

## Green Country Workforce Development Board Meeting Minutes

January 18, 2024, from 9:30 AM to Noon  
Connors State College, Muskogee Campus  
Nursing & Allied Health Building – Auditorium  
2501 N. 41<sup>st</sup> Street East  
Muskogee, OK 74403

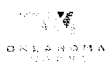
**Board Members Attending in Person:** Casi Martin (alt. for Cody Cox), Chris Pierce, Commissioner Leon Warner, Lisa Mason, Hunter Palmer (alt for Diane Kelley), Eloy Chavez, Jennifer Bentley, Joseph Fuller, Kathy Adair, Kelly Beyer, Lesli R Shoals, Pete Selden, Rhonda Archer, Ron Ramming, Tim Thompson, Yasmin Avila Guillen, Tammy Taylor, Dower Combs, Dee Hays, Laurel Havens, Fran Columbin, Taylor Foster

**Absent Board Members:** Amy Spencer, Cody Cox, Diane Kelley, Eric Wells, Daryl Hamby, Karen Pennington, Ken Busby, Landon Varnell, Ted Jenkins, Tony Heaberlin, Teresa Inhofe, Corey Sisson, John Lamont, Matthew Kennedy,

**Guests:** Ashley Sellers, Nicole Cue, Tom Summar, Chris Linder,

**GCW Board Staff:** Christi Porter, Mike Branan, Belinda Wall, Tamara Peachey

| Item | Description/Discussion  | Action   |
|------|---|--|
| 1.   | Tim Thompson, Board Chair Call Meeting to Order / introductions to establish quorum in compliance with Oklahoma Open Meetings Act. The agenda was posted at least 24 hours prior to the date and time of this meeting and filed in accordance with the Oklahoma Open Meetings Act. 9:38AM Meeting called to Order by Chair. Quorum was established. | <u>No Action Necessary</u>   |
| 2.   | <b>Discussion and Possible Action</b> on the 10/12/2023 meeting minutes of the Green Country Workforce Development Board as included in the meeting packet.   | <b><u>Motion to Approve:</u></b><br>Tammy Taylor<br><b><u>Second:</u></b><br>Hunter Palmer<br><b><u>Vote:</u></b><br>Motion Carried  |
| 3.   | Ashley Sellers, CEOCOWIB <b>Discussion and Possible Action</b> on Financial Update<br>1. Monthly financial update for month of November 2023 A/DLW \$238<br>2. Forensic Audit update  | <u>No Action Required</u>  |
| 4.   | Tim Thompson <b>Discussion and Possible Action</b> on membership in various Chambers in GCW eleven county area as recommended by the Chamber Membership Committee chaired by Casi Martin.   | <u>No Action Necessary</u><br><u>Casi Martin: Still trying to get ahold of Chambers for Osage, County, Pawnee Country and McIntosh. No committee meetings have occurred to date.</u> |



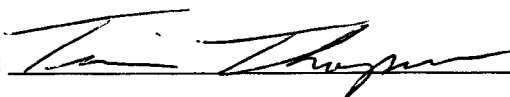
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|     |  |   |
|-----|--|---|
| 5.  | <b>Discussion and Possible Action</b> on whether to keep the Green Country Workforce Development Board's 501(c)3.  | <b><u>Motion to</u></b><br><b><u>Keep GCWDB 501(c)3:</u></b><br>Hunter Palmer<br><b><u>Second:</u></b><br>Chris Pierce<br><b><u>Vote:</u></b><br>Motion Carried   |
| 6.  | <b>Discussion and Possible Action</b> on renewing membership of Board members with terms expiring 6/30/2024:<br><br>1. Jennifer Bentley<br>2. Diane Kelley<br>3. Talking Leaves Job Corps<br>4. Joseph Fuller<br>5. Tim Thompson<br>6. Ron Ramming<br>7. Kathy Adair<br>8. Christopher Pierce<br>9. Williams Companies (Rachel Savage replacement TBD)<br>10. Lesli Shoals<br>11. Landon Varnell<br>12. Ted Jenkins<br>13. Rhonda Archer<br>14. Cody Cox | <b><u>Vote To Renew</u></b><br><b><u>Motion</u></b><br><b><u>Eloy Chavez</u></b><br><b><u>Second:</u></b><br><b><u>Kathy Adair</u></b><br><br><b><u>Motion Carried</u></b>  |
| 7.  | <b>Discussion and Possible Action</b> on a strategic discussion on serving individuals that work within our eleven counties but may live outside of our eleven counties.   | <b><u>Motion to</u></b><br><b><u>Approve and reconsider in PY 26</u></b><br>Joseph Fuller<br><b><u>Second:</u></b><br>Yasmin Avila Guillen<br><b><u>Vote:</u></b><br>Motion Carried                                     |
| 8.  | <b>Discussion and Possible Action</b> on the completed Center Certification Assessments:<br>1. Tahlequah American Job Center (Comprehensive)<br>2. Tulsa American Job Center (Affiliate)<br>3. Muskogee American Job Center (Affiliate)<br>4. Okmulgee American Job Center (Affiliate)<br>5. Sapulpa American Job Center (Affiliate)   | <b><u>Motion to</u></b><br><b><u>Approve:</u></b><br>Ron Ramming<br><b><u>Second:</u></b><br>Joseph Fuller<br><b><u>Obstain: Casi Martin, Hunter Palmer, Fran Columbin</u></b><br><b><u>Vote:</u></b><br>Motion Carried |
| 9.  | <b>Discussion and Possible Action</b> on Chair Update<br>1. Formation of the new Executive Committee   | <b><u>Chairman Thompson stated he</u></b><br><b><u>would provide email</u></b><br><b><u>communications with details.</u></b><br><b><u>No Action Taken</u></b>   |
| 10. | <b>Discussion and Possible Action</b> on the Executive Director Update:<br>1. Board certification packet submitted to the State on 11/30/2023. OESC announced at the 11/28/2023 Directors' meeting that all the Boards would be certified. A letter will be forthcoming from OESC.   | <b><u>No Action Necessary</u></b>   |

