analysis and our goals associated with this plan. As part of those efforts, we have created strategies to increase our business outreach and customer satisfaction feedback directly from businesses. We believe that as we approach these goals with real intention, we will be able to encourage more businesses to be actively involved with economic development, workforce development, and education programs.

**d. Targeted businesses from emerging sectors/industries.**

Targeted business includes the following industries identified as power sectors and emerging sectors:

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- Advanced Manufacturing
- Aviation and Aerospace
- Energy
- Healthcare
- Information Technology
- Professional Services & Regional Headquarters
- Transportation, Distribution, & Logistics
- Agriculture
- Finance and Insurance
- Utilities
- Construction

Each board has had varied levels of success with individual sector partnerships, working together as a Region on these efforts as we have identified in our goals, will help increase the likelihood of sustained success with sector strategies. Past efforts that have been somewhat successful have included the rural water districts partnerships and work with smaller businesses using statewide training platforms to improve career pathway opportunities.

**7. Describe the development and implementation of joint regional services strategies for industry sector partnerships/strategies. List the industry sector partnerships and, for each, describe;**

- a. The phase of development (conceptual, in initial implementation, being sustained, or, expanding)**
- b. Workforce Demand (need) – Describe the business workforce need being addressed by the strategy. Indicate the industry(s) being represented, how the need was determined, the occupational skills to be developed, the number of jobs being addressed, and the timeframe(s) associated with the need.**
- c. Relevance – Indicate the connection between the demand and the priority(ies) for the region.**
- d. Strategy – Identify the sector partners and the role of each.**
- e. Funding – Describe available resources that will support the strategy.**
- f. Unfunded Critical Elements – Identify any critical elements for the identified strategy that must be done for the success of the strategy that cannot be met with available resources. This may include: the expansion of an existing strategy, in any phase, from one LWDA to others in the region; the need to procure new training vendors; planning sessions involving multiple partners; training of One-Stop staff; and development of regional data collection systems.**

The region is still in the initial implementation of development for joint industry sector partnerships and engagement. Most efforts that are ongoing or were previously conducted were carried out by each individual board. The boards have defined a regular joint meeting timeframe going forward as part of the goals of this plan and have established the goal of creating a

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cooperative service agreement by the end of Program Year 2021. These efforts will help to establish better times moving forward and better coordination of industry sector partnerships.

An important element of all industry partnership efforts is to accurately understand the workforce demands of businesses in our region. Using data-informed decision making through the use of labor market information, the Region will be able to understand the workforce demand and adjust programming and priorities accordingly. The Region will seek out input from our business partners to help add to the available labor market information in our planning and will prioritize training and placement activities in industries that show the greatest demand, stability, and job growth expectations.

As mentioned in previous answers, the Region works closely with our business, education, and economic development partners. We will work closely with these partners to plan sector strategies that will match the needs and demands of our region. As allowable, we will leverage resources across various programs to help support these industry/sector initiatives, especially since funding specific to sector strategies is non-existent at this time.

Board members play an active role in sector strategies, including participating in advisory capacities to provide input into the curriculum for the technical college system, and in helping to encourage educational providers to join the Eligible Training Provider List.

Board members have also played major roles in the development of many program connections at industrial parks, including the MidAmerica Industrial Park. In addition, our boards have been working with other educational and economic development partners to build pathways to leverage workforce development funding across programs and to meet the needs of program participants through additional resources, such as participating in studies to build more grocery stores and eliminate food deserts.

**Transportation, Distribution, and Logistics Sector Partnership**

Phase of development: Implemented

Workforce Demand: Employment opportunities in the Transportation sector continue to grow. Competition among employers to hire credentialed drivers has also increased with a talent pool that hasn't been able to keep up with industry demand.

Sector Strategy Activities: Two northeast Oklahoma Transportation companies are part of this sector partnership which reaches the entire region. Heavy Metal Training Institute (HMTI, in Pryor, OK) was the recipient of \$500,000 in sector partnership grants from the Oklahoma Office of Workforce Development (Oklahoma Employment Security Commission). HMTI, in partnership with Premier Logistics (Tulsa County) the NEWDB and GCWDB will be working collaboratively to expand these sector partnerships region wide to solve workforce development challenges.

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Sector strategy activities have included the development of career exposure and training for logistics, supply chain and transportation jobs, and working toward solving talent shortages in the trucking industry.

Unfunded Critical Elements: Sustainability after the initial grant period is a concern, as with any sector strategy that receives funding from a government grant. The Region is working on strategies to meet long term needs with the Transportation sector.

**NEWDB Healthcare Sector Partnership**

The NE Healthcare Advisory Council is comprised of vital education, business, and workforce partners. In keeping with the human-centered approach, council members representing each partner and regional employers have decided to take place in place-based pilots. The NEWDB team will provide support during the pilot launches and continue as the pilots evolve. The first place-based pilot will focus on the Grove and Miami areas and be led by James Sharp, Director of Nursing at Integris Health and NEWDB member. Other members of the pilot team include Grove High School, Grove Nursing Center, OSU Medical, and Northeast Tech, NEO A&M College, and Miami Public Schools. This pilot will develop place-based strategies to recruit and support the healthcare workforce in the Delaware and Ottawa communities. The Advisory Council's current efforts will align with the place-based pilot and allow the pilot to make smaller bets with available resources and determine the effectiveness and scalability of recruitment and retention strategies.

Additionally, the NEWDB is supporting Tri County Tech in Bartlesville in launching a second place-based pilot. Tri County Tech will receive approximately \$1.6 million in American Rescue Plan Act (ARPA) funds for its Licensed Practical Nursing (LPN) program. The first steps around this pilot are a release of a business survey to local Bartlesville companies to assess the nursing needs of the community. The assessment of the business survey will help establish the goals and deliverables for the Washington County-based pilot. In coordination with the Advisory Council and through input of council members, the NEWDB has created outreach resources for HR professionals, admissions in post-secondary and guidance counselors in area high schools.

The NEWDB has created a roadmap that links job seekers to career pathways in critical healthcare occupations and provide them with a clear pathway to resources to help them in their education quest. The toolkit is designed to be used by admissions in college and career tech, or HS counselors and outlines eligibility criteria for WIOA programs and includes a QR code that links students to the application for services. The healthcare flyer highlights in-demand occupations and provides job seekers with a QR code that links to the application for services.

Phase of development: Implemented but on-hold. Following funding cuts, the NEWDB has had to put the Healthcare Advisory Council on temporary hold. NEWDB expects these activities to pick back up once staff's sustainability of the project can be determined.

Workforce Demand: Healthcare is one of the areas with high growth industries, with numerous jobs on the High Demand, Complementary, and Emerging occupations lists.

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Sector Strategy Activities: A community listening session was convened on January 30, 2019, at Rogers State University in Claremore, Oklahoma, with 34 stakeholders in attendance representing employers, educators, students, and jobseekers. Participants identified ideal characteristics of career pathways that meet the needs of jobseekers, students, educators and employers and compared this vision to the current reality to identify gaps to be addressed.

As a follow up to the community listening session, stakeholders reconvened on March 6, 2019, to brainstorm creative strategies for designing pathways that are responsive to the previously identified needs. The goal of this process was to list as many ideas as possible while deferring judgment on what is feasible and viable.

Relevance: The primary goal for the healthcare sector partnerships was to improve alignment and bridge gaps between employers and educators. To accomplish this and other identified challenges, NEWDB established a Northeast Oklahoma Healthcare Workforce Advisory Council.

Strategies: Employers, educators, employees, and students across the service area were engaged in the planning process using a human-centered design approach. This process typically consists of three phases: 1) inspiration—learning more about customer needs; 2) ideation— brainstorming creative, potential solutions in response to the identified needs; and 3) implementation—testing potential solutions to determine what works and taking successful strategies to scale.

This approach represents a philosophy of iteration and learning from trial and error that must be maintained along with continuous communication, assessment and adjustments as needed based on customer experience and feedback. For both industries, engaging associations and other trusted intermediaries with existing relationships was key to engaging individual organizations and stakeholders. The primary focus during the planning period was on health care sector partnerships.

Funding: Available resources that support sector partnerships include Industry leaders, Career Tech, Higher Ed, WIOA resources provide staffing support to execute these strategies.

Unfunded Critical Elements: Sustainability is of great concern as there are no funds available to support the efforts of the Healthcare Advisory Council.

**8. Describe efforts that have taken place or anticipated efforts to assess the need for and establish regional services strategies, including the use of cooperative service delivery agreements. In addition, describe the strategies and services that will be used to:**

- a. Engage employers in workforce development programs, including small employers and employers in in-demand industry sectors and occupations;**
- b. Provide business services to employers;**
- c. Manage regional rapid response activities;**

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- d. Incorporate relevant secondary and post-secondary education programs and activities within the one-stop delivery system;**
- e. Incorporate within the one-stop delivery system the adult education and literacy activities under WIOA Title II, including the review of applications submitted under Title II;**
- f. Incorporate within the one-stop delivery system the provisions of vocational rehabilitation services under Title IV;**
- g. Strengthen linkages between the one-stop delivery system and unemployment insurance programs; and,**
- h. Ensure priority for program services will be given to individuals with high barriers to employment.**

The Region has begun to assess the need for and establish regional service strategies, including the use of cooperative service delivery agreements. Anecdotally, we know economic development happens across the region and is not limited to local board boundaries, and that regional service strategies are warranted.

### **Engaging Employers**

The employment needs of businesses in existing and emerging in-demand industry sectors and occupations have some similarities throughout the Region. Employers are lacking workers with middle skills but are also having a more difficult time attracting individuals to even entry-level positions. Through employer surveys, businesses have expressed the need for enhanced soft skills among job seekers, specifically critical thinking skills and problem-solving.

Employers are facing immense challenges to find available candidates for their entry-level positions, but also candidates with the right skills for the jobs that are available regionally. Businesses have started to be more creative in their approach to posting positions and holding recruiting events. Additionally, the new reliance on technology through the pandemic may change the way businesses partner with the workforce system to tap into the existing talent pipeline. Virtual communication tools have made the hiring, interviewing, and onboarding of skilled workers take place in a manner that is more efficient and less personal than ever before.

As addressed prior, the skill and educational attainment gap are deep in the region. In short, there is an above-average number of individuals with a high school diploma or less while many of the higher educational attainment categories fall short of meeting business projections. This data-based evidence illustrates the struggles and opportunities the workforce system currently has to meet the needs of the businesses we serve and to help them grow.

We also know via several different surveys and studies that employers throughout the Region have explained they are unaware of workforce programs and are thus opportunities for increased engagement.



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The Region will enhance employer engagement between secondary and post-secondary education institutions, as well as other training programs to meet employers' workforce needs through industry-driven strategies. Additionally, all workforce partners, particularly those who have staff dedicated to employer outreach activity, frequently encourage, and invite businesses to actively participate more closely with the American Job Center system and with existing workforce programs.

**Providing Business Services to Employers**

Over the course of the last two years, the Northeast Region Business Service Teams have collaborated to host various Rapid Responses activities in the region. This regional collaboration has been a great benefit to participants of Rapid Response events as this has led to access to greater information and resources for participants.

The Business Service Teams also share resources and information with each other to the benefit of regional businesses. There are frequent referrals that link businesses in one workforce area to resources that exist in the other workforce area. Examples of these referrals include IBEW, Purpose and Performance Group and Tahlequah Lumber.

Green Country Workforce hosted the Workplace Stability Workshops and invited the NEWDB Business Service Team to attend. As a result, the Business Service Team for NEWDB and GCWDB are certified to facilitate this training for businesses who are experiencing an increase in turn over and decrease in productivity. Providing this training gives the business services team an opportunity to identify the pain points and present resources available to them through the Oklahoma Works Workforce System. This adds significant value to regional businesses and supports economic growth throughout Oklahoma.

The NEWDB and GCWDB Business Service Teams collaborated Oklahoma Department of Corrections to host a Reentry Hiring Event in November 2023. As a result, 50 attendees from 9 community correctional facilities across Oklahoma had the opportunity to meet and engage with 14 business located in areas they intend to reintegrate upon release.

This collaboration will benefit many returning citizens in the Northeast Region. GCWDB and NEWDB are committed to engaging returning citizens and supporting them as they reintegrate upon release. This reentry event is one example of how GCWDB and NEWDB are progressing in becoming more innovative with regional efforts to support businesses in accessing untapped labor pools and developing opportunities for returning citizens.

In October 2022, Oklahoma Department of Rehab Services (OKDRS) hosted their 2nd Career Expo geared for individuals with barriers to employment. OKDRS worked in collaboration with GCWDB and NEWDB to put on a daylong event that hosted numerous employers, vendors, and partners. Attending job seekers were able to connect to various entities to learn about available services, employment opportunities and resources in their local communities. The event consisted of introductory speakers from leading agencies in the Northeast Workforce Region as well as employers.

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Business-focused services are paramount to our successful programmatic strategies. Seeking out and understanding the needs of businesses helps the workforce system to recognize the jobs of the future and bridge skills gaps more easily among jobseekers to help fill those needs in the present and in the future. Partners within the region work cohesively to create and deliver quality services customized to support each business uniquely. Programs are 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
- Computer Training (Microsoft Products)
- Job Skills Workshops
- Resume Writing and Interviewing Techniques
- On-the-Job Training
- Skills Based Hiring

Many of the Regional workforce system partners 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 Region. 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 the 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 in the Region is designed as another way to meet the specific requirements of an employer or group of employers. The Region has successfully connected businesses with customized training opportunities through many of our training and educational partner institutions locally.

