

**COMPREHENSIVE  
WIOA REGIONAL PLAN  
FOR  
WESTERN OKLAHOMA**



**PREPARED BY**

**SOUTH CENTRAL OKLAHOMA WORKFORCE BOARD**

**NORTHWESTERN OKLAHOMA WORKFORCE BOARD**

**SOUTHWEST OKLAHOMA WORKFORCE DEVELOPMENT BOARD**

**The Western Oklahoma Planning Region is comprised of thirty-three counties: Alfalfa, Beaver, Beckham, Blaine, Caddo, Cimarron, Comanche, Cotton, Custer, Dewey, Ellis, Garfield, Grady, Grant, Greer, Harmon, Harper, Jackson, Jefferson, Kay, Kingfisher, Kiowa, Major, McClain, Noble, Payne, Roger Mills, Stephens, Texas, Tillman, Washita, Woods, and Woodward.**

**PERIOD: JULY 1, 2017 – JUNE 30, 2021**

PLANNING REGION:	Western Oklahoma
LOCAL AREAS WITHIN THE PLANNING REGION:	Southwest, South Central, and Northwestern

The questions provided as a template to assist in the development of the plan are highlighted in grey.

The Workforce Innovation and Opportunity Act (WIOA) of 2014 represents a commitment to workforce development for individual and national economic growth. WIOA seeks to increase opportunities for individuals, especially those facing barriers to employment, and invests in the imperative connection between education and the career preparation. Planning regions have been created based on state labor market areas, regional economic development areas, and funding mechanisms for educational centers including colleges, universities, and Career Technology Centers. One primary purpose of the planning regions is to foster necessary partnerships that reduce costs and meet training needs of Oklahoma’s workforce. Planning regions allow the opportunity to more effectively prioritize training for in-demand occupations unique to the area while streamlining efficiency. The Western Oklahoma Planning Region is comprised of thirty-three counties: Alfalfa, Beaver, Beckham, Blaine, Caddo, Cimarron, Comanche, Cotton, Custer, Dewey, Ellis, Garfield, Grady, Grant, Greer, Harmon, Harper, Jackson, Jefferson, Kay, Kingfisher, Kiowa, Major, McClain, Noble, Payne, Roger Mills, Stephens, Texas, Tillman, Washita, Woods, and Woodward.

Western Oklahoma Planning Region Overview (data obtained from EMSI)

Population (2016)	744,829
Jobs (2016)	282,707
Average Earnings (2016)	\$48,038
Unemployed (10/2016)	16,593

**A. Data Analysis**

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

The Region reviewed the Oklahoma Office of Workforce Development (OOWD) report (<http://oklahomaworks.gov/kenecon/>) of regional data issued in April 2016 and compared it to reports from Emsi to better understand what are existing and emerging in-demand industry sectors and occupations. Naturally, because the Region is so large (33 counties), not all counties or communities will have the exact same industries and/or occupations listed but the three Workforce Development Areas share similar traits.

Health care was viewed as an industry with existing and emerging in-demand occupations across the 33 counties with moderate to high wages for workers and requiring education, training, and/or advanced degrees in order to obtain, retain, and/or advance within the industry. Other industries and occupations feed into and support the health care industry.

From the OOWD Report:

Top Industries in Western OK
Government
Retail Trade
Health Care and Social Assistance
Accommodation and Food Services
Manufacturing
Construction
Mining, Quarrying, and Oil and Gas Extraction
Other Services (except Public Administration)
Crop and Animal Production
Professional, Scientific, and Technical Services

Wages by Industry:

- All of the top Industry earnings in the State of Oklahoma average are higher than Western Planning Region averages. The largest wage difference occurs in the “Utilities” industry. Statewide this position earns \$33,760 more than in Western Oklahoma.
- The industries in Western Oklahoma that compare closest to state averages are, “Management” and “Government”.
- “Information” is the only industry in the region that earn less than the state of Oklahoma’s yearly average earnings of \$50,825.

*Ecosystems Impact in Western Oklahoma on Occupations and Salaries* – The Oklahoma Department of Commerce identified five ecosystems in Oklahoma important to the economy to generate wealth, have employment growth potential, or where the state has a competitive advantage. These ecosystems are: Aerospace and Defense, Energy, Agriculture and Bioscience, Information and Financial Services, and Transportation and Distribution. In each ecosystem, there are critical occupations necessary for future growth and advancement. In addition to the five statewide ecosystems, there are ecosystems at the regional level important for regional economies such as Health care.

### Health Care (Regional Complementary)

Based on 2015 job numbers, there are 33,840 jobs in the Health Care ecosystem in the Western Oklahoma Planning Region with average wages of \$45,270. As a projection of demand, by 2025 total employment in the Health Care ecosystem will grow to 40,510 jobs in Western Oklahoma, an increase of 6,670 jobs for the region.

The list below encompasses some of the critical occupations for the Health Care ecosystem in Western Oklahoma. However, these occupations are not solely intended to serve the Health Care ecosystem, they are driven by demand and individuals with these work backgrounds will have transferable skills to other ecosystems.

SOC	Industry	Median Hourly Earnings	Education Level
29-1051	Pharmacists	\$51.96	Doctoral or professional degree
11-9111	Medical and Health Services Managers	\$35.10	Bachelor's degree
29-1141	Registered Nurses	\$26.24	Associate's degree
29-2061	Licensed Practical and Licensed Vocational Nurses	\$17.25	Postsecondary non-degree award
31-9091	Dental Assistants	\$16.59	Postsecondary non-degree award
29-2052	Pharmacy Technicians	\$13.22	Moderate-term on-the-job training
31-9092	Medical Assistants	\$11.77	Postsecondary non-degree award
31-1014	Nursing Assistants	\$10.21	Postsecondary non-degree award
31-1011	Home Health Aides	\$9.26	Short-term on-the-job training
39-9021	Personal Care Aides	\$8.66	Short-term on-the-job training

Source: EMSI 2016.1

*These occupations are necessary for the Health Care ecosystem to thrive. Just as important, they are necessary for other industries as well. Other industries that demand these occupations include general and medical hospitals, physician’s offices, nursing care facilities, and home health care services, among others.*

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

Across the region, employers are continually seeking qualified talent for the existing jobs available but also to fortify plans for growth and expansion. Within the health care industry, for example, employers need applicants who have obtained the necessary skills and credentials to perform on the job such as a license provided by the State Board of Nursing. While every industry and in-demand or emerging occupation may not need formalized training or a lengthy training program for a credential in order to begin employment, resources are available to assist with needs like short-term prevocational services and on-the-job training. The region is working on better coordination and coupling of in-demand occupation lists amongst the three areas so as to focus on health care and develop a sector strategy that can influence the workforce development system.

The content and skill requirements of jobs are constantly changing, requiring employers to establish avenues for employees to continually upgrade their education and skills. In order for businesses to remain competitive in a global economy, they must find ways to develop new, more productive, higher value-added systems of production that employ highly skilled workers. The rapidly changing and more technologically advanced job skills require changes in the education and workforce training systems that are more flexible. This points to a growing demand for career pathways for ease of access into an industry and retraining of incumbent workers to address new processes. It is clear that workforce training must refocus to develop and implement avenues to lifelong learning for all workers.

Along with specific credentials and training of the applicants/potential new hires, employers across all industries have continued to report the need of soft skills, support from the community with affordable housing and transportation, and reduction in turn-over or churning .

The impact self-employment and small business have in the local economy cannot be understated. While not fully addressed in the data reviewed, entrepreneurs are a vital slice of the economy. The region will strive to utilize labor market information provided through Emsi to better plan for the potential need of this cohort and support entrepreneurial efforts.

The region supports an industry partnership structure that enables the workforce development system to be nimble and responsive to the ever-changing needs of the region's businesses. Collectively, the business needs in our region are as diverse as the geography. With the collaboration and leadership of the Area's ecosystem industries, the region will be actively engaging partners with the secondary and post-secondary institutions to ensure that industry specific curriculum and skills are being developed (if a gap is identified) along the spectrum of needs from entry to senior level positions.

As a goal to better understand employment needs, the region intends to pilot a project with a local system to create a user friendly and easy-to-take survey of workforce needs. The results of the survey will become part of future plans and would help support workforce planning activities.

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.

Businesses in the region want qualified talent for their businesses – workers who have the knowledge, skills sets, and abilities that will meet and/or exceed their workforce needs and help the business maintain a competitive advantage and/or become globally competitive in the current and future markets. Soft skills and hard skills are both of major concern for businesses. Research has shown that businesses desire employees who exhibit the following: problem solving and critical thinking skills, positive work ethic, appropriate life

management skills (balance between personal and work life), strong oral and written communication skills, interpersonal skills (team work), information gathering and organizational skills, occupational and job-related skills, self-direction and personal initiative, and customer service skills.

Some of the top industries in the region include manufacturing, energy, construction, health care, and accommodation and food services, and agriculture. The knowledge and skills needed to meet the demands of the existing and emerging industries in the Western Oklahoma Planning Region range from less than a high school diploma to advanced degrees and certifications.

When concentrating on the health care industry, the occupations that provide for moderate to higher wages require training and industry recognized credentials. Reviewing the occupations in the chart from question A. 1. a., the highest paying jobs that require at least some postsecondary training up to an Associate’s Degree perform similar tasks and require similar knowledge, skills, and abilities (information in the chart below obtained from O\*NET [www.onetonline.org](http://www.onetonline.org)).

Occupation	Tasks	Knowledge	Skills	Abilities
Registered Nurse	Administer medications to patients and monitor patients for reactions or side effects.	Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.	Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.	Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
LPN	Administer prescribed medications or start intravenous fluids, noting times and amounts on patients' charts	Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.	Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times	Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
Medical Assistant	Record patients' medical history, vital statistics, or information such as test results in medical records	Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.	Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.	Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.

What this shows is an opportunity to create a career pathway (ladder/lattice) that can assist with the upward mobility of lower wage job seekers through the health care system into higher paying jobs. The training opportunities in the area are available to assist in obtaining the needed skills and credentials for the next level.

The skills needed by business are clearly as complex as advanced training can provide but also as straightforward as needing employees to show up to work on-time. The region's ambition is that the available workforce is (1) endowed with the knowledge, skills, and abilities that will equip them to obtain, retain and advance in the jobs of the 21<sup>st</sup> century that will give them a good quality of life for their families, and (2) able to meet the needs of business for skilled works which will promote the businesses ability to remain locally, regionally, and globally competitive.

### **Western Oklahoma Region Educational Assets**

Colleges, Universities, and Career Techs are vital in developing the workforce of Western Oklahoma. The region is home to several educational institutions that help develop the region's workforce. These institutions help supply organizations and companies with the labor and skills necessary for today's economy. Colleges, Universities, and Career Techs can work with employers in Western Oklahoma to find gaps in employee skills.

#### **Career Techs**

There are thirteen Career Techs in the Western Oklahoma Region area with eighteen locations:

- Autry Technology Center (Enid)
- Caddo-Kiowa Technology Center (Ft. Cobb)
- Canadian Valley Technology Center (Chickasha)
- Chisolm Trail Technology Center (Omega)
- Great Plains Technology Center (Lawton; Frederick)
- High Plains Technology Center (Woodward)
- Meridian Technology Center (Stillwater)
- Mid-America Technology Center (Wayne)
- Northwest Technology Center (Fairview; Alva)
- Pioneer Technology Center (Ponca City)
- Red River Technology Center (Duncan)
- Southwest Technology Center (Altus)
- Western Technology Center (Sayre; Weatherford; Hobart; Burns Flat)

Source: Oklahoma Career Tech

#### **Colleges and Universities**

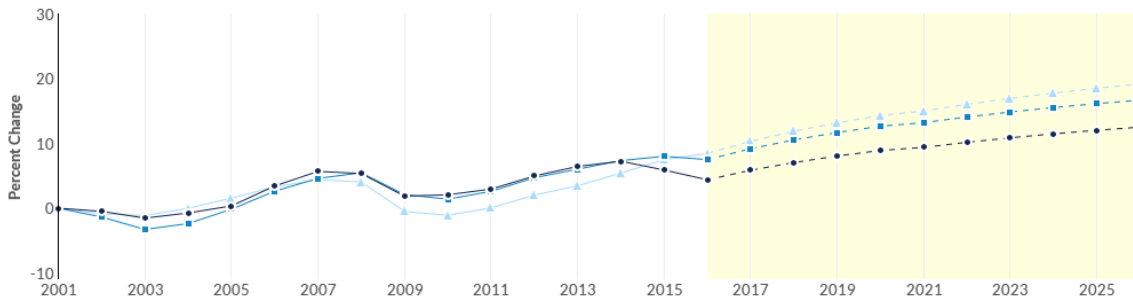
There are sixteen colleges and universities in the region:

- Cameron University (Lawton; Duncan)
- Northern Oklahoma College (Stillwater; Enid; Tonkawa)
- Northwestern Oklahoma State University (Enid; Alva; Woodward)
- Oklahoma Panhandle State University (Goodwell)
- Oklahoma State University (Stillwater)
- Southwestern Oklahoma State University (Weatherford; Sayre)
- University of Science and Arts Oklahoma (Chickasha)
- Western Oklahoma State College (Altus)

Source: Oklahoma State Regents for Higher Education

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

## Regional Trends



Region	2016 Jobs	2026 Jobs	Change	% Change
● Region	282,707	304,716	22,009	7.8%
● Oklahoma	1,675,003	1,818,076	143,073	8.5%
● United States	147,072,170	161,645,396	14,573,226	9.9%

282,707 Jobs (2016) above National Average	0%	7.8% change (2016-2026) Nation: 9.9%	\$48,038 Ave. earnings per job (2016) Nation: \$64,008
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The Western Planning Region counties combine for an estimated population of 741,680. This accounts for 19% of the total state population. Lawton is the largest city in the region with an estimated population of 97,020.

- According to 2015 Census estimates, Comanche County, home to Lawton, is the most populous county in the region with an estimated population of 124,650. Payne County is second largest with 80,850 people.
- Cimarron County in the panhandle is the least populated county in the region, with an estimated population of 2,220.
- Since 2010, and with so many counties, the region has experienced varied population growth. Seventeen of the counties in the region experienced population increase, led by McClain County at 8.1%. Sixteen counties experienced population decline, with Blaine losing the most at -17.7%.
- Ten counties had population gains of 4% or more – led by McClain (8.1%), Beckham (7.5%), Custer (7.4%), and Woodward (7.4%).
- Of the sixteen counties that lost population, only three lost more than 5%.

### Western Oklahoma Planning Region Population Breakdown by Race:

- 73.2% of residents in the Western Oklahoma Planning Region identify themselves as White. This is more than the statewide average of 68%.
- With 39,550 people, Black is the second most populous group in Western Oklahoma. They account for 5% of the population.
- Two or More Races consist of 5% of the population. American Indian makes up 4.6% of the population, while all remaining races account for one percent or less of the population.
- Hispanics, which are categorized as an ethnicity by the Census bureau, make up 11% of the total population in Western Oklahoma. Hispanics actually consist of the 2nd largest minority group in Western Oklahoma with 78,650 people.

### Educational Attainment in the Western Oklahoma Planning Region:

- 85.2% of people residing in the Western Oklahoma Planning Region have attained at least a high school degree. This is slightly below the statewide average of 86.6%.
- Western Oklahoma has educational attainment very close to the state averages. However, the Western Oklahoma Planning Region has lower percentages of individuals with “bachelor’s degree”, and “associate’s degree” than the state average

- Bachelor’s degree is the largest gap of post-secondary educational attainment between region and state averages, at 2%.
- At the secondary level, the Western Oklahoma Planning Region has a higher percentage of individuals whose furthest educational attainment is “less than 9th grade”, “9th to 12th grade” and “high school graduate” compared to the state average.

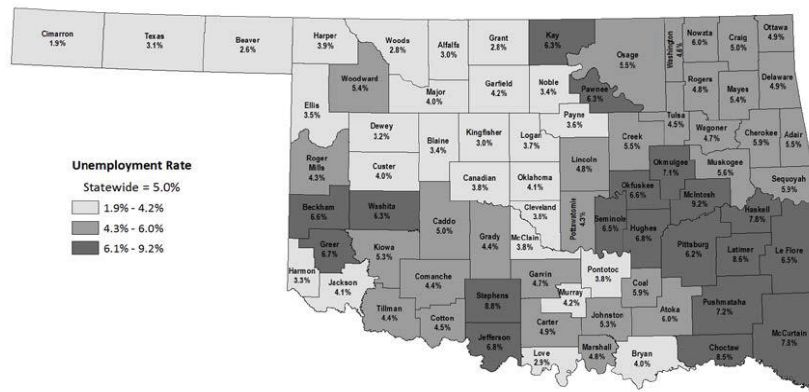
**Western Oklahoma Planning Region Education Gap**

- By 2025, 23% of all new jobs in the Western Oklahoma Planning Region will require a high school degree or less, but 57% will require post-secondary training. Currently only 29% of individuals in the area have some post-secondary training or an associate’s degree. By 2025, 14% of new jobs will require a bachelor’s degree, and 6% will require a graduate degree or higher.
- Based on the projected demand and current educational attainment levels, the Western Oklahoma Planning Region has a significant gap in the post-secondary/associate’s degree/certificate level if they want to be able to meet the needs that may emerge in the area.
- There is always opportunity to encourage further education, especially considering the gap in the post-secondary training and those with a high school diploma, or less. That segment of the population could be targeted to become candidates for further education or attaining certificates. Decreasing the number of individuals with high school or less, and increasing numbers of trained post-secondary individuals will lead to better jobs and potential to create wealth.
- There is a slight surplus of individuals in the grad degree or higher category compared with new job requirements for that sector in 2025.

