

WEST CENTRAL REGION

LOCAL PLAN

Program Years 2020-2024



Please be advised EDB may revise this document at any time to comply with regulations provided by the Department of Higher Education Office of Workforce Development and the U.S. Department of Labor. Section 108(d) of WIOA states the local plan will be made available 30 days prior to submission for public comment. The local plan will be published at www.skillupmissouri.org or you can review a paper copy at 150 S Limit Avenue, Suite 300, Sedalia, MO 65301.

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Local Plan PY20-PY24

Local Workforce Development Board: WEST CENTRAL REGION

STRATEGIC ELEMENTS

1. Local Workforce Development Board's Vision

State the Board's vision for the Local Workforce Development Area (LWDA) and how this vision meets, interprets, and furthers the Governor's vision in the PY20–PY24 WIOA Missouri Combined State Plan.

Vision Statement:

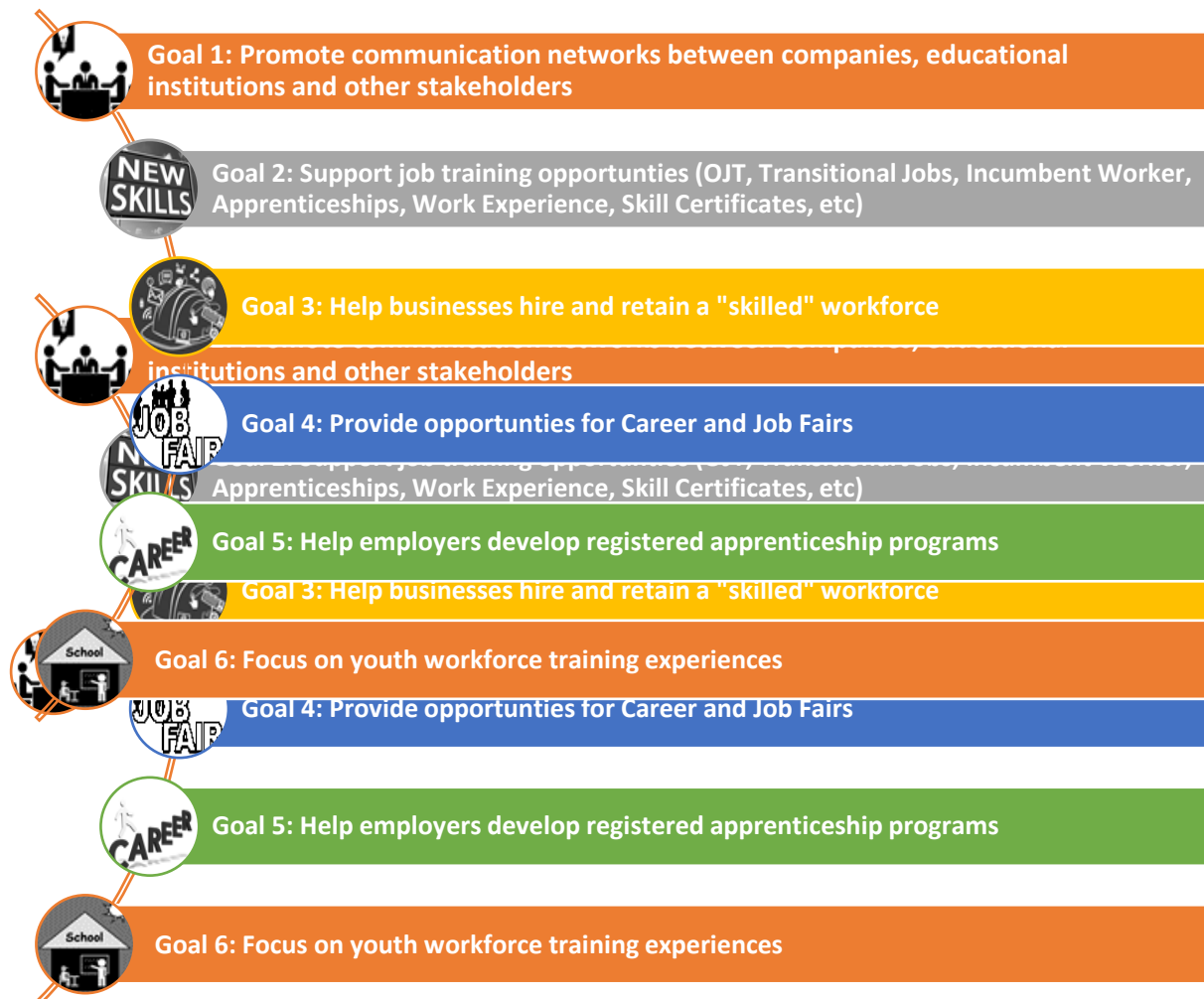
The vision of the Workforce Development Board of Western Missouri, Inc. is to assess and respond to the training and employment needs of our workforce stakeholders in ways that restore and build competitive, robust local economies.

