

at our

C  R E

a passion for excellence

Oklahoma Employment Security Commission

Annual Performance Report 2015



Oklahoma Employment Security Commission

Annual Performance Report

2015



Prepared by Shea Cook and Cyndi Phillips

Commissioners



Rachel
Hutchings
Chair

Representing
the Public



Shannon
Davies

Representing
Employers



Christopher
Tytanic

Representing
Employees



David
Adams

Representing
Employers

Oversight for the Oklahoma Employment Security Commission is provided by a five-member commission appointed by the Governor. Two Commissioners represent the interests of employers, two represent the interests of employees, and the Chair represents the interests of the public at large. Each member serves a six-year term and may be reappointed at the Governor's pleasure. Members convene publicly at regularly-scheduled monthly meetings to receive agency reports and discuss agency business. This meeting schedule can be modified at the Commissioners' discretion. One position representing employees is currently vacant.

Leadership in Oklahoma's Workforce System



Richard McPherson
Executive Director



Teresa Thomas Keller
Deputy Director

The Oklahoma Employment Security Commission is a 100% federally funded agency, with the U.S. Department of Labor allocating funds appropriated by Congress to administer our programs. Our primary goal is to assist job seekers, including unemployment insurance claimants, veterans, and others, in finding suitable employment. Additionally, the agency administers the unemployment insurance program to provide unemployment compensation to support qualified individuals during the transition period as they seek new employment. Finally, the agency is responsible for collecting, analyzing and, disseminating a wide range of demographic, economic, and labor market information pertaining to Oklahoma for use by customers including businesses, economic developers, educators, and job seekers.



A Message from the Executive Director

Calendar year 2015 proved to be a testament to the resiliency of the Oklahoma Employment Security Commission. Our economy was changing, and our resources were challenged at levels not seen since the Great Recession.

Even in a more diversified economy, less volatile to the energy boom and bust cycles of the past, we witnessed more and more layoffs in the energy sector as the year progressed. However, there were other sectors of our economy which held their own, and a few which expanded over the course of the year. Welcome to the complexities of a dynamic economy!

Just as one might expect from a talented, knowledgeable, and experienced group of individuals, the staff of OESC rose to the occasion once again. Oklahoma businesses and citizens were served through an array of programs that would help them navigate these turbulent economic conditions.

For OESC, this simply created more opportunities to serve our customers. We saw, in some instances, initial claims for unemployment insurance increase as much as 60% over the same four-week period in the previous year. Oklahoma Works Centers were among the first to see waves of laid-off workers in communities all across our state. Yet many of our employers still clamored for more skilled workers.

The dedicated staff of the Oklahoma Employment Security Commission met or exceeded expectations on many fronts, even as limited resources challenged their resolve. The upcoming year will not be much easier. However, the business community and citizens of Oklahoma can take comfort in knowing OESC will provide those vital services needed to help support and strengthen our workforce and our economy.

A handwritten signature in black ink, appearing to read "F. D. M. G.", written in a cursive style.



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OESC'S MISSION & SERVICE HIGHLIGHTS FOR 2015

OESC Service Highlights for 2015

145,917	Services provided to employers
77,087	Customers entering employment following reemployment services
15,205	Veterans served
114,870	Job openings listed on Oklahoma's electronic job bank
136,249	Active resumes on Oklahoma's electronic job bank
6,533	New employer accounts on Oklahoma's electronic job bank
113,350	Unemployment insurance claims filed
73,101	Customers who received state unemployment insurance benefits

Our mission is to enhance Oklahoma's economy by:

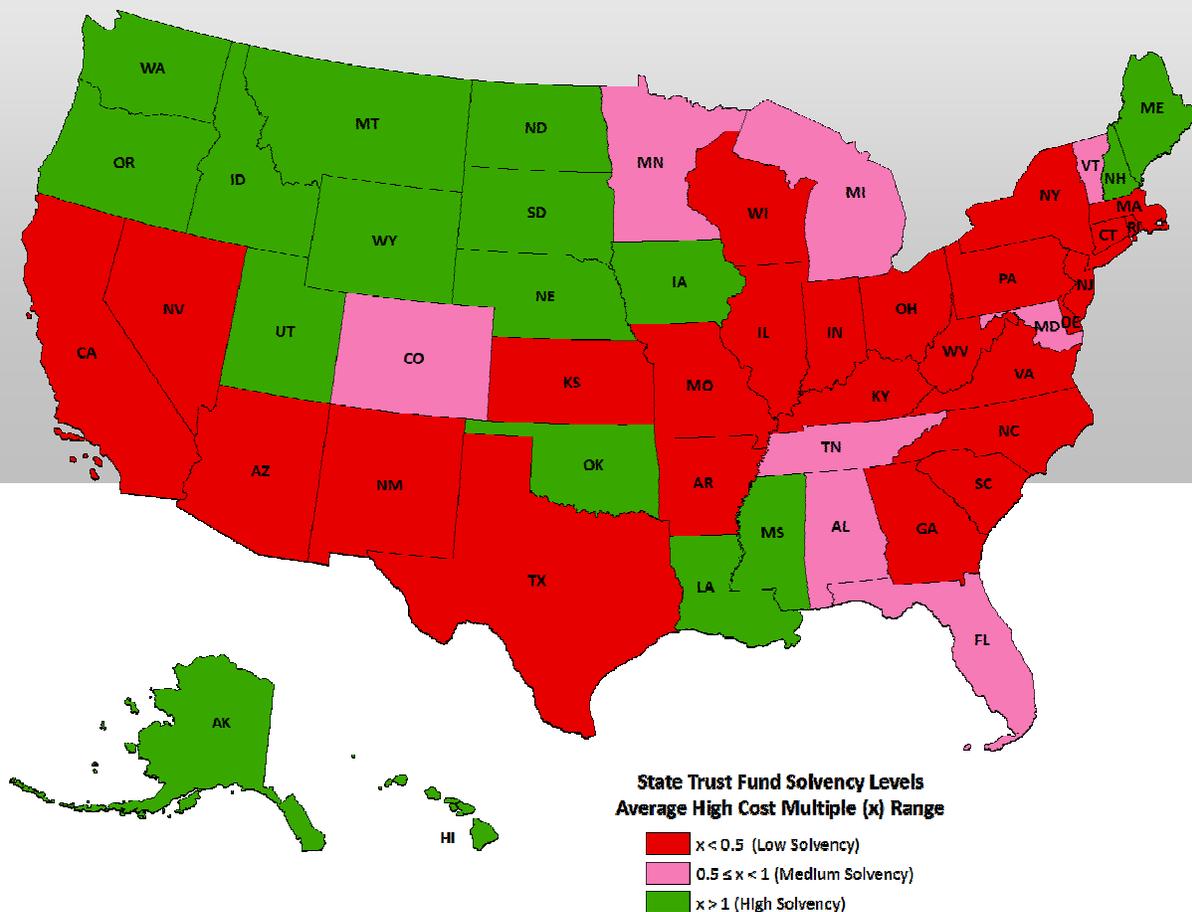
- Matching jobs and workers to increase efficiency of local labor markets.
- Providing unemployment compensation to support unemployed workers and their communities.
- Preparing a skilled workforce with enhanced skills to meet local labor market needs.
- Gathering, analyzing, and disseminating information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

OESC is a 100% federally funded state agency dedicated to providing quality service and assistance to Oklahoma's employers and job seekers.