Source: OK Office of Workforce Development; EMSI 2016.1  
2025 Estimates based on new jobs created and entry level job requirements

According to the Oklahoma Employment Report December 2016 report, which was released February 1, 2017 from the Oklahoma Employment Security Commission, shows the average unemployment rate for the region is 4.7% with total unemployment 15,355. The region has typically had and continues to have moderately low unemployment (5% or less). With low unemployment, this means nearly all the working age population who want to work are working but also means there is a smaller labor supply available for businesses seeking to relocate to the region or to expand their business.

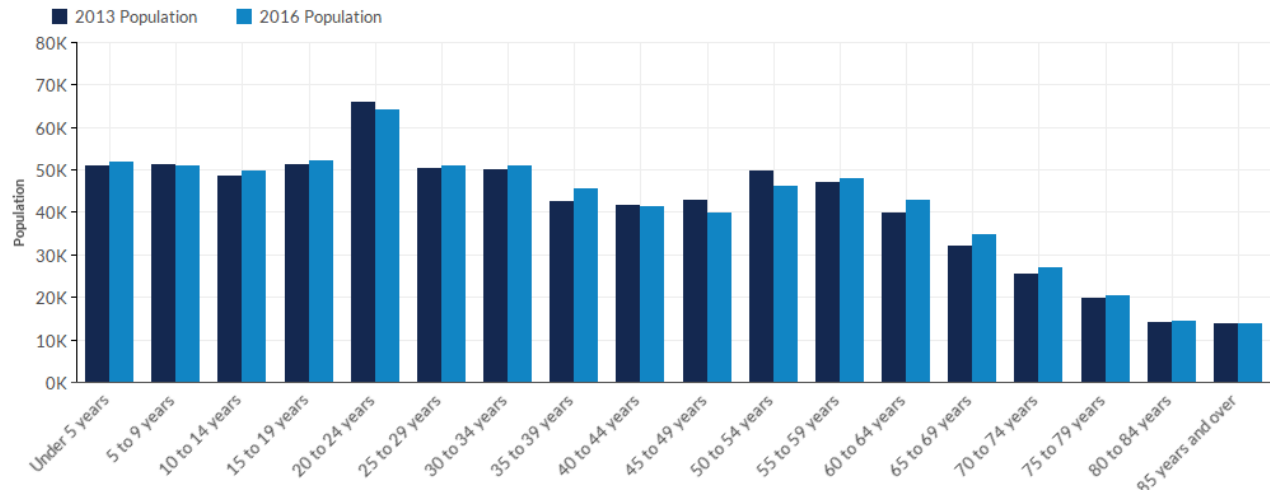
**UNEMPLOYMENT RATES by COUNTY – December 2016 (Not Seasonally Adjusted)**



	December 2016			November 2016			Dec 2016	Nov 2016	Oct 2016	Dec 2015
	Labor Force	Employment	Unemployment	Labor Force	Employment	Unemployment				
Northwestern WIA	151,028	145,013	6,015	151,856	145,824	6,032	4.0%	4.0%	4.1%	3.5%
Southwest WIA	51,013	48,455	2,558	51,516	48,881	2,635	5.0%	5.1%	5.5%	4.7%
South Central WIA	135,178	128,396	6,782	135,916	128,923	6,993	5.0%	5.1%	5.5%	4.4%



## Population by Age Cohort



Age Cohort	2013 Population	2016 Population	Change	% Change	2013 % of Cohort
Under 5 years	50,806	51,870	1,064	2%	6.89%
5 to 9 years	51,168	51,053	-115	0%	6.94%
10 to 14 years	48,670	49,887	1,217	3%	6.60%
15 to 19 years	51,217	52,097	880	2%	6.94%
20 to 24 years	66,065	64,235	-1,830	-3%	8.96%
25 to 29 years	50,346	51,079	733	1%	6.83%
30 to 34 years	50,164	50,937	773	2%	6.80%
35 to 39 years	42,460	45,452	2,992	7%	5.76%
40 to 44 years	41,745	41,391	-354	-1%	5.66%
45 to 49 years	42,830	39,854	-2,976	-7%	5.81%
50 to 54 years	49,870	46,235	-3,635	-7%	6.76%
55 to 59 years	47,038	47,821	783	2%	6.38%
60 to 64 years	39,765	42,755	2,990	8%	5.39%
65 to 69 years	32,167	34,761	2,594	8%	4.36%
70 to 74 years	25,516	26,906	1,390	5%	3.46%
75 to 79 years	19,842	20,290	448	2%	2.69%
80 to 84 years	14,217	14,361	144	1%	1.93%
85 years and over	13,649	13,842	193	1%	1.85%
<b>Total</b>	<b>737,534</b>	<b>744,829</b>	<b>7,295</b>	<b>1%</b>	<b>100.00%</b>

Source: QCEW Employees & Non-QCEW Employees - Emsi 2017.1 Class of Worker

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

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

The self-assessment that was utilized in conjunction with the SWOT assisted the Region to focus on a system that is meeting the customer's needs and is accessible, current, innovative, and continuously improving.

The self-assessment tool was tabulated and the Region's respondents voted these items as high priorities, in the initial phase (The team has discussed this indicator but has not started planning ), and were open to training:

- Governance - "The region has described to our local workforce development board(s)'s strategic vision to support regional economic growth and economic self-sufficiency. This must include goals for preparing an educated and skilled workforce (including youth and individuals with barriers to employment), and goals relating to the performance accountability measures based on performance indicators."
- Business Services – "Business services outreach is an integrated, collaborative process that is developed and shared among all the partners within the system. Someone is designated to coordinate the business services outreach program among our regional partners."
- Job Seeker Services – "Our partners have developed and are implementing their plan to eliminate duplication of core services."

With the submission and approval of this Regional Plan, the workforce boards will bring the partners into a more collaborative arena to understand what the plan's focus is and to align the Region's activities with the plans goals. The region is eager to form a committee to review 'system certification' efforts from each Board and data from the job seeker and business services matrices in order to focus on organizing integrated, collaborative processes for business outreach.

- **STRENGTHS**
  - ✓ Top Findings: Small Town Commitments, Variety of Industries , Military Bases - Ft. Sill, Vance, Resourcefulness, Already have Relationships established, Strong Partnerships, Brick and Mortar already exists, Strong Leadership
  - ✓ Supporting Findings: Career Technology Centers, Out of the Box Thinking, Diverse Populations, Regional Universities, Agriculture, Native American Tribes, Wind Energy and Other Natural Resources, Local Workforce Offices, Working already, Sharing = workforce enhancement, Customer Focused, Regional Mindset, Strong Economic Development agencies
- **WEAKNESSES**
  - ✓ Top Findings: Limited Transportation, Loss of Population / "limited" population (Funding Formulas affected by this), Budget Cuts, Funding, Access to Health care – Rural Health Care diminishing, Lack of Knowledge of other Services/Resources, Common Performance Measures – Who gets credit, Accessibility / ADA Compliance, Market Instability
  - ✓ Supporting Findings: Lack of Manufacturing, Boom or Bust Economy, Brain Drain, Marketing, Territorialism, Lack of Broadband, Logistics, Client Transportation, Lack of Workforce Personnel, Lack of affordable housing, Marketability of workforce system (can't use funds), Closure of current resources, No Draw for young people – Not hip/cool
- **OPPORTUNITIES**
  - ✓ Top Findings: Shared Data Systems, Dual Enrollment w/different funding streams & both meet performance, More opportunities to better serve community because we're working together, Eliminate Duplication, Working / Increased Collaboration with tribes, Political Landscaped Change, Better Trained Case Managers, Opportunities to "Fill in Gaps", Apprenticeships and OJT

- ✓ Supporting Findings: Creative Advertising/Marketing, Job Fairs / Cooperative Agencies, Common Registration/Intake Systems, Dual Enrollment, Educate on all services available / across agencies, Agencies could share performance measures, More resources for employment, More transportation resources, “Team” Case Management, Dual Customer Approach – Biz needs = Job seeker needs, Forced innovative approach mentality, More educated workforce – TAA, Forces us to work more closely
- THREATS
  - ✓ Top Findings: Sanctions for Poor Performance, Funding Cuts, Territorialism, Transient Workers, Duplication of Services, Redundancy, Over dependence on Oil & Gas Industry, Aging Population, Not being able to serve everyone
  - ✓ Supporting Findings: Lower Commodity Prices, Unemployment rate versus funding, Perception that consolidation threatens small communities, Not being able to provide services across large geographical areas, Staff burnout with larger unmanageable areas, State staffs increasing while field staffs decreasing, Field morale: Asked to do more, with less; while state staff grows and does less

b. Describe the alignment of the regional education and training programs with the employment needs of regional employers.

Businesses in the Western Oklahoma Area want educated and trained highly qualified skilled workers for their businesses—workers who have the knowledge, skill sets, and abilities that will meet their workforce needs and help them retain the competitive advantage and/or become globally competitive in the 21<sup>st</sup> century. Businesses are concerned about worker skills, both soft skills and hard skills. Research has shown that businesses in this area, and in all areas of the state and Nation, want employees with the following: work ethic; personal life management skills; written and oral communication skills; interpersonal skills; problem-solving skills; math and reading skills; teamwork skills; information gathering skills; computer literacy skills; organizational skills; listening skills; time management skills; self-direction and initiative skills; customer service skills; resource management skills; occupational and job-related skills; and physical dexterity skills. In addition, businesses want workers who are responsible, loyal, dependable, trustworthy, and possess a positive attitude and integrity. In general, businesses think that the current workforce lacks many of those skills listed above, but that the most critical skills needed are: personal life management skills; reading, writing, and math skills; team player skills; listening skills; occupational skills and job skills. The Region’s goal is that all customers are equipped with the knowledge, skills (including soft skills), and abilities that will equip them to obtain and retain employment in jobs of the 21<sup>st</sup> Century that will give them a good quality of life for their families; and, will meet the need of businesses for skilled workers which will promote their ability to remain globally, regionally, and locally competitive. By building partnerships with education and training programs to create career pathways, education and training program providers will be at the table to listen to the business and industry needs and how we can properly align skill sets with employment opportunities.

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 public workforce system under the direction of the local workforce boards is responsible for serving a diverse population of business and job-seeking customers. The boards ensure that a full range of employment and training programs and services delivered through the Region’s systems are accessible to and will meet the needs of displaced homemakers, low-income individuals, women, minorities, individuals training for non-traditional employment, veterans, public assistance recipients and individuals with multiple barriers to employment (including older individuals, people with limited English-speaking proficiency, and people with disabilities) through the Oklahoma Works partnerships and programs. All career and training services provided by the WIOA Title I Service Provider are available to all groups of people and accessible through the

Workforce Centers. The boards are seeking new and easier ways to access these services possibly via other outlets using technology or satellite offices. There are no “special” services set aside for specific groups of individuals in the Western Region. At the time of this plans development, there are no specific nontraditional training and employment activities provided in this workforce investment area. The special needs of each of the above listed targeted groups are identified during the objective assessment/initial assessment process (service strategy design process) which is in place in each of the Area’s Workforce Centers. The process to receive services is simple—a job seeker walks into an Oklahoma Works office to speak to a staff member and the assessment process begins. The main goal is to help the job seeker obtain employment. After receiving basic career services and the One Stop Operator or staff has made a determination that the customer is unable to obtain employment or is unable to retain employment or get a better job without more intensive services, a WIOA eligibility determination is made. If the job seeker is eligible and desires more intensive services, then the assessment process continues and they complete an application for enrollment into the WIOA Title I program best suited for their situation and needs. The WIOA Title I staff then go through a procedure with the customer of determining through assessment, career planning, and counseling what specific services the customer needs to obtain a job or get a better job.

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

The knowledge and skills needed to meet the demands of the existing and emerging industries in the Western Oklahoma Area range from less than a high school diploma to advanced degrees and certifications.

Businesses in the Region want qualified talent for their businesses – workers who have the knowledge, skills sets, and abilities that will meet and/or exceed their workforce needs and help the business maintain a competitive advantage and/or become globally competitive in the current and future markets. Soft skills and hard skills are both of major concern for businesses. Research has shown that businesses desire employees who exhibit the following: problem solving and critical thinking skills, positive work ethic, appropriate life management skills (balance between personal and work life), strong oral and written communication skills, interpersonal skills (team work), information gathering and organizational skills, occupational and job-related skills, self-direction and personal initiative, and customer service skills.

The skills needed by business are clearly as complex as advanced training can provide but also as straightforward as needing the employee to show up to work on-time. The region’s goal is that the available workforce is (1) endowed with the knowledge, skills, and abilities that will equip them to obtain, retain and advance in the jobs of the 21<sup>st</sup> century that will give them a good quality of life for their families, and (2) able to meet the needs of business for skilled works which will promote the businesses ability to remain locally, regionally, and globally competitive.

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.

The Western Oklahoma Region addresses the continual workforce demand changes by annually reviewing the Demand Occupation List by each Workforce Board and updating it to provide a skilled and ready workforce to employers.

The Western Oklahoma Region supports the development of career pathways as a method through which workers can move up the career ladder by completing short-term certificate training programs that lead to credentials and upward mobility in their career of choice. This laddering effect, over time, produces a better-trained and qualified workforce for local employers, as well as higher wages for employees, which, in turn, creates a positive economic impact on local communities and the state as a whole. The lack of a defined or developed career pathway for any industry is stunting growth for the Region. It is hoped that with the development of a Regional Sector Strategy the progress toward career pathways will be established.

## **B. Descriptions of Regional Strategies**

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

This regional plan is the result of years of workforce development efforts by the local areas striving to foster solutions to business needs. After the designation of the Western Oklahoma Planning Region by the Governor, a variety of outreach and planning efforts began. In July 2016 and continuing through March 2017, the three workforce areas began to focus their efforts to improve our understanding of the changing regional economic conditions, particularly identifying those that have created new areas of growth and opportunity in a variety of sectors and occupations. Each of the regions One-Stop Partners has been participating in an on-going system building and development process with participation from businesses, partners, local elected officials and board members from across the region. Through the urging and support of the CLEOs, a formal kick-off of the regional planning effort took place in September 2016 with a Regional Planning Self-Assessment Tool at the local level. The assessment tool was organized under the three standards categories (Governance, Business Services and Job Seekers Services) and includes corresponding indicators that are components of each element. The local areas combined responses to the tool were utilized in completing the Western Region SWOT analysis. Lead by the three workforce board chairs and CLEOs, a Western Region Workforce planning meeting was held in November 2016 with 30 local board members, local elected officials, and Core Partners. Specific feedback from the key impacted stakeholders and agencies was compiled into a regional SWOT analysis. Our regional leadership invited 103 Core Partners, local elected officials, and Workforce Board members to the SWOT analysis meeting from Northwestern, South Central and Southwest local areas. Additionally, our consultant met all the key players and began discussing the strengths, weaknesses, opportunities and threats of the Western region. We facilitated a discussion of distinguished and influential local leaders representing significant cross-sections of our WIOA stakeholders such as core One-Stop partners, community colleges and career techs, Department of Human Services, Adult Education, Veterans, Corrections, Veterans, Department of Rehabilitative Services, Oklahoma Employment Security Commission as well as key Private Sector employers. Feedback on the facilitated session was extremely positive. The final documentation from the SWOT analysis was sent to the Oklahoma Office of Workforce Development to meet a regional milestone.

As this plan was developed, we realized some suggested/potential steps were not fully executed. The Region is creating a plan of action to overcome those deficiencies. Here are some of the steps we plan to take and the timeline to complete them:

- Review the service matrices status and recommend local area action as needed – October 2017
- Core Partner meetings to motivate alignment of workforce activities – December 2017
- Regional Strategic Planning session – December 2017

We will continue to strengthen the partnerships among the region and each partner has committed to inculcate appropriate contributions based on Federal and State guidance to further improve and streamline Job Seeker and Business Services.

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

The regional partnership includes assigned partners, mandated partners and other key stakeholders, in addition to the three WDBs. WIOA Core Partners include, Wagner-Peyser, Adult Education, Vocational Rehabilitation, LWDB directors/members, apprenticeship and Job Corps, community/technical college representatives, 4-year educational institutions, regional/local economic development representatives, Local elected officials, private industry employers, especially those representing the likely target industries. Partners at the Comprehensive One Stop include: Department of Labor, Department of Vocational Rehabilitation, Adult Education & Literacy (referral), DFCS (TANF), ORO, and Veteran's Services. Additional partners provide services from the One-Stop Centers based on needs and special projects available for career development and self-sufficiency.

The Western Region will work with core programs to continually expand in-house partnerships. Increasing in-house partnerships not only increases efficiency of funding through shared Resource Sharing Agreement costs, but it also helps maximize available services and increase diversity in center staff knowledge skills and abilities. The partners take great pride in the region and share a commitment to work together to implement the Regional Plan and continuously assess the workforce development system for improvement and innovation. Implementation will continue to focus on the vision by streamlining the workforce development system to avoid duplication and maximize services to customers. Key to streamlining is the continued integration of partners and their programs within the One-Stop Centers. Local resources are aligned across core programs in order to broaden service delivery, maximize leverage and minimize duplication.

Examples of existing alignment partners reported are: 1) Adult Education (Title II) contracts high schools and community colleges to provide Basic Skills Instruction to educate adults toward a GED or High School 21+ diploma. 2) Co-enrollment of customers with multiple partners allows leveraging of shrinking funds. A customer may be co-enrolled with as many as 3-4 partners to provide counseling, support, tuition and follow up. 3) Other resource alignment and leveraging with Title III and other partners are realized in joint job fairs, hiring events, and veteran outreach events. 4) One-Stop Center staff provides on-site orientation, intake, job preparation and soft skills for adults, dislocated workers, youth, and adults/ students with disabilities. 5) Partners closely coordinate a variety of vocational education financial aid sources including: Pell, Worker Retraining, Adult and Dislocated Worker ITAs, Youth, Trade Adjustment Assistance, Basic Food Employment and Training, Opportunity Grants & Vocational Rehabilitation funds. Staffs meet regularly to leverage funding options for customers.