|     |   |  |
|-----|---|--|
|     | <p>2. GCW Board/LEO training was held on 11/17/2023 in Tulsa. Training was through a DOL-sponsored provider. 20 people attended, including Board members, LEOs, and other guests.</p> <p>3. Statewide Board/LEO training was held on 1/11/2024 in Shawnee. GCW had 14 people in attendance including several new Board members and LEO's.</p> <p>4. Approval received on 12/22/2023 from the State to transfer DLW funds to Adult funds as was voted on at the 10/12/2023 joint meeting of the GCW Board and Local Elected Officials.</p> <p>5. Update on the Tahlequah Board office and move in date</p> <p>6. Presentation to be given to the Governor's Council on 1/19/2024.</p> <p>7. Update on GCW social media accounts</p> <p>8. Business Services funding</p> <p>9. Tulsa AJC Update</p> |  |
| 11. | <b>Discussion and Possible Action on the Service Provider Report</b>  | <u>No Action Necessary</u>   |
| 12. | <b>Discussion and Possible Action on the EO Update</b><br><b>EO Update was given by Mike Branan, Green Country Workforce Director of Operations and EO Officer.</b>   | <u>No Action Necessary</u>   |
| 13. | <b>Program Monitoring Update was given by Belinda Wall, Green Country Workforce Programs Manager.</b> She reviewed the monitoring update that was included in the meeting packet.   | <u>No Action Necessary</u>   |
| 14. | <b>Discussion and Possible Action on One Stop Operator Report</b>   | <u>No Action Necessary</u>   |
| 15. | <b>Request for Information</b>  | <u>Leslie Shoals requested flyers describing business services and that budget information along with the incumbent worker policy be emailed to the board members.</u> |
| 16. | The meeting was adjourned at 11:11AM by the Chair.  | <u><b>Motion to Adjourn:</b></u><br>Pete Selden<br><u><b>Second:</b></u><br>Kelly Byer<br><u><b>Vote:</b></u><br>Motion Carried  |

Board Members: Amy Spencer, Chris Pierce, Cody Cox, Corey Sisson, Dee Hays, Diane Kelley, Dower Combs, Eloy Chavez, Eric Wells, Jennifer Bentley, John Lamont, Joseph Fuller, Karen Pennington, Kathy Adair, Kelly Beyer, Ken Busby, Landon Varnell, Laurel Havens, Lesli Shoals, Lisa Mason, Pete Selden, Rhonda Archer, Ron Ramming, Tammy Taylor, Taylor Foster, Ted Jenkins, Teresa Inhofe, Tim Thompson, Tony Heaberlin, Yasmin Avilla Guillen, Daryl Hamby (alt. designee); Comm. Leon Warner (CLEO)

Chair Signature: 

