



# **OKLAHOMA EMPLOYMENT SECURITY COMMISSION**

**Annual Performance Report 2011**

**Leadership in Oklahoma's Workforce System**



## Message from the Executive Director

2011 was a year that brought many challenges and many accomplishments to the Oklahoma Employment Security Commission (OESC). Record demands for our services continued as Oklahoma began its economic recovery. Our agency responded by implementing innovative strategies, becoming more efficient and adding greater value to products and services.

The success of OESC is largely due to the tireless efforts of its dedicated employees. The year 2011 came with challenges that our most seasoned veterans had never seen. Often those challenges had to be met head-on with solutions that included unreasonable time constraints and limited resources. Not only did the employees of OESC rise to the occasions, but also in numerous instances exceeded expectations in very adverse conditions.

Just as OESC was there to help Oklahoma job seekers and employers weather the “great recession,” we are optimistically looking forward to helping the state propel to unprecedented heights as we lead the nation to a strong economic recovery.



Richard McPherson  
Executive Director

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**The following pages highlight major programs, services and activities for 2011.**

## Overview and Mission

Our vision is that Oklahoma's prosperity will be enhanced by our efforts to provide economic stability and employment security.



The Oklahoma Employment Security Commission (OESC) is a **100% federally funded** state agency dedicated to providing quality service and assistance to Oklahoma employers and job seekers.

### **Our Mission is to enhance Oklahoma's economy by:**

- Matching jobs and workers to increase efficiency of local labor markets.
- Providing unemployment compensation to support unemployed workers and their communities.
- Preparing a skilled workforce with enhanced skills to meet local labor market needs.
- Gathering, analyzing and disseminating information about the labor force to improve local economic decisions.

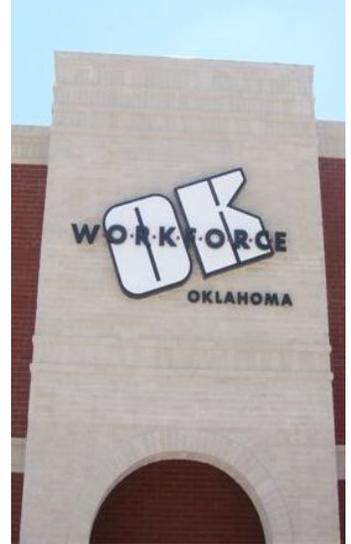
### **OESC's Service Contributions 2011**

- 156,815 - Job Seekers Served through Workforce Centers
- 70,005 - Customers Entering Employment
- 17,095 - Veterans and Eligible Persons Served
- 107,689 - Job Openings Listed on Oklahoma JobLink
- 76,426 - New Job Seeker Accounts Created on Oklahoma JobLink
- 92,601 - Active Resumes on Oklahoma JobLink
- 2,477 - New Employer Accounts Created on Oklahoma JobLink
- 123,416 - Unemployment Insurance Claims Filed