Sector strategies and career pathways initiatives in the Region have also been utilized to meet the needs of business customers more effectively. These efforts 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 the Region 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.

Collaborative efforts between industry and the public sector to work collaboratively in promoting workforce development within each local area has been growing, with several initiating strategies showing promising outcomes. High demand industries are a strength of our system and connecting better with industry leaders and showing a value proposition to them is going to

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be essential for continued growth. Continuing to educate employers and industry leaders on the full spectrum of services available to them and how to access those services is important, however, learning to adapt to work within our program parameters and to adapt to the needs of businesses is also going to be key to our success.

System partners in the Region 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 Region is a partner of these intermediary conversations 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.

Each local area has developed a Business Services Plan which lays out strategies and goals for better serving employers within the local area as well as the region. The Business Services Plan for NEWDB has been included as an appendix item. This plan allows the business services team to build on existing practices and focus on key areas of business services development that add value to employers and functionally support the Northeast workforce system, including the training programs, sector strategies and career pathways. The Business Services team for NEWDB focuses its efforts on coordination and connection between local and state economic development and chambers of commerce to strengthen linkages and streamline services within the one-stop delivery system, OWAJCs. This plan identifies activities and efforts that effectively:

- Increases awareness of services and resources provided through the workforce system;
- Increases the likelihood of employers hiring job seekers through the workforce system;
- Creates and strengthen career pathways aligned to business and industry demand;
- Provides business intelligence to employers, intermediaries, and partners to ensure the workforce is relevant and useful;
- Ensures strong talent pipelines for demand occupations that allow business to grow and be successful; and
- Establishes the NEWDB as an integral partner that adds value to regional economic development efforts by making connections to workforce strategies, solutions, and cutting-edge labor market research and data.

**Manage Rapid Response Activities**

Rapid Response services are coordinated by the Oklahoma Employment Security Commission through the State Rapid Response Coordinator. These services are designed to respond to employer and employee needs in the event of a layoff and/or closure.

The Region follows the procedural guidance of WSD #30-2024 issued 01/19/2024. When our staff become aware of impending or potential layoff situations, our teams immediately contact the State Rapid Response Coordinator at OESC to mobilize the local Rapid Response Team.

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When notified of a layoff or plant closure, the State Rapid Response Coordinator contacts the employer, to get a clear understanding of the situation, including the number of affected employees and the circumstances that caused the necessity of the layoff or closing. The employer receives an overview of available services designed to provide affected employees with information, services, and tools to help them transition to new employment as quickly as possible.

If the notice is in advance of the layoff and the employer agrees, the Local Rapid Response Team works with the employer to provide Rapid Response workshops for the affected employees. As a Region, we are ready and available to aid at any point in this process and we are creating connecting points to best serve any job seeker after a layoff.

**Incorporate Relevant Secondary and Post-Secondary Education**

Core workforce system partner agencies, including secondary and post-secondary programs, meet regularly within the Region, regarding education and training activities. These routine convenings create opportunities to discuss challenges and to leverage impact and reduce duplication of services.

The Region consistently collaborates with partners in education on numerous special projects including career fairs, mock interviews, and workshops for students preparing to enter the workforce. Memorandums of Understanding (MOUs) further outlines 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.

To ensure job seekers have access to relevant educational programs within the workforce system, the Regional is in the process of creating a strategy to incorporate such programs in whatever way is best for the job seeker.

**Incorporate within the one-stop delivery system the adult education and literacy activities under WIOA Title II**

These programs provide the foundation skills and English literacy instruction to a significant population. As a region, we are committed to aligning these activities to ensure an individual's ability to transition to post-secondary education and obtain employment. We further intend to engage in plans that will promote the integration of adult education with occupational education and training. This will fall in line with our career pathway development initiatives. This type of support will also garner further success in assisting those opportunities for incarcerated individuals and establishing pathways for their success thereby reducing recidivism.

**Incorporate within the one-stop delivery system the provisions of vocational rehabilitation services under Title IV**

The Region has incorporated the one-stop delivery provision of vocational rehabilitation through the implementation of the Star Accessibility Framework. Oklahoma Works Access for All was

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developed as a system-wide effort to coordinate training and strategies in support of making one-stop American Job Centers and technology accessible to individuals with disabilities, as described in 29 CFR part 38, the implementing regulations of WIOA Section 188. The Star Accessibility Framework operationalizes the Access for All system strategy by providing an assessment tool for the continuous improvement of the workforce system in the areas of customer service, training, outreach, and physical accessibility. The Star Accessibility Framework Rubric is designed to be a tool in support of continuous improvement at American Job Centers and system efforts including but not limited to center certification and strategic planning. In Phase I of implementation of the Star Accessibility Framework, local workforce development areas will conduct an initial assessment of centers.

One-stop centers will be assessed no less than once every two years. Each local board will direct additional assessments at their discretion and must electronically submit an update to OESC. Assessment teams will be established by the local boards and are responsible for conducting independent and objective assessments of one-stop sites and providing scoring outcomes to the local boards and region. Each local assessment team will adopt a peer evaluation model and include representatives from multiple workforce system partners or programs. Assessment teams may include local experts who represent targeted populations, experts from the state level, a third-party evaluator, or experts from outside the local area to ensure evaluations are equitable. A representative from the assessment team should be identified as the primary contact person.

Each board will establish an assessment process which must be established through local policy or a guidance letter. The process should include a timeline for completion of the process and any forms developed by the local area for the completion of the assessment process. An example process that includes an application, desk review, and on-site review is provided in the state guidance for center certification (OWDI #01-2019). Aligning the assessment process with the procedures and documentation required for center certification is recommended.

Once the review has been completed, the assessment team shall present within 30 days a completed score sheet for each evaluator and a letter on behalf of the team summarizing the results of the assessment for each center. Each board will make the results of the assessment available to their board members for review and strategic discussion. The assessment results from the local areas will be reviewed by a joint taskforce including members of the Star Accessibility Framework work group and members of the System Oversight Subcommittee of the Workforce System Oversight Committee for the purpose of process oversight and coordination of training resources. The State board will review the evaluation criteria and process every two years as part of the review and modification of the state planning process.

The scoring rubric uses a five-star scoring method to assess the one-stop center. Additional evaluative comments are also added to the assessment. This star system rating greatly helps each of our boards and our Region to better know how accessible each center is. The range from simple compliance to being proactive in its approach to accessibility helps us to aim higher and better serve all individuals connecting with our services.

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The Region will identify and promote proven initiatives for meeting the needs of employers, and all career seekers, including individuals with barriers to employment. This includes ensuring the local workforce development system provides physical and programmatic accessibility in accordance with applicable WIOA non-discrimination requirements (and applicable provisions) of the Americans with Disabilities Act of 1990 (ADA) and subsequent amendments. AJCs within the Region are in full compliance with Section 188 of the Workforce Innovation and Opportunities Act (WIOA).

**Strengthen linkages between the one-stop delivery system and unemployment insurance programs**

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 Region strives to strengthen linkages between the One-Stop delivery system and unemployment insurance programs 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. The Region strives to set up its American Job Centers to not only provide meaningful access to UI programs but to also be a key connector to all available workforce development programs that might be a benefit to all job seekers, including UI claimants.

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 Centers located throughout the Region 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

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management system, we anticipate referrals to happen in real-time with electronic tracking mechanisms. Appropriate informational services and referrals from the Region's One-Stop system and partners are critical in linking Unemployment Insurance to the broader workforce system.

**Ensure priority for adult career and training services will be given to recipients of public assistance**

As stated in WIOA Section 134(3), concerning individualized career services and training services funded with WIOA adult funds, the priority of service must be given to recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient. Veterans are also a priority population as a result of the Jobs for Veterans Act of 2002. Under WIOA, Priority of service must be provided regardless of the level of funds.

TA 01-2021/WTSA 02-2024 states local workforce boards must establish written policies and procedures to ensure priority for the populations served in the WIOA Adult programs. As part of regular monitoring and oversight responsibilities, OESC staff is required to ensure all local areas have developed and implemented such policies, and that the policies demonstrate how the priority of service is tracked, which may include tracking referrals from partner entities and programs such as Temporary Assistance for Needy Families (TANF), the Supplemental Nutrition Assistance Program (SNAP), and Adult Basic Education (ABE). The local areas within the Region will have policies and procedures developed to ensure priority of service guidelines are established and followed to meet the needs of the citizens we serve.

**Additional Regional Service Strategies**

Additionally, the Region has established several goals for this planning period that will help to facilitate greater coordination between the two boards. These additional service strategies include:

- The Region has established the goal of creating a cooperative service agreement by the end of Program Year 2021.
- The Region will utilize MOUs between partners to workforce partners to establish additional coordinated service strategies across multiple workforce development programs in the region.
- The Region will look for opportunities to contract with or negotiate agreements with public and/or private transportation entities to better provide access to transportation services to the customers we serve. GCWDB currently has an agreement in place of this nature with MODUS which could be expanded in the future.
- The Region will work with existing public and/or private transportation organizations to engage in dialogues related to expanded access to areas of unmet need. For example, Tulsa transit is looking at an expansion of a route that runs from 46th North to the Port, as well as routes that better serve the industrial parks and the new Tulsa workforce center.
- The Region will also work with transportation providers seeking to better connect rural and urban areas such as Pelivan which originated out of Northeast Oklahoma but now also reaches Tulsa.

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**9. Describe how administrative cost arrangements have been coordinated, including pooling funds for administrative costs, as appropriate.**

The Region is in the developmental stages of these coordinated efforts. Initial planning has taken place about potentially sharing costs associated with service provider contracts. Past items of consideration for potential shared costs include shared board staff, shared fiscal agent, shared one-stop operator, shared business services, and a common client intake tool. The Northeast Region will continue to work with OESC to fully understand and identify allowable costs permitted under these cost arrangements.

**10. Describe the coordination amongst the planning region for the provision of transportation, including:**

- a. An outline of transportation issues related to workforce development and ways the region will address identified needs. This may include a map of the regional commuting patterns.**
- b. Whether the provision of transportation services can be enhanced, and if so, how.**
- c. What organizations currently provide, or could provide transportation services**
- d. An established process to promote coordination of transportation supportive services delivery.**
- e. If the region has determined regional coordination of transportation not to be appropriate for the planning region at this time, discuss how that determination was made.**

Transportation is a substantial hurdle in Northeast Oklahoma. It has been difficult to capture accurate data on what percentage of individuals who are currently unemployed would be working if they had more transportation options available to them, especially in the area of public transportation. There are many areas where public transportation options simply aren't available for individuals to get to work sites, including in areas where there is high demand for workers, including Port of Catoosa, Mid America Industrial Park and Cherokee Industrial Park and other rural parts of the region.

Transportation shortcomings were identified in our SWOT analysis as areas of weakness and threats to overall success. Our Region will work on ways to collect data on potential workers without transportation to create effective strategies to fill gaps. Several organizations in the Region provide van-based transportation for some populations. Pelivan, various tribal organizations, Ki Bois Area Transit System (KATS), and vRide provide such services, but currently, they are not coordinated across the region.

To avoid duplication of services and maximize braiding of funding streams co-enrolled participants are case managed collaboratively. All supportive services are coordinated by the



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primary case manager. Transportation solutions are varied. Mileage reimbursements, gas cards, bus passes, and reimbursement for taxi or rideshare may be available depending on the workforce center location to enable the participants to participate in WIOA activities. Community programs such as work release, homeless shelters, refugee services or others may coordinate their own shuttles from their locations to the AJC for specialized service events.

Additionally, supportive service strategies that are intertwined with transportation strategies have been listed out in Section 8 of this plan.

**11. Describe the coordination amongst the planning region for the provision of other appropriate supportive services in the planning region, including:**

- a. A copy of the Job Seeker Wrap Around Services Service Matrix**
- b. Whether the provision of supportive services could be enhanced, and if so, how.**
- c. What organizations currently provide or could provide supportive services.**
- d. Establishing a process to promote coordination of supportive services delivery.**
- e. If the region has determined regional coordination of support services not to be appropriate for the planning region at this time, discuss how that determination was made.**

Each workforce board has existing asset maps which have been developed and are being developed as a nearly comprehensive list of supportive services and connecting points for workforce development programs. These asset maps will be utilized by the Region and will be updated regularly. As part of the process for developing this list, we will tap into the expertise of our workforce partner programs and local tribes to ensure we can identify the most possible resources. These asset maps will be utilized by American Job Center staff and will be used to connect our customers with the resources they need beyond regular job search assistance. The Northeast Asset Map has been included in the appendix for reference.

As demonstrated in the response to Question 10, transportation is a critical element to workforce success. Our Region will work to align supportive service policies and procedures to help ensure that the transportation needs of program participants can be met to the best extent possible given the known deficiencies in available public transportation systems in Northeast Oklahoma.

The Region also works closely with Modus, a transportation organization that enables people to get to their social service and medical appointments, and ensures they know how to use the city's transit system. The curb-to-curb transportation service, Modus Drive, allows social service agencies to focus on their core services and ensures everyone gets the services they need, while ModusEd trains every high school student at Tulsa Public Schools to use the city's transit system. Together, Modus Drive and ModusEd increase youth transit use, reduce agency spending on inefficient transportation, and increase access to healthcare and social services.