Date: 4-18-24



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| Green Country 03/31/2024                          | YTD<br>PY23 Actual<br>Exp | Line item<br>Expend as %<br>of Annual<br>Budget Line<br>Item | Annual<br>Budget    | Budget<br>Item as %<br>of Total<br>Budget | Total Line<br>Item<br>Expend. as<br>% of Total<br>Budget used | Remaining             | Year %<br>Complete |
|---|---------------------------|--|---------------------|---|---|-----------------------|--------------------|
| <b>Admin/Board Program</b>                        |                           |  |                     |   |   |                       |                    |
| Fiscal Admin Adult                                | 13,689.22                 | 87%  | 15,750.00           |   |   | \$2,060.78            |                    |
| Fiscal Admin DLW                                  | 6,574.07                  | 73%  | 9,000.00            |   |   | \$2,425.93            |                    |
| Fiscal Admin Youth                                | 13,526.49                 | 67%  | 20,250.00           |   |   | \$6,723.51            |                    |
| Board Admin Adult                                 | 129,298.52                | 55%  | 234,462.50          |   |   | \$105,163.98          |                    |
| Board Admin DLW                                   | 106,432.89                | 58%  | 182,923.81          |   |   | \$76,490.92           |                    |
| Board Admin Youth                                 | 201,449.87                | 62%  | 327,137.40          |   |   | \$125,687.53          |                    |
| Board Program Adult                               | 50,600.46                 | 66%  | 76,725.75           |   |   | \$26,125.29           |                    |
| Board Program DLW                                 | 31,642.60                 | 13%  | 236,344.30          |   |   | \$204,701.70          |                    |
| Board Program Youth                               | 84,098.64                 | 25%  | 332,887.52          |   |   | \$248,788.88          |                    |
| OSO Administration Adult 20                       | 522.68                    | 27%  | 1,925.00            |   |   | \$1,402.32            |                    |
| OSO Administration DLW 20                         | 2,418.93                  | 231%   | 1,045.00            |   |   | -\$1,373.93           |                    |
| OSO Administration youth 20                       |                           | 0%   | 2,475.00            |   |   | \$2,475.00            |                    |
| <b>Total Admin/Board Program</b>                  | <b>640,254.37</b>         | <b>44%</b>   | <b>1,440,926.28</b> | <b>19.08%</b>                             | <b>21.85%</b>   | <b>\$800,671.91</b>   | <b>75%</b>         |
| Business Service Admin                            | 15,691.34                 | 100%   | 15,731.41           | 0.21%                                     | #DIV/0!   | \$40.07               | 75%                |
| Business service                                  | 62,049.48                 | 89%  | 70,032.66           | 0.93%                                     | #DIV/0!   | \$7,983.18            | 75%                |
| <b>Total Business Service</b>                     | <b>77,740.82</b>          | <b>91%</b>   | <b>85,764.07</b>    | <b>1.14%</b>                              | <b>#DIV/0!</b>  | <b>\$8,023.25</b>     | <b>75%</b>         |
| <b>Transitional Jobs/Work Experience</b>          |                           |  |                     |   |   |                       |                    |
| Adult 49  | 62,808.06                 |  | 100,000.00          |   |   | \$37,191.94           |                    |
| DLW 49  |                           |  | 20,000.00           |   |   | \$20,000.00           |                    |
| Youth OS WEX 50                                   | 81,051.82                 |  | 650,291.00          |   |   | \$569,239.18          |                    |
| Youth IS WEX 80                                   | 4,630.43                  |  |                     |   |   | -\$4,630.43           |                    |
| <b>OS Operator Admin</b>                          | <b>148,490.31</b>         | <b>19%</b>   | <b>770,291.00</b>   | <b>10.20%</b>                             | <b>5.07%</b>  | <b>\$621,800.69</b>   | <b>75%</b>         |
| <b>On the Job Training 51</b>                     |                           |  |                     |   |   |                       |                    |
| Adult 51  | 16,025.78                 |  | 150,000.50          |   |   | \$133,974.72          |                    |
| DLW 51  |                           |  | 100,000.00          |   |   | \$100,000.00          |                    |
| Youth OS 52                                       | 10,067.86                 |  | 55,000.00           |   |   | \$44,932.14           |                    |
| Youth IS 82                                       |                           |  |                     |   |   | \$0.00                |                    |
| <b>Total OJT</b>                                  | <b>26,093.64</b>          | <b>9%</b>  | <b>305,000.50</b>   | <b>4.04%</b>                              | <b>0.89%</b>  | <b>\$278,906.86</b>   | <b>75%</b>         |
| <b>Support Services</b>                           |                           |  |                     |   |   |                       |                    |