# OESC's Contributions to Oklahoma's Workforce System

## Oklahoma's Workforce System

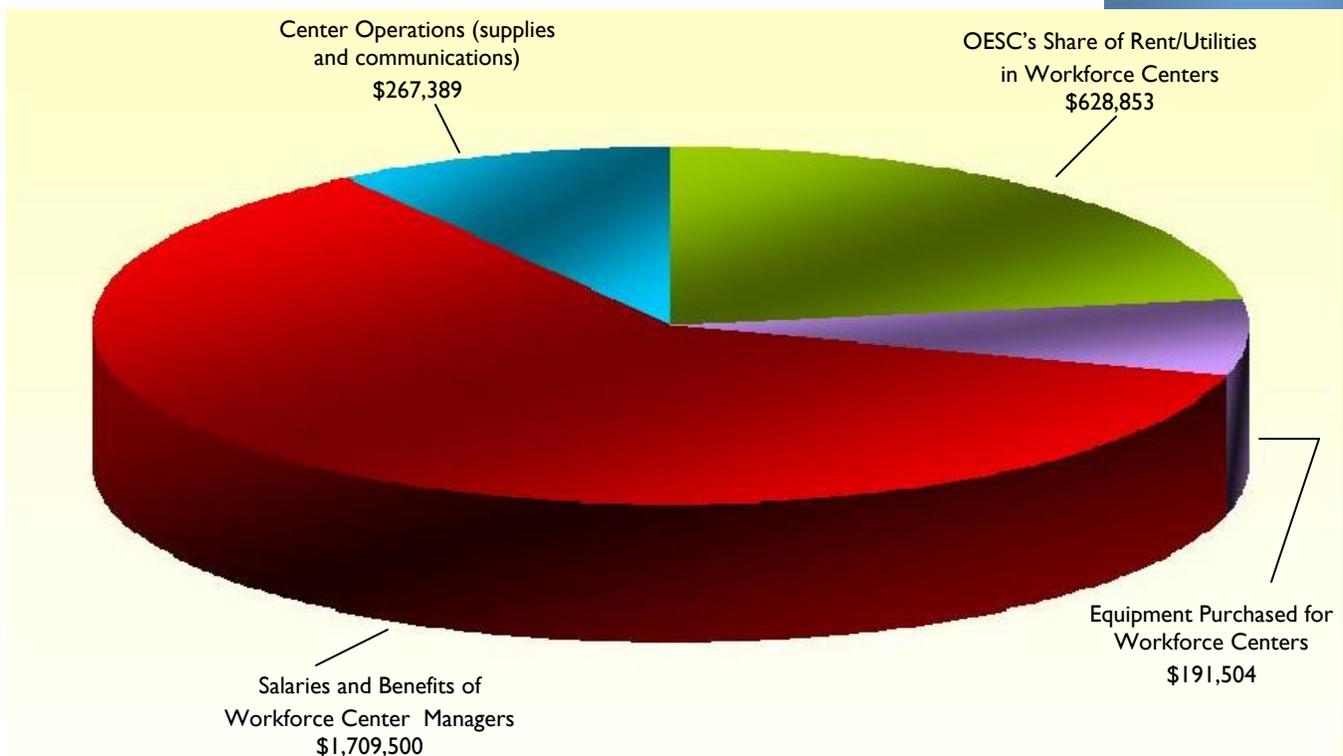
Oklahoma has garnered national attention for its economic success and endurance through the recent recession. Oklahoma's workforce system is comprised of public and private partnerships with industries, educational institutions, and state agencies. These partnerships allow all stakeholders to craft comprehensive and consistent policies and initiatives that allow Oklahoma to develop a knowledge based workforce that can compete in the 21<sup>st</sup> century.



## OESC's Role as an Anchor Partner in the Workforce System

OESC is committed to Oklahoma's workforce system through our role as an anchor partner. The agency makes a substantial investment in local communities through local Workforce Oklahoma centers strategically located throughout the state. Below are highlights of our contributions to Oklahoma's workforce system for the 2010-2011 fiscal period.

### Financial Contributions



# Unemployment Insurance



An unemployment insurance specialist in the OKC call center assists a customer filing an unemployment insurance claim.

The Unemployment Insurance (UI) program is one of the main pillars of OESC's operations. Our administration of the UI program includes not only the processing of UI claims, but also the administration of the UI trust fund. Protecting the rights of employers and claimants is a top priority for OESC.

**Oklahoma is one of only nine states whose UI trust fund has remained financially stable and solvent throughout the recession.**

## Reducing Improper Payments

In 2011, OESC increased efforts to reduce the number of improper Unemployment Insurance (UI) payments through the creation of a cross functional task force. For fiscal years 2008 through 2010, Oklahoma had the seventh lowest improper payment rate in the nation, and our policies have been adopted as best practices for use by other states.

**For fiscal years 2008 through 2010, Oklahoma had the seventh lowest improper payment rate in the nation...**

**The Unemployment Insurance Program is designed to act as an automatic stabilizer of macroeconomic activity.**

## UI Claims Paid and Improper Payments Fiscal Years 2008 - 2010

	Claims Paid Amount	Improper Payments Amount	Improper Payment Rate
2008	\$183,631,026	\$5,287,271	2.879%
2009	\$559,297,881	\$8,799,553	1.573%
2010	\$394,348,733	\$10,884,765	2.760%
<b>Total</b>	<b>\$1,137,277,640</b>	<b>\$24,971,589</b>	<b>2.196%</b>

OESC takes the responsibility of effective and efficient stewardship of the UI program seriously and will never become complacent in our efforts to reduce improper payments.