The board's vision is in line with the Governor's vision, as it too believes, that long-term prosperity is achieved through educational and skill-development opportunities for those with multiple barriers to employment or those unable to retain employment.

Collaboration with WIOA partners, employers and industry leaders is key to providing connects for disadvantaged workers to: access services and find a career pathway that can lead to a high standard of living for themselves.

2. Local Workforce Development Board's Goals

Provide the Board's goals for engaging employers and preparing an educated and skilled workforce (including youth and individuals with barriers to employment). Include goals relating to the performance-accountability measures based on primary indicators of performance to support regional economic growth and economic self-sufficiency.



Goal 1: Promote communication networks between companies, educational institutions and other stakeholders:

- These strategies support the performance measure: Effectiveness in Serving Employers
 1. Enriching industry-driven sector strategies that are championed by business and industry to drive career pathways.
 2. Working with local economic developers in bringing industry sectors together for collaboration.
 3. Leverage opportunities to share information more systematically among employers and other partners.
 4. Helping Nexus group partners to align and coordinate business services across all programs and services.



Goal 2: Support job training opportunities (OJT, Transitional Jobs, Incumbent Worker, Apprenticeships, Work Experience, Skill Certificates, etc.):

- These strategies support all of the performance measures

1. Enhancing the alignment of career services across all partner programs through an integrated model of service provision.
2. Placing participants in training opportunities that closely match their interest assessments (assessment tools to be defined by the local board).
3. Integrating work-based and classroom-based instruction.
4. Addressing current and emerging skills gaps identified through sector partnerships.



Goal 3: Help businesses hire and retain a “skilled” workforce:

- These strategies support the performance measures: Employment Rate – 2nd and 4th Quarter After Exit

1. Developing a pipeline of work-ready individuals by skilling-up people in need of work.
2. Increasing employer acceptance of the ACT National Career Readiness Certificate as a valid measure of job-readiness.



Goal 4: Provide opportunities for Career and Job Fairs:

- These strategies support the performance measure: Effectiveness in serving Employers

1. Providing space within the Job Centers for hiring events.
2. Sponsoring a reverse job fair at least annually.



Goal 5: Help employers develop registered apprenticeship programs:

- These strategies support the performance measures: Credential Attainment and Measurable Skills Gains

1. Collaborating with business and industry to promote the value and applicability of industry-recognized credentials.
2. Working in partnership with K-12 and career and technical schools to expand knowledge of registered apprenticeship programs.
3. Sponsoring annual Apprenticeship Week activities.



Goal 6: Focus on training experiences for youth and individuals with barriers to employment:

- These strategies support the performance measures: Title I Youth Education and Employment Rate – 2nd and 4th Quarter After Exit

1. Adopting proven outreach strategies that target specific audiences through social media to disseminate information on work and training opportunities.
2. Providing wrap-around services to enable disadvantaged individuals to participate in job training.
3. Encouraging co-enrollment of participants in multiple core programs.

3. Local Workforce Development Board’s Priorities

Identify the workforce development needs of businesses, jobseekers, and workers in the LWDA, and how those needs are determined.