| Adult 40  | (13,211.16)               |  | 140,000.00          |   |   | \$153,211.16          |                    |
| DLW 40  | (214.26)                  |  | 26,000.00           |   |   | \$26,214.26           |                    |
| Youth non training 41                             | 50.00                     |  | 57,500.00           |   |   | \$57,450.00           |                    |
| Youth OS 40                                       | 3,703.97                  |  | 57,500.00           |   |   | \$53,796.03           |                    |
| Youth IS 70                                       |                           |  |                     |   |   | \$0.00                |                    |
| <b>Total Support Services</b>                     | <b>(9,671.45)</b>         | <b>-3%</b>   | <b>281,000.00</b>   | <b>3.72%</b>                              | <b>-0.33%</b>   | <b>\$290,671.45</b>   | <b>75%</b>         |
| <b>Training OST</b>                               |                           |  |                     |   |   |                       |                    |
| Adult 45  | 417,565.69                |  | 795,795.89          |   |   | \$378,230.20          |                    |
| DLW 45  | 42,389.10                 |  | 590,216.90          |   |   | \$547,827.80          |                    |
| Youth OS 45                                       | 67,020.25                 |  | 200,000.00          |   |   | \$132,979.75          |                    |
| Youth IS 75                                       | 48.60                     |  |                     |   |   | -\$48.60              |                    |
| Incumbent Worker Adult/DLW                        |                           |  | 105,000.00          |   |   | \$105,000.00          |                    |
| <b>Total Training</b>                             | <b>527,023.64</b>         | <b>31%</b>   | <b>1,691,012.79</b> | <b>22.40%</b>                             | <b>17.98%</b>   | <b>\$1,163,989.15</b> | <b>75%</b>         |
| <b>Service Provision</b>                          |                           |  |                     |   |   |                       |                    |
| Adult   | 431,397.81                |  | 495,554.91          |   |   | \$64,157.10           |                    |
| DLW   | 120,101.73                |  | 297,865.18          |   |   | \$177,763.45          |                    |
| Youth OS  | 484,810.44                |  | 818,284.87          |   |   | \$333,474.43          |                    |
| Youth IS  | 20,278.37                 |  |                     |   |   | \$20,278.37           |                    |
| OSO adult 21                                      | 20,791.60                 |  | 32,257.98           |   |   | \$11,466.38           |                    |
| OSO DLW 21  | 21,676.47                 |  | 28,011.48           |   |   | \$6,335.01            |                    |
| OSO Youth 21                                      | 17,691.48                 |  | 42,484.54           |   |   | \$24,793.06           |                    |
| <b>Total Service Provision</b>                    | <b>1,116,747.90</b>       | <b>65%</b>   | <b>1,714,458.96</b> | <b>22.71%</b>                             | <b>38.10%</b>   | <b>\$597,711.06</b>   | <b>75%</b>         |
| <b>Youth Work Related</b>                         |                           |  |                     |   |   |                       |                    |
| Board Staff work related 56                       | 18,338.63                 |  | 75,000.00           |   |   | \$56,661.37           |                    |
| OS Staff work related 55                          | 121,341.88                |  | 275,000.00          |   |   | \$153,658.12          |                    |
| IS staff work related 85                          | 14,427.92                 |  |                     |   |   | -\$14,427.92          |                    |
| <b>Total Youth Work Related</b>                   | <b>154,108.43</b>         | <b>44%</b>   | <b>350,000.00</b>   | <b>4.64%</b>                              | <b>5.26%</b>  | <b>\$195,891.57</b>   | <b>75%</b>         |
| <b>Total Service Provision/Youth Work Related</b> | <b>1,270,856.33</b>       | <b>61.56%</b>  | <b>2,064,458.96</b> | <b>27.34%</b>                             | <b>43.36%</b>   | <b>\$793,602.63</b>   |                    |
| <b>System Costs</b>                               |                           |  |                     |   |   |                       |                    |
| Adult 90  | 131,792.61                |  | 332,361.22          |   |   | \$200,568.61          |                    |
| DLW 90  | 29,753.39                 |  | 194,960.48          |   |   | \$165,207.09          |                    |
| Youth OS 90                                       | 88,413.85                 |  | 384,822.98          |   |   | \$296,409.13          |                    |
| Youth IS 90                                       |                           |  |                     |   |   | \$0.00                |                    |
| <b>Total System Costs</b>                         | <b>249,959.85</b>         | <b>27%</b>   | <b>912,144.68</b>   | <b>12.08%</b>                             | <b>8.53%</b>  | <b>\$662,184.83</b>   | <b>75%</b>         |
| <b>Total Expenditures</b>                         | <b>2,930,747.51</b>       | <b>39%</b>   | <b>7,550,598.28</b> | <b>100.00%</b>                            | <b>100.00%</b>  | <b>\$4,619,850.77</b> | <b>75%</b>         |

