

July 2016 One Stop Operator Report to Workforce Development Board

I. **Compliance** – This past month was spent on several compliance pieces. We reviewed training requests as per our current policy from the Adult program for those needing training services including eligibility and intake procedures. The One Stop Operator reviewed 8 requests for training for the Adult and Dislocated Worker program resulting in 8 new ITA's. The One Stop Operator spent time training the previous youth case manager working from Enid for her new role as the Adult and Dislocated worker staff for the Enid office. Time was spent meeting with clients, going over eligibility documentation, discussing eligibility training providers and programs, organizing the files, and general case management protocol. The Assistant One Stop Operator spent significant staff time with the Stillwater and Ponca City WIOA Adult staff transitioning them to the Youth program. She met with a new youth client and 1 existing client in the Ponca City area helping with eligibility and intake procedures .

Work Experiences for the Youth program were developed this month for two youth in the Enid area. One work experience will be at Hope Outreach in Enid for one of the youth and the other will be in a small grocery store in Ringwood for a youth living in Ames, OK, which is in Major County.

II. **Supervision and management of WIOA Staff** – Each of the WIOA staff's performance plans were reviewed individually and a new annual review date was established due to many of the staff accepting new roles and responsibilities. The two Enid staff who were previously located at the CDSA office moved to the Enid Workforce office to comply with the new contract.

New clients were recruited this past month in all three programs. We had 8 new clients requesting training services for ITA's, 6 Adults and 2 Dislocated Workers for our 17-county area. There were four youth applicants this month. Two were enrolled as out of school and one was enrolled as in school. Current totals for the Adult program are 31 in training with 5 completions: 2 Surgical Technologist, 1 bookkeeper, 1 LPN, and 1 CDL. Total youth in the program throughout the 17-county area is 30 out of school youth and 5 in school youth. Thus, 85% of the youth enrolled are out of school youth meeting our local performance contract extension measures of 80%. Numbers will quickly increase when CDSA's Youth Build program starts in October.

The entire WIOA service provider staff attended board training on 7/21/16 at Northwestern Oklahoma State campus and participated in the discussion of the vision for the WIOA program moving forward and discussing the need for the development of procedures, forms, and tools to make the process seamless and consistent in all of the local workforce offices. The WIOA staff participated in free, online webinars regarding WIOA Final Rules, Youth Build and Re-entry into employment.

III. **Connection** – Both the One Stop Operator and the Assistant One Stop Operator attended a meeting at Autry Technology center on 7/13/16 with the Northwest Oklahoma Alliance (NWOA) HIREs and learned about the construction trade and growth within the industry. This group seeks to promote construction jobs through social media, educational entities/school counselors, and other workforce system team members and to highlight training opportunities in this career field.

The Assistant One Stop Operator is working to develop a list of partner agencies and key contacts through the WIOA workforce center staff.

The State Performance Levels were either met or exceeded last year, documented by the cumulative four quarters of PY15 as per the Oklahoma Service Link reporting system. The Adult Average Earnings, Youth Placement Education/Employment, and the Youth Literacy and Numeracy Gain outcomes all exceeded the state's negotiated rates. The annual Adult Average Earnings were \$14,194.27 as compared to the state negotiated rate of \$13,000. The annual Youth Placement Education/Employment was at 55.56% as compared to 53% for the state negotiated rate. Lastly, the annual Youth Literacy and Numeracy Gain was at 53.85% as compared to 35% for the negotiated level.

This report was generated on 8/9/16 by:

Diedra Williamson
CDSA-WIOA One Stop Operator

WIOA One Stop Operator Report
August 2016

From: Diedra Williamson, One Stop Operator
To: Jennifer Miller, Northwestern WIOA Board Director

Dear Ms. Miller:

Thank you for the opportunity to provide information to you and the board regarding One Stop Operator activities and accomplishments for the month of August, 2016. As you can see, I have divided the narrative into sections according to contract requirements. Please let me know if you require additional information or clarification on any items.