The Western Oklahoma Region will expand access to employment, training, education, and supportive services for eligible individuals, particularly eligible individuals with barriers to employment by remaining in conformance with the WIOA State Plan for the State of Oklahoma, Section VI, Program-Specific for Core Programs as written and as amended by Federal and State guidelines. This guidance includes Adult, Dislocated Worker and Youth Activities under Title I-B; Wagner-Peyser Program (Employment Services); Adult Education and Family Literacy Act Programs; and Vocational Rehabilitation.

The Northwestern, South Central and Southwest Workforce Investment Areas (Western Oklahoma Planning Region) also agree to share, as appropriate, administrative costs in accordance with the Workforce Innovation and Opportunities Act (WIOA), 679.00 and forthcoming guidance from the Oklahoma Office of Workforce Development (OOWD), not published as of the date of this Regional Plan. The primary concern of WIOA and OOWD's concern for cost sharing with regionalization is two-fold. First and foremost, to ensure that workforce customers are receiving maximum funds to support their needs for employment/re-employment and ancillary services. This is driven by WIOA and the Governor of the State of Oklahoma's guidance, through OOWD, with a target of 40% to recipients by PY2018. Second, with forecast reductions of federal and state funding, to ensure that each administrative and/or pooling of funds cost is vetted and reduced to a minimum required level commensurate with market service pricing, (i.e., lowest market cost of fiscal agency, employer of record, service provision, etc.)

The desired end-state is to "cost share" via a business model that will maximize participant funding while simultaneously reducing operational and overhead costs. These costs may include, but are not limited to: staffing, service provision, and human resources support. The Western Oklahoma Planning Region must consider the most cost effective options for our area, while remaining in compliance the Office of Management and Budget (OMB) circulars regarding avoidance of conflict of interest and procurement of services.

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 goals for achieving the Governor and State's vision for wealth generation, are both under the umbrella of Oklahoma Works, the workforce development initiative for the state, and specifically within the scope of WIOA at the state and local and regional levels.

Oklahoma goals for preparing an educated and skilled workforce, including preparing youth and individuals with barriers of employment and other populations, and a goal for meeting the skilled workforce needs of employers will be supported by the Region.

In alignment with the Oklahoma State Plan Policy Strategies, the Oklahoma Works thoughtfully crafted achievable goals and activities while envisioning more ways to enhance coordination throughout the region. The Boards will oversee the implementation of the regional plan, providing guidance and leadership for the regional workforce development system. This oversight will include a continuous improvement loop to gain partner feedback and measure performance outcomes. The feedback loop will be designed to ensure services are effectively meeting the needs of employers while transitioning residents to gainful employment, breaking the cycles of poverty and increasing economic equity for long lasting prosperity. The Core Partners, along with the three Boards, have developed a foundation of collaboration and anticipate the renewed regional partnership that will serve as a catalyst for realization of the vision as goals are accomplished. The forum will be expanded to invite regional partners and will be used to align local resources in order to achieve the State's strategic vision.

Key Economic Networks (KENs), under the Oklahoma Works initiative, are areas in which labor market data demonstrate geographic similarities with regard to occupations and commuting patterns. In the fall of 2015, the Governor led a tour of all nine KEN areas across the state to hear from local business leaders, local educators, workforce development board members, local agency staff from our workforce system partners, and the State retrieved qualitative data from each KEN regarding the workforce challenges in rural and urban areas of the state.

The Region will coordinate the development, alignment, and connection of education and training pipelines with the needs of the state's regional economies by coordinating strategic priorities and plans across the system.

The Region will integrate and use workforce and economic development data to inform policy, track progress, and measure success by 1) using data to decrease labor supply and demand gap: utilize statewide data to decrease the skills gap by defining determinants and benchmarks along all levels of education and training that lead to employability in identified economic systems, evaluating and utilizing competencies and assessments, and identifying and working to minimize existing data gaps,

The Region plans to cultivate and maintain productive relationships between regional employers, educators, and other workforce partners to ensure an appropriately skilled workforce that meets the needs of employers. We will use real-time demand data from local business leaders to guide workforce development. Expanding and strengthening local partnerships ensures we will meet the skilled workforce needs of our local employers.

We can best optimize use of resources and incentives to achieve the Oklahoma Works goal by identifying and recommending creative, cross-agency, and cross-sector funding models that support similar workforce programs and include agency programs that potentially benefit from public-private partnerships.

As a Region, we intend incorporate as many of the Oklahoma Works strategies that created in partnership with all workforce system partner agencies representing specific populations to provide improved access and services to all clients.

The Western Oklahoma Region is implementing the goals and strategies of Oklahoma's Unified State Plan using the strategic guidance provided.

Oklahoma Works is designed to increase the wealth of all Oklahomans through providing education and training for citizens to obtain quality employment, beyond the scope of WIOA (this cuts across all agencies regardless of funding streams). Our rationale is that coordinating strategic priorities and plans across education, training, and industry will increase the wealth of all Oklahomans by providing employment opportunities for workers and ready availability of highly skilled talent for business and industry. The statewide initiative is built upon a coalition of businesses, educational institutions, state agencies, and other partners, and is an overarching state strategy, but is fully aligned with the federal Workforce Innovation and Opportunity Act.

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, and on-the-job training); and

Oklahoma continues to have an active statewide Career Pathways initiative with the goal of having a comprehensive system in place that leads students and out-of-school youth, dislocated workers, and incumbent workers through a full range of career exploration/counseling and education and training opportunities that correspond to employer needs, thus assuring a pipeline of appropriately skilled and credentialed workers for Oklahoma's companies.

More partners are moving closer to delivering services out of Workforce Centers while expanding and improving the offerings to workers and students. Even with the shrinking budgets of almost all education and training providers in the local system, resourcefulness has increased. Partners work closer than ever and partner in co-enrollment to maximize the options for a worker's pathway to advancement. These efforts are seldom made without multiple partner involvement. Coordinated efforts between Title I and other system partners are expanding and supporting learning opportunities for workers at all stages of their education or career paths.

Partners offer greater career and education guidance for adults through career and education planning workshops. Workshops are designed to help customers explore local and state labor markets, emerging and demand occupations and result in a training plan, and through delivery of basic skills instruction at Workforce Centers and Adult Basic Education locations, through coordinated preparation for post-secondary education, informing customers about financial aid and assisting with applications. The goal is to provide up-to-date information on program offerings and financial aid options. Partners increase the accessibility of training programs for adult workers by participating with Professional/Technical Education initiatives to help students navigate through and complete occupational training specific to the in demand industry in our region. For example, South Central has collaborated with Good Year and Great Plains Technology Center to place people in internships and the team has developed a customized training program for industrial maintenance tech. A Registered Apprenticeship program with Good Year is currently being developed. Northwestern Oklahoma has collaborated with Meridian Technology Center and Asco to develop machinist training that can be tailored to the specific skills already obtained by the worker/job seeker. An On-the-job Training contract with Asco was established for front line workers at the plant while Meridian Tech provided supervisor and upper level management training. Enhanced accessibility to post-secondary programs will increase industry-recognized credentials. Partners improve training for adult workers with barriers to advancement by coordinating with DRS to assist them to increase the number of internships and community based employment and OJT for individuals with disabilities.

One of the work-based learning initiatives the Regions' Service Providers use is On-the-Job-Training (OJT) to provide the skills needed for job-seekers to be successful in the workplace. In addition, Service Providers coordinate and provide internships and incumbent worker training within the region. Efforts have begun to



better connect youth and adult education students to these opportunities and expand Registered Apprenticeship options. Overall, these types of programs are an opportunity for growth under WIOA.

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

It is clear that jobs of the 21st century require advanced skills.

The Workforce Innovation and Opportunity Act of 2014, in §134(F) establishes the requirement that “training services...shall be provided in a manner that maximizes consumer choice in the selection of an eligible provider of such services,” and further establishes, in §134(G)(i) that “training services shall be provided through the use of individual training accounts...and shall be provided to eligible individuals through the one-stop delivery system.”

Training services must be linked to occupations that are in demand in the local area or in another area to which an adult or dislocated worker (DLW) receiving services is willing to relocate. Training services shall be limited to individuals who are unable to obtain other grant assistance, including Federal Pell grants or require assistance beyond the assistance made available under other grant assistance programs.

Occupational Skills Training funding will be coordinated with other resources and accessed using an Individual Training Account (ITA). ITAs are issued for training programs of eligible training providers designed to teach the knowledge, skills and abilities necessary to perform a specific job or group of jobs for which there is a demand. Education is encouraged in higher skill occupations and for nontraditional employment appropriate to the participant's needs and which contributes to their economic self-sufficiency. The training may be sequenced with or accompanied by other types of training such as OJT. ITAs are issued pursuant to the local directives which outline all requirements such as demand occupations listed on the Eligible Training Provider List. The ITA procedure ensures the trainee explores training provider options. The Western Region will explore the Incumbent worker training option and a directive will be developed if the option is chosen.

The Western Oklahoma Region will review current policies to ensure alignment throughout the region. We have not formed any cooperative service delivery agreements as of the date of this plans submission.

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

As of the date when this Regional Plan was prepared for publication (March, 2017), the Governor’s Council for Workforce and Economic Development (GCWED) had not yet announced a policy on the requirements for Career Pathways.

Defining the Problem:

However, South-Central Oklahoma is seen as the leading region in the State of Oklahoma and Nationally (National Career Pathways Network) by those involved in Career Pathways development.

Based on these outcomes, SOIC refined its work plan to focus on only one issue—

*Improving, impacting and connecting Oklahoma’s education systems by championing the support and alignment of education to promote business growth and job creation, giving Oklahoma a strategic, sustainable advantage.*

Defining Career Pathways:

One can research the term *Career Pathways* to better understand the meaning of the expression until exhaustion sets in. As mentioned, there is a great deal of information available on the Internet from sites such as Wikipedia, the United States Department of Education and the United States Department of Labor. Definitions on these sites will vary, but overall everyone seems to agree on the basic concept and definition.

Simply stated, a Career Pathway:

...is a framework for connecting a series of educational programs with integrated work experiences and supportive services thereby enabling *students and workers* to complete school and work and advance over time to better jobs and higher levels of education and training.

...is a systemic approach that ensures a pipeline of appropriately skilled and credentialed workers ready and available for Oklahoma businesses to hire.

...targets jobs in industries of importance to local economies.

...involves a great deal of career education. Some experts even suggest tying career education to subject matter as early as the five and six-year-old level.

Most importantly, a Career Pathway

...is NOT a program, but a systemic framework for a new way of doing business in our high schools, colleges and communities in support of the workforce needs of business and industry.

The U.S. Department of Labor, Employment and Training Administration, has produced a document\* that states that Career pathway programs feature the following characteristics:

- 1) Sector Strategy
- 2) Stackable Education/Training Options
- 3) Contextualized Learning
- 4) Integrated Education & Training
- 5) Industry-Recognized Credentials
- 6) Multiple Entry & Exit Points
- 7) Intensive Wrap-Around Services
- 8) Designed for Working Learners

The Governor's Council for Workforce and Economic Development has adopted the following definitions for the development of a statewide Career Pathways initiative:

#### *Career Pathways Definition*

The term "career pathways programs" means a clear sequence of employer validated education coursework and/or training credentials and certifications that include the following components:

- Are aligned with the skill needs of industries important to local, regional, or state economies in which they are located, and reflect the active engagement of employers in targeted ecosystems regarding the skill requirements for employment or career progression in high demand occupations.
- Include the full range of secondary, adult education, and postsecondary education options, including registered apprenticeship, with a non- duplicative progression of courses clearly articulated from one level of instruction to the next, with opportunities to earn postsecondary credits and lead to industry-recognized [and/or] postsecondary credentials.
- Include curriculum and instruction strategies that make work a central context for learning (contextual learning) and help students attain work readiness skills.
- Include, as appropriate for the individual, integrated education and training that combine occupational skills training with adult education services, give credit for prior learning, and adopt other strategies that accelerate the educational and career advancement of the participant.

- Lead to the attainment of an industry-recognized degree or credential, which may include stackable credentials of value in the labor market and that articulate progressively to higher-level credentials or degrees.
- Help a worker enter or advance within a specific sector or occupational field, regardless of their skills at the point of entry.
- Include academic and career counseling, wrap-around support services particularly at points of transition, and support the development of an individual career plan.
- Are organized to meet the particular needs of adults, including childcare, accommodating work schedules with flexible and non-semester based scheduling, alternative class times and locations, accessible learning formats, and the innovative use of technology.
- Have the goal of increasing an individual's educational and skills attainment and employment outcomes.

a. The phase of development (conceptual, in initial implementation, being sustained, or, expanding)

Career Pathways can be considered to be well beyond conceptual and implementation in the Region.

Duncan, OK, in August of 2011, was the first city in Oklahoma to have successfully launched a Career Pathways program. Lawton, Oklahoma launched their Career Pathways program in 2016. Currently meetings are being held to implement career pathways in the Southwest area in a multi-community effort.

A project taking shape in the Northwestern Area is an early exposure to career opportunities which is slated to take effect summer 2017. The project began as a way to introduce high school students to the construction industry by the HIREs committee of the Northwest Oklahoma Alliance of which the NOWB is an active member. HIREs stands for Helping Individuals Reach Employment Success. Through this project, high school teachers will participate in tours of area career technology centers to learn more about the available training programs that lead to jobs and the skills necessary to graduate from those training programs. The afternoon will involve several tours of the major employers in the community. The goal of the project is to support teachers by providing them with information about career options for their students who can then translate their coursework into potential job opportunities. The project is also forecasted to help students stay involved in school to graduate, connect to available resources, and make positive career choices.

Communities across the state have followed this lead and implementation occurs community by community. A pure definition would say that we are seeing expansion of the programmatic in the Western Oklahoma Region.

To promote Career Pathways to all public schools in the Western Oklahoma Region by supporting job shadowing, encouraging schools to participant in the Science, Technology, Engineering and Math (STEM) events occurring in the region, coordinating with Southern Oklahoma Impact Coalition Pathway Team to promote the Career Pathways model used by Duncan Public Schools in other Schools in the region, and creating a resource book of companies that would be interested in job shadowing.

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.

One business workforce need being addressed is to increase certification of Registered Nurses (RNs) in the Western Region. Based on regional ecosystem industries and workforce and economic development data, found in ONET and CareerOneStop, RNs are a specific occupation in demand in our Western Region.

The occupational skills addressed are to assess patient health problems and needs, develop and implement nursing care plans, and maintain medical records; administer nursing care to ill, injured, convalescent, or disabled patients. RNs may advise patients on health maintenance and disease prevention or provide case management. Registered nurses usually take one of three education paths: a bachelor's degree in nursing, an associate's degree in nursing, or a diploma from an approved nursing program. Registered nurses also must be licensed.

In 2009, the Southwest Oklahoma Impact Coalition (SOIC) concluded a multi-year major task of conducting in-depth personal interviews with nearly 600 businesses and industries in the southwest region of the state utilizing a tool that allowed all the collected data to be aggregated into one information profile. This data was then examined to determine and prioritize major barriers and obstacles to growth and expansion for the purpose of developing a work plan to address these growth-confining issues. Sectors interviewed included manufacturers, service industries, wholesale and retail trade, raw materials production, utilities, convention and tourism and construction. Virtually every type and size of business was interviewed.

The outcome of these surveys was that —across the board— business and industry owners identified the *lack of skilled and trained workers* as the number one barrier to growth in their particular sector. Due to the economic down- turn, in 2010 SOIC conducted focus groups with the manufacturing, health care and energy sectors to validate that the concern still existed and the results showed it did. By definition of a regional area as defined by OWDI #1-2017, the barriers should remain consistent across the entire region.

c. Relevance – Indicate the connection between the demand and the priority(ies) for the region.

In 2011, Governor Fallin's Task Force on Economic Development and Job Creation, found that while "Oklahoma has pockets of excellence, but no systemic effort that connects career exploration, career guidance and counseling, mentoring career pathways and related programs to the skills and credentials that are needed by business."

In April 2012, 61% of the Oklahoma executives responding to the Fallin for Business.com survey indicated that the availability of skilled labor was "fair or poor." Certainly, this concern has not diminished and, in fact, according to the businesses surveyed, the need for skilled workers is on the rise.

Coordinated efforts between Title I and other system partners are expanding and supporting learning opportunities for workers at all stages of their education or career paths. Partners offer greater career and education guidance for adults through career and education planning workshops. Workshops are designed to help customers explore local and state labor markets, emerging and demand occupations and result in a training plan.

d. Strategy – Identify the sector partners and the role of each.

Each Western Oklahoma community has its own Business & Industry, Education/Training, Economic Development, Government and service provider array, so a cookie cutter approach does not work. However, Business and Industry, through economic development and community organizations must engage the secondary and post-secondary education structure to solidify first a communications relationship and following that an approach to identifying specific workforce needs and finally creating workforce development solutions through education and training. Our goal will continue to be the sponsorship and collaboration effort through our local and regional economic development and community organizations to refine our strategy for career pathways development into the future.

e. Funding – Describe available resources that will support the strategy.

The Oklahoma Office of Workforce Development has provided no funding for Career Pathways development as of the publication of this Local Plan. We currently support charging staff time and travel from our existing WIOA grants to support career pathways development and activities.

Despite this challenge, the Western Region is thinking strategically about how to focus on creating a comprehensive system for career pathways. The primary strategy will be to increase and enhance sector partnerships to educate employers about the importance of developing career pathways, share the opportunities that workforce center has available to support this development, and create a systemic flow of information between businesses, workforce centers, and higher education institutions.