The West Central Region’s workforce development needs are very similar to the needs of Missouri’s workforce and employers as a whole: 1) Upskilling of adults with no post-secondary degree/certificate; 2) Educating students on skills they need to enter the workforce; 3) Finding enough labor to replace the Baby Boom generation as they retire; and 4) Middle skill jobs gap.

Two studies, *Best in the Midwest/Talent for Tomorrow* and *Missouri Chamber Workforce 2030*, along with local sector meetings, board/commissioner conversations and other partner meetings have been the foundation for determining the workforce needs in the West Central Region.

4. Local Workforce Development Board’s Strategies

Describe the Board's strategies and goals for operation, innovation and continual improvement based on meeting requirements for the needs of businesses, job seekers and workers. Required strategies are listed below. Please describe the strategies and objectives for:

a. Strategy: Career Pathways

Objective 1: With sector partners the region's career pathways are reviewed regularly to ensure alignment with the skills needed by business and industry.

Objective 2: Analyze Certified Work Ready Communities data and reports to determine skills gaps which will help educators build career pathways to suit industry needs.

Objective 3: Labor Market Information (LMI), in regards to the region's career sectors, will be provided to job seekers so they will have the knowledge that leads to be the best employment and career advancement opportunities.

b. Strategy: Employer Engagement

Objective 1: Strengthen sector partnerships in healthcare, manufacturing and agriculture.

Objective 2: Encourage on-site meetings with employers through contacts with Nexus members, economic development projects, and other work-related presentations.

Objective 3: Continue developing the plan with other partners through regularly meetings with employers, school district personnel and resources that would benefit both. (VR/Workforce Board – Employer Up events).

Objective 4: Continue to participate in Regional Planning Commission CEDS committee and subcommittee – Focus on Talent.

c. Strategy: Business Needs Assessment

Objective 1: Conduct on-line business needs assessments with employers in the region.

Objective 2: Solicit online business survey responses as a follow-up after providing a job center service.

Objective 3: Monitor business job orders and help-wanted advertisements.

Objective 3: Continue developing a forum where employers, school districts and other partners can dialogue about talent development concerns of employers. (VR/Workforce Board – Employer Up events; CEDS Focus on Talent Subcommittee).

d. Strategy: Alignment and Coordination of Core Program Services

Objective 1: Support the development of regular meetings with all WIOA partners by sponsoring quarterly meetings at each Job Center in the region.

Objective 2: Workforce system partners will use appropriate referral methods which will include the use of the online resource directory, *Services Navigator*. Referrals will be documented to include the method of referral and subsequent follow-up. Each referral will include an initial assessment, listing of services already planned, and the service requested of the agency receiving the referral.

Objective 3: Workforce partners can provide multiple ways to serve clients by braiding their funding which affords clients more opportunities for jobs that lead to family-supporting wages.

Objective 4: Assign Job Center or WDB staff to attend Inter-Agency meetings, TriCounty Youth Task Force meetings, SkillUp Partner meetings, etc.

Objective 5: MOUs will reflect core partner-based activities that align programs.

e. Strategy: Coordination with Economic Development

Objective 1: Gather information about the needs of job seekers and workers through meetings with community/regional/state economic development partners.

Objective 2: WDB will maintain membership on Pioneer Trails Regional Planning Commission's Comprehensive Economic Development Strategy committee (CEDS).

Objective 3: WDB will attend West Central MO Community Action Agency's New Growth Networking Luncheons held on 5th Mondays.

Objective 4: Continue participation in networking events hosted by economic development partners.

f. Strategy: Outreach to Jobseekers and Businesses. (The LWDB should explain its outreach plan to attract WIOA eligible individuals. Please highlight any efforts to reach veterans, spouses of veterans, and displaced homemakers.)

Objective 1: Continue use of Job Center Facebook pages; monthly kiosk reports show that 50% or more clients learned of Job Center services through Facebook.

Objective 2: Email and text-blast advertising will continue to be used as ways to connect to targeted populations.

Objective 3: EO Officer will conduct data analysis of programs and services annually to establish that all segments of the population in the region are being served. If a particular population seems to be underserved outreach activities will follow.