Compliance:

A large amount of time was spent this past month on compliance as ten new ITA's were established for participants wanting to attend training programs representing five different career technology centers in the NW Area. Students were enrolled in classes at Autry Technology Center in Enid, High Plains Technology Center in Woodward, Northwest Technology Center in Alva, Central Technology Center in Drumright, and Pioneer Technology Center in Ponca City. There were 6 adults and 4 dislocated workers cases reviewed for approval. Training programs included 1 automotive technician, 2 heat and air conditioning technicians, 3 LPN's, 3 truck drivers, and 1 RN.

There were no new youth enrollees this past month. Much of the time spent in the youth program was directed at developing and maintain the three work experiences set up the month before.

CDSA conducted an internal monitoring of WIOA cases in all five of the workforce offices. 15% of the staff caseloads were monitored. Most of the issues were minor issues with blanks missed on the intake application, some missing documents in the uploader and a few mismatched services and program notes. The biggest issue for the staff was inputting data into the educational grants link in OSL. We have been provided limited technical assistance from the State on the utilization of this link.

WIOA Support of Staff:

Office visits were made to all of the five workforce offices in the NW area. Amanda Wills visited the Guymon (8/2/16) and Woodward (8/9/16) offices. Diedra Williamson visited Ponca (8/12/16), Enid (8/22/16), and Stillwater (8/25/16). These face-to-face meetings occurred with OESC staff and some of the partner agency staff. Introductions were made and local area activities discussed as well as sharing information about agencies and services. Information was given to the WIOA One Stop Operator about an organization called, Stillwater Cares, which seeks to address and alleviate poverty by using resources and relationships within the community. WIOA staff is expected to interact with this group for possible client referrals.

Several of the WIOA staff signed up for webinars through Workforce GPS on 8/24/16 and 8/31/16 to learn more about WIOA Regulations and Registered Apprenticeships which are being more emphasized by the State and Federal entities.

The One Stop Operator attended an all-day Training sponsored by Garfield County Health Department called Mental Health First Aid (MHFA) on 8/26/16, focusing on how to identify, understand, and respond to signs of mental illnesses and substance use disorders and how to react as a first responder to support those experiencing a crisis. The training was beneficial and will be recommended for all the WIOA staff as it becomes available.

Connecting:

Diedra Williamson met w/ Lisa Powell ERDA (8/4/16) to discuss partnership and sharing of information related to jobs in Enid and NW OK and employer needs for skilled laborers. Also discussed target populations and WIOA priority of service for training and possible gaps in the system where ERDA could help support. Lisa also shared names of key contacts for regional development in Stillwater, Woodward, and Guymon through a follow up email.

On 8/10/16 WIOA Staff, Diedra Williamson and Amanda Wills, participated in the Youth Ad Hoc Committee meeting conference call with board staff (Jennifer Miller & Christi Porter), Kat Long, Melanie Milacek (Youth Build) to discuss ways to engage and target youth 16-18 for careers and employment through a program called "Cookies and Careers".

The Oklahoma Military Connection Hiring Event, hosted at the Enid at the Central National Bank Center, focused on jobs for veterans on 8/18/16. The WIOA staff in Enid all participated at the hiring event and maintained a booth displaying information about the WIOA program and other resources available through CDSA. Between 35 to 45 employers and service provider agencies represented at the event with an estimated 67 job seekers in attendance.

The One Stop Operator and the Assistant One Stop Operator attended the NWOA HIRES meeting at Autry Technology Center on 8/25/16 where they learned about branding and marketing through the ERDA staff. The group identified other key players in each of the five industry sectors throughout NW Oklahoma who may be willing to participate in future meetings. The group is proposing ways to market construction trades and work with schools and local employers to help develop the talent pool and strengthen the workforce system.

8.25.16 The One Stop Operator visited the Stillwater Workforce office and conversed with Sherrain Steel, workforce manager. She described a program called Stillwater Cares that seeks to address and alleviate poverty by using resources and relationships within the community. We also discussed setting up a workforce partners meeting for the next quarter.