TRUST FUND SOLVENCY

Unemployment insurance (UI) taxes are collected from Oklahoma employers and deposited into the Trust Fund. All unemployment benefits are paid from this Fund. Oklahoma has always maintained that the solvency of its UI Trust Fund is of utmost importance for program integrity. To this end, in response to increased unemployment claims during a recession, Oklahoma built into its UI tax law a system of adjusting tax rate scales. This system has successfully protected the Oklahoma UI Trust Fund from insolvency through several recessions, including the Great Recession of 2007-2009.

In May, the U.S. Department of Labor released its State UI Trust Fund Solvency Report, which reports on the relative solvency of each state's UI Trust Fund in comparison with other states based on suggested standards. Oklahoma has one of the most solvent trust funds in the country, *ranking second nationally*.



SERVICES PROVIDED TO VETERANS

OESC participates in many state and local initiatives for veterans. These initiatives cover a wide range of veteran needs including preparation for job searches and assistance with locating jobs. Various other needs, including food, clothing, shelter, and medical care are also addressed.

Hiring Events: The Governor's Oklahoma Military Connection, www.okmilitaryconnection.com, a consortium of state agencies which includes OESC, the Oklahoma Military Department, the Oklahoma Department of Career and Technology Education, and the Oklahoma Department of Commerce, have developed a comprehensive process to match employers who have open jobs with qualified veterans and caregivers who possess specific transferable military skills and work preferences. Initial employment interviews for veterans are held at the hiring events. One of our successful hiring events was held on September 25 in the Armed Forces Reserve Center at the Fort Sill Post in Lawton. Employers conducted 165 interviews, extended 55 job offers, and hired 4 veterans onsite that day.



Job Clubs: OESC Oklahoma Works Centers in Oklahoma City, Tulsa, Muskogee, and Lawton offer monthly hiring events specially tailored for Vocational Rehabilitation and Employment (VR&E) veterans. These job club meetings provide qualified, ready-to-hire veterans an opportunity to meet with employers who have job openings to fill. In 2015, OESC job clubs served 263 veterans.

Veteran Homeless Stand Downs: At Stand Down events in Oklahoma City, Tulsa, and Lawton, OESC and partner agencies provide additional supportive services to meet the special needs of homeless veterans. Stand Down events partner with local businesses and service providers to furnish free services such as health and dental checkups, VA and Social Security benefits counseling, referrals to health care, housing, and employment and substance-abuse treatment all in one place at one time.

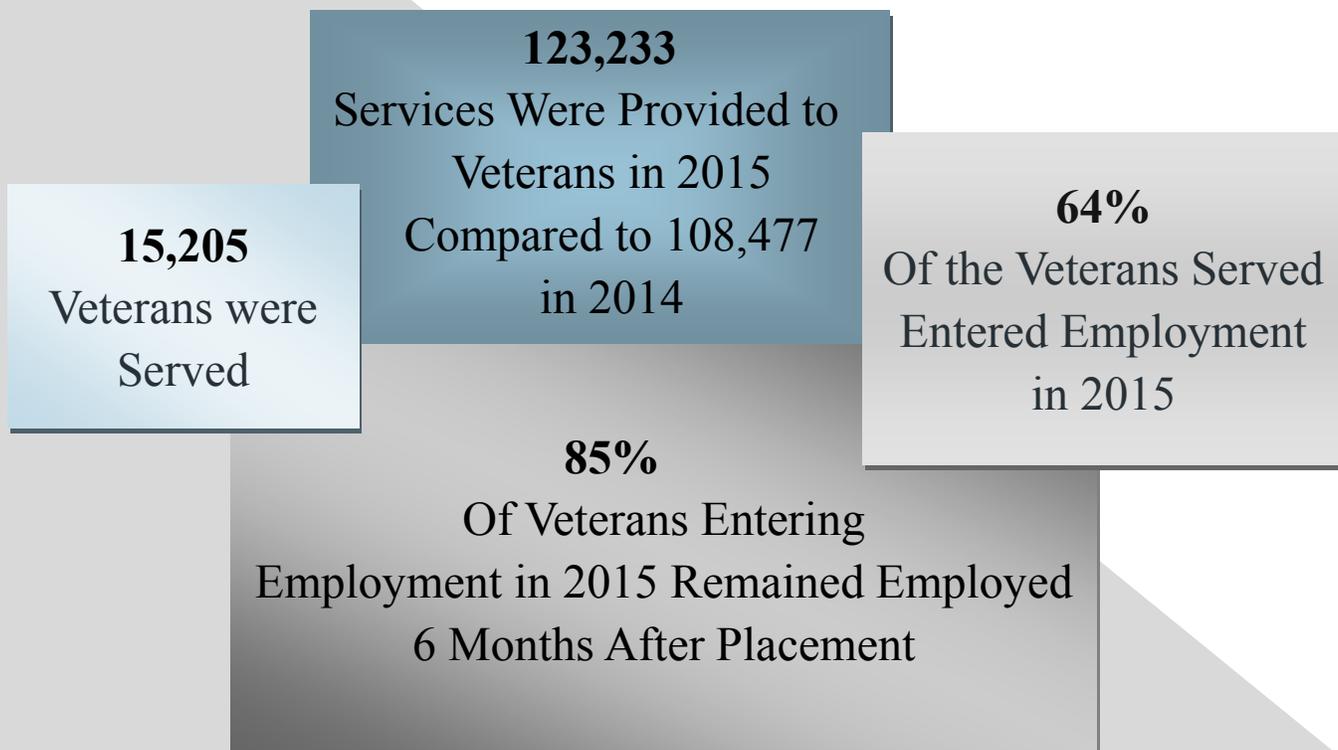
OESC places great emphasis on assisting veterans in obtaining sustainable employment. We provide enhanced reemployment-related services for veterans, transitioning active duty members, and eligible caregivers of the U.S. Armed Forces, Guard, and Reserve.

Program Staff

The veterans' program has two types of positions which serve veterans throughout the state at our Workforce Centers.

- Disabled Veterans Outreach Program Specialists (DVOPs) provide intensive services through case management to veterans with significant barriers to employment.
- Local Veterans Employment Representatives (LVERs) primarily work with employers to help locate and create employment opportunities for veterans.

During 2015, OESC was able to serve our veterans by helping them obtain employment. The following are service highlights for 2015:



ELIGIBILITY RIGHTS INTERVIEW

CUSTOMER SERVICE STRATEGIES

The Eligibility Rights Interview (ERI) is conducted by employment service staff with the goal

of providing reemployment services to the unemployment insurance claimant earlier in the UI process with the goal of getting individuals back to work sooner. Claimants selected for ERI must have been in demand occupations, filed for unemployment benefits, been paid for at least five weeks, and still be receiving benefits. Some of the services provided will include a review of work search efforts, a review of relevant labor market information, increase in work search contacts, referral to other services, and job referrals.

OESC continues to look for ways to reduce the average number of weeks claimants are unemployed. This results in reduced employer taxes and significant savings to the Trust Fund.

ERI Test Pilot began late October 2015

Claimants Served Through ERI Testing to date: 370

Full Implementation of ERI begins in February 2016

Rapid Response activities are designed to respond quickly to employer, employee, and community needs when a mass layoff and/or plant closure appears imminent. The objective of Rapid Response is to help workers transition from notification of layoff to reemployment as soon as possible. Information is provided regarding unemployment insurance, childcare assistance, health insurance, and help available through the local Oklahoma Works Centers.