## EZ Tax Express

In the not-so-distant past, the filing of quarterly contributions reports was an arduous task for Oklahoma's employers and OESC. Each quarter nearly 90,000 employers would fill out paper forms and mail them for processing. Beginning with the first quarter of 2010 we unveiled the EZ Tax Express system providing employers the convenience to submit quarterly contribution reports online.

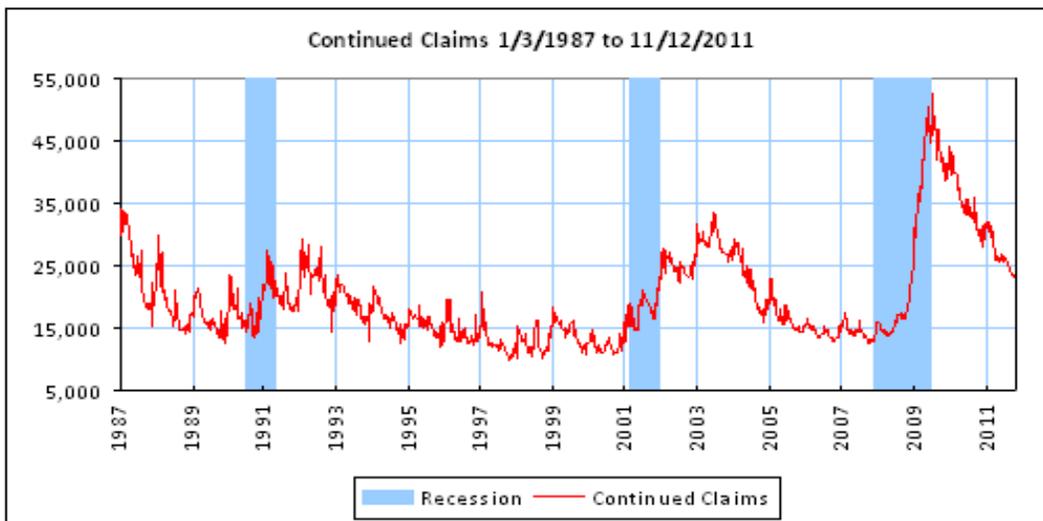
### What EZ Tax Express Business Customers are Saying:

- "You have done an excellent job at making this very user friendly. Thank you."
- "I file taxes in over a dozen states and Oklahoma has one of the easiest sites to use. Thanks."
- "If I ever have problems, your customer service is outstanding."

*"Understanding that the users of EZ Tax Express are best equipped to offer suggestions for improvement, we solicit their comments in order to continuously enhance our system."*

- Barbara Ramsey,  
Unemployment  
Insurance Director

## Unemployment Insurance Claims Filing



A member of the UI Field Services team assists a customer with an unemployment insurance claim.

In 2011, nearly 125,000 unemployment insurance claims were filed. Serving this many customers requires OESC to leverage the latest technology in order to balance customer service and cost efficiency. By 2012, a multitude of upgrades will be implemented to both our telephone and internet based claims filing applications to further enhance service delivery.



# Workforce Services

Providing innovative and meaningful workforce solutions to job seekers and employers alike is the very core of OESC's mission. Our Workforce Services division works hard every day to ensure that Oklahoma has a highly skilled workforce by providing a variety of services to workers, employers, and job seekers throughout the state.

## Workforce Centers

Our service delivery locations, located strategically throughout the state, provide the foundation for our service delivery excellence.

### Workforce Center Highlights:

- In 2011 Enid, Ardmore and McAlester were relocated into improved facilities.
- In 2012 Ada and Miami will be relocated into improved facilities.
- Plans are currently under way to relocate the Oklahoma City area Workforce Centers.

Computers, fax machines, copiers and conference rooms are available to accommodate employers and job seekers.