WIOA One Stop Operator Report September 2016

From: Diedra Williamson, One Stop Operator
To: Jennifer Miller, Northwestern WIOA Board Director

Dear Ms. Miller:

Thank you for the opportunity to provide information to you and the board regarding One Stop Operator activities and accomplishments for the month of September, 2016. As you can see, I have divided the narrative into sections according to contract requirements. Please let me know if you require additional information or clarification on any items.

Compliance:

The WIOA One Stop operator reviewed 9 new cases to establish ITA's for participants wanting to attend training programs representing four different career technology centers in the NW Area and one private training provider in Oklahoma City. Students were enrolled in classes at Autry Technology Center in Enid, Northwest Technology Center in Alva, Central Technology Center in Drumright, and Pioneer Technology Center in Ponca City. There were 4 adults and 5 dislocated workers cases reviewed for approval. Training programs included 1 Phlebotomist, 2 Certified Nursing Assistants, 2 LPN's, 3 truck drivers, and 1 Crane Operator.

There was 1 new youth enrollment in the Enid office. Much of the time spent in the youth program was directed at developing and maintain the two work experiences set up the month before that ended on September 23, and also completing work readiness workshops.

WIOA Support of Staff:

Office visits were made to all of the five workforce offices in the NW area. Amanda Wills, Assistant One Stop Operator, visited the Ponca City office on 9/9/16 and Stillwater office on 9/14/16. Diedra Williamson visited Woodward 09/09/16, Enid, 9/30/16, and Guymon, 9/23/16. These face-to-face meetings occurred with OESC staff and some of the partner agency staff. Introductions were made and local area activities discussed as well as sharing information was shared about agencies and services. Information was given to the WIOA One Stop Operator about an organization called, Stillwater Cares, which seeks to address and alleviate poverty by using resources and relationships within the community. WIOA staff is expected to interact with this group for possible client referrals.

The WIOA staff participated in the Workforce GPS webinar on 9/21/16 called WIOA Infrastructure Funding Part 1 which discussed cost sharing in the One-Stop system. An overview of the One Stop Partners was discussed and suggestions were received on how to define roles and responsibilities. Three types of infrastructure funding were described: Cash, Non-Cash contributions, and Third Party in-kind contributions.

Training: Mental Health First Aid was attended by Rachel Harris on 9/16/16 and by Amanda Wills and Shameka Campbell on 9/30/16. Enid staff also attended a suicide awareness training at Enid's Central Christian Church on 9/22/16 sponsored by Youth and Family Services.

The Assistant One Stop Operator attended an all-day training at Moore Norman Technology Center in Oklahoma City on 9/8/2016 titled OKTechAccess that addressed website accessibility and compliance with disability laws. The training session was hosted by SWADA and Oklahoma AbleTech to be free for all who attended. The sessions ranged from providing general information about internet and website accessibility, to specific training items such as adding closed captioning to videos created on YouTube, scanning websites to check for accessibility and actual coding or programming of websites to enable better access and be in compliance with the law.

Connecting:

On 9/9/2016 The Assistant One Stop Operator met with several partners for a one stop meeting at Pioneer Technology Center in Ponca City. Partners present were Joe Thompson-OESC Ponca City Works Office Manager, WIOA Title I Career Planner Peggy Shouse, ABE/GED Coordinator from Pioneer Technology Center-Wendy Terrazas, Nneka Austin-Ponca City DRS Vocational Rehabilitation Specialist, Sarah Tebow- DRS VR Programs Manager, DRS Coordinator of Visual Services and Bill Hayes, DRS Field Coordinator. Wendy was able to talk in depth about services that the ABE programs offer in the Ponca City area, High School Equivalency Testing and costs associated with the test, and also ways that she could partner with WIOA specialist to provide work/career readiness assistance. The DRS visual Services coordinator provided an update of the areas that she covers and also left informational materials for each partner.

On 9/9/2016 High Plains Technology Center in Woodward hosted a job fair/career day for area high school seniors and the general public. The WIOA One Stop Operator and the WIOA staff from the Woodward workforce office participated and maintained a booth displaying information about the WIOA program and other resources available through CDSA.