3,047,304.29

691,936.14

171,799.91

12 Total # Months  
9 # Months Used

502,942.33

249,999.85

691,936.14

2,064,458.96

7,534,866.87

## Chamber Memberships

### **Tulsa County \$2,435 - \$3,335+**

Broken Arrow (460)  
Bixby (\*)  
Glenpool (110)  
Tulsa Regional (1300 – 2200)\*  
Jenks (155)  
Sand Springs (110)  
Owasso (300)

### **Creek County \$200+**

Sapulpa (150)  
Bristow (\*)  
Drumright (50)

### **Osage County \$225**

Pawhuska (125)  
Skiatook (100)

### **Pawnee County \$70**

Pawnee (70)

### **Muskogee County \$181**

!Muskogee (181)

### **Wagoner County \$60+**

!Wagoner (60)  
Coweta (\*)

### **McIntosh County \$175+**

Checotah (\*)  
Eufaula (175)

### **Cherokee County \$100**

Tahlequah (100)

### **Adair County \$25**

Stilwell (25)

### **Sequoyah County \$225**

Sallisaw (225)

### **Okmulgee County \$350+**

Okmulgee (\*)  
Henryetta (200 – first year ½)  
ACCIO (150)

### **NOT PURSUING**

Cleveland (Pawnee) – nonresponsive  
Westville (Adair) – size

Catoosa (Tulsa/Wagoner) – NEWDB currently  
pays for

\* = waiting on cost confirmation

! = current membership has been invoiced for

**TOTAL CURRENT KNOWN = \$4046 - \$4,946**

Depends on Tulsa Regional Cost

**TOTAL ASK = \$6000**

To cover known and unknown listed

# Program Quarter Report Jan - Mar

## Performance Summary

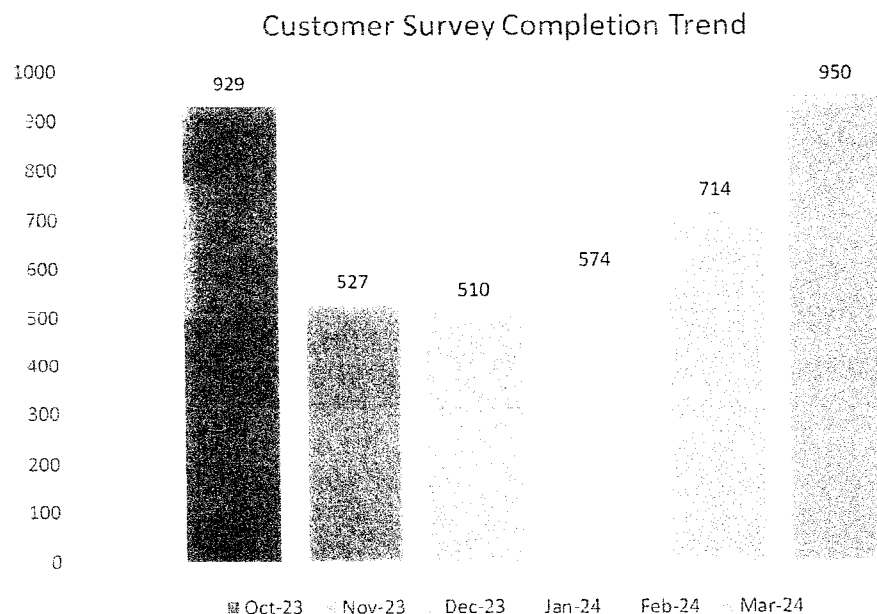
| Contractual Performance Cumulative | Goal | PY 23 Q3 | % Of Goal |
|------------------------------------|------|----------|-----------|
| Partner Meetings                   | 25   | 81       | 100%      |
| AJC Cross Training                 | 25   | 69       | 100%      |
| New Efficiencies                   | 5    | 8        | 100%      |
| Customer Satisfaction Surveys      | 1000 | 7107     | 100%      |
| Outreach Businesses                | 5    | 23       | 100%      |

## Partner Meeting & AJC Cross Training

|          |   |
|----------|---|
| January  | Dealing with Difficult People               |
| February | How to Redirect the Conversation - Bridging |
| March    | Referrals and Warm Handoffs                 |

|             |   |
|-------------|---|
| February 28 | Partner for Purpose                         |
|             | Host: Eastern Economic Development District |
|             | TransfrVR - Virtual Reality Demonstration   |

## Customer Surveys



## Center Certification

All center certification reviews were completed in December. Thank you to the volunteers who helped in this process. All recommendations were accepted by the Oklahoma Employment Security Commission.

## Focus Items

- Customer Satisfaction Surveys
- Partner Meetings & Cross Trainings
- Green Country Business Services Alliance
- Newsletter - Sharepoint Site
- Rapid Response

## Community/Business Outreach

### **Adair County**

- Visited Satellite Office
- Rapid Response

### **Creek County**

- Partner Meeting - Cross Training

### **Cherokee County**

- Visited Satellite Office
- Partner Meeting - Cross Training
- Four County Meeting

### **McIntosh County**

- Visited Satellite Office

### **Muskogee County**

- Partner Meeting - Cross Training

### **Okmulgee County**

- Okmulgee Workforce Innovation Alliance  
A workgroup with a focus on Okmulgees workforce needs by inviting partners within the area together.
- Okmulgee County Jail Project
- Partner Meeting - Cross Training
- Choose Okmulgee Meeting
- GC Operations Meeting

### **Pawhusa County Library**

- Partnering with OESC, Title 1, and Library to set up a few times a week.

### **Tulsa County**

- Partner Workshop - Train the Trainer  
Resume & Interview
- Partner Meeting - Cross Training
- Exodus House Partnership
- A New Way Home Tulsa - Member

### **Wagoner County**

- Visited Satellite Office

### **Workforce System/Collaborations**

- Partnering for Purpose - Quarterly Meeting
- Poverty Simulation - June 14th  
Location: NSU BA, Dr. Eloy Chavez





Operations Meeting  
March 2024

WICA Performance

| Negotiated Performance - Adult |  | YTD         | Goal        |
|--------------------------------|--|-------------|-------------|
| D1. Employment Rate (Q2)       |  | 49.05%      | 70.00%      |
| D2. Employment Rate (Q4)       |  | 69.23%      | 63.30%      |
| D3. Median Earnings            |  | \$ 7,065.64 | \$ 5,675.00 |
| D4. Credential Rate            |  | 38.41%      | 70.50%      |
| D5. Measurable Skill Gains     |  | 36.00%      | 61.00%      |

| Negotiated Performance - DW |  | YTD         | Goal        |
|-----------------------------|--|-------------|-------------|
| D1. Employment Rate (Q2)    |  | 62.50%      | 73.30%      |
| D2. Employment Rate (Q4)    |  | 73.91%      | 70.50%      |
| D3. Median Earnings         |  | \$ 8,872.30 | \$ 8,360.00 |
| D4. Credential Rate - Rate  |  | 41.18%      | 75.00%      |
| D5. Measurable Skill Gains  |  | 30.77%      | 67.00%      |

| Negotiated Performance - Youth |  | YTD         | Goal        |
|--------------------------------|--|-------------|-------------|
| D1. Employment Rate (Q2)       |  | 45.83%      | 73.30%      |
| D2. Employment Rate (Q4)       |  | 77.78%      | 71.00%      |
| D3. Median Earnings            |  | \$ 6,614.59 | \$ 3,650.00 |
| D4. Credential Rate            |  | 26.92%      | 61.30%      |
| D5. Measurable Skill Gains     |  | 28.57%      | 59.00%      |

| Negotiated Performance - WIP |  | YTD         | Goal        |
|------------------------------|--|-------------|-------------|
| D1. Employment Rate (Q2)     |  | 25.73%      | 59%         |
| D2. Employment Rate (Q4)     |  | 57.23%      | 61%         |
| D3. Median Earnings          |  | \$ 6,735.24 | \$ 5,900.00 |