In the case of a mass layoff, job fairs are provided to these companies and their workers. OESC Area Managers are designated to coordinate and administer all Rapid Response activities in conjunction with the state coordinator and local system partners.

There were 49 events held in 2015 which provided services and support to 8,152 affected employees.

RAPID RESPONSE

THINKING ACCESSIBILITY

Oklahoma is focused on accessibility for job seekers, businesses, and employer work sites throughout all levels of Oklahoma Works. The Oklahoma Department of Rehabilitation Services (OKDRS) is leading Oklahoma's Workforce System towards enhanced accessibility. The objective is to provide equitable services to individuals with disabilities and to ensure that all Workforce System partners comply with the Americans with Disabilities Act Amendments Act of 2008.

OESC began a two-phase project focusing on physical and programmatic accessibility entitled "Thinking Accessibility" within the Workforce Centers, UI Service Centers, UI Adjudication Centers, and the Appeal Tribunal. This partnership brings OKDRS and the Oklahoma ABLE Tech (OKABT) together to provide the resources and tools to assist OESC in continuing our commitment to serve individuals with disabilities.

On the Move

The face of OESC in communities across the state is found in our local Oklahoma Works Centers. Under the leadership of our executive team, OESC has undertaken a great effort to modernize our Centers. In the fall of 2015, the Pryor Center opened its doors at a new facility. Construction of the new Durant Center continues and is scheduled to be completed in early 2016. Efforts continue on renovation or new construction in the following locations as well: Poteau, North Oklahoma City, Duncan, Tulsa Skyline, and Clinton/Weatherford. OESC prides itself on superior customer service and believes its physical locations must reflect that as well.

EMPLOYER AND CLAIMANT BOOKLETS

The employer and claimant informational booklets have been improved this year. They were made larger and easier to read, with built-in hyperlinks to make it easy for the employer or claimant to access forms or websites which are necessary in their journey to hiring, job seeking, and reemployment. Both booklets are easily accessible online and on mobile devices.



The Reemployment Assistance for the Unemployed booklet can be found on our website at www.ok.gov/oesc_web/documents/OES-339.pdf.

The Employer Guide can be found on our website at www.ok.gov/oesc_web/documents/Employer%20Guide.pdf, and is available to Employers by calling (405) 557-7190, or by emailing EmployerGuide@oesc.state.ok.us.

WORKFORCE INNOVATION AND OPPORTUNITY ACT

The Workforce Innovation and Opportunity Act (WIOA), signed into law July 22, 2014, is designed to help job seekers access employment, education, training, and support services to succeed in the labor market and to match employers with the skilled workers they need to compete in our global economy. As a key partner in workforce development, OESC is working with other agencies, Workforce Investment Boards, businesses, and community-based organizations to implement WIOA. These are the three WIOA hallmarks of excellence:

1. The needs of businesses and workers drive workforce solutions and local boards are accountable to communities in which they are located;
2. One-Stop Centers provide excellent customer service to jobseekers and employers and focus on continuous improvements; and
3. The workforce system supports strong regional economies and plays an active role in community and workforce development.

OESC is committed to working with our partners to develop the strongest, most streamlined system possible to serve our customers.

OESC JOB FAIRS

OESC hosted a multitude of highly successful job fairs and hiring events in 2015. At these events, employers and hundreds of job seekers gather in one setting. We connect some of the state’s top employers with qualified job seekers who arrive dressed for success. Employers have the opportunity to meet these job seekers and set up interviews immediately. It is easy to see when comparing regular job searches (in which employers solicit resumes, conduct phone screenings, and arrange face-to-face interviews) that an OESC job fair places employers and job seekers many steps ahead in the job matching process.

In addition to job fairs, OESC provides customized hiring events for individual employers. Some services provided include reviewing applications, pre-screening candidates, coordinating interviews, and making arrangements within local Oklahoma Works Centers for employers to conduct on-site interviews. Additionally, hiring events are hosted for employers focusing on specialized recruitment for hard-to-fill positions.



OKC Job Fair Team



GOVERNOR FALLIN'S ENERGY JOB AND RESOURCE FAIRS

In an effort to assist with the economic effects of the downturn in the state's energy sector, Governor Fallin and OESC, along with other state and local organizations, hosted three Energy Job and Resource Fairs across the state. These events connected job seekers with employment opportunities and resources.

The first event was held on March 26, 2015, at the Western Technology Center in Elk City. A second event was held in Enid on June 3, 2015, at the Autry Technology Center, followed by a third event in Tulsa on June 9, 2015, at the Tulsa Technology/Lemley Campus.



OESC staff assists job seekers at the Elk City Event.

Governor Fallin directed state and local organizations to streamline processes for displaced workers to learn of available services, including resume building, reemployment opportunities, and health and service benefits.

OESC staff offered their Rapid Response services which included information on reemployment, unemployment insurance, training opportunities, and supportive services. Staff also recruited companies to attend the career fair, and offered attendees the opportunity to talk one-on-one to businesses ready to hire.

Approximately 76 businesses and 850
citizens attended the three events.

EMPLOYER COUNCILS

Employer Council Meetings are a continuing education opportunity for local businesses. These events are a cooperative educational effort of OESC and local business professionals. These employer-led groups meet regularly to provide cutting-edge information, through presentations, about issues affecting business. The meetings are conducted by leaders in human resources, labor and employment law, and business management.



The OKC Metro Employer Council and the Tulsa Area Employer Council continued to shine in 2015. For the year, the OKC Metro Employer Council meetings averaged 172 attendees, compared to 140 for 2014. The Tulsa Area Employer Council averaged 82 participants per month in 2015, up from an average of 74 in 2014. Each year these numbers continue to rise.

The success of these two groups led to the development of new Employer Councils in the Lawton and McAlester areas. These councils meet on a quarterly basis. The Lawton Employer Council had its first presentation in June of 2014, and has provided four presentations in 2015. The average attendance for 2015 was 45. The McAlester Employer Council launched in October of 2014. McAlester has averaged 35 employers per meeting in 2015.

Leadership of the Employer Councils is comprised of local employers. Each Employer Council Board chooses its own chair from among the ranks of the council.

OKC Metro Employer Council

Chair – Cassie Wells – Human Resource Director - Cytovance Biologics, Inc.

Tulsa Employer Council

Chair – Julie Via – Human Resources Manager - Flying Tee Golf

Lawton Employer Council

John Saville – Vice President, Administration – Wichita National Life Insurance Company

McAlester Employer Council

Heather Heard – Director of Human Resources – Holdenville Hospital

WORK OPPORTUNITY TAX CREDIT

OESC's Work Opportunity Tax Credit (WOTC) program provides tax incentives to employers who hire job seekers from targeted groups that traditionally face significant barriers to employment. The program benefits employers by saving them money while helping them fill job openings. Employers can receive a tax credit of \$1,500, \$2,400, \$4,800, \$5,600, \$9,600 or \$10,000 depending on the WOTC eligible target group from which the job seeker was hired.



THE WORK OPPORTUNITY TAX CREDIT

Groups targeted by WOTC include: Temporary Assistance to Needy Family recipients, Supplemental Nutrition Assistance Program (SNAP) food stamps recipients, Supplemental Security Income recipients, vocational rehabilitation recipients, summer youth employees, designated community residents, ex-felons, disabled veterans, veterans collecting SNAP benefits, and unemployed veterans meeting certain criteria.

