

Workforce Oklahoma

Mission

The Okmulgee Workforce Oklahoma Center provides human services, education and training, and employment services to create economic growth and an enhanced quality of life for the citizens and employers of Okmulgee County.

Vision

The Okmulgee Workforce Oklahoma Center will be recognized and utilized by Okmulgee County employers and citizens as a resource of choice for effective job matching, workforce development and assistance, and quality business services that contribute to economic prosperity.

Core Values

Excellence – We seek excellence in all our endeavors, and we are committed to continuous improvement.

Intellectual Freedom – We believe in ethical and scholarly questioning in an environment that respects the rights of all to freely pursue knowledge.

Integrity – We are committed to the principles of truth and honesty, and we will be equitable, ethical, and professional.

Service – We believe that serving others is a noble and worthy endeavor.

Diversity – We respect others and value diversity of opinion, freedom of expression, and other ethnic and cultural backgrounds.

Stewardship of Resources – We are dedicated to the efficient and effective use of resources. We accept the responsibility of the public's trust and are accountable for our actions.

Goals, Critical Success Factors, Objectives, and Strategies

Goal One: Develop and promote an economic development infrastructure conducive to supporting local employers and leading to job growth, employee productivity, employer satisfaction and ultimately economic growth for Okmulgee County.

Critical Success Factors:

- Reorganize and reinvigorate the Council for Workforce and Economic Development, charging it with an updated set of priorities to be accomplished through taskforce assignments and regular quarterly meetings
- Work closely with local employers to increase the number of users and frequency of use of Workforce Oklahoma resources by a minimum of 10% each year
- Increase the number of employers placing Workforce job orders by 5% each year
- Increase the number of positive job placements by 5% each year
- Increase the number of OJT and WE opportunities with local employers by 5 each year

Objectives:

Objective 1.1: Create and coordinate appropriate partnering, delivery of services, resources and referrals to support local employers, economic growth and an enhanced quality of life for Okmulgee County.

Strategies:

- Increase diversity of membership and active participation in the Council for Workforce and Economic Development to ensure a balanced representation of membership reflecting private sector and public sector members within Okmulgee County.
- Form an active employer roundtable for Okmulgee County that works in conjunction with the Council for Workforce and Economic Development.
- Encourage innovative community development initiatives conducive to building local infrastructure supportive of Okmulgee County economic development.
- Collect baseline data and build rapport with individual employers through conducting one-on-one visits to evaluate current and future needs and gain feedback on level of services received through Center partners.
- Hire a Business Services Coordinator charged with working with local employers.
- Stimulate and coordinate active partnering to develop and promote Okmulgee County as a model community within the state and region for prospective employers considering growth or relocation.

Goal Two: Elevate collaboration and consistency among Workforce Center and system partners to ensure a high-level and seamless delivery of employment and training services.

Critical Success Factors:

- Collaborative involvement of One-Stop partners in providing needs assessment and a shared delivery system of comprehensive services will reduce duplication of staff resources and time required of the customer
- Job vacancy time will be shortened, providing higher level assistance to employers in locating qualified workers
- Increased inclusion of individual partners in joint marketing efforts will enhance traffic, performance numbers, and ability to effectively serve individual customers
- Positive feedback through annual satisfaction surveys of customers and employers will verify that seamless delivery of services is evident

Objectives:

Objective 2.1: Implement continuous improvement to fulfill the strategic vision, mission, and ongoing performance goals of the Workforce System.

Strategies:

- Implement Malcolm Baldrige criteria incorporating:
 - Leadership,
 - Strategic Planning,
 - Customer and Market Focus,
 - Measurement, Analysis and Knowledge Management,
 - Human Resource Focus,
 - Process Management, and
 - Business Results.

Objective 2.2: Promote and ensure consistent leadership and expectations through regular partner collaboration.