Our regional area will continue to utilize Title I Youth, Adult and Dislocated Worker funds in partnership with other entities that provide workforce services, adult and basic education, and rehabilitation services. Together these partner entities expand the access to employment, training, education, and supportive services for eligible individuals, particularly eligible individuals with barriers to employment. This facilitates the development of career pathways and co-enrollment into core programs, and improves access to activities leading to recognized postsecondary credentials, including industry-recognized certificates and certificates that are portable and stackable.

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 Oklahoma Office of Workforce Development has provided no funding for Career Pathways development as of the publication of this Local Plan. We currently support charging staff time and travel from our existing WIOA grants to support career pathways. All elements of Career Pathways are critical to support WIOA and the state plan.

One of the unfunded critical elements in the Western Region is funding of personnel in the Workforce Centers. The Case Managers within the Workforce Centers are to assist the client in attaining the necessary credentials and receive the supportive services available to achieve their career pathway. The Governor’s Council for Workforce and Economic Development has set a state goal of 40% of WIOA local funding spent on client training dollars only. This percentage does not include supportive services, personnel, and lease/rental of Workforce Centers. The 40% is not feasible at this time so work must be done as a region on cost sharing to meet the state goal.

The Western Region will continue to identify and leverage cross-agency, cross-program resources.

## 6. Describe the coordination of economic and workforce development within the region including:

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

The Western Oklahoma Region works closely with our local and regional economic development agencies. We are current members or directors of regional economic development organizations such as:

- Oklahoma Southwest Alliance, a 20-county regional economic development organization.
- Northwest Oklahoma Alliance, a 19-county regional economic development organization.
- Southwest Oklahoma Impact Coalition, a 20-county regional Education and Economic Development organization where staff serve on the front-line team

- Panhandle Region Economic Development Coalition, a regional economic development organization covering the panhandle of Oklahoma and Southwest Kansas
- SWODA-South Western Oklahoma Development Authority
- Oklahoma Economic Development Authority
- Woods County Economic Development Authority
- SET-Stronger Economies Together/I-40 Corridor
- Western Oklahoma Family Care Center
- Various community industrial authorities

We also have at least one local economic developer on all three boards in the Western Region. All of these agencies and our local economic developers are a part of the regional planning. They participate extensively on Board committees and during meetings, and are invited to be a part of the regional planning meetings and provide valuable input. Since Workforce Development is a key building block for Economic Development, we lend our expertise and assistance as needed to economically grow and sustain our communities.

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

Several of our communities already have developed close relationships between the education and training providers and economic development through the implementation of career pathways. We will use those already created partnerships to begin our sector strategy development.

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

Western Oklahoma planning region is in the beginning stages of sector strategy development. Although we have identified health care as our first sector strategy, the discussed with our economic development organizations regarding the businesses involved with economic development in the region has not taken place.

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

Western Oklahoma planning region is in the beginning stages of sector strategy development. Although we have identified health care as our first sector strategy, we have not yet developed a list of targeted businesses in the region but plan to include:

- PSO-Public Service Company of Oklahoma
- JCCHAT-Jackson County Community Health Action Team
- ALITE-Advocating Lifestyle Improvement Through Enlightenment
- Oklahoma Department of Health
- Local community hospitals and clinics

**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:**

Sector strategies and career pathways are being developed to support and align with the five ecosystems (economic systems) of the state: Aerospace and Defense, Agriculture and Biosciences, Energy, Information and Financial Services and Transportation and Distribution, to ensure Oklahomans are exposed to those in-demand careers in wealth generating industries. In addition to the five state-dictated ecosystems, it is pertinent to include the complimentary ecosystem of health care which is projected to have the highest growth in Oklahoma at 11%. Registered Nurses and Nurse's Aides are two of the fastest growing occupations in the state and the western Oklahoma region. These occupations, especially Registered Nurses, are high demand, high

growth occupations that offer high wages. In all projected occupations by 2020, health care will be the industry with the highest growth.

The Western Oklahoma Region has selected Health care as the primary sector strategy industry focus. The Western Region engages local business members by being a business led and business driven boards. Board staff work closely with business members to listen to their needs when developing policy and determining demand occupations. We will use the newly developed sector strategy framework to help further meet business needs.

The Western Regional Planning Area is creating a Sector Strategy Framework. The region will use this framework to develop sector strategies. Sector Strategies are on-going and the region will expand its sector strategies as we receive changing guidance from the state. We will use current data to review high wage, high demand occupations and carefully select the industries sectors to begin our focus.

a. The phase of development (conceptual, in initial implementation, being sustained, or, expanding)

The phase of development is conceptual at this time for the Western Region. Sector partnerships are a key driver for success in the Western Region because the nature of these communities requires collaboration and partnership for the success of the community. One strategy of the Western Region will be to formalize the partnerships through MOUs and other formal agreements when appropriate, but it's also important to recognize that the informal sector partnerships play a large role in workforce development in the Western region.

The Western Planning Region developed a sector strategy framework to begin working on regional sector strategies. We plan to focus on the health care industry as the first sector strategy and our goal is to have the health care sector strategy completed by July, 2018.

Based on 2015 job numbers there are 33,840 jobs in the Health Care ecosystem in the Western Oklahoma Planning Region with average wages of \$45,270. As a projection of demand, by 2025 total employment in the Health Care ecosystem will grow to 40,510 jobs in Western Oklahoma, an increase of 6,670 jobs for the region.

The list below encompasses some of the critical occupations for the Health Care ecosystem in Western Oklahoma.

SOC	Industry	Median Hourly Earnings	Education Level
29-1141	Registered Nurses	\$26.24	Associate's degree
31-1014	Nursing Assistants	\$10.21	Postsecondary non-degree award
39-9021	Personal Care Aides	\$8.66	Short-term on-the-job training
29-2061	Licensed Practical and Licensed Vocational Nurses	\$17.25	Postsecondary non-degree award
31-1011	Home Health Aides	\$9.26	Short-term on-the-job training
31-9091	Dental Assistants	\$16.59	Postsecondary non-degree award
31-9092	Medical Assistants	\$11.77	Postsecondary non-degree award
29-2052	Pharmacy Technicians	\$13.22	Moderate-term on-the-job training
11-9111	Medical and Health Services Managers	\$35.10	Bachelor's degree
29-1051	Pharmacists	\$51.96	Doctoral or professional degree

Health Care was identified as our most critical industry. According to [www.onetonline.org](http://www.onetonline.org) a sample of key skills needed in health care occupations are:

- **Speaking** — Talking to others to convey information effectively.
- **Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- **Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.

- **Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.
- **Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- **Service Orientation** — Actively looking for ways to help people.
- **Coordination** — Adjusting actions in relation to others' actions.

When completing our framework, we will look at the skills of all occupations that meet our demand occupation requirements.

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.

Based on 2015 job numbers there are 33,840 jobs in the Health Care ecosystem in the Western Oklahoma Planning Region with average wages of \$45,270. As a projection of demand, by 2025 total employment in the Health Care ecosystem will grow to 40,510 jobs in Western Oklahoma, an increase of 6,670 jobs for the region. Health care occupations combined have more high-skilled, high-wage openings than any other industry.

c. Relevance – Indicate the connection between the demand and the priority(ies) for the region.

Where workforce center staff have been hugely valuable is in getting program recipients ready for work, the Department of Rehabilitative Services and workforce centers have always worked closely in this region because their partnership allows staff to work together on career fairs and to help recruit participants jointly.

Sector Strategies are on-going and our region will expand its sector strategies as we receive changing guidance from the state. We will use current data to review high wage, high demand occupations and carefully select the sectors to begin our focus. Our region will not just look at demand because many of the occupations that have the highest number of job openings, are low wage and do not require training.

d. Strategy – Identify the sector partners and the role of each.

WIOA provides opportunities for more sector partnerships with the K-12 school system since there is a stronger focus on youth. The workforce center staff needs to focus on talking to students during senior year and to provide presentations to juniors and seniors in the classroom. For rural workforce centers with limited staff, it is often difficult to have staff out in the community talking to businesses because it would require closing the workforce office, primarily with offices with only one staff member. In addition, many employers have a mistaken perception that the workforce centers are solely for unemployment benefits, so marketing and outreach opportunities are needed to continue to engage employers. One future strategy will be for the Western Region to have workforce center staff explore new ways to increase outreach, marketing, and direct connections with small businesses over the next four years. An additional strategy will be to coordinate the updating of Comprehensive Economic Development Strategy (CEDS) plans through the sector partnerships represented in the regional planning group. This effort is an opportunity for partners to connect, collectively describe their individual community strategy, share drafts, and give feedback before submitting to identify areas for collaboration or joint funding. One area of opportunity is in apprenticeship programs - there is a lack of presence for these programs in the Western Region, so one component of this plan will be to engage programs from the region or other major regions nearby to recruit these programs to the Western Region. With support at the statewide level, the Western Region can continue to increase its marketing and branding



efforts to create additional name recognition and drive demand from employers to engage in partnerships. It will be important to connect workforce trends in this area directly to businesses so they can respond appropriately

The business board members will lead the partners in the development of Sector Strategies. Sector Strategy collaborators in Western Oklahoma include: Business and Industry, Workforce Development Boards and Service Providers, Oklahoma Employment Security Commission, one-stop centers, students and parents/guardians, State Department of Education (K-12), Adult Education, Higher Education, Oklahoma Department of Career and Technology Education, Department of Rehabilitation Services, Department of Human Services, After School Network, Oklahoma Manufacturing Alliance, Veteran's Affairs, Private staffing agencies, Professional, trade and labor organizations, Community-based organizations, Faith-based organizations, Department of Corrections, Oklahoma Office of Juvenile Affairs, Economic Developers, Chambers of Commerce, Regional Economic Development Organizations, Minority organizations (tribes, Hispanic, traditionally black institutions), Elected officials - local and state, Oklahoma Department of Commerce, Department of Corrections, and Private foundations.

Roles for each of the sector partners will vary by input from the directors and members with collected workforce data that guides our local areas employment and workforce skill set needs. Again, our region selected the Health care sector. Our regional hospitals and health care producing education and training institutions are on point to collaborate with producing a skilled workforce to fill health care positions in Western Oklahoma.

**e. Funding – Describe available resources that will support the strategy.**

Our regional area will continue to utilize Title I Youth, Adult and Dislocated Worker funds in partnership with other entities that provide workforce services, adult and basic education, and rehabilitation services. Together these partner entities expand the access to employment, training, education, and supportive services for eligible individuals, particularly eligible individuals with barriers to employment

The state can play several broad roles to sustain strategies, either by providing funding (state and/or federal) directly to regions, and/or by helping regions to develop the capacity at the regional level to fund their initiatives. However, the Oklahoma Office of Workforce Development has provided no additional funding for Sector Strategy development as of the publication of this Regional Plan.

**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 unfunded critical elements in the Western Region is funding of personnel in the Workforce Centers. The Case Managers within the Workforce Centers are to assist the client in attaining the necessary credentials and receive the supportive services available to achieve their career pathway. The Governor's Council for Workforce and Economic Development has set a state goal of 40% of WIOA local funding spent on client training dollars only. This percentage does not include supportive services, personnel, and lease/rental of Workforce Centers. The 40% is not feasible at this time, so work must be done as a region on cost sharing to meet the state goal.

The Western Region will continue to identify and leverage cross-agency, cross-program resources.

The Western Oklahoma Region's Sector Strategy initiative is still in its beginning stages. It would be critical to fund all phases, including the expansion of an existing strategy, in any phase, from one LWDA to our 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.

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.

The Western planning region has not developed any regional service strategies or cooperative service delivery agreements but recognize the need. Our vision will be Business driven talent solutions that integrate education, workforce and economic development resources across systems to provide businesses, individuals, and communities with the opportunity to prosper and contribute to growing the region's economy. In realizing this vision, key industry leaders, workforce, education, and economic development partners will come together to develop a plan at the regional level that will outline strategies for aligning resources and investments to meet the common goal for developing regional talent. The Western Planning region will use our sector strategy framework to develop the health care sector strategy as identified by the region as critical industry. We will focus on the health care industry for the first year and then expand to other in demand industries as they are identified by the region.

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;

The Local Workforce Boards in the Western Oklahoma Planning Region bring together leaders from business, government, education, and non-profit sectors, including small employers and employers in in-demand industry sectors and occupations, to jointly develop ways to coordinate workforce development regional services strategies. Additionally, our Board works to develop creative solutions that expand and improve our region's workforce, providing better jobs for workers and a skilled workforce for business and industry.

b. Provide business services to employers;

The Western Oklahoma Planning Region is examining business service opportunities to employers based on a larger footprint and forecasted funding increases to provide:

- Business Start-Up Assistance/Services: Job postings, referrals, customized recruitment, and interview facilities
- Business Expansion Assistance/Services: Job postings, referrals, customized recruitment, interview facilities, internships, OJT, and work experience
- Business Retention Assistance/Services: Services listed above under Business Expansion assistance plus employer workshops (topics tailored to the needs of local business), referrals to partner agencies
- Business Information Exchange: labor market information, employer forums, and job fairs
- Employee Recruitment Assistance/Services: Job Postings, customized recruitment, job descriptions, prescreening, interviewing, and job fairs
- Employee Training Services: Skill upgrades, internships, classroom training, internet-based training, OJT, customized training
- Layoff Assistance: "Rapid response" orientations of available services to laid-off employees through the Oklahoma Office of Workforce Development

c. Manage regional rapid response activities;

Rapid Response activities, the responsibility of the Oklahoma Office of Workforce Development's Rapid Response Team and are fully supported by the Western Oklahoma Region and the area's one-stop system partners. When mass layoffs or plant closures occur the state Rapid Response Team notifies the board staff which takes immediate steps to augment the state team with its designated Rapid Response members and

members of the Business Services Team, to quickly respond to the plant closure/mass layoff in order to help workers find another appropriate job to return them to the workforce as quickly as possible. Quick coordination between state and local team members is believed by the board to be vitally important because by rapidly responding to the situation, the pain and anguish of affected dislocated workers can be minimized. This state and local partnership works extremely well. Meetings with affected employers and workers are scheduled at the convenience of the employer—day or night, whenever possible, prior to the closure or layoff, onsite at the company, and on company time.

At these meetings, and/or when they visit an area Workforce Oklahoma Center, information on services focus on ensuring that affected workers are aware of all the services that are available—Unemployment Insurance, childcare assistance, health insurance information, job search assistance, labor market information, financial and stress management assistance, and training services assistance. Most importantly, laid-off workers or workers facing impending layoff are also informed of the board's Targeted Industries by board staff, Business Services Team representatives, and one-stop leadership management teams during the Rapid Response meetings, and/or when they come to a center for assistance. If affected workers are unable to find employment, then training services will be offered. If, for instance, an affected worker does find employment, but it pays a wage less than 80% of their wage or salary equivalent at the time of layoff, training services will be provided. In either case, however, training will only be approved and funded if the training program leads to employment in one of the board's Targeted Industry Demand Occupations. The region is committed to helping dislocated workers get back on their feet as quickly as possible, but would like to see them obtain new employment in occupations that are deemed most in demand in the area. In addition, to the services already mentioned, Job Fairs are scheduled frequently in the region to specifically assist this targeted group or any other person who wants employment.

d. Incorporate relevant secondary and post-secondary education programs and activities within the one-stop delivery system;

All Local Workforce Boards in the Western Oklahoma region have members and representatives from both Secondary and Post-Secondary education programs. Our area works closely with our board members as well as our public schools, technology centers, and regional colleges and universities.

- South Central Oklahoma Workforce Board works with Duncan public schools, Red River Technology Center, Cameron University, Duncan Area Economic Development Foundation and local business on career pathways. The group is currently working on a high school internship program to further enhance the career pathway initiative already in place.
- South Central Oklahoma Workforce Board works with Lawton public schools, Great Plains Technology Center, Cameron University, The Lawton Chamber, local core partners and local business on career pathways. Lawton held a career pathway kickoff event in June of 2016. Lawton is currently holding a hands-on soft skills event in several of the Lawton High Schools. This event brings business into the classroom to help teach students how to dress, interview skills, and what employers expect from employees.
- Northwest HIREs Teach Tour Project A project taking shape in the Northwestern Area is an early exposure to career opportunities which is slated to take effect summer 2017. The project began as a way to introduce high school students to the construction industry by the HIREs committee of the Northwest Oklahoma Alliance of which the NOWB is an active member. HIREs stands for Helping Individuals Reach Employment Success. Through this project, high school teachers will participate in tours of area career technology centers to learn more about the available training programs that lead to jobs and the skills necessary to graduate from those training programs. The afternoon will involve several tours of the major employers in the community. The goal of the project is to support teachers by providing them with information about career options for their students who can then translate their coursework into potential job opportunities. The project is also forecasted to help students stay involved in school to graduate, connect to available resources, and make positive career choices.

- Southwest Workforce Development Board does not work directly with any school systems or career technology centers at this time

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;

All Regional Workforce Board's Workforce Centers work closely with the Title II Adult Education and Literacy programs to provide access to our centers. Title II services, such as GED preparation classes, are offered in our centers. If needed, our WIOA Talent Development Specialist can co-enroll Title II customers (if eligible) to further their education requirements.

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

All efforts in the Western Oklahoma Planning Region will be made to be in compliance with guidance as referenced in the WIOA Plan for the State of Oklahoma, Program-Specifics for Vocational Rehabilitation; further, "The Vocational Rehabilitation (VR) Services Portion of the Unified or Combined State Plan must include the following descriptions and estimates, as required by section 101(a) of the Rehabilitation Act of 1973, as amended by WIOA, Sec. 102(b)(D)(iii).

g. Strengthen linkages between the one stop delivery system and unemployment insurance programs; and,

Unemployment Insurance Program Letter No. 20-15, states:

*"UI programs play a vital role in the comprehensive, integrated workforce system by providing income support benefits to eligible individuals, who continue to be important customers of the workforce system."*

The partners in South-Central Oklahoma's workforce development system have a continuing interest in strengthening the linkages between our system and the unemployment insurance programs authorized under state and federal law.