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**12. Describe the process to develop, and the finalized agreement concerning how the region will collectively negotiate and reach agreement with the Governor on local levels of performance for, and report on, the performance accountability measure described in WIOA Section 106(c) for local areas or the planning region.**

Each local board in the Northeast Region will individually negotiate their local levels of performance with the Governor per WIOA Section 106(c). Before negotiating these levels of performance, representatives of the two Boards in this region may collectively meet and review existing performance measures and successes/failures related to existing measures. A joint strategy session may be held where these representatives can communicate about each board's needs and strategy for local plan negotiations.

**13. The process the planning region undertook to provide input to the development of the plan, and a 30 day public comment period of the regional plan, before submission.**

The Public Comment period met the requirements outlined for submission. The plan will be published on the websites of each respective board in the region. All comments will be reviewed to make improvements to the plan. The region will complete the following tasks as part of the regional planning process:

- Published means of accessing copies of the proposed regional plan; and
- Facilitated public access to digital copies of the Regional and Local Plan via the board websites.

During the development of this plan, open meetings were held with both boards where regional planning was listed as an agenda item. Public comment was available at those meetings, and the meetings were open to the public to attend and learn about the regional planning process.

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Appendices

Appendix 1: Business Services Plan  
Northeast Workforce Board Business Services Plan

Workforce Innovation and Opportunity Act



Business Services Plan

No individual in the United States may, on the basis of race, color, religion, sex, national origin, age, disability, or political affiliation or belief, or, for beneficiaries, applicants, and participants only, on the basis of citizenship or participation in any WIOA Title I-financially assisted program or activity, be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration of or in connection with any WIOA Title I-financially assisted program or activity.



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Equal opportunity employer/program.  
Auxiliary aids and services are available upon request to individuals with disabilities.



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Equal opportunity employer/program, auxiliary aids and services are available upon request to individuals with disabilities. TTY to voice services through Relay Oklahoma are available by calling 711 1-800-722-0353.

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**Purpose**

To provide guidance and establish the Northeast Workforce Development Board's (NEWDB) plan for the delivery of business services in Northeast Oklahoma in accordance with Oklahoma Office of Workforce Development (OESC) policy issuance OWDI # 01-2020 (and subsequent guidance).

In accordance with WIOA, the NEWDB Business Services Plan is designed to support Oklahoma's workforce development system through targeted programs and strategies that address the needs of businesses within the Northeast Workforce Development Area (NEWDA). Through the Oklahoma Works American Job Centers (OWAJC), NEWDA core partners, required partners and other workforce partner entities the NEWDB Business Services team develops, offers, and delivers quality business services that assist businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy.

**References**

- WIOA sec. 108(b)(4)
- WIOA sec 134(c)(1)(A)(v) and (d)(1)(A)
- 20 CFR 678.435
- 34 CFR 361.435
- 34 CFR 463.435
- TEGL No. 16-16
- TEGL No. 16-16 Change 1
- OWDI #06-2018
- OWDI 02-2020

**Message**

The Joint WIOA Final Rule requires the provision of business services through the American Job Center (AJC) network, to support a local workforce development system that meets the needs of businesses in the local area. Through the Oklahoma Works American Job Centers (OWAJC), the core partners and other workforce partner entities (as determined by the NEWDB) will develop, offer, and deliver quality business services that assist businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy. To support area employers and industry sectors most effectively, OWAJC staff (including designated partner program staff) must:

- Have a clear understanding of industry skill needs;
- Identify appropriate strategies for assisting employers and coordinate business services activities across OWAJC partner programs and local economic development agencies, as appropriate; and
- Incorporate an integrated and aligned business services strategy among OWAJC partners to present a unified voice for the American Job Center in its communications with employers.

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document, and we will provide the information in your preferred language at no cost to you. Call Jeremy Frutchev 405.269.2821

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*BABEL NOTICE: (29CFR 38.9(g)(3)): This document contains vital service information. If English is not your preferred language, please contact:*

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*To enable telephone conversation between people with speech or hearing loss and people without speech or hearing loss please call Oklahoma Relay at 711 (<http://www.oklahomarelay.com/711.html>) or TDD/TTY: 800-722-0353.*

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## Vision

The Northeast Workforce Development Board Area will have a world-class workforce that is educated, skilled, and working in demand occupations that meet the local employer needs in order to keep Oklahoma's economy competitive in the global marketplace.

## Strategy

In order to accomplish the NEWDB vision, the Business Services team will build on existing practices and focus on key areas of business services development that add value to employers and functionally support the Northeast workforce system as a whole, including the training programs, sector strategies and career pathways. The Business Service team will focus efforts on coordinating and connecting local and state economic development and chambers of commerce, strengthen linkages, and streamline services within the one-stop delivery system, OWAJCs. Additionally, the Business Services team will facilitate business engagement in workforce development programs and services that effectively:

- Facilitate engagement of employers in workforce development programs, including small employers and employers in in-demand industry sectors and occupations;
- Support a local workforce development system that meets the needs of businesses in the local area;
- Better coordinate workforce development programs and economic development; and
- Strengthen linkages between the one-stop delivery system (OWAJC) and unemployment insurance programs.

## Strategic Goals

The NEWDB Business Service Team is required to facilitate engagement in workforce development programs. The goals of business engagement goals are to:

- Increase awareness of services and resources provided through the workforce system;
- Increase the likelihood of employers hiring job seekers through the workforce system;
- Create and strengthen career pathways aligned to business and industry demand;
- Provide business intelligence to employers, intermediaries, and partners to ensure the workforce is relevant and useful;
- Ensure strong talent pipelines for demand occupations that allow businesses to grow and be successful; and
- Establish the NEWDB as an integral partner that adds value to regional economic development efforts by making connections to workforce strategies, solutions, and cutting-edge labor market research and data.

### Goal One

Increase awareness of services and resources provided through the workforce system.

### Goal One Objectives:

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- a) The NEWDB will utilize multiple platforms to help showcase service availability to employers, such as social media (Facebook, LinkedIn, etc.) as well as ongoing communications with community partners
- b) Engaging employers and the public at various hosted events, such as job fairs, hiring events, Elevate Youth Summit, and roundtables to discuss the opportunities available for no cost
- c) Collaborate with community partners and agencies, when available, to help showcase employers to the ease of braided services for maximum support
- d) Spotlight successes within NEWDB service delivery to help identify ways business customers and businesses can achieve similar successes within their company
- e) Develop and disperse the NE brand to be utilized across all social platforms and deliverable content in order to create and maintain a specific branded image

**Goal Two**

Increase the likelihood of employers hiring job seekers through the workforce system.

**Goal Two Objectives:**

- a) Utilization of a Hot Jobs list where employers can spotlight their current openings in order to help with recruitment efforts.
- b) Utilization of the Hot Jobs list to showcase open work-site agreements in order to attract referrals to internal paid internships.
- c) Develop a linkage of services for customers needing assistance with placement, directly encouraging Work Experience opportunities that can lead to full time employment with the ability to transition into an On-the-Job Training
- d) Increasing awareness and usage of Registered Apprenticeships that can lead employers to recruit and retain staff that can be referred from the OWAJC and be eligible for above mentioned work-based learning opportunities
- e) Spotlight availability of “in-house” events held at the OWAJCs to help expand the availability of the local labor pool available through job centers.

**Goal Three**

Ensure the principles of Quality Jobs to create a shared vision of job quality, equality, and equity, is at the core of business services strategies in the NEWDB service area.

**Goal Three Objectives:**

- a) Work with businesses to establish a clear baseline of a quality job, the need for a living wage and workplace physical and psychological safety.
- b) Use the job quality toolkit to engage employers in dialogue, action, and measurement cycle to help them understand what workers value, want, and need.
- c) Deliver the eight drivers that impact job quality to all employers during business service delivery.

**Goal Four**

Provide business intelligence to employers, intermediaries, and partners to ensure the workforce is relevant and useful.

**Goal Four Objectives:**

- a) Develop proactive linkage and referral of establishments to community resources that support their workforce needs

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- b) Connect local partners and business customers with current data and trends that directly affect hiring and recruitment needs and barriers

**Goal Five**

Ensure a strong talent pipeline for demand occupations that allow businesses to grow and be successful.

**Goal Five Objectives:**

- a) Conduct coordinated outreach efforts on social media platforms in order to increase awareness of the training services available through the Oklahoma Works American Jobs Centers.
- b) Coordinate with partners who work directly with jobseekers to ensure all the partner network is equipped to deliver quality businesses services.
- c) Build robust sector partnerships that will bring businesses together to tackle industry challenges and align career pathways.
- d) Connect employers to the pipeline of job seekers through hiring events, referrals from WIOA Title 1 participants who have completed training,
- e) Provide work-based learning opportunities to area businesses and work with partners to advance Registered Apprenticeships

**Goal Six**

Establish the NEWDB as an integral partner that adds value to regional economic development efforts by making connections to workforce strategies, solutions, and cutting-edge labor market research and data.

**Goal Six Objectives:**

- a) Utilization of LMI from key partners and sources, such as Lightcast, and collaborate with mandatory and community partners through the Northeast Business and Workforce Alliance
- b) Establish open communication with local Economic Development entities and Chambers of Commerce to help establish NEWDB as a vital partner in local employment efforts
- c) Build ongoing rapport through open communication and partnerships through localized Sector Partnerships and building stronger in-demand industries

**Delivery of Business Services**

In accordance with WIOA Title 1, the Northeast Workforce Development Board Business Services Plan is designed to support Oklahoma's workforce development system through targeted programs and strategies that address the needs of businesses within the Northeast Workforce Development Area (NEWDA). Through the Oklahoma Works American Job Centers (OWAJC), core partners, required partners and other workforce partner entities the Business Services Team develops, offers, and delivers quality business services that assist businesses and industry sectors in overcoming the challenges of recruiting, retaining, and developing talent for the regional economy.



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Businesses should have access to a one-stop experience in which high quality and professional services are provided across partner programs in a seamless manner. The NEWDB is positioned to provide a single point of contact to each employer representing all core programs and provide services to the area businesses as a unified unit. Effective business services are developed in a manner that supports engagement of employers of all sizes in the context of both regional and local economies avoiding multiple uncoordinated contacts.

The NEWDB Business Service Plan is intended to provide a roadmap for internal and external workforce system partners, employers, and participants that effectively address skills gaps in Northeast Oklahoma and ensure the effectiveness of the One-Stop Delivery System in addressing employer needs.

## Core Business Services

The business services must fall within the eight (8) Core Program Services included within this guidance; however, the description of services is a non-exhaustive list as not to restrict innovative thinking about methods of service provision.

The NEWDB has the flexibility for the development of sector-based strategies that support the needs of the area's businesses and comply with relevant statutory provisions.

Through an employer-focused approach of delivering quality workforce development services, the business services team will support NEWDA employers and industry sectors by focusing efforts around the following eight (8) Core Services:

- Employer Information and Support Services
- Workforce Recruitment Assistance
- Engaged in Strategic Planning/Economic Development
- Accessing Untapped Labor Pools
- Training Services
- Incumbent Worker Training
- Rapid Response/Business Downsizing Assistance
- Planning Layoff Response

### Business Services Team Structure and Function

The NEWDB Business Service Team (BST) is staffed by WIOA core partners, including Wagner-Peyser, Workforce System Coordinator, Adult Education and Literacy, Vocational Rehabilitation, and NEWDB team members. The core partners have designated staff members to represent their organizations on the BST.

### Process for Delivering Business Services

Through outreach efforts, hiring events, partner input, and word of mouth, business referrals are directed to the Business Service Consultant (BSC). Additionally, the NEWDB website is another access point for referrals and information about business services. Upon notice of a referral, the BSC follows up on all referrals to identify the needs of the business. The process for delivering services begins with developing an understanding of the employer's needs through a

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preliminary meeting. During this preliminary meeting, a business plan or service proposal can be designed.

When setting up a meeting with an employer, the business services team will use the Business Contact Tracking Report, or other NEWDB approved tracking processes, to document upcoming appointments and record outcomes. All business contacts recorded in the contact list will be transferred to OJM, the state mandated system for official record keeping.

The NEWDB will ensure:

- FTEs are trained in required activities.
- All core business services are made available and provided in the local area/region, including
  - Rapid Response/layoff aversion,
  - Data provision,
  - Register Apprenticeship (RA) outreach and program development,
  - Employer focused events (a minimum of three per quarter),
  - Sector partnership support,
  - Competency-based hiring, and
  - Employer incentive promotion and training.
- The development of a coordinated business services strategic plan for the region that includes workforce development and economic development and/or chamber staff.
  - This should include a business needs assessment to inform strategy (e.g., LMI data review, employer focus groups, interviews, survey data, etc.)
  - OESC may offer technical assistance in the form of local team facilitation
- Monitoring of performance and implementation of continuous improvement strategies as needed.
- Promotion of business services via NEWDB website.
- Partnership with economic development, chambers, and Oklahoma Department of Commerce (ODOC) teams on an ad-hoc basis in order to develop workforce development strategies and solutions for business recruitment and expansion activities.
- The development of a communications strategy for employer engagement activities.

## **Employer Engagement**

While employer engagement occurs through multiple methods, site visits, telephone calls, industry meetings, and etc., identifying business contacts ahead of time allows the business services team an opportunity to conduct background research on the company through OJM, other team members or partners, or through examining the company website to gain a better understanding of the company operations, past services through the NEWDB or system partners.