Strategies:

- Facilitate effective communications and teaming through quarterly Workforce Partner meetings.
- Develop joint marketing and informational approaches and materials.
- Conduct joint meetings and development sessions for staff.

Goal Three: Holistically prepare job seekers to match identified employer needs to successfully enter and retain employment in order to contribute to the economic base of Okmulgee County.

Critical Success Factors:

- Strive for 100% customer completion of needs assessment
- Increase the number of customers successfully completing training
- Increase the number of job seekers utilizing the Center
- Increase the number of customers served through job readiness services
- Increase the number of positive job placements

Objective 3.1: Provide comprehensive customer services and high quality training for job seekers that address issues associated with employment, healthy lifestyles and diversity.

Strategies:

- Link customers to available resources and assistance to address issues related to health, wellness and employment to improve the overall quality of life for individuals and their families.
- Develop quality training, services and delivery as needed to respond to the direction of identified needs.

Objective 3.2: Conduct more effective and consistent needs assessment of customers accessing the Center to be reflected in the daily documentation of Center activity.

Strategies:

- Research improved needs assessment instruments and processes that more effectively evaluate customer capabilities and needs.
- Provide staff training on new needs assessment instruments and processes.
- Implementation of improved needs assessment.

Goal Four: Continually build and promote a positive image and awareness leading to successful utilization of workforce system services in Okmulgee County.

Critical Success Factors:

- Annual employer satisfaction surveys will be conducted and will reflect “Good to Excellent” ratings
- Customer service satisfaction will be conducted and reflect “Good to Excellent” ratings
- Public awareness and recognition of Workforce Oklahoma’s role, services and resources in the community will be increased through the distribution of information using various available media
- An active network with employers and community leaders to heighten awareness and increase utilization of system services will be accomplished through one-on-one contact to county employers and active leadership and involvement in the Workforce for Economic Development Council
- System partner resources will be leveraged to develop, support and enhance a coordinated marketing effort, increasing the delivery of information about Workforce Oklahoma services and resources to all customers, assuring that all community demographics are targeted

Objectives:

Objective 4.1: Accomplish consistency in positive customer perceptions of Workforce Oklahoma as a comprehensive system of high-level integrated service delivery.

Strategies:

- Develop, distribute and compile results of employer and customer satisfaction surveys.
- Contract a “mystery shopper” to visit and review the Workforce Center.
- Work more closely with local press, media and campus public relations and marketing personnel to facilitate higher level coverage of the Workforce Center.
- Develop print pieces in collaboration with system partners aimed at creating awareness and marketing the Workforce Center services.
- Develop a more functional and interactive Workforce Center web-site.
- Maintain active role in community councils, committees and functions to facilitate networking and familiarity with the Center.

Goal Five: Provide a professional and competent staff that continually demonstrates judgment and reliability in administering assessments, providing services, recommending referrals and caring for a diverse customer population.

Critical Success Factors:

- Provide professional development training/sessions each year (1-2 times per year required attendance)
- Provide monthly team meetings (sharing information, mini-training sessions).
- Provide diversity training for all staff (required attendance)
- Increase score on employee performance appraisals reflecting positive role modeling as exhibited through healthy lifestyles, attitudes, work ethic and productivity
- Staff will meet or exceed expected performance levels

Objectives:

Objective 5.1: System staff will demonstrate increasing accountability through consistency of customer service and satisfaction, documentation, and exhibiting positive attitudes, work ethic, reliability, initiative and productivity as documented in individual employee performance assessments.

Strategies:

- System staff will be expected to work collaboratively to serve the customer and jointly represent the system of services, providing “back-up” for one another as needed.
- Staff will be expected to be flexible, accommodating, and display sensitivity in dealing with customers and employers with diverse backgrounds and needs.
- System staff will be expected to be stronger self-initiators and problem solvers, requiring minimal supervision and intervention.
- Staff will participate in periodic professional development sessions and be expected to portray a professional dress, demeanor and conduct at all times.