Enrollment Activities

Month Enrollment - 653

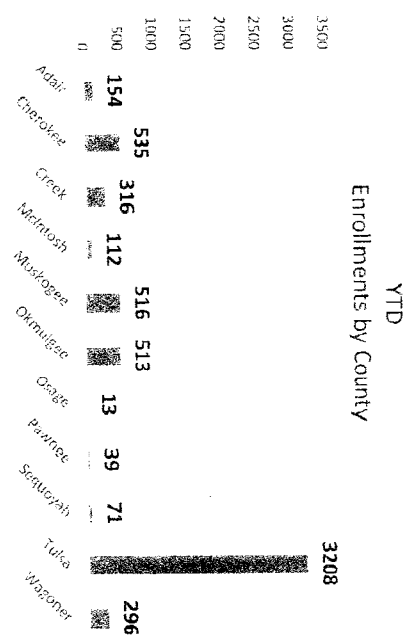
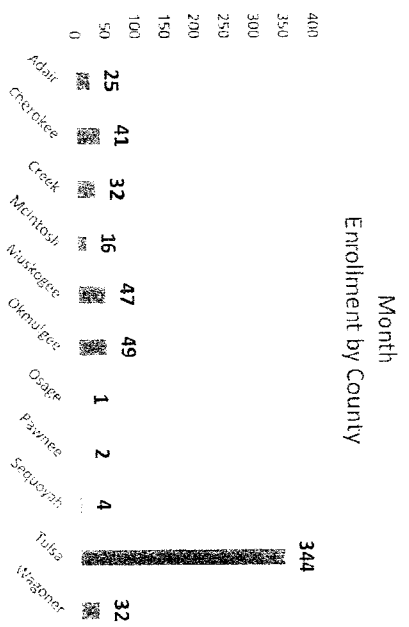
|                                   |                           |
|-----------------------------------|---------------------------|
| Youth #                           | 13                        |
| Trade Adjustment Assistance       | 0                         |
| RESEA                             | 62                        |
| Job Service                       | 529                       |
| Dislocated Worker (local Formula) | 1                         |
| Adult (local Formula)             | 48                        |
|                                   | 0 100 200 300 400 500 600 |

YTD Enrollments - 6,315

|                                   |                                 |
|-----------------------------------|---------------------------------|
| Youth                             | 80                              |
| Trade Adjustment Assistance       | 1                               |
| RESEA                             | 1097                            |
| Job Service                       | 4875                            |
| Dislocated Worker (local Formula) | 11                              |
| Adult (local Formula)             | 251                             |
|                                   | 0 1000 2000 3000 4000 5000 6000 |