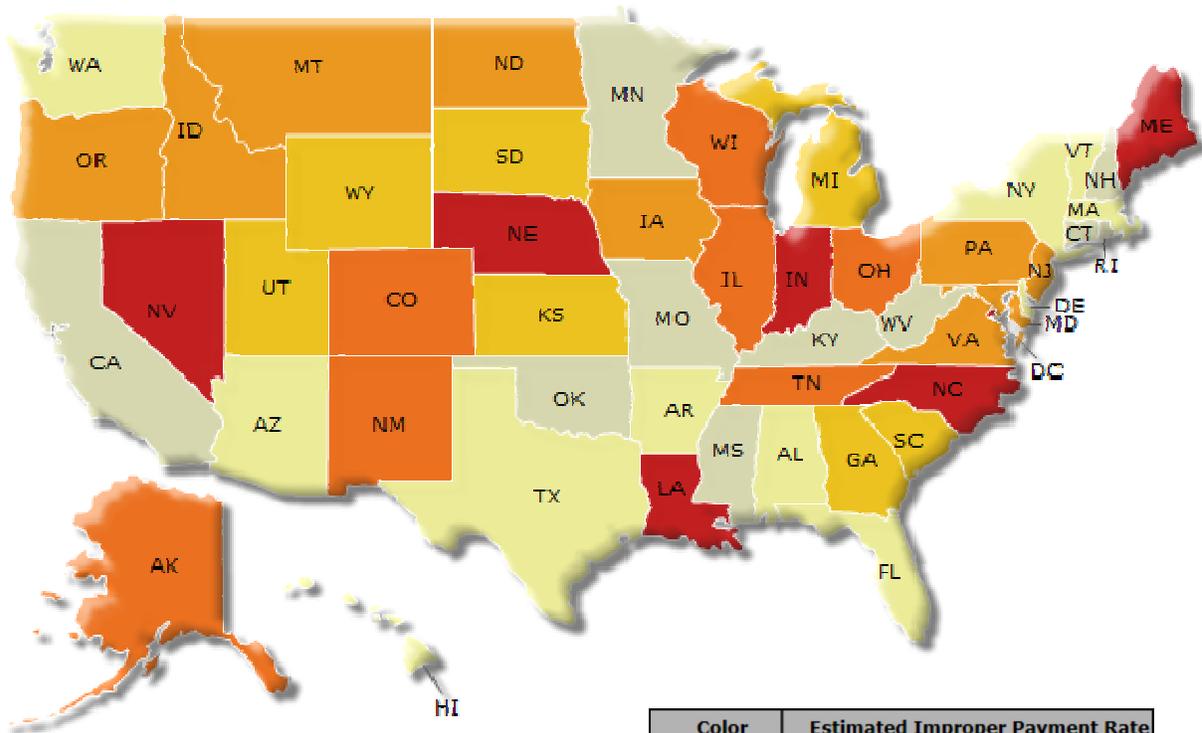
56,234 applications were submitted for WOTC in 2015

*The estimated potential tax savings for
Oklahoma businesses hiring eligible employees was*
\$151,831,800

BENEFITS ACCURACY MEASUREMENT

Benefits Accuracy Measurement (BAM) is a federal program that assesses the accuracy of UI payments, assesses improvements in program accuracy and integrity, and encourages more efficient administration of the UI program. The primary purpose of the program is to identify system-wide problems so that when corrected, future errors can be prevented. The BAM unit audits 480 paid cases per year, and 150 of each type of denied case each year (monetary, separation, non-separation). *Oklahoma has the second lowest improper payment rate in the nation.*

OESC SPOTLIGHT



Color	Estimated Improper Payment Rate
Dark Red	Above 14.00%
Red-Orange	12.00 — 13.99%
Orange	10.00 — 11.99%
Yellow-Orange	8.00 — 9.99%
Yellow	6.00 — 7.99%
Light Yellow	0.00 — 5.99%

Oklahoma →

Information provided by U.S. DOL

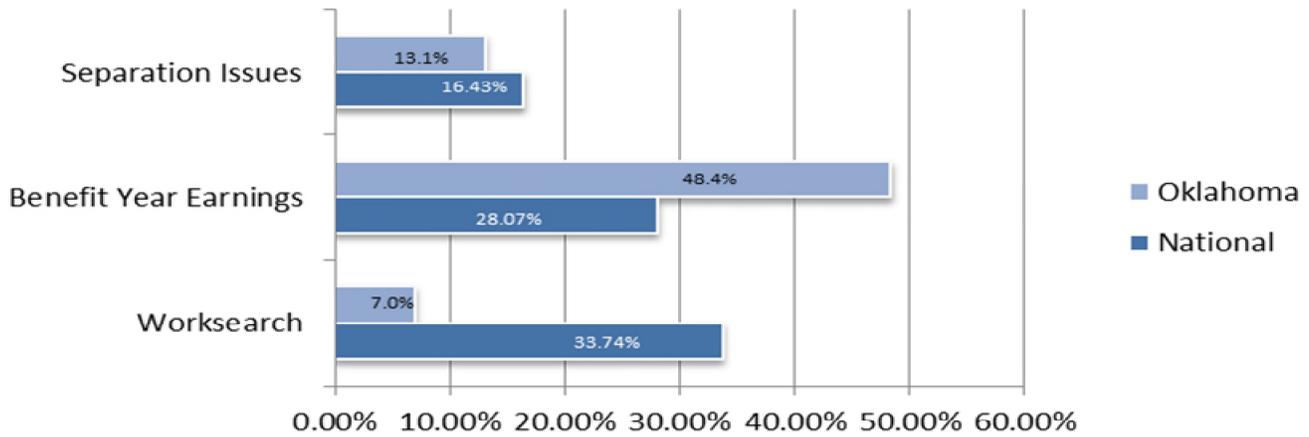
Oklahoma Statistics

July 2011 through June 2014

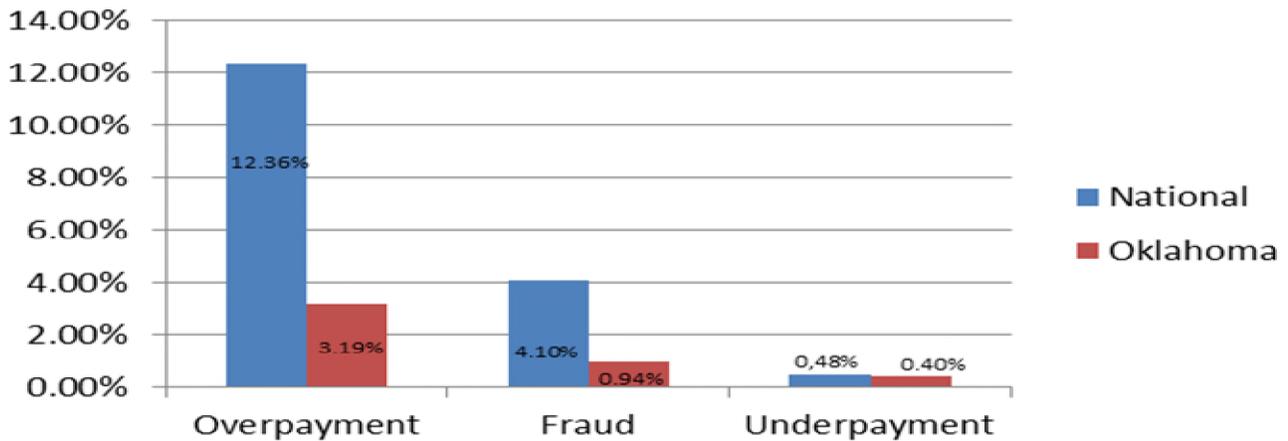
Estimated 3-Year Improper Payment Rate: 4.620%