Training and Employment Guidance Letter 16-16, Attachment II, goes on to identify some of the needs of UI claimants and how they are met by a properly-designed workforce development system:

- Provision of information and assistance regarding filing claims under UI programs, including meaningful assistance to individuals seeking assistance in filing a claim.
- The American Job Center has current labor market information and provides a wide array of re-employment services free of charge.
- Employment Service staff can refer claimants to job openings in the local area, or in other parts of the State or country if the claimant is willing to relocate.
- Referral to various training programs.
- Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.
- If job openings in current field are limited, can offer testing and counseling to determine other appropriate jobs for the claimant.
- Claimants who believe they have special needs or considerations, such as physical needs, which may prevent them from getting a job, can be referred to other agencies for help with those needs.

h. Ensure priority for adult career and training services will be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.

Under WIOA, priority must be given to veterans, recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient in the provision of individualized career services and training services. Priority must be provided regardless of the level of funds received by the local Board. The One Stop Center Operator/Manager is given a copy of the priority of services policy.

Veterans and eligible spouses continue to receive priority of service for all WIOA programs. Because WIOA programs are statutorily required to provide priority for public assistance, low-income and basic skills deficient individuals, priority at the local Workforce Centers must be provided in the following order:

1. First, to veterans and eligible spouses who are also recipients of public assistance, other low-income individuals or individuals who are basic skills deficient would receive first priority for services provided with WIOA adult formula funds.
2. Second, to non-covered persons (that is, individuals who are not veterans or eligible spouses) who are included in the groups given priority because of being recipients of public assistance, low income or basic skills deficient.
3. Third to veterans and eligible spouses who are not included in the group of public assistance, low income or basic skills deficient.
4. Last, to non-covered persons outside the groups given priority under this policy.

WIOA provides federal funds to assist states and local workforce development systems to increase the employment, retention, earnings and occupational skill attainment of workers, particularly those individuals with barriers to employment. Oklahoma and the Area have programs and supports in place in serving individuals with barriers to employment through the Oklahoma Works initiative and partnerships and local collaborative efforts with economic development organizations, community based organizations, and faith based organizations.

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

The Northwestern, South Central and Southwest Workforce Investment Areas (Western Oklahoma Planning Region) agree to share, as appropriate, administrative costs in accordance with the Workforce Innovation and Opportunities Act (WIOA), 679.00 and forthcoming guidance from the Oklahoma Office of Workforce Development (OOWD), not published as of the date of this Regional Plan. The primary concern of WIOA and OOWD's concern for cost sharing with regionalization is two-fold. First and foremost, to ensure that workforce customers are receiving maximum funds to support their needs for employment/re-employment and ancillary services. This is driven by WIOA and the Governor of the State of Oklahoma's guidance, through OOWD, with a target of 40% to recipients by PY2018. Second, with forecast reductions of federal and state funding, to ensure that each administrative and/or pooling of funds cost is vetted and reduced to a minimum required level commensurate with market service pricing, (i.e., lowest market cost of fiscal agency, employer of record, service provision, etc.)

The desired end-state is to "cost share" via a business model that will maximize participant funding while simultaneously reducing operational and overhead costs. These costs may include, but are not limited to: staffing, service provision, and human resources support. The Western Oklahoma Planning Region must consider the most cost effective options for our area, while remaining in compliance the Office of Management and Budget (OMB) circulars regarding avoidance of conflict of interest and procurement of services.

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

Coordination amongst the Western Oklahoma Planning Region for the provision of transportation is currently minimal at best. The provision of transportation and other supportive services could be better coordinated and enhanced through a regional agreement with transportation providers (e.g. transportation authorities) and other providers of support services (e.g. Department of Human Service offices, etc.).

a. An outline of transportation issues related to workforce development and ways the region will address identified needs.

Transportation has been and continues to be a challenge and barrier for many individuals seeking employment in the Western region. There are limited public transportation options: Lawton Area Transit, Red River Transportation, Washita Valley Transportation, OSU-Stillwater Community Transit System, Enid Transit, local independent taxi services, and supportive services available for eligible participants of department of human service, department of rehabilitation services, and WIOA Title I programs. There is not a comprehensive system that addresses the full range of transportation needs faced by individuals. The transportation options available are limited on the hours of service that may not accommodate an employer's schedule.

Due to the scarcity of public transportation resources, there are many private transportation companies and some community action agencies providing limited transportation services to their clients. Just as WIOA provides supportive services and/or training costs to its clients, Department of Human Services (DHS) and Vocational Rehabilitation do, as well. Co-enrollment of participants in multiple programs allows for the sharing of resources as one entity may cover training costs and another federal/state program covers the supportive services costs, or vice versa.

An opportunity that would enhance the provision of transportation services in the region would be arrangements with faith-based organizations to utilize their buses/vans during the week when many set idle. Churches, Mosques and Synagogues may be interested in serving their communities in this way. Of course, faith-based organizations could also be approached to provide other supportive services such as meals, access to clothes closets, food closets, etc. Churches, Mosques and Synagogues are aware of needs in their communities, but may not know how to get involved. Marketing plans and materials and MOUs could be shared between the current local areas.

There are several Sovereign Native American Nations within the Western Oklahoma Planning Region. Coordination, planning and sharing of services may be an option; however, as they are Sovereign Nations, it would be on a purely voluntary basis and could require state-level compact arrangements.

Information provided by the OOWD showed commuter patterns for the Western Planning Region that 82.7% live and work in the region, 10.6% live in the region, but commute outside the region for work, and 6.7% live outside the region, but commute into the region for work. One thing I did notice of interest was – and the US Census Bureau staff, who collect this data, may need to note changes in work structure to capture this nuance – that several of that 10.6% who reported working outside the region were extreme distances away from their reported work site; one reported working in Anchorage, Alaska while several worked in Virginia, DC, Florida, Georgia, etc. Clearly, the survey is capturing teleworkers as well as those employees who physically travel to either another Oklahoma county outside the region or to the border counties in other states. With a trend toward teleworking, the world has gotten much larger in terms of finding employment.

b. Whether the provision of transportation services can be enhanced, and if so, how.

See 10 a. above.

c. What organizations currently provide or could provide transportation services – list

- Lawton Area Transit – In Lawton City Limits only
- Red River Transportation - Demand Response public transportation service is provided in selected cities within the counties of Roger Mills, Beckham, Custer, Washita, Kiowa, Tillman, Cotton, Jefferson, Stephens, Woodward, Caddo, Carter, Comanche, Ellis, Dewey, and Canadian. Red River also provides contractual services to businesses, schools and health providers. All services are open to the public.
- Washita Valley Transportation - Demand response service is provided to the towns of Chickasha, Rush Springs, Alex, Bradley, Ninnekah, Minco, Tuttle, Amber, Pocasset, and Verden in Grady County.
- OSU-Stillwater Community Transit System - OSU-Stillwater Community Transit OSU-Stillwater Community Transit provides transit service from 6:20 a.m. to 10:30 p.m., Monday through Friday, throughout the academic year.
- Enid Transit, a public transportation service for the City of Enid and provided demand response service. All services are open to the public.
- Local independent taxi services
- Supportive services through DHS, DRS, WIOA Title I

d. An established process to promote coordination of transportation supportive services delivery.

The Western Oklahoma Region does not have any MOU's that address transportation as of the date of this plan. We will work with our partner agencies to see what transportation services could be provided and develop an MOU as needed.

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.

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

The South Central and Northwestern Workforce Board, in their local plans, have attached the job seeker service matrix. Southwest has attached theirs to this plan.

b. Whether the provision of supportive services could be enhanced, and if so, how.

Supportive Services provided by the WIOA Title I program will be minimal as best. Due to the requirement approved by the Governor's Council for Workforce and Economic Development of 40% of our local WIOA funding to be spend directly on Training (Not to include Supportive Services), our program will be unable to set aside Supportive Service funding for our Region. Our region will work closely with other partners to provide as much support as possible.

c. What organizations currently provide or could provide supportive services. –

- Oklahoma Employment Security Commission
- Department of Human Services
- Department of Rehabilitation Services

- WIOA Title I
- Community clubs and organizations
- Charities and foundations
- United Way
- Oklahoma Career Tech
- Senior Community Service Employment Programs
- Housing Authorities
- Great Plains Youth and Family Services
- Faith Based Organizations

d. Establishing a process to promote coordination of supportive services delivery.

The Region utilizes several different paths to promote coordination of supportive service delivery.

South Central requires that the Service provider use information from [www.211oklahoma.org](http://www.211oklahoma.org) to determine if needed supportive services are available from any source other than WIOA Title I funds.

Northwestern WIOA Title I Service Provider and One Stop Operator are charged with coordination of resources for participants. Policies have been put into place to assist with the minimum requirements of services like supportive services. The combination of policies the Board has developed is supposed to help guide the front line staff and the One Stop Operator from the program design, assessment, and individual employment plan/individual service strategy develop through service provision, exit and performance. Everything developed (contract, policies, etc.) are conceived to “force” the staff to coordinate with other resource to provide wrap-around services and not remain silo’d in through process just around their small program coffers. The NOWB has strongly encouraged the WIOA Title I Staff and One Stop Operator to use information from [www.211oklahoma.org](http://www.211oklahoma.org) to determine if needed supportive services are available from any source other than WIOA Title I funds. The service provider creates a resource guide each quarter reviewing available resources.

Our region will review and update current local policy to coordinate Supportive Services in the most effective way possible.

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.

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.

During the Regional Planning process described above, representatives from all three local planning areas, have agreed to address the process 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. Specifically, this process for the Western Oklahoma Planning Region is to follow the Oklahoma Governor’s Council for Workforce and Economic Development’s guidance through the Oklahoma Office of Workforce Development on local levels of performance for the performance accountability measures described in WIOA Section 106(c) for local areas or the planning region when provided and approved by the Governor’s Office.



TEGL 26-15 adds that, in addition to the State negotiated levels of performance, States must work with local workforce development areas to establish performance goals for WIOA Title I programs. The local board, the chief elected official, and the Governor must negotiate and reach agreement on local levels of performance based on the State negotiated levels of performance. In negotiating the local levels of performance, the local board, the chief elected official and the Governor must make adjustments for the expected economic conditions and expected characteristics of participants to be served in the local area, using the statistical adjustment model developed at the Federal level as a tool. In addition, the statistical adjustment model must be used at the end of the program year to adjust negotiated local levels of performance in order to reflect the actual economic conditions experienced in the local area and the characteristics of participants served.

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 and local plans, prior to submission.

See Item B, 1-7 above. Gaining public comment on the regional plan has been taking place all through the course of development from partners and businesses. The process for the Western Oklahoma Planning Region's development of its Regional Plan and the subsequent 30-Day Public Comment period is subordinate to and followed the timelines provided by the Oklahoma Governor's Council for Workforce and Economic Development's guidance through the Oklahoma Office of Workforce Development through coordination efforts between the required, participating State Agencies as provided and approved by the Governor's Office.

Additionally, the Local Workforce Boards, as appropriate, may post the local and regional plan links in newspapers, on their individual websites, and email the plans to all board members, local and regional partners for comment. All Comments will be reviewed and addressed as appropriate and will be included in the final regional plan.

**Each Local Area in the Multi-Area Planning Region must also complete a Local Area Plan (See Attachment B for the template) and submit as an addendum to the regional plan.**

**Signatures for the Regional Plan** - Include signatures on the signature page of **all** of the local workforce development board chairpersons, local workforce development board directors, and the local chief elected officials for all the workforce development areas within the region. The State will not approve a regional plan and attached local plans if all required signatures are not included. Please add/remove signature access as needed for the number of local areas in your region.

By signing the regional plan, all signatories attest that:

- They submit this plan on behalf of the region and the local areas within that region;
- The planning was done with leaders throughout the region and represents the collective thinking of those regional representatives;
- The information contained herein is true and accurate to the best of their knowledge;
- The regional plan and accompanying local plans represent the local workforce development boards' efforts to maximize resources available under Title I of the Workforce Innovation and Opportunity Act and to coordinate these resources with other State and Local programs in the planning region;
- They will operate the local system in accordance with the regional plan, their respective local area plan, and applicable federal and state laws, regulations, policies and rules; and,
- That all assurances have been met.

**Workforce Board Chairs**

LOCAL AREA	PRINTED NAME	SIGNATURE	DATE
South Central	Randy Palesano		
Southwest	Ed Phillips		
Northwestern	Dennis Luckinbill		

**Workforce Board CLEOs**

LOCAL AREA	PRINTED NAME	SIGNATURE	DATE
South Central	Randy McLemore		
Southwest	Tim Bingham		
Northwestern	C J Rose		

**Workforce Board Directors/Executive Directors**

LOCAL AREA	PRINTED NAME	SIGNATURE	DATE
South Central	Trina Madden		
Southwest	Carol Sims		

Northwestern	Jennifer Miller		
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**SERVICE MAP SOUTHWEST REGION**

**Adult Ed/Literacy Combined with other Skills Training (I-BEST)** - Training that combines the adult education/literacy skills training defined above with occupational skills, on-the-job, private sector, upgrading, retraining, entrepreneurial, and/or job readiness training.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered
DHS	TANF	Low income with children	Staff	Individual		All	Both	M-F 8-5	Free	SWODA
Dept. of Rehab	Title I contracted	People with disabilities	Staff	Individual			Appt.	M-F 8-5	Free	SWODA
Elk City Regional Learning Center	Adult Basic Education State & Federal	Age 16 & up	Staff	Individual			Both	M-Th 8 - 3 F 8 - 12 Some evenings by location & semester	Free	Roger Mills Beckham, Custer, Washita Kiowa

**Adult Ed/Literacy Combined with other Skills Training (I-BEST)**

**SERVICE MAP SOUTHWEST REGION**

**Basic Computer Skills** - Basic technology skills that includes basic computer operations, (turning the computer on and off, data entry, file maintenance, working the mouse, internet access, email.)

<b>Agency</b>	<b>Funding Source</b>	<b>Population Served</b>	<b>Self/Staff or Both</b>	<b>Individual/ Group/Both</b>	<b>Stand Alone</b>	<b>Language</b>	<b>Walk In/ Appointment or Both</b>	<b>Days/ Hours Offered</b>	<b>Fee or Free</b>	<b>Service Area Where Delivered</b>
DHS	TANF	Low income with children	Both	Both		All	Both	As Sched.	Free	SWODA
Dept. of Rehab	Title I	People with disabilities	Both	Individual			Appt.	As Sched.	Free	SWODA
OESC	Wagner Peyser	Universal	Self	Individual	X		Walk in	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Adult	18 & up	Self	Individual	X		Walk in	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Dislocated Worker	Lost job & displaced homemaker	Self	Individual	X		Walk in	M-F 8-5	Free	SWODA
SWODA-WIA	WIA Youth	Ages 14 to 21	Self	Group			Appt.	M-F 8-5	Free	SWODA

**Basic Computer Skills**

**SERVICE MAP SOUTHWEST REGION**

**Basic Education** - Services or instruction for individuals (including those with learning disabilities) functioning at or below the 8th grade level that will: 1) enable educationally disadvantaged individuals to acquire the basic educational skills necessary to function in everyday life; (2) provide individuals with sufficient basic education to enable them to benefit from job training and retraining programs and obtain and retain productive employment; and/or (3) enable eligible adults to continue their education to at least the level of completion of secondary school.