Objective 4: Continue monthly meetings at WAFB to provide resume and interview assistance; conduct job search assistance for spouses or those making a transition out of the military.

Objective 5: Work with service providers to promote veterans as highly skilled and experienced members of the workforce.

Objective 6: Conduct Job Fairs that promote employment and training opportunities where veterans can connect to businesses, unions and apprenticeship programs.

Objective 7: Through LVERs veteran job seekers are endorsed to the business community as a good source of talent because of their skills and experiences.

Objective 8: Outreach efforts will be conducted through economic development events, regional employer meetings, forums, local human resource groups, industry associations and Chambers of Commerce.

g. Strategy: Access—Improvements to Physical and Programmatic Accessibility

Objective 1: MOUs will reflect the best possible means of providing access to partner programs whether that be in person, by phone or real-time Web-based communication.

Objective 2: Provide present-day assistive devices at each Job Center in the region. In 2018 the region updated assistive technology applications at the three Job Centers in the region.

Objective 3: Provide Access Points (aka Connection Sites) to enhance customer access to Job Center services. Various Connection Sites are used throughout the region.

Objective 4: Continue to partner with the local community college and other training providers to improve access to activities leading to recognized postsecondary credentials and certifications.

Objective 5: As part of the Job Center Certification conducted accessibility audits at each West Central Region Job Center.

Objective 6: Provide translated documents and forms when appropriate.

h. Strategy: Customer Service Training

Objective 1: In order to meet the needs of job seekers and businesses the WDB will continually assess and improve customer service delivery by seeking feedback (both formal and informal) from users of the workforce system.

Objective 2: Training for Job Center staff will be facilitated in variety of ways, such as in-person, through webinars, and self-paced e-learning system.

Objective 3: Functional Leaders will be expected to address customer service issues in weekly staff meetings and one-on-one as needed. Transparent and direct communication will be consistently applied to all partners housed within the Job Center.

i. **Strategy: Assessment**

Objective 1: Conduct initial assessment to identify skill levels of participants which may include literacy, numeracy, English language proficiency, aptitudes - to include skills gaps, barriers to employment and supportive service needs.

Objective 2: The assessment instruments Job Center staff will utilize to identify skill level are Talify and Missouri Connections. If the customer is under the age of 18 Career Scope will be used to establish aptitude and interest in order to determine the best career path.

Objective 3: Utilize other assessment resources which may include: O*Net, TABE, and WorkKeys.

j. **Strategy: Support Services**

Objective 1: Continue connecting with partner programs to assist with supportive services needs such as transportation assistance, work uniforms, books, car repairs, childcare, housing, utilities, etc., to eligible individuals with barriers to gaining or retaining employment and/or gaining a credential. (Other sources of funding for supportive services will be sought before using WIOA supportive service funds).

Objective 2: Continue assessment of need before supportive services are granted.

Objective 3: Supportive service needs will be addressed at the time the need is identified or at any time during participation in WIOA programs.

k. **Strategy: Outcome measures assessment, monitoring and management**

Objective 1: WDB staff will inform the CLEO Consortium and the local board about progress toward performance outcome goals. WDB's Compliance Manager will present the Sub-State Monitoring Report to the full board and CLEOs annually.

Objective 2: Meeting and/or exceeding the current negotiated performance goals are a top priority. Quarterly monitoring reports are used to determine next steps for making progress.

Objective 3: Explore strategies for using performance data to demonstrate programmatic achievements and challenges.

Objective 4: Continue to monitor 100% of the program files on a quarterly basis.

Objective 5: Through the use of MoPerforms the Compliance Manager will address items left uncompleted or entered incorrectly in the data system that could negatively impact performance.