### What Workforce Center Customers are Saying:

- *"The Workforce Center is a very low key, safe, and professional environment that assures people that they will get the right information and help that they need for whatever they are applying for."*
- *"I really appreciated the kind, helpful service and attitude conveyed by the staff."*
- *"I really liked the assessment program because it helped me to determine what are my strong and weak points. This helped me to evaluate what kind of careers will be a good fit."*
- *"Because I came to the Workforce Center, I am now employed full time and I just wanted to say how thankful I am."*

**Oklahoma's workforce system provides universal access to an integrated array of employment services so that workers, job seekers, and businesses can find the services they need more efficiently and effectively.**



**Employment Services for Job Seekers**

OESC provides a variety of employment and educational opportunities. Job referrals, skills enhancement services, credentialing, and career guidance are some of the many services offered.

**In 2011:**

- 156,815 customers were served.
- 47,054 customers were provided career guidance.
- 43,490 customers were provided job search assistance.

**78%  
of OESC program  
participants who  
find work remain  
employed six  
months after  
placement.**

*“As part of our commitment to ensuring a stable workforce, OESC hosts or supports over 30 career fairs throughout Oklahoma each year.”*

**- Lisa Graven,  
Workforce Services Director**

**Career Fairs**

OESC’s flagship career fairs are held semi-annually in Oklahoma City and Tulsa. 2011’s fall career fairs experienced over 140 employers and over 2,000 job seekers in attendance.

Our dedication to assisting Oklahomans with their career search has allowed us to create some of the most recognized and successful career fairs in the state.



Attendees of the 2011 Oklahoma City Career Fair meet with potential employers.



Executive Director Richard McPherson and Workforce Services staff celebrate the beginning of the fall 2011 Oklahoma City Career Fair.

# Workforce Services



## Oklahoma JobLink

Oklahoma JobLink (OJL) is Oklahoma's premier online job bank that provides job seekers and employers an expansive set of tools for meeting their employment needs.

### What employers are saying about OJL:

- *"We have had great results with this program. We have a wide range of applicants that have applied and we have even filled positions that we have had difficulty filling in the past."*
- *"Easy to use and produces effective results."*
- *"The program is about as easy as it can get, but a real benefit has been the ability to create another job listing using existing jobs. I owe my success as a field manager to this program. Without it, I would be the one looking for a job."*

### What job seekers are saying about OJL:

- *"The system is creative and helpful. It is easy to maneuver from one program to another."*
- *"I really enjoy the job spidering option. It shows a lot of the sites that post job openings, saving a lot of time searching various job sites. I would recommend it to all job searchers."*

### Oklahoma Job Link by the Numbers for 2011:

- 107,689 Job Openings Listed
- 2,477 Employer Accounts Created
- 76,426 Job Seeker Accounts Created
- 92,601 Active Resumes Online
- 168,433,975 Annual Website Hits

### Top Five Industries of Job Openings and Resumes on Oklahoma JobLink

Classification	Number of Job Openings Listed	Number of Resumes Listed
Health Care	3,252	6,927
Production and Maintenance	15,272	23,323
Sales and Admin. Support	7,972	11,356
Engineering, Financial, and Computer	1,825	3,046
Construction	2,545	2,388

Visit Oklahoma JobLink at: <http://www.oklahomajoblink.com>

## Specialized Employers Services

### Talent Acquisition Team

The Talent Acquisition Team is a statewide dedicated team of senior level human resource recruiters who work with businesses to help fulfill their hiring needs. The team assists employers by conducting specialized and individualized employee recruiting efforts. Their recruitment efforts have helped Oklahoma's employers staff hundreds of hard to fill vacancies.

**Whether it is assisting with a company ramp up of skilled workers, or scouting and recruiting talent for hard to fill specialty occupations, the Talent Acquisition Team has proven to be an invaluable asset to Oklahoma's business community.**

### Employer Council



The OKC Metro Employer Council and the Tulsa Area Employer Council are cooperative educational efforts of the Oklahoma Employment Security Commission and Oklahoma City and Tulsa area human resource professionals.



Participants of the October 2011 OKC Metro Employer Council listen to a presentation by Dr. Mac McCrory on Communication Excellence.

Each month, nearly 275 industry professionals attend presentations by leaders in human resources, labor and employment law, and business and management offering cutting-edge information regarding current trends in the industry. Guests are welcome at no charge.