Estimated 3-Year Fraud Rate: 1.118%

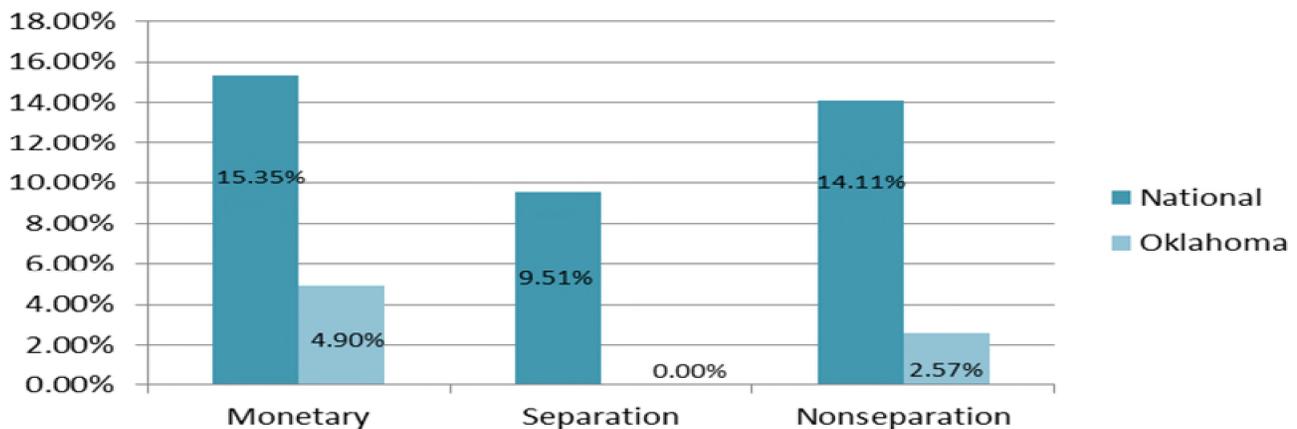
Cause for Overpayments



Improper Payment Rates



Denied Claims Accuracy Chart



THE APPEAL TRIBUNAL

The Appeal Tribunal is the division within OESC where parties may appeal determinations issued by the Commission. The Appeal Tribunal provides the interested parties with a hearing that is both fair and unbiased to all concerned parties. These hearings are conducted in accordance with procedural safeguards provided by the Oklahoma Employment Security Act of 1980, and the Rules for the Administration of the Oklahoma Employment Security Act, requirements set out by the U.S. Department of Labor, and canons of The Model Code of Judicial Conduct for State Unemployment Insurance Appeals Officers. *The Appeal Tribunal disposed of over 13,000 hearings in fiscal year 2015, that ending September 30, 2015.*



Appeal Tribunal hearings are legal proceedings conducted under oath by administrative hearing officers. The decision-making process of the Appeal Tribunal and its hearing officers is completely independent of

the Oklahoma Employment Security Commission and its departments. The hearings are normally conducted by telephone. Although legal proceedings, they are administrative in nature and, therefore, do not have all the formality of civil or criminal hearings or trials. As such, hearings are conducted under the Administrative Procedure Act, rather than Oklahoma Rules of Civil Procedure.

Hearing officers are a mix of attorneys, and non-attorneys with experience within the Commission. Hearing officers are generally assigned six hearings per day. In addition to holding the actual hearing, the hearing officer must write a formal legal decision to explain the outcome to the parties. The Appeal Tribunal consistently ranks in the top ten states in terms of Department of Labor measures. This includes disposing of the vast majority of cases within 30 days of the appeal date.

The unemployment insurance appellate process is held to high standards for both quality and timeliness by the U.S. Department of Labor. The fairness and quality of the hearing process are measured by applying the Lower Authority Quality Criteria developed by Unemployment Insurance Service of the U.S. Department of Labor. States must meet those criteria to assure the state's appeals operations conform and comply with federal law. Oklahoma consistently ranks high nationally in both performance and quality standards.

The Oklahoma Employment Security Commission Appeal Tribunal recently won the *Performance Excellence in Appeals Decision Award* during the UI Directors Conference in Albuquerque, New Mexico. This coveted award was previously won by the State of Utah for seven consecutive years.

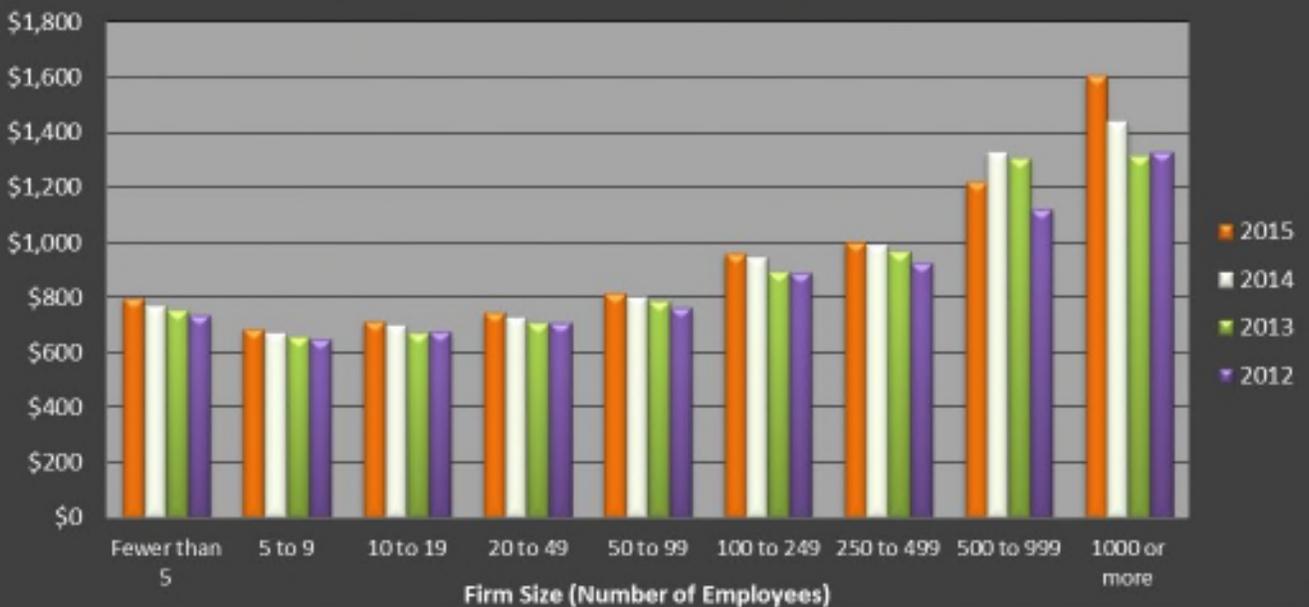
ECONOMIC RESEARCH AND ANALYSIS

OESC’s Economic Research and Analysis Division strives to offer the best information possible about Oklahoma’s state and local labor markets. Data is collected and provided to assist individuals in determining such things as what career to pursue, where to locate a new business, and what wages to pay. The following are some examples of data accumulated by OESC.

Quarterly Census of Employment and Wages

This program, funded by the Federal Bureau of Labor Statistics, provides a count of employment and earnings by quarter at the state and county level. Key here is that it is a count or census, not just an estimate derived from a survey, and it is one of the best sources for local information.