<b>Agency</b>	<b>Funding Source</b>	<b>Population Served</b>	<b>Self/Staff or Both</b>	<b>Individual/ Group/Both</b>	<b>Stand Alone</b>	<b>Language</b>	<b>Walk In/ Appointment or Both</b>	<b>Days/ Hours Offered</b>	<b>Fee or Free</b>	<b>Service Area Where Delivered</b>
DHS	TANF	Low income with children	Staff	Individual		All	Both	M-F 8-5	Free	SWODA
Western Technology Center	Local State Federal & Generated	Current students	Both	Both			Appt.	As needed	Free	Washita Kiowa Beckham Custer Roger Mills
Department of Rehab	Title I	People with disabilities	Staff	Individual		English Spanish	Appt.	As scheduled	Free	SWODA

**Basic Education**

**JOB SEEKER SERVICE MAP SOUTHWEST REGION**

**Career Planning** - Assisting the individual to interpret his/her assessment results (basic and technical skills, interests and aptitudes, life situation, personality and learning style preferences, physical limitations and strengths, and salary needs), match them with career information and identify a job/career goal using tools such as the JobFit System Pathway Planner™.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered
ORO	WIA 167	Farmworker	Staff	Individual		Eng/Spanish	Both	M-F 8-5	Free	SWODA
Dept. of Rehab	Title I	People with Disabilities	Staff	Individual		Eng/Spanish	Appt.	M-F 8-5	Free	SWODA
DHS	TANF	18 & above	Staff	Individual		All	Appt.	As Scheduled	Free	SWODA
SWOSU	Federal State & Tuition	Students	Staff	Individual			Both	M-F 8-5	Free	Students
ASCOG-WIA	WIA Adult	18 & above	Staff	Individual			Both	M-F 8-5	Free	SWODA
ASCOG-WIA	Dislocated Worker	People who've lost their job	Staff	Individual			Both	M-F 8-5	Free	SWODA
SWODA-WIA	WIA Youth	Ages 14 to 21	Staff	Individual			Appt.	M-F 8-5	Free	SWODA
OESC	Wagner Peyser	All	Staff	Individual			Both	M-F 8-5	Free	SWODA
OESC	Jobs for Veterans State Grant	Veterans	Staff	Individual			Both	M-F 8-5	Free	SWODA
Southwest Technology Center	Local State Federal Generated	Current Students	Staff	Individual			Appt.	M-F 8-4	Fee for Adults Free for High school students	Jackson county & 1/2 Greer

**Career Planning**

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**SERVICE MAP SOUTHWEST REGION**

**Customized Training** - Training 1) that is designed to meet the special requirements of an employer (including a group of employers), 2) that is conducted with a commitment by the employer to employ an individual upon successful completion of the training, and, 3) for which the employer pays for some of the cost of the training

<b>Agency</b>	<b>Funding Source</b>	<b>Population Served</b>	<b>Self/Staff or Both</b>	<b>Individual/ Group/Both</b>	<b>Stand Alone</b>	<b>Language</b>	<b>Walk In/ Appointment or Both</b>	<b>Days/ Hours Offered</b>	<b>Fee or Free</b>	<b>Service Area Where Delivered</b>
Dept. of Rehab	Title I	People with disabilities	Staff	Individual			Appt.	As scheduled	Contracted	SWODA
DHS	TANF	Low income with children	Staff	Individual		All	Appt.	As scheduled	Contracted	SWODA
Western Technology Center	State Local Federal Generated	Adults	Staff	Individual			Appt.	When needed	Free	Washita Kiowa Beckham Custer Roger Mills

**Customized Training**

**SERVICE MAP SOUTHWEST REGION**

**Eligibility** - Reviewing gathered data about the individual against predetermined criteria to verify the individual's opportunity to receive service by a particular funding source

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered
OESC	Unemployment Insurance	Claimants	Staff	Individual			Walk in	M-F 8-5	Free	SWODA
OESC	TAA/TRA	Mass Layoffs	Staff	Both			As scheduled	M-F 8-5	Free	SWODA
OESC	Jobs for Veterans State Grant	Veterans	Staff	Individual			Both	M-F 8-5	Free	SWODA
Elk City Regional Learning Center	Adult Basic Education State & Federal	Age 16 & up	Staff	Individual		ESL	Both	M-Th 8 - 3 F 8 - 12 Some evenings by location & semester	Free	Roger Mills Beckham, Custer, Washita Kiowa
Dept. of Rehab	Title I	People with disabilities	Staff	Individual			Appointment	M-F 8-5	Free	SWODA
DHS	TANF	Low income with children	Staff	Individual		All	Both	M-F 8-5	Free	Beckham Custer Greer Harmon Jackson Kiowa Roger Mills Washita
ORO	WIA 167	Farmworker	Staff	Individual		English Spanish	Both	M-F 8-5	Free	SW Okla
Western Technology Center	Local State Federal Generated	Students	Staff	Individual			Both	M-F 8-4	Free	Beckham, Custer, Kiowa Roger Mills Washita

**Eligibility**

Southwest Technology Center	Local State Federal Generated	Students	Staff	Individual			Both	M-F 8-4	Free	Jackson & 1/2 of Greer
SWODA-WIA	WIA Youth	Ages 14 -21	Both	Individual			Both	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Adult	Age 18 & up	Both	Individual			Both	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Dislocated Worker	Lost job and displaced homemaker	Both	Individual			Both	M-F 8-5	Free	SWODA
DHS	SNAP	Low income	Both	Individual		All	Both	M-F 8-5	Free	Beckham Custer Greer Harmon Jackson Kiowa Roger Mills Washita

**Eligibility**

**SERVICE MAP SOUTHWEST REGION**

**Employment-Based Case Management** - The provision of a client-centered approach in the delivery of services designed to prepare and coordinate comprehensive employment plans, such as service strategies, for participants to ensure access to necessary workforce investment activities and supportive services, using where feasible, computer-based technologies, and, to provide job and career counseling during program participation and after job placement.

<b>Agency</b>	<b>Funding Source</b>	<b>Population Served</b>	<b>Self/Staff or Both</b>	<b>Individual/ Group/Both</b>	<b>Stand Alone</b>	<b>Language</b>	<b>Walk In/ Appointment or Both</b>	<b>Days/ Hours Offered</b>	<b>Fee or Free</b>	<b>Service Area Where Delivered</b>
ORO	WIA 167	Farmworker	Staff	Individual		English Spanish	Both	M-F 8-5	Free	SWODA
Dept. of Rehab	Title I	People with disabilities	Staff	Individual		English Spanish	Appt.	M-F 8-5	Free	SWODA
DHS	TANF	Low income with children	Staff	Individual		All	Appt	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Adult	18 years & up	Staff	Individual			Both	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA DLW	Lost job & displaced homemaker	Staff	Individual			Both	M-F 8-5	Free	SWODA
SWODA-WIA	WIA Youth	Ages 14 to 21	Staff	Individual			Both	M-F 8-5	Free	SWODA
Southwest Technology Center	Local State Federal Generated	Current Students	Staff	Individual			Both	M-F 8-4	Free	Jackson & 1/2 Greer

**Employment-Based Case Management**

**SERVICE MAP SOUTHWEST REGION**

**Entrepreneurial** - Training provided to individuals interested in starting a business. Such training may include such items as developing a business plan, market research, finding available funding streams and capital investment, legal aspects to starting a business, and developing a marketing strategy.

<b>Agency</b>	<b>Funding Source</b>	<b>Population Served</b>	<b>Self/Staff or Both</b>	<b>Individual/ Group/Both</b>	<b>Stand Alone</b>	<b>Language</b>	<b>Walk In/ Appointment or Both</b>	<b>Days/ Hours Offered</b>	<b>Fee or Free</b>	<b>Service Area Where Delivered</b>
Western Technology Center	Local State Federal Generated	Adults	Staff	Individual			Appt.	As needed	Free	SWODA
SWOSU	State Funding & grants	Students	Staff	Individual			Both	M-F 8-5	Free	SWODA
Dept. of Rehab	Title I	People with disabilities	Staff	Individual			Appt.	As scheduled	Contracted	SWODA

**Entrepreneurial**

**SERVICE MAP SOUTHWEST REGION**

**ESL Preparation** - English as a Second Language training provides individuals with limited English proficiency (including those with learning disabilities) the opportunity to develop English language and acculturation skills as well as world of work language.

<b>Agency</b>	<b>Funding Source</b>	<b>Population Served</b>	<b>Self/Staff or Both</b>	<b>Individual/ Group/Both</b>	<b>Stand Alone</b>	<b>Language</b>	<b>Walk In/ Appointment or Both</b>	<b>Days/ Hours Offered</b>	<b>Fee or Free</b>	<b>Service Area Where Delivered</b>
Elk City Regional Learning Center	Adult Basic Education State & Federal	Spanish speaking students	Staff	Individual			Both	As scheduled	Free	Custer County
Dept. of Rehab	Title I	People with disabilities	Staff	Individual			Appt.	As scheduled	Contracted	SWODA

**SERVICE MAP SOUTHWEST REGION**

**GED Preparation** - General Educational Development – Classes that prepare the participant (including those with learning disabilities) to test and earn a general equivalency diploma.

<b>Agency</b>	<b>Funding Source</b>	<b>Population Served</b>	<b>Self/Staff or Both</b>	<b>Individual/ Group/Both</b>	<b>Stand Alone</b>	<b>Language</b>	<b>Walk In/ Appointment or Both</b>	<b>Days/ Hours Offered</b>	<b>Fee or Free</b>	<b>Service Area Where Delivered</b>
Elk City Regional Learning Center	Adult Basic Education State & Federal	Ages 16 & up	Both	Individual			Walk in	M-Th 8 - 3 F 8 - 12 Some evenings by location & semester	Free	Roger Mills Beckham, Custer, Washita Kiowa
Dept. of Rehab	Title I	People with disabilities	Staff	Individual			Appt.	As scheduled	Contracted	SWODA
DHS	TANF	Low income families	Staff	Individual		All	Appt.	As scheduled	Contracted	SWODA
Southwest Technology Center	ABE State & Federal	Ages 16 & up	Both	Individual		English Only	Walk in	Mondays & Tuesdays 5 to 8pm	Free	Jackson Harmon Greer

**GED Preparation**

**SERVICE MAP SOUTHWEST REGION**

**Guidance and Counseling** - Using a strength-based approach assists an individual (through individual and/or group means) to identify and address social problems and personal barriers to self-sufficiency. Assisting in developing their educational and vocational objectives. Involves collecting and evaluating information about the individual's abilities, interests, and personality characteristics to recommend the necessary steps to achieve personal, academic and occupational goals.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered
Dept. of Rehab	Title I	People with disabilities	Staff	Individual		English Spanish	Appt.	M-F 8-5	Free	SWODA
SWODA-WIA	WIA Youth	Ages 14 to 21	Staff	Individual			Both	M-F 8-5	Free	SWODA
Western Technology Center	Local State Federal Generated	Adults	Staff	Individual			Appt.	M-F 8-5	Fee for Adults Free for High school students	Washita Kiowa Beckham Custer Roger Mills
Southwest Technology Center	Local State Federal Generated	Current Students	Staff	Individual			Appt.	M-F 8-4	Fee for Adults Free for High school students	Jackson County and 1/2 of Greer
ORO	WIA 167	Farmworker	Staff	Individual			Both	M-F 8-5	Free	SWODA
DHS	TANF	Low income with children	Staff	Individual		All	Appt.	M-F 8-5	Free	SWODA
DHS	SNAP	Low income	Staff	Individual		All	Both	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Adult	18 years & up	Staff	Individual			Both	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Dislocated Worker	Lost job & displaced homemaker	Staff	Individual			Both	M-F 8-5	Free	SWODA

**Guidance Counseling**



**SERVICE MAP SOUTHWEST REGION**

**In-depth Assessment** - The individualized, comprehensive and customized diagnostic review of a job seeker’s key elements (interests, occupational skills, aptitudes, basic skills achievement and education levels, personality and learning style preferences, and, life situation and salary needs) based upon the results of the “initial” assessment data, that identify what services are required to meet the gaps between a person’s current level and the employer’s expectations and requirements. Examples are TABE Easy, Medium or Difficult Levels, CASAS Diagnostic

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered
ASCOG-WIA	WIA Adult	18 & up	Staff	Individual			Both	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Dislocated Worker	Lost job & displaced homemaker	Staff	Individual			Both	M-F 8-5	Free	SWODA
Elk City Regional Learning Center	Adult Basic Education State & Federal	Ages 16 & up	Both	Individual			Walk in	M-Th 8 - 3 F 8 - 12 Some evenings by location & semester	Free	Roger Mills Beckham, Custer, Washita Kiowa
Dept. of Rehab	Title I	People with disabilities	Staff	Individual		English Spanish	Appt.	As scheduled	Free	SWODA
SWODA-WIA	WIA Youth	Ages 14 to 21	Staff	Individual			Both	M-F 8-5	Free	SWODA
Western Technology Center	Local State Federal Generated	Students in grades 9, 10, 11 & 12 & Adults	Staff	Individual			Both	M-F 8-4	Fee for Adults Free to High school students	Beckham, Custer, Kiowa Roger Mills Washita

**In-Depth Assessment**

Southwest Technology Center	Local State Federal Generated	Eligible Adults	Staff	Individual			Both	M-F 8-4	Fee for Adults Free to High school students	Jackson and 1/2 of Greer
ORO	WIA 167	Farmworker	Staff	Individual			Both	M-F 8-5	Free	SWODA
DHS	TANF	Low income with children	Staff	Both		All	Appt.	M-F 8-5	Free	SWODA

**In-Depth Assessment**

**SERVICE MAP SOUTHWEST REGION**

**Initial Assessment** - The universal and uniform quick appraisal, of the job seeker’s key elements/needs (interests, occupational skills, aptitudes, basic skills achievement and education levels, personality and learning style preferences, and, life situation and salary needs), that impact what services may be required to prepare for, or be placed into a job. It includes the data gathered for agency intake/registration/ application and the initial determination of why the person is visiting the agency. Examples are the TABE Locator and CASAS.

<b>Agency</b>	<b>Funding Source</b>	<b>Population Served</b>	<b>Self/Staff or Both</b>	<b>Individual/ Group/Both</b>	<b>Stand Alone</b>	<b>Language</b>	<b>Walk In/ Appointment or Both</b>	<b>Days/ Hours Offered</b>	<b>Fee or Free</b>	<b>Service Area Where Delivered</b>
Southwest Technology Center	Local State Federal Generated	High School Juniors & Seniors & eligible adults	Staff	Both			Appt.	T R 8:30am	Fee for adults Free to High School Students	Jackson & 1/2 of Greer
Western Technology Center	Local State Federal Generated	Eligible Students	Staff	Both			Appt.	M-F 8-4	Free	Washita Kiowa Beckham Custer Roger Mills
OESC	Wagner Peyser	All	Staff	Individual			Both	M-F 8-5	Free	SWODA
OESC	Jobs of Veterans State Grant	Veterans	Staff	Individual			Both	M-F 8-5	Free	SWODA
Elk City Regional Learning Center	Adult Basic Education State & Federal	Ages 16 and up	Both	Individual			Both	M-Th 8 - 3 F 8 - 12 Some evenings by location & semester	Free	Roger Mills Beckham, Custer, Washita Kiowa
SWODA-WIA	WIA Youth	Ages 14 to 21	Staff	Individual			Both	M-F 8-5	Free	SWODA

**Initial Assessment**

ASCOG-WIA	WIA Adult	Ages 18 & up	Staff	Individual			Both	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Dislocated Worker	Lost job & displaced homemaker	Staff	Individual			Both	M-F 8-5	Free	SWODA
Dept. of Rehab	Title I	People with disabilities	Staff	Individual			Appt.	M-F 8-5	Free	SWODA
ORO	WIA 167	Farmworker	Staff	Individual			Both	M-F 8-5	Free	SWODA
DHS	TANF	Low income with children	Staff	Both		All	Both	M-F 8-5	Free	SWODA
DHS	SNAP	Low income	Staff	Both		All	Both	M-F 8-5	Free	SWODA

**Initial Assessment**

**SERVICE MAP SOUTHWEST REGION**

**Initial Plan Development** - Determining the series of steps to address the gaps between an individual's key elements and the requirements of the job or career choice, resulting in a written plan of action to address the individual's service needs.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered
Western Technology Center	Local State Federal Generated	Current Students	Staff	Individual			Appt.	M-F 8-4	Free	Washita Kiowa Beckham Custer Roger Mills
Southwest Technology Center	Local State Federal Generated	Current Students	Staff	Individual			Appt.	M-F 8-4	Free	Jackson & 1/2 of Greer
OESC	Wagner Peyser	All	Staff	Individual			Both	M-F 8-5	Free	SWODA
OESC	Jobs of Veterans State Grant	Veterans	Staff	Individual			Both	M-F 8-5	Free	SWODA
SWODA-WIA	WIA Youth	Ages 14 to 21	Staff	Individual			Both	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Adult	Ages 18 & up	Staff	Individual			Both	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Dislocated Worker	Lost job & displaced homemaker	Staff	Individual			Both	M-F 8-5	Free	SWODA
Dept. of Rehab	Title I	People with disabilities	Staff	Individual			Appt.	M-F 8-5	Free	SWODA
ORO	WIA 167	Farmworker	Staff	Individual			Both	M-F 8-5	Free	SWODA
DHS	TANF	Low income with children	Staff	Both		All	Both	M-F 8-5	Free	SWODA
DHS	SNAP	Low income	Staff	Both		All	Both	M-F 8-5	Free	SWODA

**Initial Plan Development**

**SERVICE MAP SOUTHWEST REGION**

**Intake/Registration/Application** - Gathering and capturing data elements about potential users of the system and its agencies to assist in determining eligibility for services and funding streams or to assist them in enrolling in services

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered
Western Technology Center	Local State Federal Generated	High school Juniors & Seniors	Both	Both			Both	M-F 8-4	Free	Washita Kiowa Beckham Custer Roger Mills
Southwest Technology Center	Local State Federal Generated	High school Juniors & Seniors & eligible adults	Staff	Individual			Appt.	M-F 8-4	Fee for Adults Free for High school students	Jackson & 1/2 of Greer
OESC	Wagner Peyser	Universal	Both	Individual			Both	M-F 8-5	Free	SWODA
OESC	Unemployment Insurance	Claimants	Both	Individual			Both	M-F 8-5	Free	SWODA
OESC	Jobs of Veterans State Grant	Veterans	Both	Individual			Both	M-F 8-5	Free	SWODA
OESC	TRA/TAA	Mass Layoff	Both	Both			Appt.	Scheduled	Free	SWODA
SWODA	WIA Youth	Ages 14 to 21	Both	Individual	X		Both	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Adult	Ages 18 & up	Staff	Individual			Both	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Dislocated Worker	Lost job & displaced homemaker	Staff	Individual			Both	M-F 8-5	Free	SWODA

**Intake/Registration/Application**

Dept. of Rehab	Title I	People with disabilities	Staff	Individual			Appt.	M-F 8-5	Free	SWODA
ORO	WIA 167	Farmworker	Staff	Individual			Both	M-F 8-5	Free	SWODA
DHS	TANF	Low income with children	Staff	Both		All	Both	M-F 8-5	Free	SWODA
DHS	SNAP	Low income	Staff	Both		All	Both	M-F 8-5	Free	SWODA
Elk City Regional Learning Center	Adult Basic Education State & Federal	Ages 16 and up	Both	Individual			Both	M-Th 8 - 3 F 8 - 12 Some evenings by location & semester	Free	Roger Mills Beckham, Custer, Washita Kiowa

**Intake/Registration/Application**

**SERVICE MAP SOUTHWEST REGION**

**Internships** -A structured work experience involving specific occupational skill development goals in addition to learning goals; involves the awarding of outcome verification upon successful completion; and includes the expectation that the customer, upon completion of the internship, will demonstrate the skills necessary for entry-level employment in the occupational area of the internship.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered
DHS	TANF	Low income with children	Staff	Individual		All	Appt.	M-F 8-5	Free	SWODA
Southwest Technology Center	Local & State & Generated	Aviation Maintenance Students	Staff	Both			Appt.	As Scheduled	Fee	Jackson & 1/2 of Greer
Dept. of Rehab	Title I contracted	People with disabilities	Staff	Individual			Appt.	As Scheduled	Free	SWODA
SWOSU	State, Federal & Tuition	Students	Both	Individual			Appt.	M-F 8-5	Free	SWODA
SWOSU	Grant	Students	Both	Individual			Appt.	M-F 8-5	Free	SWODA