This initial step, if carried out effectively, will provide the criteria to screen candidates according to the unique needs of a company. The data from outreach activities recorded in OJM helps to

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ensure full coverage of the NEWDB area and to track the responsiveness of businesses to WIOA programs. Full disclosure of employer outreach will be disclosed during partner staff meetings to avoid excessive contact; it is important to be respectful and not solicit so often that it can be viewed as burdensome.

Obtaining background information on a company allows the Business Services Team to focus the engagement on the specific needs of a company rather than rely on simply listing services. When meeting with employers, team members should focus on listening and allowing an employer to express their needs before outlining the list of business services available.

The goal of the Business Service Team should be aiding businesses to develop the long-term strength of the workforce, not just providing an activity only to meet performance measures. Meaningful employer engagement is an exchange of dialog between the team member and the company representative that addresses the business' concerns through customized business service solutions. It is important to ask probing questions to gain a better understanding of needs in order to provide solutions that can benefit the employer and help develop their workforce. The goal is to transform the workforce in a meaningful way rather than offer solutions to non-existent problems.

#### Knowledge of Services

Credibility is established through broad knowledge of programs offered by the Business Service Team. Each Business Service Team member must:

- Include a narrative concerning goals and obstacles anticipated during development
- Use this plan as guidance for how to best approach businesses
- Develop a clear understanding of industry skill needs;
- Identify appropriate strategies for assisting employers and coordinate business services activities across OWAJC partner programs and local economic development agencies, as appropriate
- Incorporate an integrated and aligned business services strategy among OWAJC partners to present a unified voice for the American Job Center in its communications with employers
- Facilitate engagement of employers in workforce development programs, including small employers and employers in in-demand industry sectors and occupations
- Support a local workforce development system that meets the needs of businesses
- Enhance coordination of workforce development programs and economic development; and
- Strengthen linkages between the one-stop delivery system (OWAJC) and unemployment insurance programs.
- The Business Service Team is responsible for meeting directly with business leaders. During these meetings the team will form positive relationships, assess the needs of the employer, and formulate a customized plan to develop the targeted workforce
- The Business Service Team will provide timely updates to the Business Services Consultant to disclose information regarding which employers they met with, which programs were offered, and how many employees will be served
- The Business Service Consultant will track and manage business service contacts and data entry by all team members to ensure accuracy of reporting

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- The Business Service Consultant is responsible for compiling data, based on recorded business service activities and submitting reports as required to the NEWDB and state and federal reporting authorities for performance review
- Include a narrative concerning goals and obstacles anticipated during development
- Use this plan as guidance for how to best approach businesses

To establish a professional presence when approaching businesses, the Business Service Team must have an in-depth understanding of the programs offered by the Northeast One-Stop Delivery System. Team members must be able to confidently explain the requirements and benefits of each program, including Title I Adult, Dislocated Worker Youth, Title II Adult Basic Education, Title III Wagner Peyser and Title IV Department of Rehabilitation Services. Business Service Team members must be able to effectively communicate how WIOA Title 1 services can work in concert to maximize positive results for businesses, including the benefits of the following to employers: WOTC, Federal Bonding, Registered Apprenticeship, Training Assistance, Internships (Work Experience) Incumbent Worker Training, and the On-the-Job Training.

When possible, the Business Service Team should use labor market information (LMI) and develop profiles before consulting with both employers and job seekers. LMI is useful because it explains which career paths are growing within the Northeast Workforce Development Area and helps businesses identify trends in education and training that can assist them in understanding the needs of their workforce.

**Business Services Toolkit**

To ensure businesses receive appropriate levels of support based on their organizational needs, the Business Services Team will build their knowledge of services available and work toward improving processes for services delivery by focusing on the following priority business services:

- LMI Reports with recommendations on recruitment strategies
  - Competency-based hiring practices/Skills Based Training
  - Assessing new hires for hidden skills using a competency-based skills assessment agreed upon by the business services team
  - Screening candidates for hire
  - Examples of competency-based assessments may include, but are not limited to: introduction to safety credentials, and computer familiarity skill assessments
  - Sector partnerships
  - Expanding Registered Apprenticeship (RA) opportunities
  - Employer-focused events and outreach
    - Specialized recruitment events/job fairs. OESC monthly hiring events.
    - Workforce Summit
    - RA/Work-Based Learning (WBL) Summit
    - Disabilities Summit
    - Youth Summit
    - Rapid Response - WIOA required

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- Layoff Aversion - WIOA required
- Promotion of employer incentives (RA tax credit, Work Opportunity Tax Credit (WOTC), Incumbent Worker Training (IWT), etc.

Other business services tools:

- Posting job orders, including job order analytics
- Promoting OWAJCs and OKJobMatch as part of communications strategy
- Providing space for interviews at the OWAJC
- Deliver Skillful Talent workshops to employers

## EQUAL OPPORTUNITY AND NONDISCRIMINATION STATEMENT

All Recipients, and Sub recipients/Sub grantees must comply with WIOA's Equal Opportunity and Nondiscrimination provisions which prohibit discrimination on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, political affiliation or belief, or, for beneficiaries, applicants, and participants only, on the basis of citizenship status or participation in a WIOA Title-I financially assisted program or activity.

Approved by:  
NEWDB Members Present 8/9/2023

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# Business Services Proposal

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## Overview

We appreciate this opportunity to present the Green Country Workforce Development Board-Business Services Proposal. We are committed to identifying opportunities to work together with the Governor’s Strategic Economic Development Plan continuing to enhance our local economic development. The Green Country Workforce Development Area (GCWDA) encompasses an 11-county region in Green Country including:

- **Adair**
- **McIntosh**
- **Osage**
- **Tulsa**
- **Cherokee**
- **Muskogee**
- **Pawnee**
- **Wagoner**
- **Creek**
- **Okmulgee**
- **Sequoyah**

GCWDB Business Services Team is committed to serving the following:

- Unfilled jobs
- Worker shortages across our local communities and education groups
- Growth of in demand occupations
- Skills development
- Purpose and Structure

GCWDB Business Services Team are collaborating with our local core partners, businesses and leaders in Adair, McIntosh, Osage, Tulsa, Cherokee, Muskogee, Pawnee, Wagoner, Creek, Okmulgee, and Sequoyah counties.

GCWDB Business Services Team provides individualized consultations, networking with other core partners to deliver solutions that have tangible targeted outcome. The services that we are providing are creating favorable workforce conditions in Oklahoma. The key to change is identifying barriers, offering resources that move the needle toward growth and profitability. GCWDB Business Services Team is doing that here in Green County. GCWDB Business Services Team members are seizing the opportunities to be part of paradigm change “Oklahoma stands poised to lead the nation on arguably the most critical economic challenge of our time”. We are working effortlessly to inform businesses of the misalignments and develop opportunities for them

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to implement them, including incumbent worker training and registered apprenticeships. We work with employers to fill the current labor shortages and develop its talent pipeline as we go by providing cohesive workforce development plans that serve the needs of individuals and businesses.

- Navigate Workforce Development and Economic Development cohesively to achieve Industry-Driven Innovation
- Strong relationship and collaboration efforts with OESC. Presenting a united front to the business community accelerates the success of adapting to social and economic patterns/trends impacting Oklahoma.
- Intentional conversations surrounding family sustainable wages, study social and economic trends within Oklahoma and educating businesses to promote longevity and make generational changes.

The Green Country Workforce Development Board, specifically Business Services, believes that we in conjunction with many entities can accomplish the key dimensions relevant to the workforce here in Oklahoma. WIOA funding will continue producing economic growth in our great state through Business Services stewarding our efforts to engage employers in workforce development programs tailored to their specific needs. Green Country has a unique demographic from highly populated Tulsa and Creek counties to Adair, Sequoyah, and Wagoner counties. Green Country business services staff look forward to working with diversity within our 11 unique counties. Initial contact is that first opportunity to leave a lasting impression. Our business services team takes that first opportunity seriously, investing one on one time with the business liaison. Developing customized business services tailored for the employer. Referral of qualified participants to the employer. Customized recruitment events and related services to the employer. Human Resource consultation services include such services as writing/reviewing job descriptions, analyzing employee turnover, customizing labor market information, explaining labor and employment laws. discrimination, wage/hour, and safety/health regulations. Green Country Workforce Development Board - Business Services Team members are dedicated to strengthening and growing our economic development in Oklahoma.

## Goals and Strategy

The Green Country Workforce Development Board Business Services Team establishes and maintain professional relationships within our 11 counties. We provide businesses trust, predictability, and professional guidance with our business services team.

Our goals are utilizing the funding as outlined below:

The GCWDB Business Services Team connects local employers with resources that we break down into four categories based on who delivers services.



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- **Business Services Network Services** are provided by the workforce and economic development organizations partnered with GCWDB through our referral network. These services give the Business Services Consultant an opportunity to make quality referrals and bring partners together to solve employer challenges. Business Services Consultants should always be looking for new resources and working to maintain relationships with our network partners.
- **Core Services**
  - Rapid Response
  - Incumbent Worker Training
  - Skillful Talent Series
  - Job Descriptions
  - Job Posting – Case Manager Referrals
  - Job Fairs
  - Labor Market Information
  - Labor Pipelines
  - Refugee Employment Assistance

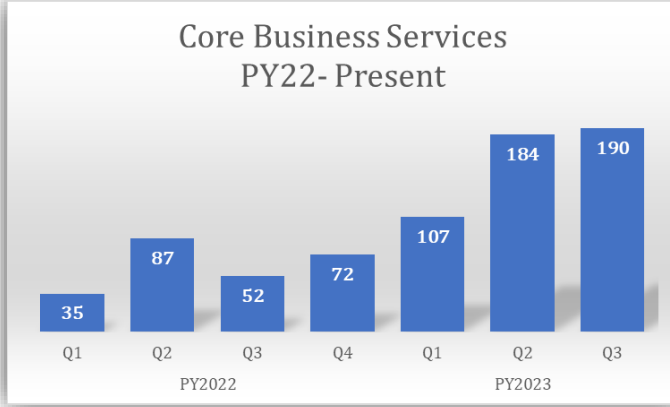


Some Employer Focused Events Include:

- Employer Hiring Events
- Presentations to Businesses
- Skillful Training for Businesses
- Various Sector Summits
- Job Fairs
- Rapid Responses

Core Business Service Examples:

- Work Experience Activities
- Recruitment Assistance
- Customized Labor Market Information
- Pre-Screening Interviews
- On-the-Job Training
- Incumbent Worker Training



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## Financial Outlook

In the program year 2023, the Green Country area has invested over \$75,000 into On-the-Job Training Opportunities as of March 2024. Employers participating gain a skilled worker and receive back part of the incurred expense tied to training that employee. We have also invested over \$125,000 in Work Experience/Transitional Job Opportunities, saving employers money while still providing them with skilled workers.

In 2024, we plan to increase these numbers as well as increase our Incumbent Worker Training Opportunities. Recently, the Green Country area began working with Halo Animal clinic to help the business retain and upskill a current employee through incumbent worker training. In the coming year we plan to grow this service and offer it to more businesses in need.

The services we are able to provide to our local businesses are incredibly financially beneficial. As stated above, there is the obvious financial savings with work-based learning opportunities, but there are other indirect savings. Our services can help prevent loss of future business, turnover cost, human resource costs, and so much more. Hiring new employees involves advertising, screening, interviewing, and onboarding expenses. These costs can add up quickly, especially if turnover rates are high. Our staff can help with these needs and save businesses countless dollars.

## Future Plans and Milestones

As we reflect on our past performance and success, we are inspired and energized for what this means for the future of Oklahoma, specifically our 11-counties. The number of employer focused events we have been able to plan, and implement has increased and will continue to rise as we continue to build recognition with local employers. In PY 2022, we had 13 employer focused events, so far in PY 2023 (July-March) our business service staff have held 16 employer focused events with several more planned for the fourth quarter and for the next program year.

We are planning with Department of Corrections to host a Re-Entry Job Fair in our area for soon to be released individuals. This event has been a success in other areas and we look forward to continuing that success in South Central. Along with the job fair with Department of Corrections, we are in the beginning stages of planning a Re-Entry Simulation that we hope to have in the fall. We also have several summits planned for PY24, one will be on the Healthcare Sector in Grady and Caddo counties. Our plans are well on the way, not to mention the various job fairs we will be collaborating with.

Along with these specific employer focused events we will also be continuing to serve businesses on an individual level and providing them with customized services to fit their needs. Much like our



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number of employer focused events, our number of core business services to employers has increased significantly as well. In PY2022 we provided 246 services to individual businesses. So far in PY23, that number has doubled and will continue to grow in this last quarter into the next program year.

## Conclusion

Over the past four years, our business service team has diligently expanded its efforts, crafting innovative strategies and delivering a wide array of solutions to support local businesses. From customized on-the-job training plans and incumbent worker programs to hosting career/job fairs and facilitating essential partnerships, our services are designed to nurture the growth and success of our community's businesses.

Looking ahead, we remain focused on exceeding expectations and driving impactful change. Our proposed goals for the next year highlight our commitment to innovation and adaptability, aiming to develop even more strategies to address evolving workforce needs. Initiatives such as the Re-Entry Simulation with the Department of Corrections and targeted employer-focused events demonstrate our proactive approach to meeting the diverse needs of both businesses and job seekers.

Financially, our investments yield tangible returns for businesses, not only through direct cost savings but also by mitigating turnover expenses and enhancing overall operational efficiency. With a comprehensive understanding of the local workforce dynamics and a dedication to continuous improvement, we are poised to deliver even greater value to our community's businesses in the years to come.