5. Economic, Labor Market, and Workforce Analysis Source

Please indicate the source of the information. If using Missouri Economic Research and Information Center (MERIC) data, please indicate the source is MERIC. If using another resource, please reference the source. MERIC regional representatives can be found online at: <https://meric.mo.gov/about-us>

6. Economic Analysis

Describe the LWDA's current economic condition, including the following information by county (if your LWDA includes more than one county) and the overall region:

- a. Average personal income level;

- b. Number and percent of working-age population living at or below poverty level;

Personal Income

The statewide per capita income is \$44,978. In the West Central Region, none of the 13 counties exceeds the statewide average. The county with the highest per capita income is Carroll County (43,508), and the county with the lowest per capita income is Hickory County (\$26,346).

	2017 Per Capita Personal Income	Working Age Population living at or below poverty level	
		Number	Percentage
Missouri	\$44,978	508,894	14.1
Bates	\$37,037	1,290	14
Benton	\$33,736	1,923	19.1
Carroll	\$43,508	977	19.4
Cedar	\$30,262	1,704	23.2
Chariton	\$41,686	568	14.1
Henry	\$40,307	2,497	20.1
Hickory	\$26,346	1,119	24.1
Johnson	\$34,550	6,026	18.9
Lafayette	\$40,657	2,181	11.5
Pettis	\$36,186	3,977	16.1
Saline	\$38,228	1,889	14.8
St. Clair	\$28,955	1,152	23.1
Vernon	\$35,519	1,633	14

The statewide poverty rate of working age persons, or those 18-64 years, is 14.1 percent. The poverty rate in 4 of the 13 counties is at or below the statewide average. The county with the lowest poverty rate is Lafayette County (11.5 percent), and the county with the highest poverty rate is Hickory County (24.1 percent). Source: MERIC

Sources:

Per Capita Personal Income - Bureau of Economic Analysis 2017

Poverty Level - American Community Survey 5 year data (2013-2017)

- c. Number and percent of working age population determined to have a barrier to employment;

Statewide, 14.7 percent of working age Missourians report a barrier to employment. In all but one county in the West Central Region, the percentage of persons with barriers to employment is higher than the state average, with Johnson County as the exception at 11.9 percent.

Barriers to employment can be homelessness, disabilities, and limited proficiency with the English language. In the West Central Region, the percentage population with disabilities is above the state average of 12.7 percent in all but one county, Johnson County (10.7 percent). The percentage of the population with some difficulty with the English language in Missouri is 1.4 percent. Two counties report numbers over the state average, Saline (3.1 percent) and Pettis (2.5 percent).

Source: MERIC

Barriers to Employment								% of Working Age Population with a Barrier to Employment
County	Emergency and transitional shelters for people experiencing homelessness	Population 18 to 64 years with a Disability	Percentage Population 18 to 64 years with a Disability	Population with Some Difficulty with English	Percentage Population with Some Difficulty with English	Total Working Age Population with a Barrier to Employment	Total Population age 18-64	
Missouri	2,609	463,456	12.7%	49,514	1.4%	537,757	3,658,653	14.7%
Bates	0	1,581	17.2%	26	0.3%	1,678	9,202	18.2%
Benton	0	2,518	25.1%	38	0.4%	2,685	10,051	26.7%
Carroll	0	786	15.6%	23	0.5%	809	5,037	16.1%
Cedar	0	1,510	20.6%	0	0.0%	1,534	7,335	20.9%
Chariton	0	618	15.4%	0	0.0%	632	4,024	15.7%
Henry	0	2,476	20.1%	0	0.0%	2,594	12,347	21.0%
Hickory	0	1,115	24.0%	0	0.0%	1,169	4,647	25.2%
Johnson	4	3,471	10.7%	74	0.2%	3,887	32,590	11.9%
Lafayette	0	2,598	13.7%	137	0.7%	2,818	19,017	14.8%
Pettis	9	3,879	15.7%	621	2.5%	4,602	24,694	18.6%
Saline	0	2015	14.9%	425	3.1%	2,569	13,540	19.0%
St. Clair	0	982	19.7%	0	0.0%	1,010	4,985	20.3%
Vernon	0	2,038	17.1%	43	0.4%	2,149	11,889	18.1%