**Internships**



**SERVICE MAP SOUTHWEST REGION**

**Job Advancement** - The act of maintaining contact with a person who has been placed in a job to identify/provide the services needed to move towards a better job at self-sufficiency wages; and/or, to retain their self-sufficiency wage job.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered
ORO	WIA 167	Farmworker	Staff	Individual		English Spanish	Both	M-F 8-5	Free	SWODA
Dept. of Rehab	Title I	People with disabilities	Staff	Individual			Appt.	M-F 8-5	Free	SWODA
DHS	TANF	Low income with children	Staff	Individual		All	Appt.	M-F 8-5	Free	SWODA
SWODA-WIA	WIA Youth	Ages 14 to 21	Both	Individual			Both	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Adult	Ages 18 & up	Staff	Individual			Both	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Dislocated Worker	Lost job & displaced homemaker	Staff	Individual			Both	M-F 8-5	Free	SWODA
Western Technology Center	Local State Federal Generated	Current & former students	Both	Both			Both	M-F 8-4	Free	Washita Kiowa Beckham Custer Roger Mills
Southwest Technology Center	Local State Federal Generated	Current & former students	Staff	Individual			Appt.	M-F 8-4	Free	Jackson & 1/2 of Greer

**Job Advancement**

**SERVICE MAP SOUTHWEST REGION**

**Job Development** - Activities by a job developer that first identifies the needs the applicant can meet in the workforce, then finds businesses who have those needs, and/or first identifies the needs the business has and seeks to offer referrals from the list of available job seeking customers.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointm ent or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered
ORO	WIA 167	Farmworker	Staff	Individual			Both	M-F 8-5	Free	SWODA
Dept. of Rehab	Title I	People with disabilities	Staff	Individual			Appt.	M-F 8-5	Free	SWODA
DHS	TANF	Low income with children	Staff	Individual		By paid phone service	Appt.	M-F 8-5	Free	SWODA
OESC	Wagner Peyser	Universal	Both	Individual			Both	M-F 8-5	Free	SWODA
OESC	Jobs of Veterans State Grant	Veterans	Both	Individual			Both	M-F 8-5	Free	SWODA
SWODA	WIA Youth	Ages 14 to 21	Both	Individual			Both	M-F 8-5	Free	SWODA
Western Technology Center	Local State Federal Generated	Current & former students	Both	Both			Both	M-F 8-4	Free	Washita Kiowa Beckham Custer Roger Mills
Southwest Technology Center	Local State Federal Generated	Current & former students	Staff	Individual			Appt.	M-F 8-4	Free	Jackson & 1/2 of Greer

**Job Development**

**SERVICE MAP SOUTHWEST REGION**

**Job Placement Assistance** - Interviewing job applicants for referral to prospective job openings. Review applicant's work history, education, training, job skills, compensation needs and other qualifications. Review available job orders and match applicants with job requirements, duties, work schedules, compensation and other related information (including applicant's interests, occupational skills, aptitudes, basic skills achievement, education levels, personality and learning style preferences, and life situation and salary needs. Refer qualified applicants to prospective employers.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered
ORO	WIA 167	Farmworker	Staff	Individual		English Spanish	Both	M-F 8-5	Free	SWODA
Dept. of Rehab	Title I	People with disabilities	Staff	Individual			Appt.	M-F 8-5	Free	SWODA
DHS	TANF	Low income with children	Staff	Individual		All	Appt.	M-F 8-5	Free	SWODA
OESC	Wagner Peyser	Universal	Both	Individual			Both	M-F 8-5	Free	SWODA
OESC	Jobs of Veterans State Grant	Veterans	Both	Individual			Both	M-F 8-5	Free	SWODA
SWODA-WIA	WIA Youth	Ages 14 to 21	Both	Individual			Both	M-F 8-5	Free	SWODA
Western Technology Center	Local State Federal Generated	Current & former students	Both	Both			Both	M-F 8-4	Free	Washita Kiowa Beckham Custer Roger Mills
Southwest Technology Center	Local State Federal Generated	Current & former students	Staff	Individual			Appt.	M-F 8-4	Free	Jackson & 1/2 of Greer
ASCOG-WIA	WIA Adult	Ages 18 & up	Staff	Individual			Both	M-F 8-5	Free	SWODA

**Job Placement Assistance**

ASCOG-WIA	WIA Dislocated Worker	Lost job & displaced homemaker	Staff	Individual			Both	M-F 8-5	Free	SWODA
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**Job Placement Assistance**

**SERVICE MAP SOUTHWEST REGION**

**Job Search** - The job seeker's activities (including making employer contacts) to find employment.

<b>Agency</b>	<b>Funding Source</b>	<b>Population Served</b>	<b>Self/Staff or Both</b>	<b>Individual/ Group/Both</b>	<b>Stand Alone</b>	<b>Language</b>	<b>Walk In/ Appointment or Both</b>	<b>Days/ Hours Offered</b>	<b>Fee or Free</b>	<b>Service Area Where Delivered</b>
ORO	WIA 167	Farmworker	Staff	Individual		English Spanish	Both	M-F 8-5	Free	SWODA
Dept. of Rehab	Title I	People with disabilities	Staff	Individual			Appt.	M-F 8-5	Free	SWODA
DHS	TANF	Low income with children	Staff	Individual		All	Appt.	M-F 8-5	Free	SWODA
DHS	SNAP	Low income	Staff	Individual		All	Appt.	M-F 8-5	Free	SWODA
SWODA-WIA	WIA Youth	Ages 14 to 21	Staff	Individual			Both	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Adult	Ages 18 & up	Staff	Individual			Both	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Dislocated Worker	Lost job & displaced homemaker	Staff	Individual			Both	M-F 8-5	Free	SWODA
OESC	Wagner Peyser	Universal	Both	Individual			Both	M-F 8-5	Free	SWODA
OESC	Jobs of Veterans State Grant	Veterans	Both	Individual			Both	M-F 8-5	Free	SWODA

**Job Search**

**SERVICE MAP SOUTHWEST REGION**

**Job Shadowing** - A formalized, structured activity to familiarize the individual with the tasks and duties of a specific job by watching a worker perform the daily activities on the job.

<b>Agency</b>	<b>Funding Source</b>	<b>Population Served</b>	<b>Self/Staff or Both</b>	<b>Individual/ Group/Both</b>	<b>Stand Alone</b>	<b>Language</b>	<b>Walk In/ Appointment or Both</b>	<b>Days/ Hours Offered</b>	<b>Fee or Free</b>	<b>Service Area Where Delivered</b>
ORO	WIA 167	Farmworker	Staff	Individual		English Spanish	Both	M-F 8-5	Free	SWODA
Dept. of Rehab	Title I Contracted	People with disabilities	Staff	Individual			Appt.	M-F 8-5	Free	SWODA
DHS	TANF	Low income with children	Staff	Individual		All	Appt.	M-F 8-5	Free	SWODA
SWODA-WIA	WIA Youth	Ages 14 to 21	Staff	Individual			Both	M-F 8-5	Free	SWODA
Western Technology Center	Local State Federal Generated	Current & former students	Both	Both			Both	M-F 8-4	Free	Washita Kiowa Beckham Custer Roger Mills

**Job Shadowing**

**SERVICE MAP SOUTHWEST REGION**

**Labor Market Information Distribution** - The process of gathering and disseminating information on current and future job opportunities, including current job openings, local businesses, career information, high demand occupations lists, UI rates, labor force characteristics

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered
Western Technology Center	Local State Federal Generated	Current & former students	Both	Both			Both	M-F 8-4	Free	Washita Kiowa Beckham Custer Roger Mills
Southwest Technology Center	Local State Federal Generated	Current & former students	Staff	Individual			Appt.	M-F 8-4	Free	Jackson & 1/2 of Greer
OESC	Wagner Peyser	Universal	Both	Individual			Both	M-F 8-5	Free	SWODA
OESC	Jobs of Veterans State Grant	Veterans	Both	Individual			Both	M-F 8-5	Free	SWODA
SWODA-WIA	WIA Youth	Ages 14 to 21	Staff	Individual			Both	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Adult	Ages 18 & up	Staff	Individual			Both	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Dislocated Worker	Lost job & displaced homemaker	Staff	Individual			Both	M-F 8-5	Free	SWODA
ORO	WIA 167	Farmworker	Staff	Individual		English Spanish	Both	M-F 8-5	Free	SWODA
Dept. of Rehab	Title I Contracted	People with disabilities	Staff	Individual			Appt.	M-F 8-5	Free	SWODA
DHS	TANF	Low income with children	Staff	Individual		All	Appt.	M-F 8-5	Free	SWODA
DHS	SNAP	Low income	Staff	Individual		All	Appt.	M-F 8-5	Free	SWODA

**Labor Market Information Distribution**

**SERVICE MAP SOUTHWEST REGION**

**Literacy Skills** - Services or instruction for individuals (including those with learning disabilities) functioning at or below the 3rd grade level.

<b>Agency</b>	<b>Funding Source</b>	<b>Population Served</b>	<b>Self/Staff or Both</b>	<b>Individual/ Group/Both</b>	<b>Stand Alone</b>	<b>Language</b>	<b>Walk In/ Appointment or Both</b>	<b>Days/ Hours Offered</b>	<b>Fee or Free</b>	<b>Service Area Where Delivered</b>
DHS	TANF contracted	Low income with children	Staff	Individual			Appt.	M-F 8-5	Free	SWODA
Elk City Regional Learning Center	Adult Basic Education State & Federal	Ages 16 & up	Both	Individual			Walk in	M-Th 8 - 3 F 8 - 12 Some evenings by location & semester	Free	Roger Mills Beckham, Custer, Washita Kiowa
Dept. of Rehab	Title I Contracted	People with disabilities	Staff	Individual			Appt.	M-F 8-5	Free	SWODA
SWODA-WIA	WIA Youth	Ages 14 to 21	Staff	Individual			Both	M-F 8-5	Free	SWODA
Southwest Technology Center	Local State Federal Generated	Current Students	Staff	Individual			Appt.	M-F 8-4	Free	Jackson & 1/2 of Greer
Western Technology Center	Local State Federal Generated	Current students	Both	Both			Both	M-F 8-4	Free	Washita Kiowa Beckham Custer Roger Mills

**Literacy Skills**



**SERVICE MAP SOUTHWEST REGION**

**Mentoring** - Establishing an on-going relationship with a person to provide guidance and advice that helps give direction in the person's academic, work and/or personal life.

<b>Agency</b>	<b>Funding Source</b>	<b>Population Served</b>	<b>Self/Staff or Both</b>	<b>Individual/ Group/Both</b>	<b>Stand Alone</b>	<b>Language</b>	<b>Walk In/ Appointment or Both</b>	<b>Days/ Hours Offered</b>	<b>Fee or Free</b>	<b>Service Area Where Delivered</b>
DHS	TANF	Low income with children	Staff	Individual		All	Appt.	M-F 8-5	Free	SWODA
SWODA-WIA	WIA Youth	Ages 14 to 21	Staff	Individual			Both	M-F 8-5	Free	SWODA
Southwest Technology Center	Local State Federal Generated	Current, past & potential students	Staff	Individual			Appt.	M-F 8-4	Free	Jackson & 1/2 of Greer

**Mentoring**

**SERVICE MAP SOUTHWEST REGION**

**Non-traditional High School Completion - Alternative means/class delivery systems to achieving a high school diploma**

<b>Agency</b>	<b>Funding Source</b>	<b>Population Served</b>	<b>Self/Staff or Both</b>	<b>Individual/ Group/Both</b>	<b>Stand Alone</b>	<b>Language</b>	<b>Walk In/ Appointment or Both</b>	<b>Days/ Hours Offered</b>	<b>Fee or Free</b>	<b>Service Area Where Delivered</b>
DHS	TANF	Low income with children	Staff	Individual		All	Appt.	M-F 8-5	Free	SWODA
Dept. of Rehab	Title I Contracted	People with disabilities	Staff	Individual			Appt.	M-F 8-5	Free	SWODA
Western Technology Center	Local State Federal Generated	High School Juniors & seniors & Adults	Both	Both			Both	M-F 8-4	Fee for Adults Free for High School Students	Washita Kiowa Beckham Custer Roger Mills

**Non-Traditional High School Completion**

**SERVICE MAP SOUTHWEST REGION**

**Occupational Skills Technical Training** - Training in a classroom to assist the individual in learning both primary and secondary occupational skills. Primary occupational skills encompass the proficiency to perform actual tasks and technical functions required by certain occupational fields at entry, intermediate, or advanced levels. Secondary occupational skills entail familiarity with and use of set-up procedures, safety measures, work-related terminology, record keeping and paperwork formats, tools, equipment and materials, and breakdown and clean-up routines. Training that will upgrade the current existing specific skills of the individual to a higher level of achievement, or the training of new and different skills that will enable an individual to begin a new line of work.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered
DHS	TANF	Low income with children	Staff	Individual		All	Appt.	M-F 8-5	Free	SWODA
Dept. of Rehab	Title I Contracted	People with disabilities	Staff	Individual			Appt.	M-F 8-5	Free	SWODA
ORO	WIA 167 contracted	Farmworker	Staff	Individual		English Spanish	Both	M-F 8-5	Free	SWODA
SWODA-WIA	WIA Youth	Ages 18 to 21	Staff	Individual			Both	M-F 8-5	Some paid - not all	SWODA
ASCOG-WIA	WIA Adult	Ages 18 & up	Staff	Individual			Both	M-F 8-5	Some paid - not all	SWODA
ASCOG-WIA	WIA Dislocated Worker	Lost job & displaced homemaker	Staff	Individual			Both	M-F 8-5	Some paid - not all	SWODA

**Occupational Skills Technical Training**

**SERVICE MAP SOUTHWEST REGION**

**On-the Job Training** - Training by an employer that is provided to a paid participant while engaged in productive work in a job that 1) o provides knowledge or skills essential to the full and adequate performance of the job; 2) provides reimbursement to the employer of up to 50 percent of the wage rate of the participant, for the extraordinary costs of providing the training and additional supervision related to the training, and 3) is limited in duration as appropriate to the occupation for which the participant is being trained, taking into account the content of the training, the prior work experience of the participant, and the service strategy of the participant, as appropriate

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered
DHS	TANF	Low income with children	Staff	Individual		All	Appt.	M-F 8-5	Free	SWODA
Dept. of Rehab	Title I Contracted	People with disabilities	Staff	Individual			Appt.	M-F 8-5	Free	SWODA
Western Technology Center	Local State Federal Generated	Current Students	Both	Both			Both	M-F 8-4	Depends on work site	Washita Kiowa Beckham Custer Roger Mills
ASCOG-WIA	WIA Adult	Ages 18 & up	Staff	Individual			Both	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Dislocated Worker	Lost job & displaced homemaker	Staff	Individual			Both	M-F 8-5	Free	SWODA

**On-the Job Training**

**SERVICE MAP SOUTHWEST REGION**

**Orientation** - Providing information about all the services and funding streams within the career pathways system and how to access them

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered
ORO	WIA 167	Farmworker	Staff	Individual		English Spanish	Both	M-F 8-5	Free	SWODA
Dept. of Rehab	Title I	People with disabilities	Staff	Individual			Appt.	M-F 8-5	Free	SWODA
DHS	TANF	Low income with children	Staff	Individual		All	Appt.	M-F 8-5	Free	SWODA
DHS	SNAP	Low income	Staff	Individual		All	Appt.	M-F 8-5	Free	SWODA
OESC	Wagner Peyser	Universal	Both	Individual			Both	M-F 8-5	Free	SWODA
OESC	Jobs of Veterans State Grant	Veterans	Both	Individual			Both	M-F 8-5	Free	SWODA
OESC	TAA/TRA	Mass Lay Off	Staff	Group			Schedule	M-F 8-5	Free	SWODA
SWODA-WIA	WIA Youth	Ages 14 to 21	Both	Individual			Both	M-F 8-5	Free	SWODA
Western Technology Center	Local State Federal Generated	Current Students	Both	Both			Both	M-F 8-4	Free	Washita Kiowa Beckham Custer Roger Mills
Southwest Technology Center	Local State Federal Generated	Current students	Staff	Individual			Appt.	M-F 8-4	Free	Jackson & 1/2 of Greer
ASCOG-WIA	WIA Adult	Ages 18 & up	Self	Both	X		Both	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Dislocated Worker	Lost job & displaced homemaker	Self	Both	X		Both	M-F 8-5	Free	SWODA

**Orientation**

**SERVICE MAP SOUTHWEST REGION**

**Outreach/Recruitment - Activities performed to identify potential users of the workforce development system**

<b>Agency</b>	<b>Funding Source</b>	<b>Population Served</b>	<b>Self/Staff or Both</b>	<b>Individual/ Group/Both</b>	<b>Stand Alone</b>	<b>Language</b>	<b>Walk In/ Appointment or Both</b>	<b>Days/ Hours Offered</b>	<b>Fee or Free</b>	<b>Service Area Where Delivered</b>
ORO	WIA 167	Farmworker	Staff	Individual		English Spanish	Both	M-F 8-5	Free	SWODA
Dept. of Rehab	Title I	People with disabilities	Staff	Individual		English Spanish	Appt.	M-F 8-5	Free	SWODA
DHS	TANF	Low income with children	Staff	Individual		All	Appt.	M-F 8-5	Free	SWODA
DHS	SNAP	Low income	Staff	Individual		All	Appt.	M-F 8-5	Free	SWODA
OESC	Wagner Peyser	Universal	Both	Individual			Both	M-F 8-5	Free	SWODA
OESC	Jobs of Veterans State Grant	Veterans	Both	Individual			Both	M-F 8-5	Free	SWODA
OESC	Unemployment Insurance	Unemployed	Both	Individual			Both	M-F 8-5	Free	SWODA
OESC	TAA/TRA	Mass Lay Off	Staff	Group			Schedule	M-F 8-5	Free	SWODA
SWODA	WIA Youth	Ages 14 to 21	Both	Individual			Both	M-F 8-5	Free	SWODA
Western Technology Center	Local State Federal Generated	Current Students	Both	Both			Both	M-F 8-4	Free	Washita Kiowa Beckham Custer Roger Mills
Southwest Technology Center	Local State Federal Generated	Current students	Staff	Individual			Appt.	M-F 8-4	Free	Jackson & 1/2 of Greer
ASCOG-WIA	WIA Dislocated Worker	Lost job & displaced homemaker	Self	Both	X		Both	M-F 8-5	Free	SWODA

**Outreach/Recruitment**

Elk City Regional Learning Center	Adult Basic Education State & Federal	Ages 16 & up	Both	Individual				Walk in	M-Th 8 - 3 F 8 - 12 Some evenings by location & semester	Free	Roger Mills Beckham, Custer, Washita Kiowa
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**Outreach/Recruitment**

**SERVICE MAP SOUTHWEST REGION**

**Referrals** -The act of identifying other agencies that can provide a needed service for the customer and assisting him/her to access it.