# NORTHEAST OKLAHOMA WORKFORCE DEVELOPMENT BOARD



## Partner Resource Directory

The following provider directory is intended to be a resource to better understand the service offerings of workforce, training, education, and wrap-around service organizations across the NE region in order to make excellent customer referrals as well as to identify new and innovative partnership opportunities. For more information, please contact Ashley Arenivar at [ashley.arenivar@northeastworkforceboard.com](mailto:ashley.arenivar@northeastworkforceboard.com).

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1. Organization Name	<b>AARP Foundation</b>				
2. Address	4823 S. Sheridan Rd. #304 Tulsa, OK 74145				
Phone	918-621-4480	Website	www.aarpfoundation.org	Hours of Operation	8-4
3. Point of Contact Name	Traci Gazaway	Title	Project Director		
Email	tgazaway@aarp.org	Phone	918-621-4480		
4. Primary services provided to students, job seekers, workers	AARP Foundation works with individuals 55 and over by providing them with paid training				
5. Eligibility requirements to receive services	Must be 55 or over, unemployed and willing to look for a job and must be within Income Guidelines				
6. Areas of service expertise	We have training designed to provide participants with a variety of insightful information to build lasting skills they can use in their employment endeavors				
7. Primary target adult populations served	55 and older				
8. Organizations we partner/collaborate with beyond referrals	Oklahoma Works American Job Centers				



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1. Organization Name	<b>Bartlesville Adult Learning Center</b>				
2. Address	1700 Hillcrest Dr., Bartlesville, OK 74003				
Phone	918-336-6560	Website	<a href="https://www.bps-ok.org/page/adult-education">https://www.bps-ok.org/page/adult-education</a>	Hours of Operation	Monday-Thursday 8a-4p
3. Point of Contact Name	Joni Pollin	Title	ABE Coordinator		
Email	pollinj@bps-ok.org	Phone	918-336-3311 ext. 1011		
4. Primary services provided to students, job seekers, workers	Adult Literacy and GED Preparation				
5. Eligibility requirements to receive services	16+ years of age (16/17 must be completely withdrawn from all public-school services and must complete minor interview with staff, parent/guardian, and minor student) *Must have government issued photo ID (required for GED testing)				
6. Areas of service expertise	Reading, language, math, science, social studies				
7. Primary target adult populations served	Anyone in need of High School Equivalency, post-secondary entrance exam preparation (Accuplacer), improvement in literacy or math skills for work or educational purposes even if they already have HSE.				
8. Organizations we partner/collaborate with beyond referrals	Oklahoma Works American Job Center, Tri County Tech, West Side Community Center, Bartlesville Public Schools				



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1. Organization Name	Bartlesville High School				
2. Address	1700 Hillcrest Dr., Bartlesville, OK 74003				
Phone	918-336-3311	Website	<a href="http://www.bps-ok.org">www.bps-ok.org</a>	Hours of Operation	8a – 5p
3. Point of Contact Name	Marsha Fouts	Title	College and Career Counselor		
Email	FoutsME@bps-ok.org	Phone	918-336-3311 ext.1053		
4. Primary services provided to students, job seekers, workers	Career exploration, navigation, and coaching services Pre-employment assistance (interview coaching, resume preparation, etc.) Education-related services (secondary education) Work-based learning				
5. Eligibility requirements to receive services	High school students				
6. Areas of service expertise	Education				
7. Primary target adult populations served	Preparing all students for the workforce				
8. Organizations we partner/collaborate with beyond referrals	Rogers State University Tri County Tech Bartlesville Oklahoma Works American Job Center Business community in Bartlesville				



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1. Organization Name	<b>Bartlesville Public Schools/Adult Basic Education</b>				
2. Address	1100 SW Jennings Ave, Bartlesville, OK 74003				
Phone	918-336-8600	Website	<a href="https://sites.google.com/a/bps-ok.org/website/">https://sites.google.com/a/bps-ok.org/website/</a>	Hours of Operation	8a – 4p
3. Point of Contact Name	Dr. Stephanie Curtis	Title	Executive Director, Personnel & School Support		
Email	CurtisSA@bps-ok.org	Phone	918-336-8600 ext. 3528		
4. Primary services provided to students, job seekers, workers	Supportive services (e.g. childcare, transportation) Career exploration, navigation, and coaching services Pre-employment assistance (interview coaching, resume preparation, etc.) Education-related services (Adult Education) – Adult Basic Education Education-related services (secondary education), soft skills training Services for non-English speakers and English language-learners/other acclimation services Funding/scholarships for individuals to participate in education or training services Work-based learning				
5. Eligibility requirements to receive services	WIOA Adult Education Federal Eligibility Requirements				
6. Areas of service expertise	Adult Basic Education, GED Testing, Secondary Education				
7. Primary target adult populations served	High School Dropouts At-risk Secondary Students				
8. Organizations we partner/collaborate with beyond referrals	Tri County Tech Oklahoma Works American Job Center Osage Nation Dollar General				



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1. Organization Name	<b>Bartlesville Oklahoma Works American Job Center</b>				
2. Address	210 NE Washington Blvd, Bartlesville, OK 74006				
Phone	918-332-4800	Website	<a href="http://www.oesc.ok.gov">www.oesc.ok.gov</a>	Hours of Operation	8a – 5p
3. Point of Contact Name	Cheryl Ernst	Title	Workforce Center Manager		
Email	cheryl.ernst@oesc.ok.gov	Phone	918-332-4800		
4. Primary services provided to students, job seekers, workers	<p>Career exploration, navigation, and coaching services</p> <p>Pre-employment assistance (interview coaching, resume preparation, etc.)</p> <p>Education-related services (Adult Education) – Adult Basic Education</p> <p>Education-related services (secondary education)</p> <p>Education-related services (post-secondary education)</p> <p>Soft skills training</p> <p>Job search and placement services</p> <p>Job/technical skills training</p> <p>Post-employment retention or advancement services</p> <p>Customized training</p> <p>Funding/scholarships for individuals to participate in education or training services</p> <p>Education-related services (Adult Education) - Adult Learners</p> <p>Work-based learning</p> <p>Disconnected youth</p> <p>Business services</p>				
5. Eligibility requirements to receive services	There are no requirements for universal customers; however, there are eligibility requirements for core programs and services.				
6. Areas of service expertise	<p>Matching jobs and workers to increase the efficiency of local labor markets</p> <p>Providing Unemployment Compensation to support unemployed workers and their communities</p> <p>Preparing a skilled workforce to enhance and align their skills to meet local labor market needs</p> <p>Providing direct linkages to employment services and other core partner services</p> <p>Gathering, analyzing, and disseminating information about the labor force to improve local economic decisions</p>				
7. Primary target adult populations served	Adults, Dislocated Workers and Youth who need assistance in attaining self-sufficient employment through educational and occupational training, or additionally for Youth, assistance in entering Post-Secondary Education. Priority of services for Veterans, recipients of public assistance, low-income individuals and individuals who are basic skills deficient.				
8. Organizations we partner/collaborate with beyond referrals	Cherokee Nation, Department of Rehab Services, Department of Human Services, Career Tech, Adult Basic Education, area businesses, Tulsa Job Corps				



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1. Organization Name	<b>Cherokee Nation Career Services</b>				
2. Address	17675 South Muskogee Ave Tahlequah, OK 74464				
Phone	918-453-5555	Website	<a href="http://www.cherokee.org/all-services/career-services/">www.cherokee.org/all-services/career-services/</a>	Hours of Operation	M-F, 8AM – 5PM
3. Point of Contact Name	Diane Kelley	Title	Executive Director		
Email	diane-kelley@cherokee.org	Phone	918-453-5625		
4. Primary services provided to students, job seekers, workers	<p>Cherokee Nation Career Services develops and encourages individuals to achieve and maintain work habits and skills that promote employability and self-sufficiency.</p> <p>Through collaboration, and regionalism, economic development efforts aim to attract businesses and people to live and/or work in the area.</p> <p>Career Services also oversees many vital programs for the tribe, such as the TERO office, Summer Youth Employment Program, Job Corps, Adult Education Program, vocational training, Reentry program and more.</p>				
5. Eligibility requirements to receive services	Case by Case per program requirements				
6. Areas of service expertise	<p>The Summer Youth Employment Program provides work experience to youth aged 16-24. This program primarily operates during the summer months and typically lasts between six to eight weeks; however, in response to COVID-19, we have temporarily expanded the program guidelines to allow youth work experience opportunities year-round. The summer program also provides leadership and cultural activities to participants. Youth that participate in this program are able to gain experience for future employment.</p> <p>Talking Leaves Job Corps is an Open Entry – Open Exit opportunity for youth aged 16-24. Various training includes academic, vocational and career development, as well as recreational and social activities, community service projects and job placement.</p> <p>Jobs, Opportunities, Benefits and Services (JOBS) Tribal Temporary Assistance for Needy Families (TANF) provides opportunities that will allow families to attain and maintain self-sufficiency by providing temporary support in meeting basic needs, and promoting and offering training/education that will lead to employment. Youth services such as incentives for achievements, grades, attendance, and future/career planning are available to the children on a JOBS TANF case.</p> <p>Leadership activities provide youth with the skills to set goals, be a team player, communicate efficiently, make responsible decisions, and network with other peers and adults for life long connections.</p> <p>Cultural exposure helps them to learn who they are and where they are from. That knowledge and emotional depth creates an invested interest in the area as an adult.</p>				



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<p>7. Primary target adult populations served</p>	<p>Work Experience provides the skills, training, and network needed for future opportunities.</p> <p>Dislocated Workers, Reentry, Unemployed, Underemployed, Cherokee Tribal Citizens, Other Native American Tribal Citizens, Oklahoma Works American Job Center, etc.</p>
<p>8. Organizations we partner/collaborate with beyond referrals</p>	<p>Career Services will work with NEWDB by collaborating on projects within our designated counties. The majority of NEWDBs service area is within our 14 County Reservation, therefore we are focused on similar demographics. Our goals also align with that of NEWDB in that we aim to assist job seekers and employers.</p> <p>Efforts include programs that encompass education, training, rehabilitation, supportive services, and economic development. Through tribal, federal and grant funding, several programs have been established to assist an array of individuals with barriers to employment. Partnering with employers to subsidize a portion of wages for on-the-job training participants opens access to employment to individuals who may lack experience or present other factors that could contribute to a business's hesitation to hire them. In addition to OJT, we partner with business to provide internships in highly specialized industries such as High Voltage Lineman.</p> <p>Our Reentry program provides supportive services that specifically address participant barriers to employment, such as, giving them coping skills through outpatient treatment, helping them get a DL reinstated so they can drive to work or help them obtain clothing and hygiene items to facilitate the interview process.</p> <p>Through partnerships with Career Tech Centers, participants are afforded training in areas including, but not limited to, Health Care, Information Technology, Business Technology, HVAC, Trucking, Security, Carpentry/Construction and Welding.</p> <p>Career Services works with Cherokee Nation Businesses and many other organizations on various economic development projects, including job creation, industry diversification, business retention and expansion, and economy fortification. In order to stay informed on activities within the Cherokee Nation Reservation, staff are members of various economic development agencies, chambers of commerce, and other such organizations.</p>



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1. Organization Name	<b>Claremore Industrial &amp; Economic Development Authority (CIEDA)</b>				
2. Address	104 S Muskogee Ave, Claremore, OK 74017				
Phone	918-283-8240	Website	growclaremore.com	Hours of Operation	8a – 5p
3. Point of Contact Name	Meggie Forman-Knight	Title	Executive Director		
Email	meggie@growclaremore.com	Phone	918-283-8243		
4. Primary services provided to students, job seekers, workers	<p>Career exploration, navigation, and coaching services</p> <p>Pre-employment assistance (interview coaching, resume preparation, etc.)</p> <p>Job search and placement services</p> <p>Post-employment retention or advancement services</p> <p>Industry certifications</p> <p>Work-based learning</p> <p>Justice-involved</p> <p>Disconnected youth</p> <p>Business services</p>				
5. Eligibility requirements to receive services	Our organization focuses on businesses and individuals working and/or residing within Rogers County, OK.				
6. Areas of service expertise	<p>Student placement (18 and older) at manufacturing facilities</p> <p>Collaborative relationship with manufacturing entities, knowledge base of challenges, obstacles and advantages of each business</p> <p>Integration of career pathways within the K - 12 education system</p> <p>Integration of training needs on a technical and higher education level based on industry trends</p> <p>Manufacturing awareness to teachers, students and community population</p>				
7. Primary target adult populations served	<p>Underemployed/under-trained</p> <p>Adults working multiple jobs to make ends meet</p> <p>Adults needing upskilling</p> <p>Adults interested in a career in manufacturing</p>				
8. Organizations we partner/collaborate with beyond referrals	<p>Rogers County Agriculture Education Programs &amp; Schools</p> <p>Cherokee Nation</p> <p>Northeast Tech</p>				