On 9/14/16 WIOA Staff, Diedra Williamson and Amanda Wills, participated in the Youth Ad Hoc Committee meeting conference call with board staff (Jennifer Miller & Christi Porter), Kat Long, Melanie Milacek (Youth Build), and (Kingfisher rep) to discuss ways to engage and target youth 16-18 for careers and employment through a program called "Cookies and Careers". WIOA staff decided to start a Cookies and Careers initially with the Youth Build group once they are back in session. If that is successful, the possibility of going to some of the smaller schools in the outlying areas and connecting with their FFA programs will be considered. The FFA programs have a similar focus with students in their curriculum development.

A visit was made to the Stillwater Workforce office on 9/15/2016. The Assistant One Stop Operator met with Sherrain Steele, OESC Workforce Office Manager to discuss setting up a meeting between her, Pam Bridwell-OESC Area Manager, ABE coordinator at Meridian Tech, DRS staff, and WIOA Career Planner. Sherrain was in agreement with the idea and discussed some possible dates for the next month. After meeting with Sherrain, WIOA Career Planner and Assistant One Stop Operator, met with the DRS Vocational Rehabilitation Specialists who are housed in the Stillwater office. Sheila Denson provided information from the WIOA staff and also provided her contact information so that the partners can better work together as we move forward. Michael Chongwa, the other Rehabilitation Specialist in Stillwater, was unavailable to meet because he was in training at that time. In the afternoon, the Assistant One Stop Operator attended the STEM workshop at Oklahoma Department of Career Tech where connections were made with various stakeholders for STEM education and careers. Although this workshop provided insight about STEM definitions and a few examples of ideas that are working in other areas, the information will be passed along to others in the region who may be able to take on the project of creating a STEM advisory team, and becoming a STEM certified region.

9/23/16 Diedra Williamson conducted a One Stop Operator meeting in Guymon with local and regional partners. Present for the meeting were representatives from DRS in Enid (Sarah Tebow) and Guymon (Karen Bauer and Carol Holland), Melissa Watson, from the Adult Basic Education (ABE) program out of Guymon, Steve Crank, OESC Area Manager, Theresa Carrillo, WIOA Career Planner, and Justin Carnagey, OEDA fiscal agent. Remote access through conference calling was accessible to Jennifer Miller, Northwestern OK board director, Ali Bolz (DRS), Melinda Freund (DRS), and Mark Kennison (DRS). All partners made introductions and talked about their programs and how they are trying to comply with the new WIOA regulations.

9/30/16 Diedra Williamson visited the Enid Workforce Center to speak with the Workforce center manager about local activities in the area. Academy Sports will be opening in October and they have placed a few job orders through Workforce Oklahoma. WIOA staff have been busy both with the youth and adult programs. Diedra discussed an opportunity for a free training called Mental Health First Aid (MHFA) sponsored by the Garfield, Grant, Major, and Alfalfa public health educator. The next training in Enid will be offered on October 14th at Bass Integris Hospital in Enid. Information will be sent to the office manager should she choose to send any of her OESC staff.

WIOA One Stop Operator Report October 2016

From: Diedra Williamson, One Stop Operator
To: Jennifer Miller, Northwestern WIOA Board Director

Dear Ms. Miller:

Thank you for the opportunity to provide information to you and the board regarding One Stop Operator activities and accomplishments for the month of October 2016. As you can see, I have divided the narrative into sections according to contract requirements. Please let me know if you require additional information or clarification on any items.

Compliance:

The WIOA One Stop operator reviewed 8 new cases to establish ITA's for participants wanting to attend training programs representing four different career technology centers in the NW Area. Students were enrolled in classes at, Northwest Technology Center in Alva, Central Technology Center in Drumright, Pioneer Technology Center in Ponca City, and American Truck Training in Oklahoma City. There were 6 adults and 2 dislocated workers cases reviewed for approval. Training programs included 1 Certified Nursing Assistants, 3 LPN's, and 4 truck drivers.