*"The OKC Metro Employer Council consistently delivers relevant and timely education on pertinent employment matters. Because of the quality of the programs, the Council draws a large crowd of high-caliber Human Resources professionals, making this a "must attend" event on my calendar each month."*

**- R. Scott Griffin,  
Human Resources  
Director, Sandridge  
Energy.**

## Veteran Services

*"We take pride in our mission to serve Oklahoma's veterans by providing the resources needed to succeed in today's workforce."*

- John Priddy ,  
Veterans Services  
Director

**Over  
17,000  
Veterans  
Served in  
2011**

The Veterans Services division places veteran representatives throughout the state, offering a variety of services to those who served. Additionally, Veterans Services is involved in many activities and projects that support veterans beginning with their transition to civilian careers. From 'Stand Downs' to job fairs to connecting a multitude of workforce services, OESC endeavors to honor and assist those who served our country.



In addition to providing services at our workforce service centers, OESC provides Transition Assistance Program services to personnel exiting the military at the following major installations:

**Tinker Air Force Base  
Altus Air Force Base  
Vance Air Force Base  
Fort Sill**



OESC staff assist veterans during the 2011 annual Homeless Veterans Stand Down event in Oklahoma City.

### **Homeless Veterans Stand Down Event**

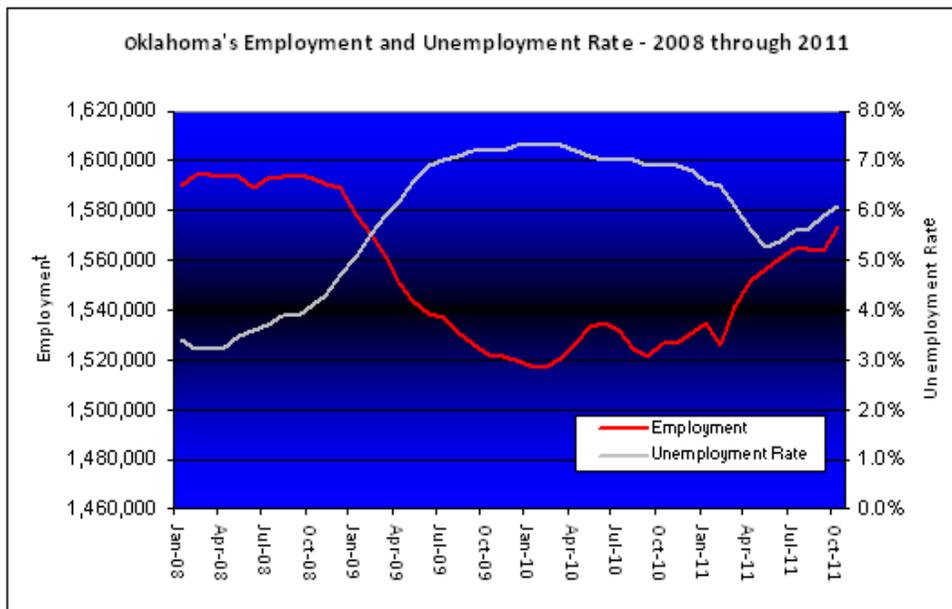
In its commitment to those who served, OESC is privileged to assist with the annual Homeless Veteran's Stand Down event. The event is sponsored by the VA Medical Center and is designed to assist homeless veterans with a variety of needs including clothing, medical care, dental care, and career assistance. The annual event serves hundreds of veterans each year. OESC's veteran representatives are on hand to offer veterans the opportunity to explore career resources.

The Labor Market Information division surveys citizens and employers throughout Oklahoma each year in order to ascertain Oklahoma's current economic health. The data is summarized in a variety of reports and statistics released regularly through the division. Wage estimates, unemployment rates, employment levels, and occupational projections are some of the more popular data produced.