<b>Agency</b>	<b>Funding Source</b>	<b>Population Served</b>	<b>Self/Staff or Both</b>	<b>Individual/ Group/ Both</b>	<b>Stand Alone</b>	<b>Language</b>	<b>Walk In/ Appointment or Both</b>	<b>Days/ Hours Offered</b>	<b>Fee or Free</b>	<b>Service Area Where Delivered</b>
ASCOG-WIA	WIA Adult	Ages 18 & up	Staff	Individual	X		Both	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Dislocated Worker	Lost job & displaced homemaker	Staff	Individual	X		Both	M-F 8-5	Free	SWODA
SWODA-WIA	WIA Youth	Ages 14 to 21	Staff	Individual			Appt.	M-F 8-5	Free	SWODA
ORO	WIA 167	Farmworker	Staff	Individual			Both	M-F 8-5	Free	SWODA
Dept. of Rehab	Title I	People with disabilities	Both	Individual			Both	M-F 8-5	Free	SWODA
DHS	TANF	Low income with children	Staff	Individual		All	Both	M-F 8-5	Free	SWODA
DHS	SNAP	Low income	Staff	Individual		All	Both	M-F 8-5	Free	SWODA
OESC	Wagner Peyser	Universal	Both	Individual			Both	M-F 8-5	Free	SWODA
OESC	Jobs of Veterans State Grant	Veterans	Both	Individual			Both	M-F 8-5	Free	SWODA
Western Technology Center	Local State Federal Generated	Current Students	Both	Both			Both	M-F 8-4	Free	Washita Kiowa Beckham Custer Roger Mills

**Referrals**



**SERVICE MAP SOUTHWEST REGION**

**Retention/Job Coaching/Post Employment Support** - On or off site coaching or mentoring of work related skills after being placed in employment.

<b>Agency</b>	<b>Funding Source</b>	<b>Population Served</b>	<b>Self/Staff or Both</b>	<b>Individual/ Group/Both</b>	<b>Stand Alone</b>	<b>Language</b>	<b>Walk In/ Appointment or Both</b>	<b>Days/ Hours Offered</b>	<b>Fee or Free</b>	<b>Service Area Where Delivered</b>
ORO	WIA 167	Farmworker	Staff	Individual			Both	M-F 8-5	Free	SWODA
Dept. of Rehab	Title I	People with disabilities	Both	Individual			Appt.	M-F 8-5	Free	SWODA
DHS	TANF	Low income with children	Staff	Individual		All	Both	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Adult	Ages 18 & up	Staff	Individual			Both	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Dislocated Worker	Lost job & displaced homemaker	Staff	Individual			Both	M-F 8-5	Free	SWODA
SWODA-WIA	WIA Youth	Ages 14 to 21	Staff	Individual			Appt.	M-F 8-5	Free	SWODA
Western Technology Center	Local State Federal Generated	Former Students	Both	Both			Both	M-F 8-4	Free	Washita Kiowa Beckham Custer Roger Mills
Southwest Technology Center	Local State Federal Generated	Current students	Staff	Individual			Appt.	M-F 8-4	Free	Jackson & 1/2 of Greer

**Retention/Job Coaching/Post Employment Support**

**SERVICE MAP SOUTHWEST REGION**

**Retraining** - The training of new and different skills that will enable an individual to begin a new line of work

<b>Agency</b>	<b>Funding Source</b>	<b>Population Served</b>	<b>Self/Staff or Both</b>	<b>Individual/ Group/Both</b>	<b>Stand Alone</b>	<b>Language</b>	<b>Walk In/ Appointment or Both</b>	<b>Days/ Hours Offered</b>	<b>Fee or Free</b>	<b>Service Area Where Delivered</b>
ASCOG-WIA	WIA Adult	Ages 18 & up	Staff	Individual			Both	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Dislocated Worker	Lost job & displaced homemaker	Staff	Individual			Both	M-F 8-5	Free	SWODA
ORO	WIA 167	Farmworker	Staff	Individual			Both	M-F 8-5	Free	SWODA
Dept. of Rehab	Title I contracted	People with disabilities	Both	Individual			Appt.	M-F 8-5	Free	SWODA
DHS	TANF	Low income with children	Staff	Individual		All	Both	M-F 8-5	Free	SWODA
SWOSU	State, Federal & Tuition	Students	Both	Individual			as scheduled	M-F 8-5	Tuition	SWODA
Western Technology Center	Local State Federal Generated	Adults	Both	Both			Both	M-F 8-4	Tuition	Washita Kiowa Beckham Custer Roger Mills

**Retraining**

**SERVICE MAP SOUTHWEST REGION**

**Skills Upgrade** - Training that will upgrade the current existing specific skills of the individual to a higher performance.

<b>Agency</b>	<b>Funding Source</b>	<b>Population Served</b>	<b>Self/Staff or Both</b>	<b>Individual/ Group/Both</b>	<b>Stand Alone</b>	<b>Language</b>	<b>Walk In/ Appointment or Both</b>	<b>Days/ Hours Offered</b>	<b>Fee or Free</b>	<b>Service Area Where Delivered</b>
ORO	WIA 167	Farmworker	Staff	Individual			Both	M-F 8-5	Free	SWODA
Dept. of Rehab	Title I contracted	People with disabilities	Both	Individual			Appt.	M-F 8-5	Free	SWODA
DHS	TANF	Low income with children	Staff	Individual		All	Both	M-F 8-5	Free	SWODA
SWOSU	State, Federal & Tuition	Students	Both	Individual			as scheduled	M-F 8-5	Tuition	SWODA
Western Technology Center	Local State Federal Generated	Current Students	Both	Both			as scheduled	M-F 8-4	Free	Washita Kiowa Beckham Custer Roger Mills
Southwest Technology Center	Local State Federal Generated	Current students	Staff	Individual			Appt.	M-F 8-4	Free	Jackson & 1/2 of Greer
Elk City Regional Learning Center	Adult Basic Education State & Federal	Ages 16 & up	Both	Individual			Walk in	M-Th 8 - 3 F 8 - 12 Some evenings by location & semester	Free	Roger Mills Beckham, Custer, Washita Kiowa

**Skills Upgrade**

**SERVICE MAP SOUTHWEST REGION**

**Soft Skills Management** - Providing training to enhance customers job keeping and coping skills. This would include life skills, conflict resolution, attendance and punctuality, teamwork, problem solving, time management, family resources/money management, budgeting of resources, parenting, work behavior training, and accessing support services etc.

<b>Agency</b>	<b>Funding Source</b>	<b>Population Served</b>	<b>Self/Staff or Both</b>	<b>Individual/ Group/Both</b>	<b>Stand Alone</b>	<b>Language</b>	<b>Walk In/ Appointment or Both</b>	<b>Days/ Hours Offered</b>	<b>Fee or Free</b>	<b>Service Area Where Delivered</b>
ORO	WIA 167	Farmworker	Staff	Individual			Both	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Adult	Ages 18 & up	Staff	Individual			Both	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Dislocated Worker	Lost job & displaced homemaker	Staff	Individual			Both	M-F 8-5	Free	SWODA
SWODA-WIA	WIA Youth	Ages 14 to 21	Staff	Individual			Appt.	M-F 8-5	Free	SWODA
DHS	TANF	Low income with children	Staff	Individual		All	Both	M-F 8-5	Free	SWODA
DHS	SNAP	Low income	Staff	Individual		All	Both	M-F 8-5	Free	SWODA

**Soft Skills Management**

**SERVICE MAP SOUTHWEST REGION**

**Specialized Certification Assessment - Licensing, certification and performance or benchmark testing after training completion**

<b>Agency</b>	<b>Funding Source</b>	<b>Population Served</b>	<b>Self/Staff or Both</b>	<b>Individual/ Group/Both</b>	<b>Stand Alone</b>	<b>Language</b>	<b>Walk In/ Appointment or Both</b>	<b>Days/ Hours Offered</b>	<b>Fee or Free</b>	<b>Service Area Where Delivered</b>
ASCOG-WIA	WIA Adult	Ages 18 & up	Staff	Individual			Appt.	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Dislocated Worker	Lost job & displaced homemaker	Staff	Individual			Appt.	M-F 8-5	Free	SWODA
SWODA-WIA	WIA Youth	Ages 14 to 21	Staff	Individual			Appt.	M-F 8-5	Free	SWODA
OESC	Wagner Peyser	Universal	Staff	Individual			Appt.	M-F 8-5	Free	SWODA
OESC	Jobs of Veterans State Grant	Veterans	Staff	Individual			Appt.	M-F 8-5	Free	SWODA
DHS	TANF	Low income with children	Staff	Individual		All	Appt.	M-F 8-5	Free	SWODA
Southwest Technology Center	Local State Federal Generated	Current students	Staff	Individual			Appt.	M-F 8-4	Free	Jackson & 1/2 of Greer
Western Technology Center	Local State Federal Generated	Current Students	Both	Both			Appt.	M-F 8-4	Free	Washita Kiowa Beckham Custer Roger Mills

**Specialized Certification Assessment**

**SERVICE MAP SOUTHWEST REGION**

**Study Skills** - Training that provides participant with assessment of cognitive learning styles and helps them to gain new insight about learning styles with the purpose of enhancing study skills.

<b>Agency</b>	<b>Funding Source</b>	<b>Population Served</b>	<b>Self/Staff or Both</b>	<b>Individual/ Group/Both</b>	<b>Stand Alone</b>	<b>Language</b>	<b>Walk In/ Appointment or Both</b>	<b>Days/ Hours Offered</b>	<b>Fee or Free</b>	<b>Service Area Where Delivered</b>
DHS	TANF contracted	Low income with children	Staff	Individual		All	Appt.	M-F 8-5	Free	SWODA
Dept. of Rehab	Title I contracted	People with disabilities	Both	Individual			Appt.	M-F 8-5	Free	SWODA
Southwest Technology Center	Local State Federal Generated	Current students	Staff	Individual			Appt.	M-F 8-4	Free	Jackson & 1/2 of Greer
Western Technology Center	Local State Federal Generated	Current Students	Both	Both			Appt.	M-F 8-4	Free	Washita Kiowa Beckham Custer Roger Mills
Elk City Regional Learning Center	Adult Basic Education State & Federal	Ages 16 & up	Both	Individual			Walk in	M-Th 8 - 3 F 8 - 12 Some evenings by location & semester	Free	Roger Mills Beckham, Custer, Washita Kiowa

**Study Skills**

**SERVICE MAP SOUTHWEST REGION**

**Support Service Information Distribution** - The process of gathering and disseminating information on vendors and providers of support services, including child care, transportation, health care (medical, dental, vision and substance abuse assistance), legal, domestic violence, food, clothing, housing, or utilities, that are necessary to enable an individual to participate in career pathways services an/'or to get and keep a job.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered
Southwest Technology Center	Local State Federal Generated	High School Jrs & Srs. & Adults	Staff	Both			Both	M-F 8-4	Free	Jackson & 1/2 of Greer
Western Technology Center	Local State Federal Generated	High School Jrs & Srs. & Adults	Staff	Both			Both	M-F 8-4	Free	Washita Kiowa Beckham Custer Roger Mills
ASCOG-WIA	WIA Adult	Ages 18 & up	Both	Both	X		Both	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Dislocated Worker	Lost job & displaced homemaker	Both	Both	X		Both	M-F 8-5	Free	SWODA
SWODA-WIA	WIA Youth	Ages 14 to 21	Both	Both	X		Both	M-F 8-5	Free	SWODA
Dept. of Rehab	Title I contracted	People with disabilities	Staff	Individual			Appt.	M-F 8-5	Free	SWODA
ORO	WIA 167	Farmworker	Staff	Individual			Both	M-F 8-5	Free	SWODA
DHS	TANF	Low income with children	Staff	Individual		All	Both	M-F 8-5	Free	SWODA
DHS	SNAP	Low income	Staff	Individual		All	Both	M-F 8-5	Free	SWODA

**Support Service Information Distribution**

**SERVICE MAP SOUTHWEST REGION**

**Training Provider Information Distribution** - The process of gathering and disseminating information on agencies that provide training, including their locations and contact information, costs/fee structures, entrance requirements, application processes, available financial aid opportunities, curricula and current courses offered, and performance data.

<b>Agency</b>	<b>Funding Source</b>	<b>Population Served</b>	<b>Self/Staff or Both</b>	<b>Individual/ Group/Both</b>	<b>Stand Alone</b>	<b>Language</b>	<b>Walk In/ Appointment or Both</b>	<b>Days/ Hours Offered</b>	<b>Fee or Free</b>	<b>Service Area Where Delivered</b>
ASCOG-WIA	WIA Adult	Ages 18 & up	Both	Both	X		Both	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Dislocated Worker	Lost job & displaced homemaker	Both	Both	X		Both	M-F 8-5	Free	SWODA
SWODA-WIA	WIA Youth	Ages 14 to 21	Both	Both	X		Both	M-F 8-5	Free	SWODA
Dept. of Rehab	Title I contracted	People with disabilities	Staff	Individual			Appt.	M-F 8-5	Free	SWODA
ORO	WIA 167	Farmworker	Staff	Individual			Both	M-F 8-5	Free	SWODA
DHS	TANF	Low income with children	Staff	Individual		All	Both	M-F 8-5	Free	SWODA
DHS	SNAP	Low income	Staff	Individual		All	Both	M-F 8-5	Free	SWODA

**Training Provider Information Distribution**



**SERVICE MAP SOUTHWEST REGION**

**Work Experience** - Placement in a job (volunteer, or for pay that is subsidized, or unsubsidized by the program) that will teach job keeping skills, interpersonal skills, communications skills, work skills and some technical skills in order to better prepare the customer for full time employment at a self-sufficiency wage.

<b>Agency</b>	<b>Funding Source</b>	<b>Population Served</b>	<b>Self/Staff or Both</b>	<b>Individual/ Group/Both</b>	<b>Stand Alone</b>	<b>Language</b>	<b>Walk In/ Appointment or Both</b>	<b>Days/ Hours Offered</b>	<b>Fee or Free</b>	<b>Service Area Where Delivered</b>
Southwest Technology Center	Local State Federal Generated	Current Students	Staff	Both			Both	M-F 8-4	Free	Jackson & 1/2 of Greer
Western Technology Center	Local State Federal Generated	Current Students	Staff	Both			Both	M-F 8-4	Free	Washita Kiowa Beckham Custer Roger Mills
Dept. of Rehab	Title I contracted	People with disabilities	Staff	Individual			Appt.	M-F 8-5	Free	SWODA
ORO	WIA 167	Farmworker	Staff	Individual			Both	M-F 8-5	Free	SWODA
DHS	TANF	Low income with children	Staff	Individual		All	Both	M-F 8-5	Free	SWODA
SWODA-WIA	WIA Youth	Ages 14 to 21	Staff	Individual			Appt.	M-F 8-5	Free	SWODA

**Work Experience**

**SERVICE MAP SOUTHWEST REGION**

**Work Readiness Skills Development** - Providing training to prepare customers for an employment search. This would include completion of job applications, resume preparation, interviewing techniques, telephone techniques, networking, finding the hidden jobs, child labor law information (work permits, I-9's and allowable work hours and activities) etc.

Agency	Funding Source	Population Served	Self/Staff or Both	Individual/ Group/Both	Stand Alone	Language	Walk In/ Appointment or Both	Days/ Hours Offered	Fee or Free	Service Area Where Delivered
ORO	WIA 167	Farmworker	Staff	Individual			Both	M-F 8-5	Free	SWODA
DHS	TANF	Low income with children	Staff	Both		All	Both	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Adult	Ages 18 & up	Staff	Both			Both	M-F 8-5	Free	SWODA
ASCOG-WIA	WIA Dislocated Worker	Lost job & displaced homemaker	Staff	Both			Both	M-F 8-5	Free	SWODA
SWODA-WIA	WIA Youth	Ages 14 to 21	Both	Individual			Appt.	M-F 8-5	Free	SWODA
OESC	Wagner Peyser	Universal	Both	Individual			Both	M-F 8-5	Free	SWODA
OESC	Jobs of Veterans State Grant	Veterans	Both	Individual			Both	M-F 8-5	Free	SWODA

**Work Readiness Skills Development**