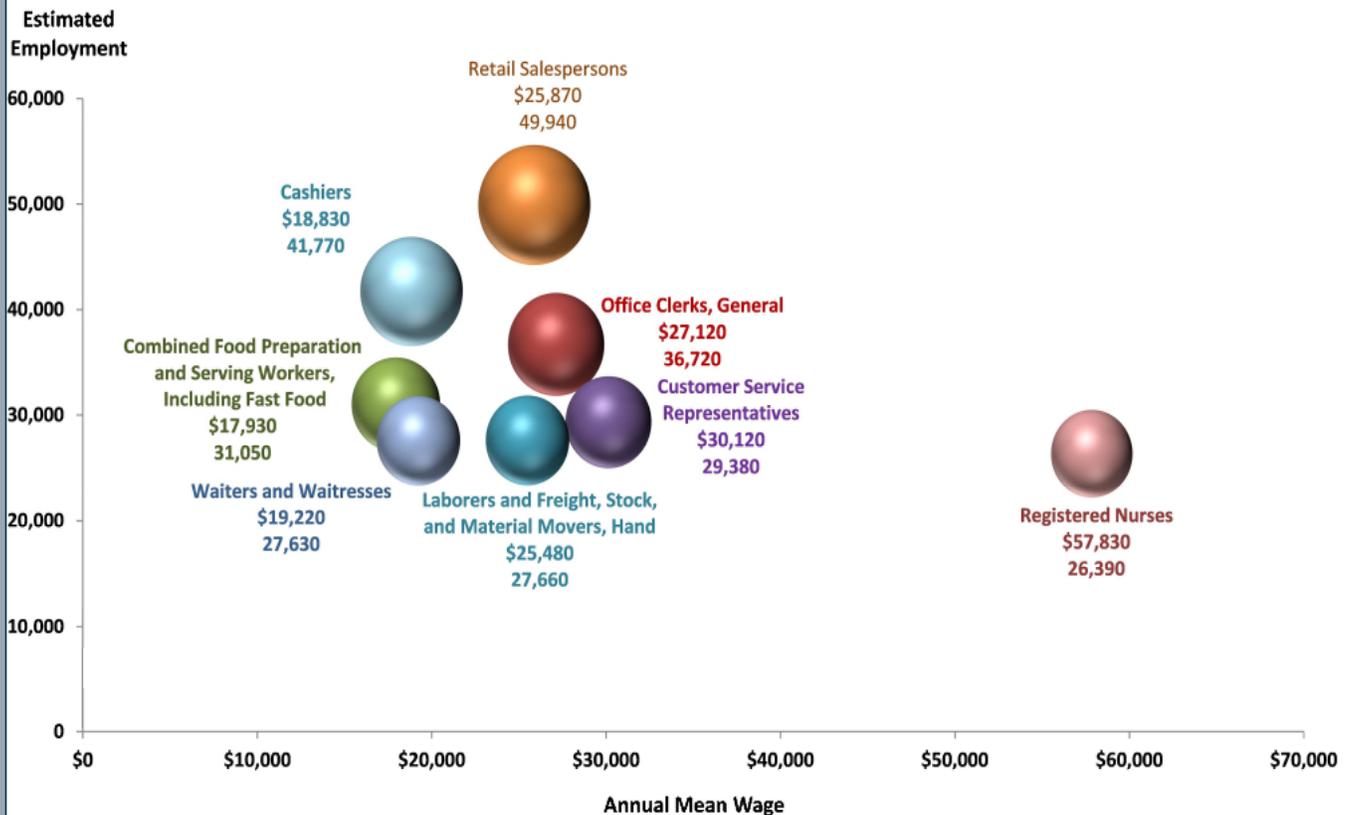
QCEW Average Weekly Wages



Occupational Employment Statistics

This major program produces an annual estimate of how many workers are in specific occupations and how much they earn. Its value in helping individuals make good career choices cannot be overstated. OESC gathers the information with help from thousands of Oklahoma employers each year.

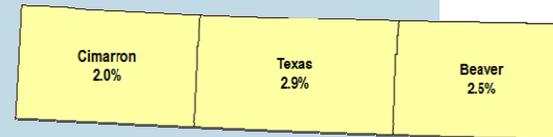
Top 8 Largest Occupations by Annual Mean Wage



ECONOMIC RESEARCH AND ANALYSIS

Local Area Unemployment Statistics (LAUS)

An area's unemployment is the economic indicator most often on the minds of the general public. OESC produces the official unemployment rates for the state, metros, counties, and some larger towns. The LAUS program uses a sophisticated economic model alongside the large Current Population Survey conducted by the Census Bureau to make these monthly estimates of employment, labor force, and unemployment.