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1. Organization Name	Catoosa Oklahoma Works American Job Center				
2. Address	5238 OK Hwy 167, Catoosa, OK 74015				
Phone		Website	www.oklahomaworks.gov	Hours of Operation	8a-5p
3. Point of Contact Name	Christine Hendrex	Title	Operations Manager		
Email	christine.hendrex@northeastworkforceboard.com	Phone	918-283-8361		
4. Primary services provided to students, job seekers, workers	<p>Career exploration, navigation, and coaching services</p> <p>Pre-employment assistance (interview coaching, resume preparation, etc.)</p> <p>Education-related services (Adult Education) – Adult Basic Education</p> <p>Education-related services (secondary education)</p> <p>Education-related services (post-secondary education)</p> <p>Soft skills training</p> <p>Job search and placement services</p> <p>Job/technical skills training</p> <p>Post-employment retention or advancement services</p> <p>Customized training</p> <p>Funding/scholarships for individuals to participate in education or training services</p> <p>Education-related services (Adult Education) - Adult Learners</p> <p>Work-based learning</p> <p>Disconnected youth</p> <p>Business services</p>				
5. Eligibility requirements to receive services	There are no requirements for universal customers; however, there are eligibility requirements for core programs and services.				
6. Areas of service expertise	<p>Matching jobs and workers to increase the efficiency of local labor markets</p> <p>Providing Unemployment Compensation to support unemployed workers and their communities</p> <p>Preparing a skilled workforce to enhance and align their skills to meet local labor market needs</p> <p>Providing direct linkages to employment services and other core partner services</p> <p>Gathering, analyzing, and disseminating information about the labor force to improve local economic decisions</p>				
7. Primary target adult populations served	Adults, Dislocated Workers and Youth who need assistance in attaining self-sufficient employment through educational and occupational training, or additionally for Youth, assistance in entering Post-Secondary Education. Priority of services for Veterans, recipients of public assistance, low-income individuals and individuals who are basic skills deficient.				
8. Organizations we partner/collaborate beyond referrals	OESC, Cherokee Nation, Department of Rehab Services, Department of Human Services, Career Tech, Adult Basic Education, area businesses				



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1. Organization Name	<b>Compassion Women's Center</b>				
2. Address	1820 N. Sioux Ave Claremore, OK 74017				
Phone	918-923-2085	Website	cwcrogerscounty.org	Hours of Operation	8-5
3. Point of Contact Name	Misty Underwood	Title	Executive Director		
Email	compassionwomenscenter@gmail.com	Phone	918-923-2085		
4. Primary services provided to students, job seekers, workers	Serves women, men, families, and unborn babies who reside primarily in the Rogers County, Oklahoma, area. Compassion Women's Center offers pregnancy testing, information about adoption, parenting, and abortion, childbirth and parenting classes, post abortion support and retreats, miscarriage and infant loss support and remembrance events, and serves as a resource for local assistance programs.				
5. Eligibility requirements to receive services					
6. Areas of service expertise	Pregnancy Testing Information about adoption Parenting Abortion and post abortion support and retreats Childbirth and parenting classes Miscarriage and infant loss				
7. Primary target adult populations served	Pregnant or Parenting				
8. Organizations we partner/collaborate with beyond referrals	Oklahoma Works				



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1. Organization Name	<b>Community Action Resource and Development</b>				
2. Address	707 W. Lowry Rd. Suite 103, Claremore, OK 74018				
Phone	918-341-5000	Website	cardcaa.org	Hours of Operation	8a – 4:30p
3. Point of Contact Name	Sam Westfall	Title	Associate Director		
Email	swestfall@cardcaa.org	Phone	918-341-5000 ext. 317		
4. Primary services provided to students, job seekers, workers	Supportive services (e.g. childcare, transportation)				
5. Eligibility requirements to receive services	Please contact organization.				
6. Areas of service expertise	Emergency Services Homebuyers Education/ Assistance Head start Senior Adult Nutrition				
7. Primary target adult populations served	Low-income				
8. Organizations we partner/collaborate with beyond referrals	Safe Net Washington County Youth and Family Services				



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1. Organization Name	<b>Department of Rehabilitation Services</b>				
2. Address	3535 N.W. 58th Street, Suite 500, Oklahoma City, OK 73112				
Phone	800-845-8476	Website	<a href="http://www.okdrs.org">www.okdrs.org</a>	Hours of Operation	8a – 5p
3. Point of Contact Name	Stephanie Roe	Title	Project Coordinator		
Email	sroe@okdrs.gov	Phone	405-951-3485		
4. Primary services provided to students, job seekers, workers	<p>Supportive services (e.g. childcare, transportation)</p> <p>Career exploration, navigation, and coaching services</p> <p>Pre-employment assistance (interview coaching, resume preparation, etc.)</p> <p>Soft skills training</p> <p>Job search and placement services</p> <p>Job/technical skills training</p> <p>Post-employment retention or advancement services</p> <p>Services for non-English speakers and English language-learners/other acclimation services</p> <p>Customized training</p> <p>Justice-involved</p> <p>Disconnected youth</p> <p>Business services</p>				
5. Eligibility requirements to receive services	A person may be eligible for Vocational Rehabilitation or Visual Services if he or she has a significant physical, emotional, mental, or learning disability, blindness or a significant visual impairment that is a substantial barrier to employment and requires VR or VS services to prepare for, obtain, keep or return to work.				
6. Areas of service expertise	DRS expands opportunities for employment and economic self-sufficiency by helping Oklahomans with disabilities bridge barriers to success at work. Vocational rehabilitation programs introduce or reinstate people with disabilities into the work force, creating taxpayers and reducing dependence on disability benefits and social assistance.				
7. Primary target adult populations served	Adults with a significant physical, emotional, mental, or learning disability, blindness or a significant visual impairment.				
8. Organizations we partner/collaborate with beyond referrals	<p>Oklahoma State Department of Education</p> <p>Oklahoma Rehabilitation Council</p> <p>Oklahoma Works American Job Center</p>				



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**NORTHEAST OKLAHOMA WORKFORCE DEVELOPMENT BOARD**  
**Partner Resource Directory**

1. Organization Name	<b>Educational Opportunity Center</b>				
2. Address	600 N Grand Ave, Tahlequah, OK 74464				
Phone	918-444-2117	Website	<a href="https://offices.nsuok.edu/studentaffairs/StudentServices/educational-opportunity-center.aspx">https://offices.nsuok.edu/studentaffairs/StudentServices/educational-opportunity-center.aspx</a>	Hours of Operation	8-5
3. Point of Contact Name	Nikki Radar	Title	Program Director		
Email	radervn@nsuok.edu	Phone	918-253-7588		
4. Primary services provided to students, job seekers, workers	<p>Information and tutoring on Adult Based Education (ABE) and General Education Development (GED) courses</p> <p>Academic advising and testing</p> <p>Application and enrollment assistance to any career technology center, college, or university nation-wide</p> <p>Assistance in completing Financial Aid (FAFSA) application</p> <p>Personal and financial Coaching</p> <p>Tutoring</p> <p>Career exploration services</p> <p>Workshops on FAFSA, budgeting, resume writing, career opportunities, and more</p>				
5. Eligibility requirements to receive services	<p>Adults 19 and older or high school seniors not served by a Talent Search program</p> <p>First-generation college student (neither parent completed a bachelor's degree)</p> <p>Meet the federal low-income guidelines</p> <p>Veterans or Veteran Spouse</p> <p>Documented Disability</p> <p>Reside in one of the below counties</p>				
6. Areas of service expertise					
7. Primary target adult populations served	Qualified adults seeking post-secondary education				
8. Organizations we partner/collaborate with beyond referrals	Oklahoma Works				



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**NORTHEAST OKLAHOMA WORKFORCE DEVELOPMENT BOARD**  
**Partner Resource Directory**

1. Organization Name	<b>Grand Mental Health</b>			
2. Address	3100 Medical Parkway, Claremore, OK 74017			
Phone	918 337 8080 x2795 Crisis Line: 1 800 722 3611	Website	grandmh.com	Hours of Operation 8-5
3. Point of Contact Name	Karla Jones	Title	IPS Program Manager	
Email	karjones@glmhc.net	Phone	918-418-6089	
4. Primary services provided to students, job seekers, workers	Crisis Services Individual, Family and Group Therapy Virtual Services Children & Adolescents Medication Management Case Management Peer Support Substance use & Addiction Veterans Assisted Outpatient Program Housing Employment & Educational Placement Diversionary Court Programs Law Enforcement Engagement			
5. Eligibility requirements to receive services				
6. Areas of service expertise	Crisis Services			
7. Primary target adult populations served				
8. Organizations we partner/collaborate with beyond referrals	Oklahoma Works			



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NORTHEAST OKLAHOMA WORKFORCE DEVELOPMENT BOARD  
Partner Resource Directory

1. Organization Name	Grove High School				
2. Address	310 South Broadway, Grove, OK 74344				
Phone	918-786-2207 ext. 1222	Website	ridgerunners.net	Hours of Operation	8-4
3. Point of Contact Name	Leslie Sexson	Title	Counselor		
Email	lsexson@ridgerunners.net	Phone	918-327-9597		
4. Primary services provided to students, job seekers, workers	Career exploration, navigation, and coaching services Pre-employment assistance (interview coaching, resume preparation, etc.) Education-related services (secondary education) Work-based learning				
5. Eligibility requirements to receive services	High School Student				
6. Areas of service expertise	Education				
7. Primary target adult populations served	Preparing all students for the workforce.				
8. Organizations we partner/collaborate with beyond referrals	Oklahoma Works				



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NORTHEAST OKLAHOMA WORKFORCE DEVELOPMENT BOARD  
Partner Resource Directory

1. Organization Name	<b>Heavy Metal Training Institute</b>				
2. Address	2966 West 530 Road, Pryor, OK 74361				
Phone	918-276-2669	Website	hmtinstitute.com	Hours of Operation	8:00 - 4:30
3. Point of Contact Name	Bobbie Wolf	Title	Owner, CEO		
Email	go.hmti@gmail.com	Phone	918-276-2669		
4. Primary services provided to students, job seekers, workers	Commercial Driver's License Commercial Learner's Permit Pre-Trip Inspection Commercial Endorsement School Bus Endorsement CDL Refresher Course				
5. Eligibility requirements to receive services	Valid Drivers License				
6. Areas of service expertise	Premier Truck Driving School				
7. Primary target adult populations served					
8. Organizations we partner/collaborate with beyond referrals	Oklahoma Works				



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**NORTHEAST OKLAHOMA WORKFORCE DEVELOPMENT BOARD**  
**Partner Resource Directory**

1. Organization Name	<b>Impact Pryor</b>				
2. Address	315 N Adair St, Pryor, OK 74361				
Phone	918-688-0303	Website	www.impactcenterofok.org	Hours of Operation	M, T, W, F 10-3 TH 10-8
3. Point of Contact Name	Janice Bell	Title	President		
Email	janicebell333@gmail.com	Phone			
4. Primary services provided to students, job seekers, workers	Food Insecurity, Family Entertainment, Community Unity, Second Chances and Kingdom Kloset				
5. Eligibility requirements to receive services					
6. Areas of service expertise	Cooking classes, emergency food boxes, men's sober living home, women's sober living home, free clothing closet for men, women and children. No income requirements. Small food pantry, free shower, and self-serve washer and dryer.				
7. Primary target adult populations served					
8. Organizations we partner/collaborate with beyond referrals	Oklahoma Works				



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NORTHEAST OKLAHOMA WORKFORCE DEVELOPMENT BOARD  
Partner Resource Directory

1. Organization Name	<b>Light of Hope</b>				
2. Address	403 West 1st Street, Claremore, OK 74017				
Phone	918-373-4560	Website	lightofhopeinc.org	Hours of Operation	6:30p – 8:00p M/T/W (group times)
3. Point of Contact Name	Nancy Phelps	Title	Executive Director		
Email	nancyphelps@lightofhopeinc.org	Phone	918-373-4560		
4. Primary services provided to students, job seekers, workers	Pre-employment assistance (interview coaching, resume preparation, etc.) Soft skills training Justice-involved				
5. Eligibility requirements to receive services	We work with people facing barriers to employment (second chance employment).				
6. Areas of service expertise	Addiction recovery				
7. Primary target adult populations served	Probationers Second chance population People rebuilding their lives People seeking addiction recovery services				
8. Organizations we partner/collaborate with beyond referrals	District Attorney's Office Oklahoma Works Cherokee Nation				



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**NORTHEAST OKLAHOMA WORKFORCE DEVELOPMENT BOARD**  
**Partner Resource Directory**

1. Organization Name	<b>MidAmerica Industrial Park</b>				
2. Address	4075 Sanders Mitchell St, Pryor, OK 74361				
Phone	918-825-3500	Website	maip.com	Hours of Operation	8:00-4:30
3. Point of Contact Name	Scott Fry Brittany Greer	Title	Director of Workforce Development Workforce Development Coordinator		
Email	sfry@maip.com bgreer@maip.com	Phone	918-825-3500		
4. Primary services provided to students, job seekers, workers	Industrial Operations Technology Program STEM Education				
5. Eligibility requirements to receive services					
6. Areas of service expertise	STEM Education Workforce Development				
7. Primary target adult populations served					
8. Organizations we partner/collaborate with beyond referrals	Oklahoma Works American Job Centers Area School Districts Northeast Tech Rogers State University				



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**NORTHEAST OKLAHOMA WORKFORCE DEVELOPMENT BOARD**  
**Partner Resource Directory**

1. Organization Name	<b>Miami High School</b>				
2. Address	2000 E Central, Miami, OK 74354				
Phone	918-542-4421	Website	Mhs.miami.k12.ok.us	Hours of Operation	8a-5p
3. Point of Contact Name	Rusty Mercer	Title	Dean of Students		
Email	rmerc@miamp.net	Phone	918-542-4421		
4. Primary services provided to students, job seekers, workers	Career exploration, navigation, and coaching services Pre-employment assistance (interview coaching, resume preparation, etc.) Education-related services (secondary education) Work-based learning				
5. Eligibility requirements to receive services	High school students				
6. Areas of service expertise	Education				
7. Primary target adult populations served	Preparing all students for the workforce				
8. Organizations we partner/collaborate with beyond referrals	Miami Oklahoma Works American Job Center NEO A&M Businesses in Miami				