There were 3 new youth applicants this month two in Enid, and one in Ponca City. The staff conducted 10 leadership development activities overall with the current participants. There are 25 active youth enrolled in the WIOA program across the entire area and 30 receiving follow up services.

WIOA Support of Staff:

Office visits were made to four out of the five workforce offices in the NW area. Diedra Williamson, One Stop Operator, visited the Ponca City office on 10/11/16. Amanda Wills, Assistant One Stop Operator visited the Woodward office on 10/14/16, and the Stillwater office on 10/28/16. Diedra Williamson visited the Enid office on several different occasions. The Guymon office is scheduled for a visit in December.

The WIOA staff participated in the Workforce GPS webinar on 10/13/16 called WIOA Performance Accountability Part 1 which discussed the new national performance measures under WIOA and some of the reporting due dates across for all the partner agencies. Others webinars attended were "Introduction to the Office of Economic Opportunity: Mico-loan Program" on 10/20/16, "Promising Practices in Work-based learning for Youth" on 10/31/16, and "Workforce GPS Registered Apprenticeships" on 10/12/16.

Connecting:

On 10/11/2016 The WIOA Coordinators attended an event at the Ponca City High School hosted by Ponca City Development Authority (PCDA) called "Careers and Cookies" focusing on helping high school seniors to develop career pathways and provide information on the hiring trends of local businesses.

On 10/14/16 Amanda Wills attend the NWOA Hires meeting in Vici, OK. The group discussed ways to engage school-aged students, and talked about the utilization of a website that would provide links to all the various career-development links. The "Careers and Cookies" project based out of Ponca City was also discussed for the purpose of duplicating throughout the area.

The One Stop Operator meeting in Woodward also took place on 10/14/16. Dianne Ball, from Adult Basic Ed (ABE) in Woodward, Brandi Kowing (DRS-Woodward), Karla Pummell, with OESC in Woodward, and Cathy Meritt, WIOA Career Planner at the

Woodward Workforce office were all in attendance. The group discussed coordination of services, referral processes, and the current RFP that is out for ABE programs and providers in area.

On 10/28/16, Amanda Wills, Assistance One Stop Operator, attended a One Stop Operator meeting in Stillwater with the following partners: Steve Crank (OESC Area Manager, Jennifer Tressler (Adult Basic Ed) at Meridian Career Tech, Veterans representative, Bill Breese, OESC, Stephanie Akins, WIOA Career Planner at the Stillwater Workforce office, Sheila Denson, from DRS-Stillwater, and OESC office manager, Sherrain Steele. The main focus was to introduce the partners and programs, discuss common referrals methods, and to collaborate on shared clients. The new State-negotiated performance measures for the NW area was briefly discussed. It was agreed that more information and training would be provided to all of the staff and the partner agencies.

WIOA One Stop Operator Report November 2016

From: Diedra Williamson, One Stop Operator
To: Jennifer Miller, Northwestern WIOA Board Director

Dear Ms. Miller:

Thank you for the opportunity to provide information to you and the board regarding One Stop Operator activities and accomplishments for the month of November 2016. As you can see, I have divided the narrative into sections according to contract requirements. Please let me know if you require additional information or clarification on any items.

Compliance:

The WIOA One Stop operator reviewed 3 new cases to establish ITA's for participants wanting to attend training programs representing three career technology centers in the NW Area. Students were enrolled in classes at Central Technology Center in Drumright, OK, Autry Technology Center in Enid, and NWOSU in Enid, and American Truck Training in Oklahoma City. There were 3 adults and 0 dislocated workers cases reviewed for approval. Training programs included : 1 CDL, 1 LPN, and 1 RN.

There were 3 new youth applicants this month two in Enid, and one in Ponca City. The staff conducted 10 leadership development activities overall with the current participants. There are 25 active youth enrolled in the WIOA program across the entire area and 30 receiving follow up services.