Sources: 2013-2017 American Community Survey 5-Year Estimates
Homeless Data: U.S. Census Bureau, 2010 Census, table PCT20

d. Unemployment rates for the last five years;

The unemployment rate in the 13 areas of the West Central Region has declined steadily from 2015-2018. In the first nine months of 2019, the unemployment rate increased slightly in all counties. The

Unemployment by County - West Central Region					
Year	2015	2016	2017	2018	2019 thru Sept
Missouri	5.0	4.6	3.8	3.2	3.4
Bates	6.1	5.3	4.5	3.0	4.2
Benton	6.5	6.1	5.1	4.0	5.0
Carroll	6.0	5.4	4.0	3.0	3.2
Cedar	5.3	5.0	4.1	3.0	3.9
Chariton	4.7	4.3	3.5	2.0	3.1
Henry	5.4	5.0	4.1	3.0	3.9
Hickory	6.6	5.6	4.5	4.0	4.2
Johnson	5.4	4.9	4.4	3.0	3.8
Lafayette	4.8	4.3	3.8	3.0	3.1
Pettis	5.2	4.9	4.2	4.0	3.7
Saline	4.8	4.7	3.6	3.0	3.3
St. Clair	6.9	6.3	5.1	4.0	4.8
Vernon	5.1	4.8	3.8	3.0	3.6

Source: Local Area Unemployment Statistics

unemployment rate for 2019 through September is below the state average of 3.4 percent in four of the 13 counties of the region. The lowest unemployment rates are found in Chariton County (3.1 percent) and Lafayette County (3.1 percent). The highest unemployment rate is found in Benton County (5.0 percent).

Source: MERIC

e. Major layoff events over the past three years and any anticipated layoffs; and

The West Central Region has experienced only one company on the Missouri WARN Log during PY 2017 and PY 2018 (July 2016 to July 2018: Elbeco, Inc. Warsaw, MO which affected 47 employees.

f. Any other factors that may affect local/regional economic conditions.

Projections indicate that the largest growth industries in the West Central Region will be Health Care and Social Assistance, Retail Trade, Educational Services, Local Government, and Manufacturing.

7. Labor Market Analysis

Provide an analysis of the LWDA's current labor market including:

a. **Existing Demand Industry Sectors and Occupations**

Provide an analysis of the industries and occupations for which there is existing demand.