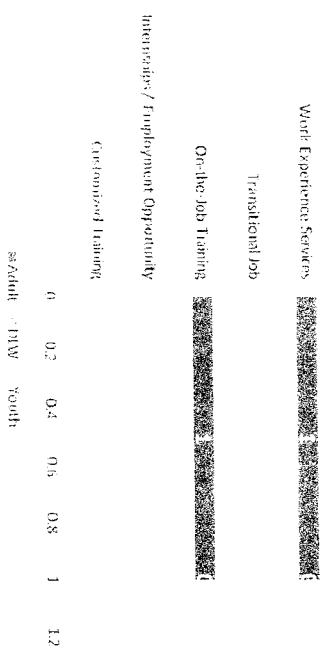


Equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

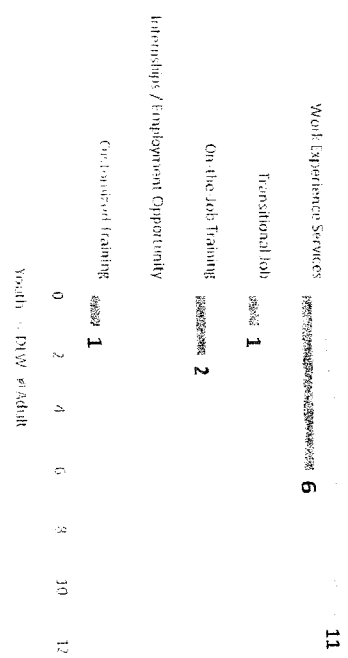


## Service Activity

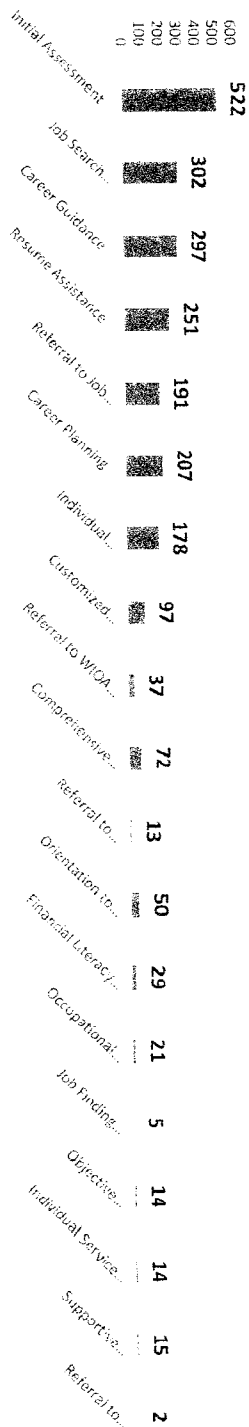
### Month - Work Based Learning



### YTD - Work Based Learning -

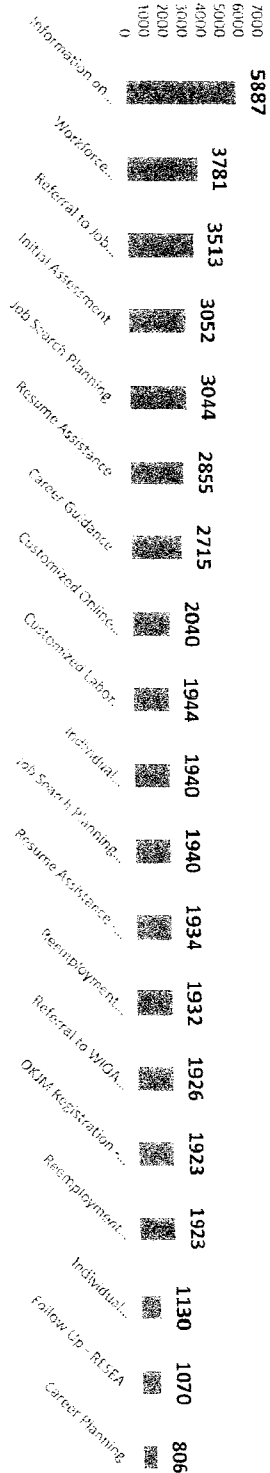


# Month - Services Provided Total: 6,131

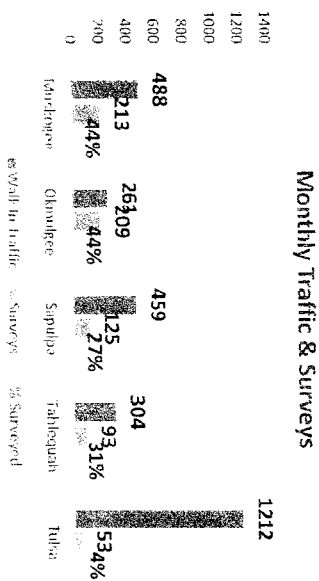


## Top 20 Services YTD - 49,637

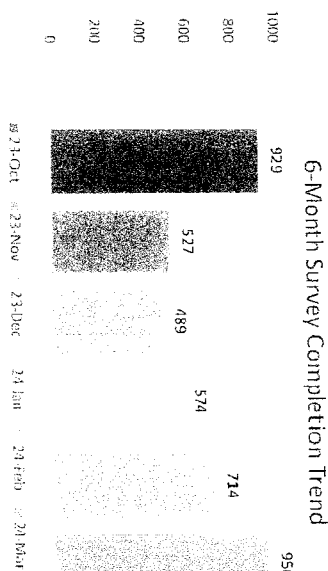
\* Unaudited services are not included



## Surveys

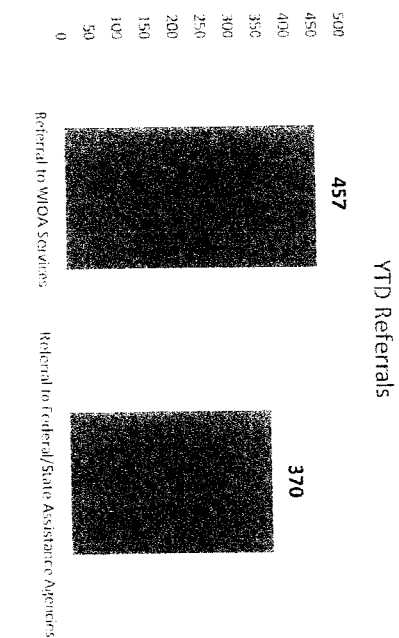
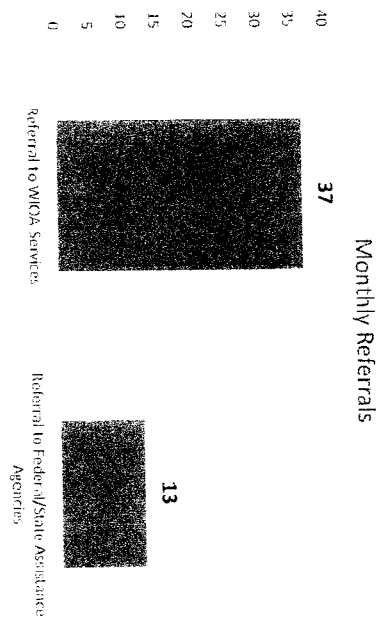