Support and Training:

Office visits were made to four out of the five workforce offices in the NW area, Amanda Wills, Assistant One Stop Operator, visited the Ponca City office on 11/10/16, Diedra Williamson, One Stop Operator, visited the Woodward office on 11/07/16, and the Stillwater office on 11/21/16. Diedra Williamson visited the Enid office on numerous occasions during the month specifically in preparation for their move to the Enid Non-Profit building. All workforce office staff are scheduled to move on 11/30/16. The Guymon office is scheduled for a visit in December.

The Office of Workforce Development (OOWD) out of OSU-OKC conducted technical assistance training for performance measures on 11/16/16 via Go-to-Meeting. Measureable Skills Gain and Effectiveness in Serving Employers were the main topics of discussion. OOWD would like feedback from the locals on which two of the three approaches to serving employers would be the preferred choices for obtaining the measure. There were many questions about performance and the State agreed to seek additional guidance and explanations regarding Oklahoma Service Link (OSL) and performance reporting.

Diedra Williamson attended the Performance Workgroup on 11/18/16 at OSU-OKC regarding TAA dual enrollments and performance. Tammy Wood and Donna Duke spoke about TAA and answered questions on co-enrollment of WIOA DLW. Christi Porter, Northwestern Workforce Board staff, requested a desk aid for TAA to give to staff. The next meeting will be January 10th at 10 am at OSU-OKC weather permitting. If not, a Go-to-Meeting will be scheduled in place of a face-to-face meeting.

WIOA staff participated in a Workforce GPS webinar on 11/30/16 called "Career Pathways -The WIOA Way of Doing Business".

Connecting:

WIOA administrative staff participated on a Youth Ad Hoc conference call on 11/02/16. The duplication of the “Careers and Cookies” concept was discussed for possible replication in the Woodward or Guymon offices since additional youth outreach is needed in those areas and staff workloads are lighter and would allow for more attention to be given to this project since it could be ongoing on a monthly basis. Kat Long, Ponca City Development Authority representative, agreed to email the basic agenda and materials associated with the program design to the WIOA staff and other interested parties. A potential launch date would be after the new year in 2017.

On 11/07/2016 The WIOA One Stop Operator tended a booth at the NWOA Resource Summit in Woodward. Sixty-two people attended the event. The guest speaker was Dr. Robinson, from Millwood Public Schools, in Oklahoma City. She focused on helping K-12 students identify career pathways in order to fill the workforce pipeline for demand driven jobs in Oklahoma.

On 11/10/16 The WIOA administrative staff participated in the local self-assessment meeting for the Northwestern Oklahoma Workforce Area. Each attendee completed a self-assessment of the Northwestern Workforce Area based on three standards categories (Governance, Business Services and Job Seekers Services). In addition, corresponding indicators of the components of each element were assessed using a four-point rating scale to identify the phases of an ongoing development process and a priority for action assigned to each one. This data will be used to complete the SWOT analysis for the Western Region.

The Western Oklahoma Planning Region consisting of 33 counties met on 11/15/16 in Hinton, OK, to complete the SWOT analysis. Both the WIOA One Stop Operator and the Assistant One Stop Operator attended. The SWOT must be submitted to the state by 12/1/16.

WIOA staff attended the annual Workforce Alumni Event at the Oklahoma State Capitol on 11/17/16. It was well attended and the honorees success stories and key speakers were inspiring.

Northwestern Board staff, WIOA administrative staff, and OESC Area Manager, Steve Crank, met to discuss a way to present the local negotiated performance levels to all the workforce center staff in a unified approach. Performance measures were discussed and the group plans to begin meeting with all of the staff starting in December to provide presentations in each of the local offices. One of the offices will be chosen as a pilot to work with the staff on developing procedures and guidance on customer services and flow.

**WIOA One Stop Operator Report
December 2016**

From: Diedra Williamson, One Stop Operator
To: Jennifer Miller, Northwestern WIOA Board Director

Dear Ms. Miller:

Thank you for the opportunity to provide information to you and the board regarding One Stop Operator activities and accomplishments for the month of December 2016. As you can see, I have divided the narrative into sections according to contract requirements. Please let me know if you require additional information or clarification on any items.