### In 2011

- **4,100 Wage Surveys Processed**
- **33,100 Industry and Location Surveys Generated**
- **4,800 Multiple Work Site Reports Collected**
- **32,544 Labor Market Information Website Hits**

### The Recession's Impact on Oklahoma

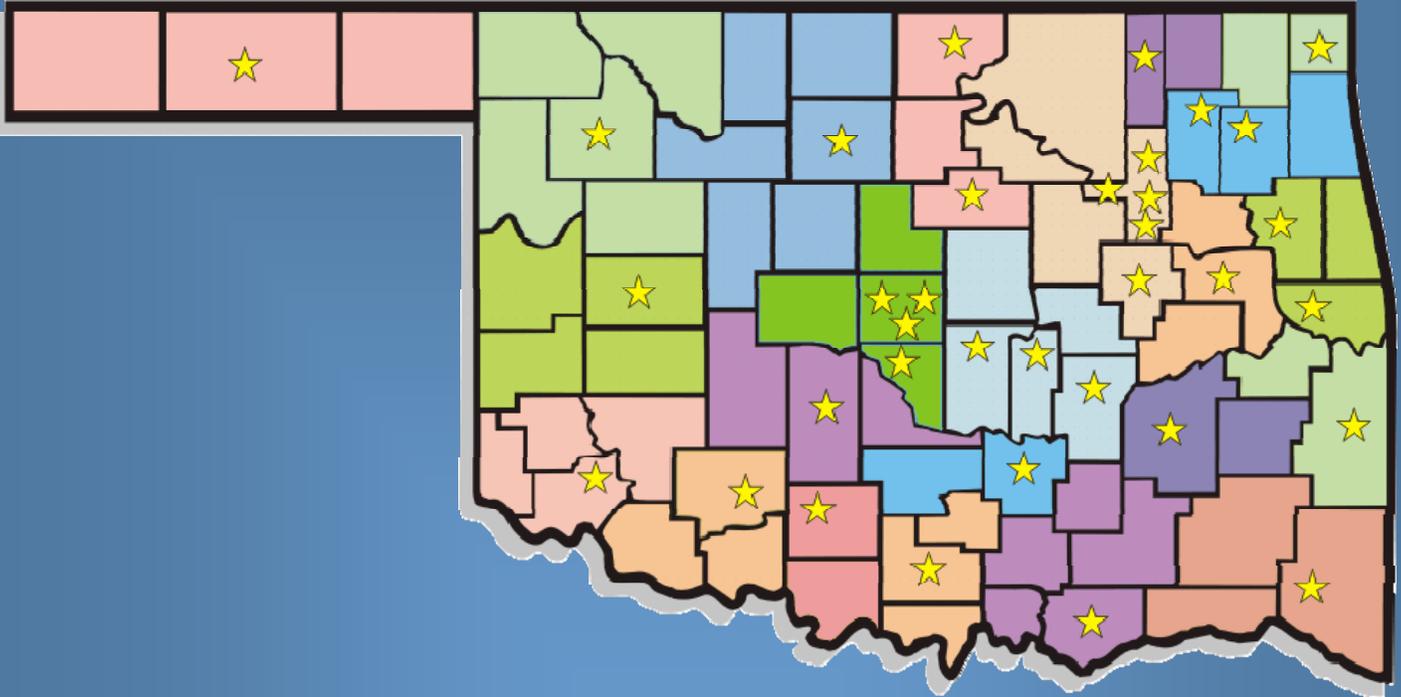


In February of 2008, Oklahoma enjoyed an unemployment rate of 3.2% with nearly 1.6 million Oklahoman's employed. By February of 2010, Oklahoma's unemployment rate had climbed to 7.3% and our employment had decreased by 78,200.

*"Though the impact of the great recession was felt in Oklahoma, we weathered the storm better than most. With nearly 47,000 jobs gained in the last twelve months, it appears our recovery is well under way."*

- Lynn Gray,  
Labor Market Information Director

## Workforce Center Locations



Workforce centers are strategically located throughout the state, ensuring access for every labor market.

Ada	Idabel	Pryor
Altus	Lawton	Sallisaw
Ardmore	McAlester	Sand Springs
Bartlesville	Miami	Sapulpa
Chickasha	Muskogee	Seminole
Claremore	Norman	Shawnee
Clinton	OKC – Eastside	Stillwater
Duncan	OKC – Reno	Stilwell
Durant	OKC – Southside	Tahlequah
Enid	Okmulgee	Tulsa – Eastgate
Guymon	Ponca City	Tulsa – Skyline
Holdenville	Poteau	Woodward

You can locate addresses, phone and fax numbers, and hours of operations for all workforce centers by visiting our website at:

<http://www.workforceok.org/locator.htm>

Or by calling: 1-888-980-WORK (9675)



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