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**NORTHEAST OKLAHOMA WORKFORCE DEVELOPMENT BOARD**  
**Partner Resource Directory**

1. Organization Name	<b>Miami Oklahoma Works American Job Center</b>				
2. Address	2114 Denver Harner Dr. Miami, OK 74354				
Phone	918-542-5561	Website	<a href="http://www.oesc.ok.gov">www.oesc.ok.gov</a>	Hours of Operation	8a – 5p
3. Point of Contact Name	Alicia Turley	Title	Workforce Center Manager		
Email	alicia.turley@oesc.ok.gov	Phone	918-542-5561		
4. Primary services provided to students, job seekers, workers	<p>Career exploration, navigation, and coaching services</p> <p>Pre-employment assistance (interview coaching, resume preparation, etc.)</p> <p>Education-related services (Adult Education) – Adult Basic Education</p> <p>Education-related services (secondary education)</p> <p>Education-related services (post-secondary education)</p> <p>Soft skills training</p> <p>Job search and placement services</p> <p>Job/technical skills training</p> <p>Post-employment retention or advancement services</p> <p>Customized training</p> <p>Funding/scholarships for individuals to participate in education or training services</p> <p>Education-related services (Adult Education) - Adult Learners</p> <p>Work-based learning</p> <p>Disconnected youth</p> <p>Business services</p>				
5. Eligibility requirements to receive services	There are no requirements for universal customers; however, there are eligibility requirements for core programs and services.				
6. Areas of service expertise	<p>Matching jobs and workers to increase the efficiency of local labor markets</p> <p>Providing Unemployment Compensation to support unemployed workers and their communities</p> <p>Preparing a skilled workforce to enhance and align their skills to meet local labor market needs</p> <p>Providing direct linkages to employment services and other core partner services</p> <p>Gathering, analyzing, and disseminating information about the labor force to improve local economic decisions</p>				
7. Primary target adult populations served	Adults, Dislocated Workers and Youth who need assistance in attaining self-sufficient employment through educational and occupational training, or additionally for Youth, assistance in entering post-Secondary Education. Priority of services for Veterans, recipients of public assistance, low-income individuals and individuals who are basic skills deficient.				
8. Organizations we partner/collaborate with beyond referrals	Cherokee Nation, Department of Rehab Services, Department of Human Services, Career Tech, Adult Basic Education, area businesses				



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NORTHEAST OKLAHOMA WORKFORCE DEVELOPMENT BOARD  
Partner Resource Directory

1. Organization Name	<b>National Indian Council on Aging</b>				
2. Address	8500 Menaul Blvd NE, Ste B470, Albuquerque, NM 87112				
Phone	505-292-2001	Website	Nicoa.org	Hours of Operation	M-F 8 - 5
3. Point of Contact Name	Sue Chapman	Title	SCSEP Program Director		
Email	schapman@nicoa.org	Phone	505-292-2001		
4. Primary services provided to students, job seekers, workers	Employment and training services for 55+, low-income individuals with barriers to employment				
5. Eligibility requirements to receive services	55+ and low income				
6. Areas of service expertise	Employment & Training, Advocacy				
7. Primary target adult populations served	55+ American Indian				
8. Organizations we partner/collaborate with beyond referrals	AJC's, Veterans Services, State SCSEP, Oklahoma Works American Job Centers				



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**NORTHEAST OKLAHOMA WORKFORCE DEVELOPMENT BOARD**  
**Partner Resource Directory**

1. Organization Name	<b>NEO A&amp;M Adult Learning Center</b>				
2. Address	Dyer-West Hall-218, 200 "I" St. NE, Miami, OK 74354				
Phone	918-540-6292	Website	www.neo.edu/learning-center	Hours of Operation	8:30am – 4:30pm, M-F Summer – 7:30-4:30pm, M-Th
3. Point of Contact Name	Cheryle Martin	Title	Director		
Email	Cheryle.martin@neo.edu	Phone	918-540-6292		
4. Primary services provided to students, job seekers, workers	Classes for preparation to obtain high school equivalency (HSE) credential via GED or HiSET tests. ESL classes, Pearson Vue and HiSET Testing Center, TABE testing center				
5. Eligibility requirements to receive services	18 or older, 16-17 with signed and notarized release form. No high school diploma				
6. Areas of service expertise	HSE Prep.				
7. Primary target adult populations served	Anyone, 16 years or older no longer in school, without a high school diploma. Students 18+ seeking to improve English speaking skills.				
8. Organizations we partner/collaborate with beyond referrals	NE Tech, Allied Job/DHS, Grove Regional Mental Health, Grand Nation-Vinita, Oklahoma Works American Job Center, ODCTE, NEO A&M College				



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NORTHEAST OKLAHOMA WORKFORCE DEVELOPMENT BOARD  
Partner Resource Directory

1. Organization Name	<b>NORA (Northeast Oklahoma Regional Alliance)</b>				
2. Address	P.O. Box 945, Tahlequah, OK 74464				
Phone	918-772-8334	Website	neokregion.org	Hours of Operation	8a – 5p
3. Point of Contact Name	Michelle Bish	Title	Executive Director		
Email	director@neokregion.org	Phone	918-772-8334		
4. Primary services provided to students, job seekers, workers	Supportive services (e.g., childcare, transportation) Funding/scholarships for individuals to participate in education or training services Work-based learning Business services				
5. Eligibility requirements to receive services	N/A				
6. Areas of service expertise	Technical assistance Resource brokering Communications				
7. Primary target adult populations served	N/A				
8. Organizations we partner/collaborate with beyond referrals	N/A				



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**NORTHEAST OKLAHOMA WORKFORCE DEVELOPMENT BOARD**  
**Partner Resource Directory**

1. Organization Name	<b>Northeast Tech</b>				
2. Address	1901 OK-88, Claremore, OK 74017				
Phone	(918) 342-8066	Website	netech.edu	Hours of Operation	Varies by campus/program
3. Point of Contact Name	Liberty Shere	Title	Claremore Campus Director		
Email	liberty.shere@netech.edu	Phone	(918) 342-8066		
4. Primary services provided to students, job seekers, workers	<p>Career exploration, navigation, and coaching services</p> <p>Pre-employment assistance (interview coaching, resume preparation, etc.)</p> <p>Education-related services (Adult Education) – Adult Basic Education</p> <p>Education-related services (secondary education),</p> <p>Education-related services (post-secondary education)</p> <p>Soft skills training</p> <p>Job search and placement services</p> <p>Job/technical skills training</p> <p>Post-employment retention or advancement services</p> <p>Services for non-English speakers and English language-learners/other acclimation services</p> <p>Customized training</p> <p>Funding/scholarships for individuals to participate in education or training services</p> <p>Education-related services (Adult Education) - Adult Learners</p> <p>Industry certifications</p> <p>Work-based learning</p> <p>Business services</p>				
5. Eligibility requirements to receive services	N/A				
6. Areas of service expertise	<p>Education for high school students, adult students, and incumbent employees in technical training</p> <p>Technology training</p> <p>Safety, leadership and employability skills</p>				
7. Primary target adult populations served	Any adult who would like to acquire or update skills				
8. Organizations we partner/collaborate with beyond referrals	<p>MidAmerica Industrial Park</p> <p>District sending schools</p> <p>Oklahoma Works American Job Centers</p>				



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**NORTHEAST OKLAHOMA WORKFORCE DEVELOPMENT BOARD**  
**Partner Resource Directory**

1. Organization Name	<b>Oklahoma Employment Security Commission</b>				
Phone	Office locations are listed on our website.	Website	oklahoma.gov/oesc	Hours of Operation	Monday-Friday – 8am-5pm excluding legal holidays.
3. Point of Contact Name	Matt Kitchen	Title	Director of Field operations		
Email	<a href="mailto:matt.kitchen@oesc.ok.gov">matt.kitchen@oesc.ok.gov</a>	Phone			
4. Primary services provided to students, job seekers, workers	The Oklahoma Employment Security Commission (OESC) is a United States Department of Labor (USDOL) funded agency dedicated to providing quality service and assistance to Oklahoma businesses and job seekers. No charge.				
5. Eligibility requirements to receive services	Must be a US Citizen or non-citizen authorized to work in the United States. 16 years or older. Have state or federal Identification card. Males 18 years or older must be registered with the Selective Service. Any employer may receive services.				
6. Areas of service expertise	<p>Our mission is to enhance Oklahoma's economy by matching jobs and workers to increase the efficiency of local labor markets and communities. Provide unemployment compensation to support unemployed workers. Prepare a skilled workforce to enhance and align their skills to meet local labor market needs. OESC's Priority of Service and Veterans Employment Services provide the opportunity for transitioning service members, veterans and their spouses to access multiple resources and services to succeed in today's job market.</p> <p>OESC prides itself on matching talent with opportunity. For employers, OESC is available to assist with all your talent needs. Post openings, browse candidates or sign up for events around the state. We offer assistance with Trade Act Assistance, Work Opportunity Tax Credit, Job Fairs and Hiring Events, Federal Bonding Program, Migrant Seasonal Farmworkers program and mandatory labor law 9 in 1 poster to employers.</p>				
7. Primary target adult populations served	All				
8. Organizations we partner/collaborate with beyond referrals	Cherokee Nation, Department of Rehab Services, Department of Human Services, Career Tech, Adult Basic Education, area businesses				



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**NORTHEAST OKLAHOMA WORKFORCE DEVELOPMENT BOARD**  
**Partner Resource Directory**

1. Organization Name	Oklahoma Works				
2. Address					
Phone		Website	www.oklahomaworks.gov	Hours of Operation	8a – 5p
3. Point of Contact Name	Vacant	Title	One-Stop Operator		
Email		Phone			
4. Primary services provided to students, job seekers, workers	<p>Supportive services (e.g. childcare, transportation)</p> <p>Career exploration, navigation, and coaching services</p> <p>Pre-employment assistance (interview coaching, resume preparation, etc.)</p> <p>Education-related services (Adult Education) – Adult Basic Education</p> <p>Education-related services (secondary education)</p> <p>Education-related services (post-secondary education)</p> <p>Soft skills training</p> <p>Job search and placement services</p> <p>Job/technical skills training</p> <p>Services for non-English speakers and English language-learners/other acclimation services</p> <p>Customized training</p> <p>Education-related services (Adult Education) - Adult Learners</p> <p>Industry certifications</p> <p>Work-based learning</p> <p>Justice-involved</p> <p>Disconnected youth</p> <p>Business services</p>				
5. Eligibility requirements to receive	Please contact organization.				



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NORTHEAST OKLAHOMA WORKFORCE DEVELOPMENT BOARD  
 Partner Resource Directory

services	
6. Areas of service expertise	Oklahoma Works is designed to increase the wealth of all Oklahomans through facilitating quality employment for workers and ready availability of highly skilled talent for business and industry.
7. Primary target adult populations served	Out of school youth Adults In school youth Job seekers meeting WIOA eligibility requirements
8. Organizations we partner/collaborate with beyond referrals	OESC Department of Rehabilitative Services Cherokee Nation Department of Human Services Career Tech Adult Basic Education Area businesses and High Schools



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NORTHEAST OKLAHOMA WORKFORCE DEVELOPMENT BOARD  
Partner Resource Directory

1. Organization Name	<b>ORO Development Corporation</b>				
2. Address	909 S. Meridian Ave. Suite 350 – Oklahoma City, OK 73108				
Phone	405-840-7077	Website	www.orodevcorp.org	Hours of Operation	8 A.M. to 5 P.M.
3. Point of Contact Name	Jorge Martinez	Title	Executive Director		
Email	jmartinez@orodevcorp.org	Phone			
4. Primary services provided to students, job seekers, workers	Job placement, job training, Tuition assistance, follow-up, job referral, and job-related supportive services				
5. Eligibility requirements to receive services	Must have worked in ag. 12 consecutive months, within the last 2 years from the date of application, must meet the lower living income level.				
6. Areas of service expertise	Job training				
7. Primary target adult populations served	Eligible 18 and up age groups.				
8. Organizations we partner/collaborate with beyond referrals	OESC, Oklahoma Works American Job Centers, Community Action, Legal Aide of Oklahoma, Catholic Charities, Department of Education, Technology Centers, Private and non-profit employers, and Native American Tribes.				