November 2015

Unemployment Rate

Statewide = 4.2%

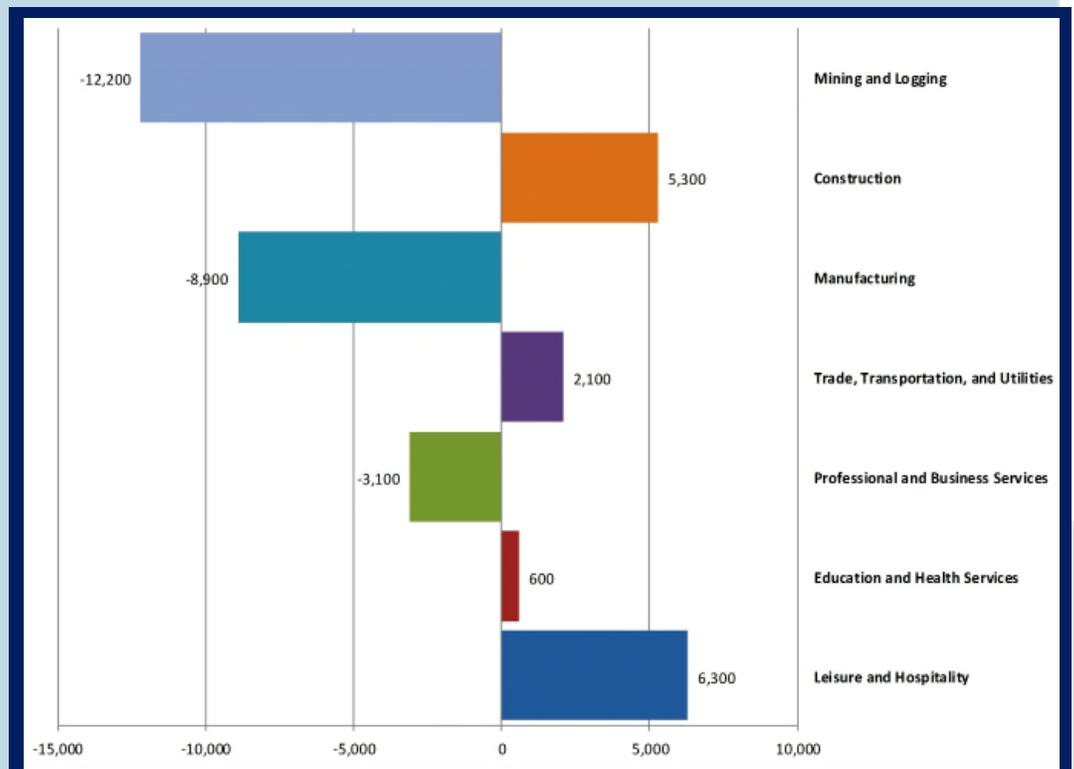
2.0% - 3.9%

4.0% - 5.6%

5.7% - 8.3%

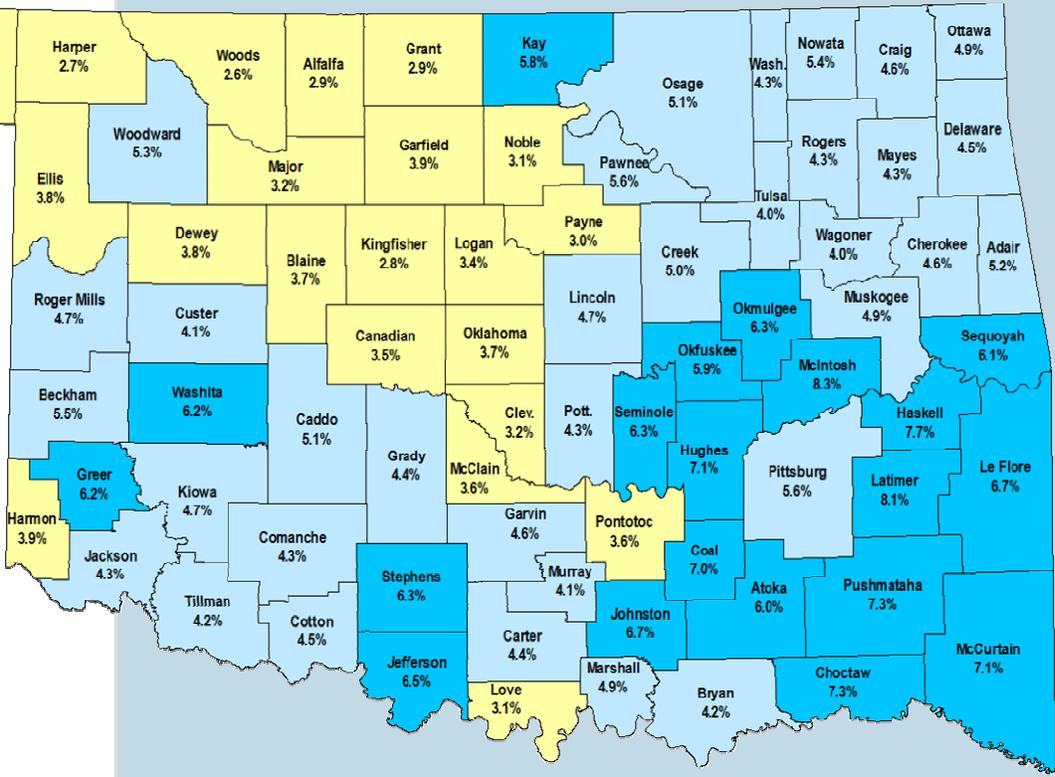
Current Employment Statistics

As the name implies, this program attempts to give the public a fast glance at employment changes at the state and metro level. Based on a survey of employers, and grouped by industry, these estimates are eagerly awaited by many each month. Please see the Employment Change by Industry Chart.

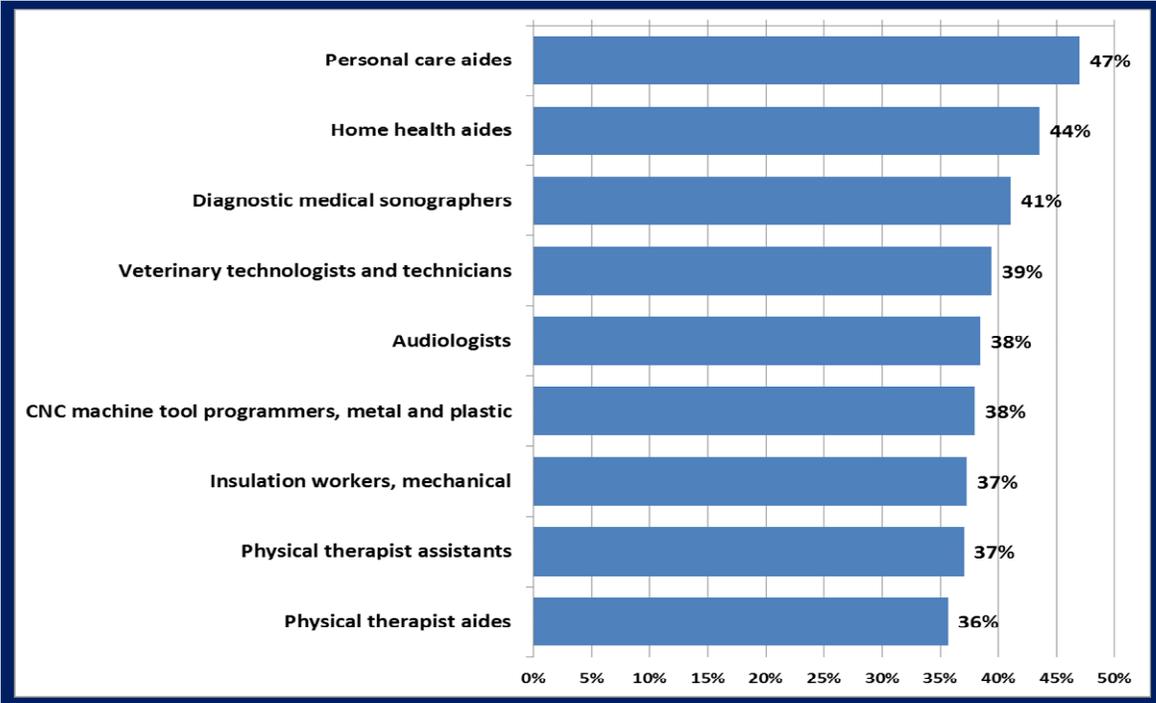


Projections

While it's good to know what has been happening of late, often we really need a forecast of what the future might hold. That's where our last offering helps out. Once every two years we make a 10 year



projection of how we think employment in our various industries and occupations will change. We compile these figures for regions across the state as well. Please see the Fastest Growing Occupations Chart below.





The Deputy Director's Employee Appreciation Tour



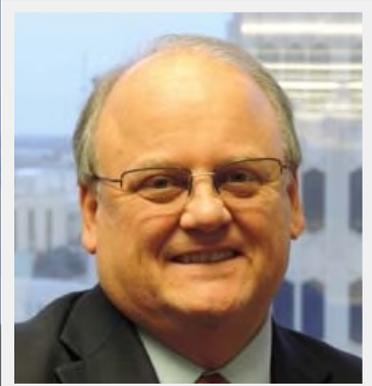
In an effort to thank field staff for their dedication and commitment to providing the best possible service to OESC customers, Deputy Director Teresa Keller visited all thirty-five (35) Oklahoma Works field offices in twenty-one days spanning from July 16 through September 11, 2015. In all but a few instances, Ms. Keller met individually with each staff member to get to know them a little and to personally thank them for their service. Each staff member was presented with a certificate of appreciation and a personalized notepad. Additionally, each office received a gift basket prepared by OESC's own Debra Roseburr.

The theme of the tour was:

HOPE

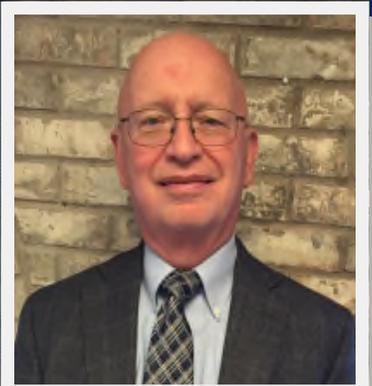
Helping Oklahomans Prosper thru Employment





Riley Shaull joined the Oklahoma Employment Security Commission as the Chief Financial Officer in December 2014.