Compliance:

The WIOA One Stop operator reviewed 3 new cases to establish ITA's for participants wanting to attend training programs representing three career technology centers in the NW Area. Students were enrolled in classes at Central Technology Center in Drumright, OK, American Truck Training School in Oklahoma City, and the Heavy Equipment College of Construction in Oklahoma City. There was 1 adult and 2 dislocated workers and one youth. The training programs include: 2 for CDL, 1 for crane operator, and 1 for certified nursing aid.

Seven youth submitted applications for the WIOA youth program this month. Two of them were enrolled, one from Enid and one from Guymon. The staff conducted 22 leadership development activities overall with the current participants. There are 29 active youth enrolled in the WIOA program across the entire area and 29 receiving follow up services.

Support and Training:

As a follow up on last month's team meeting with the board staff, the service provider, and the OESC area manager, each of the five workforce offices were visited in order to discuss and review state and federal performance measures with all of the staff located in the centers (both OESC and CDSA-WIOA). The Stillwater and Ponca City offices were visited on 12/06/16 and the Guymon and Woodward offices were visited on 12/08/16. Due to the Enid Workforce Offices' recent move, their performance team meeting was held on 12/22/16. These meetings were very effective and were designed to introduce the office staff and center managers to the common measures that everyone is now falling under through WIOA. Steve Crank headed off each session by saying that all us our own the same team now under WIOA and there is no longer any division or separation when it comes to performance. It was also stressed that in meeting the state negotiated local performance measures, helping to secure our designation as a local workforce area. Amanda Wills and Diedra Williamson from CDSA reviewed each of the performance measures in detail with the staff. Christi Porter, board staff, discussed how performance could be entered in Oklahoma Service Link (OSL) from what is known at this point. It was mentioned that the Oklahoma State Office of Workforce Development (OOWD) is seeking more guidance as requested by the board staff and service provider, for more detailed information on how to accurately enter the data in OSL. Board staff and the system partners have noticed some inaccuracies in the OSL reporting system at this time and have sought further guidance from the Oklahoma Office of Workforce Development (OOWD) located at OSU-OKC. There was a positive response from all of the offices regarding these presentations, and sharing of information across the agencies. This was beneficial for staff to see how each agency contributes to the success of the job seekers and customers. Staff was able to ask questions and receive hands-on instruction from the performance team leaders. Follow up meetings will be scheduled in the future as more information and instruction becomes available from OOWD.

The other major December event was the transition of the Enid Workforce office to the Non-Profit Center located on 114 S. Independence. The movers came on 11/30/16. Despite many obstacles and technical difficulties, the Enid staff really pulled together as a team. The cubicles did not arrive until 12/20/16 so many of the staff did not have an office space in which to work. However, the resource room was set up quickly in order to assist customers and staff shared office space and Internet with those who had it. Permanent phone lines and Internet are still pending for some of the staff; but everyone now has a work station in place.

Connecting:

The One Stop Operator and her assistant operator visited with the Enid Adult Basic Education (ABE) program on December 14th at the Lincoln Alternative Center. ABE is one of the core partners under WIOA. Jerry Hellman is the superintendent of the program. CDSA staff met with Joyce McBurnett, program assistant, and the ABE instructor. ABE has recently switched from the online GED testing to the HiSET program which has shown to have more positive results. The CDSA staff discussed all three of the WIOA programs (Adult, Dislocated Workers, and Youth) and talked about the best way to make referrals between the two programs. WIOA staff also mentioned that they would be invited to partner meetings in the 2017 year and would remain in contact with them about policy and performance as related to the new WIOA measures.

On December 23rd, the WIOA staff conducted an Independent Living Event at the Woodward Department of Human Service (DHS) office for two foster care youth. The CDSA service provider staff helped the students complete WIOA applications, discussed the youth program services and objectives, and conducted a resume writing class. This event was designed as an outreach tool to partner with DHS and target youth in foster care while at the same time building a stronger partnership with the DHS caseworkers and staff in general. CDSA staff will follow up these referrals and schedule appointments with the youth after the Christmas school break in January.