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NORTHEAST OKLAHOMA WORKFORCE DEVELOPMENT BOARD  
Partner Resource Directory

1. Organization Name	<b>Pryor High School</b>				
2. Address	PO Box 548 Pryor, OK 74362				
Phone	918-825-1255	Website	www.pryorschools.org/pryor-high-school/	Hours of Operation	8a-5p
3. Point of Contact Name	David Day	Title	Coach		
Email	dayd@pryorschools.org	Phone	405-328-1194		
4. Primary services provided to students, job seekers, workers	Career exploration, navigation, and coaching services Pre-employment assistance (interview coaching, resume preparation, etc.) Education-related services (secondary education) Work-based learning				
5. Eligibility requirements to receive services	High school students				
6. Areas of service expertise	Education				
7. Primary target adult populations served	Preparing all students for the workforce				
8. Organizations we partner/collaborate with beyond referrals	Pryor Oklahoma Works American Job Center Business community in Pryor Post-secondary education				



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NORTHEAST OKLAHOMA WORKFORCE DEVELOPMENT BOARD  
Partner Resource Directory

1. Organization Name	<b>Pryor Oklahoma Works American Job Center</b>			
2. Address	403 E Graham Ave. Pryor, OK 74361			
Phone	918-825-2582	Website	ww.oesc.ok.gov	Hours of Operation 8:00am-5:00pm
3. Point of Contact Name	James Breitling	Title	Center Manager	
Email	james.breitling@oesc.ok.gov	Phone	918-825-2582	
4. Primary services provided to students, job seekers, workers	<p>Career exploration, navigation, and coaching services                      Pre-employment assistance (interview coaching, resume preparation, etc.) Education-related services (Adult Education) – Adult Basic Education Education-related services (secondary education)                      Education-related services (post-secondary / education) Soft skills training                      Job search and placement services                      Job/technical skills training                      Post-employment retention or advancement services Customized training                      Funding/scholarships for individuals to participate in education or training services Education-related services (Adult Education) - Adult Learners                      Work-based learning                      Disconnected youth                      Business services</p>			
5. Eligibility requirements to receive services	There are no requirements for universal customers; however, there are eligibility requirements for core programs and services.			
6. Areas of service expertise	<p>Matching jobs and workers to increase the efficiency of local labor markets                      Providing Unemployment Compensation to support unemployed workers and their communities                      Preparing a skilled workforce to enhance and align their skills to meet local labor market needs                      Providing direct linkages to employment services and other core partner services                      Gathering, analyzing, and disseminating information about the labor force to improve local economic</p>			



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NORTHEAST OKLAHOMA WORKFORCE DEVELOPMENT BOARD  
 Partner Resource Directory

	decisions
7. Primary target adult populations served	Adults, Dislocated Workers and Youth who need assistance in attaining self-sufficient employment through educational and occupational training, or additionally for Youth, assistance in entering Post-Secondary Education. Priority of services for Veterans, recipients of public assistance, low-income individuals and individuals who are basic skills deficient.
8. Organizations we partner/collaborate with beyond referrals	Department of Rehabilitative Services Cherokee Nation Department of Human Services Career Tech Adult Basic Education Area businesses and High Schools



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NORTHEAST OKLAHOMA WORKFORCE DEVELOPMENT BOARD  
Partner Resource Directory

1. Organization Name	<b>Reincarnation Cottages</b>				
2. Address	16 South Vann Street, Pryor, Oklahoma 74361				
Phone	888-233-4280	Website	reincarnationcottages.com	Hours of Operation	8-5
3. Point of Contact Name	Doug Clark	Title	Program Director		
Email	dougclark@reincarnationcottages.com	Phone	888-233-4280		
4. Primary services provided to students, job seekers, workers	Addiction Recovery Transitional Living Cottages Support Group				
5. Eligibility requirements to receive services					
6. Areas of service expertise	Addiction Recovery				
7. Primary target adult populations served	Men				
8. Organizations we partner/collaborate with beyond referrals					



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**NORTHEAST OKLAHOMA WORKFORCE DEVELOPMENT BOARD**  
**Partner Resource Directory**

1. Organization Name	<b>Rogers State University</b>			
2. Address	1701 W Will Rogers Blvd, Claremore, OK 74017			
Phone	918-343-7777	Website	<a href="http://www.rsu.edu">www.rsu.edu</a>	Hours of Operation Business Offices: 8:00 – 5:00; Course offerings are days, evenings, and weekends
3. Point of Contact Name	Mary A. Millikin	Title	Associate Vice President for Academic Affairs; Accountability & Academics	
Email	mmillikin@rsu.edu	Phone	918-343-7605	
4. Primary services provided to students, job seekers, workers	Post-secondary education and continuing education, including associate degrees, baccalaureate degrees, masters' degrees, and certificates.			
5. Eligibility requirements to receive services	College-level course work requires the completion of a high school degree or GED.			
6. Areas of service expertise	RSU has nine academic departments including: [School of Professional Studies] Business; Technology & Justice Studies; and Health Sciences; [School of Arts & Sciences] Biology, Communications and Fine Arts; English & Humanities; History & Political Science; Mathematics & Physical Sciences; and Psychology & Sociology.			
7. Primary target adult populations served	All adult learners interested in college experience and continuing education			
8. Organizations we partner/collaborate with beyond referrals	Northeast Technology Center, MidAmerica Industrial Park, Tulsa Higher Education Consortium, and businesses and agencies in northeast Oklahoma.			



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NORTHEAST OKLAHOMA WORKFORCE DEVELOPMENT BOARD  
Partner Resource Directory

1. Organization Name	<h2 style="color: #0056b3;">Talking Leaves Job Corps</h2>			
2. Address	P.O. Box 1066, 22717 S. Bald Hill Road, Tahlequah, Ok. 74462		Hours of Operation	Monday through Friday 8:00 AM – 5:00 PM
Phone	(918) 456-9959	Website	<a href="https://talkingleaves.jobcorps.gov">https://talkingleaves.jobcorps.gov</a>	
3. Point of Contact Name	Debra Lack	Title	Director	
Email	Lack.debra@jobcorps.org	Phone	(918) 207-3301	
4. Primary services provided to students, job seekers, workers	Talking Leaves provides academic education and career technical training for out of school youth. Along with education and training, Talking Leaves also provides transitional support services to assist participants in job obtainment.			
5. Eligibility requirements to receive services	Eligibility requirements to receive services for Job Corps requires youth to be between the age of 16-24 years old and a U.S. citizen			
6. Areas of service expertise	Talking Leaves is an accredited High School, and providing technical training in the following areas; Electrical Wiring, Building Construction Technology, Certified Nursing Assistance, Certified Clinical Medical Assistant, Culinary Arts and Office Administration Primary target populations are out of school youth in the ages of 16-24 years old.			

7. Primary target adult populations served

8. Organizations we partner/collaborate with beyond referrals

Talking Leaves partners and collaborates with Oklahoma Works American Job Centers, Oklahoma Rehabilitation Services, Oklahoma Department of Human Services, and tribal organizations.



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**NORTHEAST OKLAHOMA WORKFORCE DEVELOPMENT BOARD**  
**Partner Resource Directory**

1. Organization Name	<b>Tri County Tech</b>				
2. Address	6101 Nowata Rd Bartlesville, OK 74006		Website	tricountytech.edu	
Phone	918-331-3331	Hours of Operation	7:30a – 9:00p (M-Th) 7:30a – 4:00p F		
3. Point of Contact Name	Kerensa Kester		Title	Chief Instructional Officer	
4. Primary services provided to students, job seekers, workers	Email	kerensa.kester@tricountytech.edu		Phone	918-331-3375
5. Eligibility	<p>Supportive services (e.g. childcare, transportation)            Career exploration, navigation, and coaching services            Pre-employment assistance (interview coaching, resume preparation, etc.)            Soft skills training            Job search and placement services            Job/technical skills training            Customized training            Funding/scholarships for individuals to participate in education or training services            Education-related services (Adult Education) - Adult Learners            Industry certifications            Work-based learning            Tri County Tech provides career-based training to people at all educational levels. We also provide</p>				



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NORTHEAST OKLAHOMA WORKFORCE DEVELOPMENT BOARD  
Partner Resource Directory

requirements to receive services	financial assistance for many of our training programs.
6. Areas of service expertise	<p>Tri County Tech focuses on specific career related training for high school and adult students. We have full time programs where students attend 10-16 months, Monday-Friday daytime hours (Practical Nursing, Cosmetology, Culinary Arts, Auto Collision Repair, Automotive Service Technology, Construction Technology).</p> <p>We have Flex programs where students attend two nights per week and two Saturdays per month (Welding, Machining, Accounting, Medical Office, Medical Coding, Computer Networking &amp; Repair, Measurement &amp; Maintenance Tech, Basic Electronics Tech, Graphic Communications, Paramedic, EMT), and Fast Track programs where students attend short term training offered during daytime or evening hours (Certified Nurse Aide, Certified Medication Aide, Phlebotomy, Graphic Communications, Basic Guard, Child Development Associate).</p>
7. Primary target adult populations served	We primarily serve adults seeking career certification training.
8. Organizations we partner/collaborate with beyond referrals	<p>OSU-IT</p> <p>Oklahoma Wesleyan University</p> <p>Tulsa Community College</p> <p>Oklahoma Works American Job Center</p>



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**NORTHEAST OKLAHOMA WORKFORCE DEVELOPMENT BOARD**  
**Partner Resource Directory**

1. Organization Name	<b>Tulsa Job Corps Center</b>				
2. Address	1133 N. Lewis Tulsa, OK 74110				
Phone	918-585-9111	Website	Tulsa.jobcorps.gov	Hours of Operation	24 hours
3. Point of Contact Name	Adrienne Pope	Title	Center Director		
Email	Pope.Adrienne@jobcorps.org	Phone	918-585-9111		
4. Primary services provided to students, job seekers, workers	TJCC provides academic and vocational training, including basic reading and math. Courses in independent living, employability skills, and social skills. We also offer Edgenuity High school Diploma Penn Foster High School Program and GED Program.				
5. Eligibility requirements to receive services	Is a legal U.S. citizen; a lawfully admitted permanent resident alien, refugee, asylee, or parolee, or other immigrant who has been authorized by the Department of Homeland Security to work in the United States; or a resident of a U.S. territory. At least 16 and not more than 24 years of age. Meets low-income criteria. Meets specific barriers to education and employment. Complies with the requirements of the Military Selective Service Act. Educational and training needs are best met by the Job Corps program. It can be reasonably expected that the applicant can participate successfully in group situations and activities. Applicant agrees to comply with the rules. Applicant does not have a disqualifying conviction. Does not require any face-to-face court or institutional supervision while in Job Corps and if court-imposed restitution or fines in excess of \$500 are applicable, must meet further criteria. Has a child care plan if he or she is the parent of a dependent child. Has signed consent from a parent or guardian if he or she is an unemancipated minor				
6. Areas of service expertise	We have 7 trades on our center: Certified Nursing Assistant, Carpentry, Culinary, Building Construction Technology, Pharmacy Technician, Homeland Security, and Security.				
7. Primary target adult populations served	16-24 years old				
8. Organizations we partner/collaborate with beyond referrals	CVS, Tulsa County Sherriff Department, Walgreens, Hillcrest Hospital, Gathering Place, OKDRS, Tulsa Community College, Tulsa Technology Center, Oklahoma Works American Job Center				



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**NORTHEAST OKLAHOMA WORKFORCE DEVELOPMENT BOARD**  
**Partner Resource Directory**

1. Organization Name	<b>Tulsa Ports</b>				
2. Address	5350 Cimarron Rd, Catoosa, OK 74015				
Phone	918-266-2291	Website	tulsaports.com	Hours of Operation	8:00am-4:30pm
3. Point of Contact Name	Sheila Shook	Title	Director of Workforce & Education		
Email	sheila@tulsaports.com	Phone	918-381-9309		
4. Primary services provided to students, job seekers, workers	Works with students, adults, industries, and communities to help each group learn about inland river transportation, careers in manufacturing and the Tulsa Ports.				
5. Eligibility requirements to receive services					
6. Areas of service expertise	Inland river transportation Careers in manufacturing				
7. Primary target adult populations served					
8. Organizations we partner/collaborate with beyond referrals	Oklahoma Works American Job Centers Area High Schools				



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**NORTHEAST OKLAHOMA WORKFORCE DEVELOPMENT BOARD**  
**Partner Resource Directory**

1. Organization Name	<b>Union Adult Learning Center</b>				
2. Address	7616 S Garnett Road, Broken Arrow, OK 74012				
Phone	918-357-7074	Website	Ualc.unionps.org	Hours of Operation	8:00 – 5:00 M – TH 9:00 – 12:00 F
3. Point of Contact Name	Dr. Amy McCreedy	Title	Director of Union Adult Learning Center		
Email	Mccreedy.amy@unionps.org	Phone	918.357.7078		
4. Primary services provided to students, job seekers, workers	GED/HiSet Preparation Classes English as a Second Language Classes				
5. Eligibility requirements to receive services	16+ for GED/HiSet Prep Classes 18+ for ESL classes				
6. Areas of service expertise	General Education Degree (GED) classes ESL Classes				
7. Primary target adult populations served	Any student who has not completed a High School Degree or is interested in improving their English language skills				
8. Organizations we partner/collaborate with beyond referrals	Goodwill, Workforce Muskogee, Workforce Pryor, Workforce Tulsa				



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**Northeast Oklahoma Regional Workforce Plan  
Program Years 2024 - 2027**

1. Organization Name	<b>Volunteers for Youth</b>				
2. Address	1810 N Sioux Ave, Suite A Claremore, OK 74017				
Phone	918-343-2530	Website	volunteersforyouth.com	Hours of Operation	8-5
3. Point of Contact Name	Roxanne Bilby	Title	Executive Director		
Email	Roxanne.B@volunteersforyouth.com	Phone	918-899-4004		
4. Primary services provided to students, job seekers, workers	PAL + Mentoring Program BLAST After-school Program OCC TSET Healthy Living Program Rogers County Farmers Market				
5. Eligibility requirements to receive services					
6. Areas of service expertise	Mentoring program After-school program Healthy living program				
7. Primary target adult populations served	All Rogers County youth and families				
8. Organizations we partner/collaborate with beyond referrals					



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