Mr. Shaull has twenty-one years experience serving the State of Oklahoma. He holds a Bachelor's Degree in Management from the University of Central Oklahoma, a Bachelor's Degree in Accounting from University of Central Oklahoma, and a Master's Degree in Accounting from Oklahoma City University.



Clyde Stevens joined the Oklahoma Employment Security Commission as a Hearing Officer in 2009. He was promoted to Supervisor of Hearing Officers in March 2014 and, effective July 1, 2015, became Director of Appeals.

Mr. Stevens holds a Bachelor's Degree in Mechanical Engineering from General Motors Institute, a Master's Degree in Business Administration from Michigan State University, and a Juris Doctor Degree from Oklahoma City University.

Special Thanks and Recognition (STAR) Awards are given to those employees who have demonstrated quality service or extraordinary performance, professionalism, kindness, or outreach to customers, clients, or coworkers. This year there were a total of forty-nine individuals and employee groups who received STAR awards.



Star Award Winners for 2015

Gisselle Watts	Kathy Slaughter	Ardmore Pilot Project	Veterans Resource Center	Michael Wohnoutka
Jennifer Montiel	Merrell Slagle	Steven Conway	Shedrick Harris	Natasha Titus
Todd Thacker	Gwen Harton	David Littleton	Donna Warren	Sherri Taylor
Roger Spears	Jaqueline Nichols	Vickey Dooley	Barbara Griffin	Matt Kitchen
Al Serradell	Kim Brewer	Rhonda Eastman	Amanda Caudell	De'Andra Zeigler
Resa Stowe	Gina Antipov	Karen Story	Nancy Ulrey	Julie Eidson
Bartlesville Office	Deborah Goodwin	Ladeana Moore	Jan Hunter	Jeaninne McDonald
Becky Parsons	Rachel Spiva	Miami Workforce Center	Pam Booth	Kennyon Willis
Brenda Shelden	Shea Cook	Todd Nicholson	Crystal Anglin	Casi Martin
Tu Vu	Adrian Hastings	Tulsa Talent Acquisitions Team	Rochelle Respicio	

Galaxy Award Winners

Five out of the forty-nine *STAR Award* Winners were chosen by a panel of their peers to represent OESC as *Galaxy Award Winners*. These special *Galaxy* winners were presented with their awards before the Commissioners.



2015 Galaxy Winners: (Left to Right) Brenda Shelden, Casi Martin, Crystal Anglin, De'Andra Zeigler, and Sherri Taylor



USDOL Performance Excellence in Appeals Decision Award

Shalonda Sanders, Director of Reemployment Services - Support and Compliance, accepting the Award from Gay Gilbert of the U.S. Department of Labor, on behalf of the Appeals Tribunal, at the UI Directors Conference in Albuquerque, New Mexico.



Senior Staff's 2nd Annual Appreciation Luncheon - December 11, 2015

Senior Staff cooked and served lunch to staff in the Will Rogers Building

Pictured Front, left to right: Teresa Keller, Lisa Hoelscher, Emma Woodford, Lisa Graven, Susie Kosek, Anna Johnson

Pictured Back, left to right: Riley Shaull, Lynn Gray, Shalonda Sanders, Clyde Stevens, Jon Eller, Richard McPherson, Mike Evans, (John Miley - not pictured)



American Legion Winners

Local Veteran Employment
Representative of the Year

William Breese, Stillwater (left in picture)

Disabled Veterans Outreach Program
Specialist of the Year

Randall Coon, Ponca City (right in picture)



American Legion Local Office of the Year

Tulsa Eastgate
Jon Nelson, Center Manager

Veterans of Foreign Wars Winner

Disabled Veterans Outreach Program
Specialist of the Year

Kim Burney, Lawton (not pictured)



Disabled American Veterans Winners

Local Veteran Employment Representative
of the Year

Ryan Davis, Muskogee (left in picture)

Disabled Veterans Outreach Program
Specialist of the Year

Randall Coon, Ponca City (right in picture)



SERVING CUSTOMERS ACROSS OKLAHOMA

The Oklahoma Employment Security Commission Oklahoma Works Centers are strategically located throughout the state, ensuring success for every labor market. Contact information for all Oklahoma Works Centers, including addresses, phone and fax numbers, and hours of operation, can be found at http://www.ok.gov/oesc_web/Services/Workforce_Services/index.html or by calling (888) 980-WORK (9675).

[Ada](#)

[Altus](#)

[Ardmore](#)

[Bartlesville](#)

[Chickasha](#)

[Claremore](#)

[Clinton](#)

[Duncan](#)

[Durant](#)

[Enid](#)

[Guymon](#)

[Holdenville](#)

[Idabel](#)

[Lawton](#)

[McAlester](#)

[Miami](#)

[Muskogee](#)

[Norman](#)

[OKC - Brookwood](#)

[OKC - Eastside](#)

[Okmulgee](#)

[Ponca City](#)

[Poteau](#)

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[Sapulpa](#)

[Seminole](#)

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[Stillwater](#)

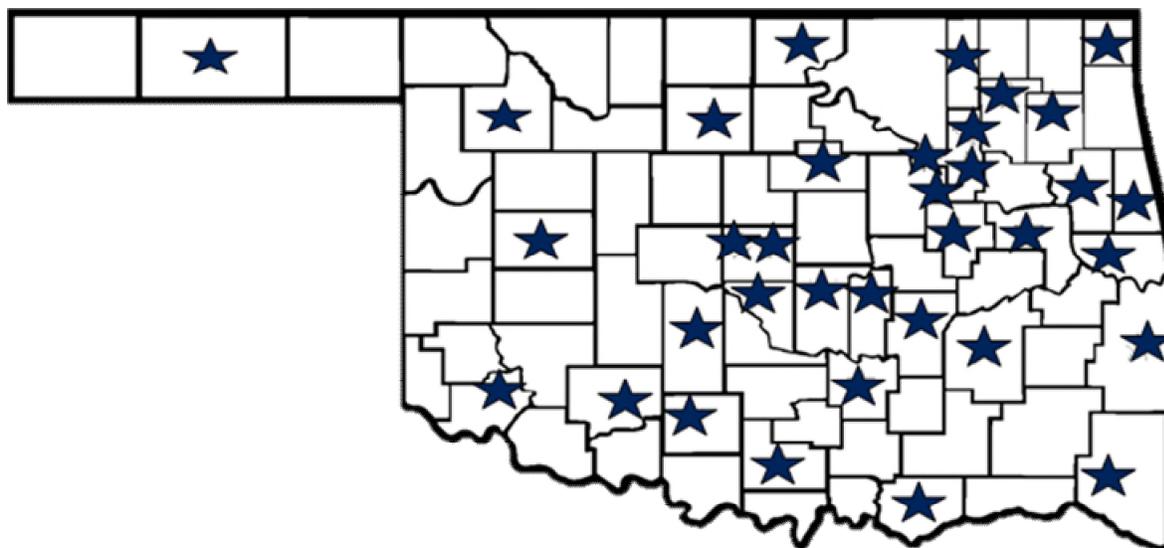
[Stilwell](#)

[Tahlequah](#)

[Tulsa - Eastgate](#)

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[Woodward](#)







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