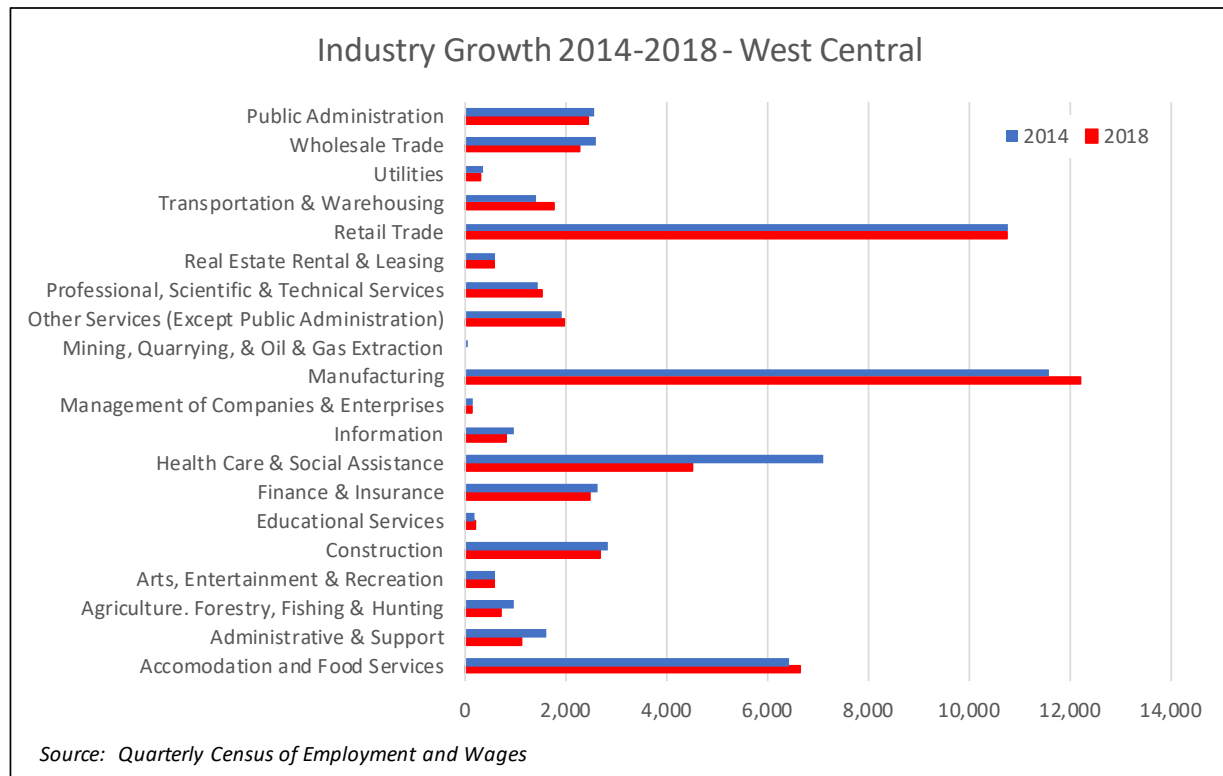
Current Industry Demand

Over time, several of the West Central Region's industries have grown steadily. Over the past 5 years, 5 industry groups have increased employment and experienced a positive growth rate. Those industries are *Manufacturing* (613 at 5.3 percent), *Transportation and Warehousing* (330 at 23.3 percent), *Accommodation and Food Services* (239 at 3.7 percent), *Professional, Scientific, and Technical Services* (69 at 4.8 percent), and *Other Services (except Public Administration)* (42 at 2.2 percent). An additional industry, *Educational Services*, grew slightly with 8 additional new jobs over the 5 year period and growth of 4.5 percent.

The industries identified as currently in-demand also align with the findings of Missouri's 2018 initiatives, *Best in Midwest* and *Talent for Tomorrow*. Statewide and regional data for the initiatives include an analysis of labor market information and industry data, while incorporating stakeholder feedback

gathered through meetings held across the state. The work of some industries identified through this process, Information Technology and Agriculture, cross between many different industry sectors.

Source: MERIC



Location Quotient

Location Quotient (LQ) describes the concentration of an industry in a geographic region in relation to the nation. The national average is 1.0. Industries with an LQ higher than 1.0 indicate a concentration in the area and the need for an above average number of workers to support the businesses.

The West Central Region has 7 industries with LQs of 2 or higher, *Gasoline Stations* (3.8), *Animal Production* (2.5), *Food Manufacturing* (2.2), *Nursing and Resident Care* (2.0), *Fabricated Metal Manufacturing* (2.0), *Agricultural Support Activities* (2.0), and *Machinery Manufacturing* (2.0).

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2018 West Central Region Location Quotients		
Industry	Employment	Location Quotient
Gasoline Stations	1,771	3.8
Animal Production	329	2.5
Food Manufacturing	1,748	2.2
Nursing and Resident Care	3,393	2.0
Fabricated Metal Manufacturing	1,466	2.0
Agricultural Support Activities	387	2.0
Machinery Manufacturing	1,100	2.0
Building Materials and Garden Supplies	1,101	1.7
Motor Vehicle Parts Dealers	1,613	1.6
Social Assistance	2,924	1.5
Credit Intermediation & Related Activities	1,933	1.5
General Merchandise Stores	2,108	1.4
Merchandise Wholesalers, nondurable goods	1,426	1.3

Source: MERIC, QCEW, 2018 Annual Averages

Current Occupational Demand

Current occupational demand can be attained through the job ads placed by employers. From July 2018-June 2019, nearly 8,300 on-line job ads were placed for jobs located in the West Central Region according to Labor Insight/Burning Glass.