## Monthly Traffic & Surveys

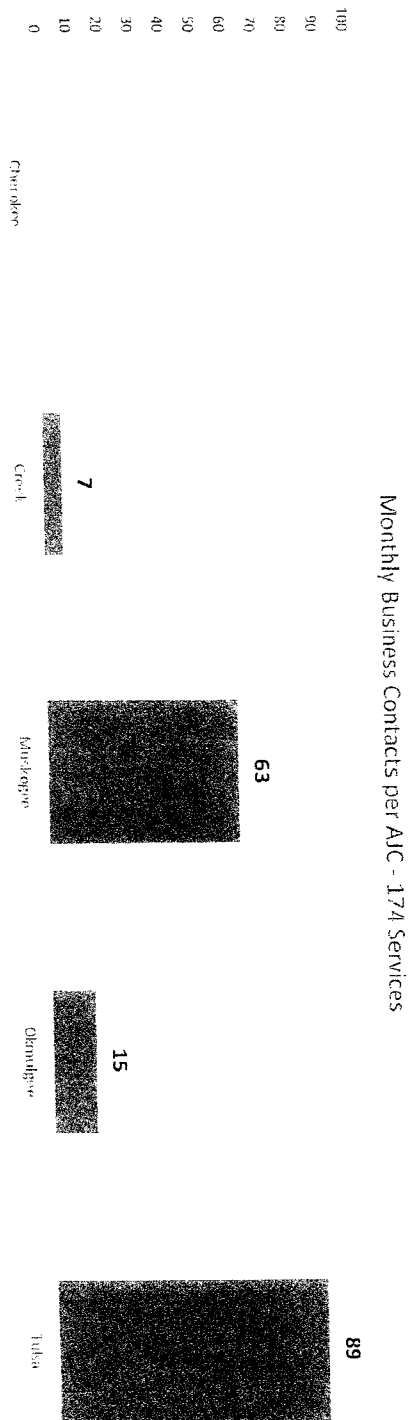


## 6-Month Survey Completion Trend

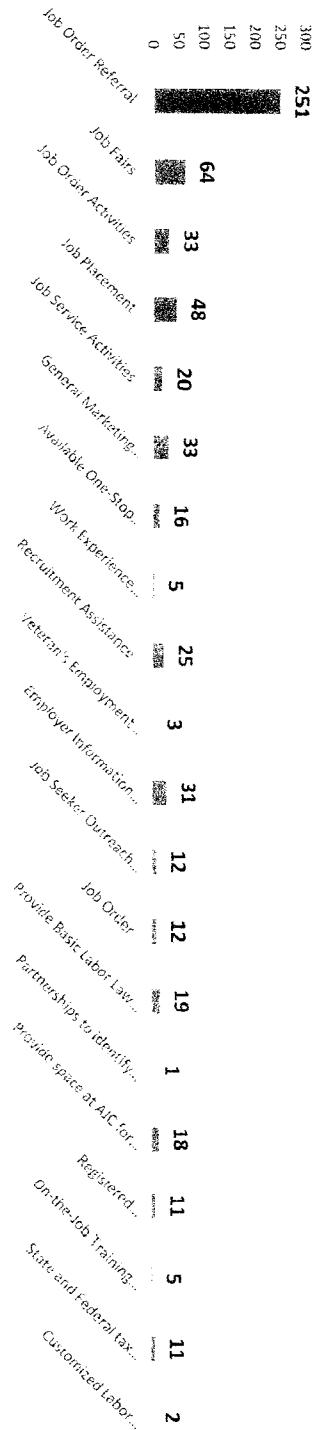
# Internal Referrals



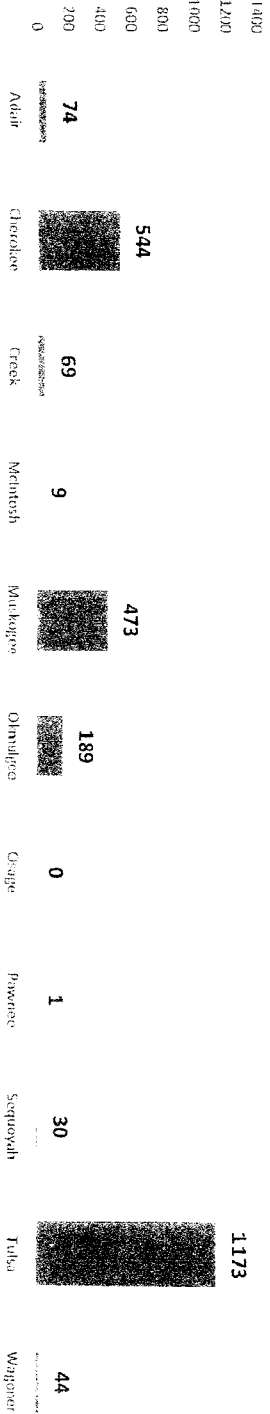
# Business Services



# Services Provided - Month 657 Services



## YTD Business Contacts - 2,715 Contacts



# Services Provided - YTD 3,105 Services