Job ads were placed for positions at every skill and education level. Missouri uses a system of Now, Next and Later to categorize jobs according to the typical education and experience required for success on the job. Now jobs typically require a high school education or less and short-term training. Next jobs typically require moderate- to long-term training or experience or education beyond high school. Later jobs typically require a bachelor's degree or higher education.

Now occupations with the highest number of job postings include *Retail Salespersons, Laborers and Freight, Stock, and Material Movers, Customer Service Representatives, Office Clerks, and Janitors and Cleaners*. Occupations with the most job postings in the Next category are *Supervisors of Retail Sales Workers, Licensed Practical and Licensed Vocational Nurses, Heavy and Tractor-Trailer Truck Drivers, Merchandise Displayers and Window Trimmers, and Sales Representatives*. Later occupations with the highest number of job postings are *Registered Nurses, Medical and Health Services Managers, Managers, Physical Therapists, and Occupational Therapists*.

Many of the occupations with the most job postings also appear on the list of jobs with the highest number of projected openings through 2026. The occupations with high numbers of job postings and high numbers of projected annual openings are identified with the star.

Source: MERIC

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Top Job Ads - West Central Region		
Occupation	Job Postings	
NOW - Typically requires high school education or less and short-term training		
Retail Salespersons	407	★
Laborers and Freight, Stock, and Material Movers, Hand	161	★
Customer Service Representatives	161	★
Office Clerks, General	143	★
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	128	★
Combined Food Preparation and Serving Workers, Including Fast Food	104	★
Security Guards	101	
Cashiers	81	★
Personal Care Aides	70	★
Stock Clerks and Order Fillers	68	★
NEXT - Typically requires moderate/long-term training or experience or education beyond high school		
First-Line Supervisors of Retail Sales Workers	276	★
Licensed Practical and Licensed Vocational Nurses	170	★
Heavy and Tractor-Trailer Truck Drivers	168	★
Merchandise Displayers and Window Trimmers	146	
Sales Representatives, Wholesale and Manufacturing	117	
Nursing Assistants	101	★
Food Service Managers	95	
Maintenance and Repair Workers, General	89	★
Medical and Clinical Laboratory Technicians	68	
Health Technologists and Technicians, All Other	64	
LATER - Typically requires a bachelor's degree or higher education		
Registered Nurses	697	★
Medical and Health Services Managers	126	★
Managers, All Other	110	★
Physical Therapists	108	
Occupational Therapists	90	
Physicians and Surgeons, All Other	81	
Educational, Guidance, School, and Vocational Counselors	69	★
Nurse Practitioners	63	
Postsecondary Teachers, All Other	61	
Speech-Language Pathologists	49	

Source: Labor Insight/Burning Glass job ads between July 2018-June 2019

★ = Top Job Openings in Now, Next and Later categories, 2016-2026 Occupational Projections for West Central Region, MERIC

Missouri Workforce 2019 Survey

In April through June of 2019, over 1,600 Missouri companies were surveyed to gauge the state of Missouri's workforce from the employers' point of view. Companies were randomly selected from a categorized list of Missouri Businesses queried from the Reference USA employer database. Employers surveyed represented the mix of industries found in Missouri and were equally located in metro and non-metro areas of the state. The 14 questions help with understanding hiring trends, skill needs and shortages, experience, and education requirements of Missouri employers.

A portion of the survey questions asked employers about changes in employment levels within the past 12 months. The responses from employers were very similar, and in fact, within 2 percentage points of the state average. Almost half of employers reported that employment levels remained the same as the year before. Employment increased slightly for 22 percent of businesses and significantly for an additional 8 percent. Twenty-one percent of employers report decreases in employment.

Employers were also asked about planned employment growth during the next year. Nearly half of employers plan to maintain current employment over the next 12 months. Almost one-third of employers plan to slightly increase employment while four percent plan significant employment increases. Over the next year, fifteen percent of employers plan slight decreases and three percent significant decreases in their workforce. Source: MERIC

b. Emerging Demand Industry Sectors and Occupations

Provide an analysis of the industries and occupations for which demand is emerging.

Industry Projections

The long-term industry projections help determine the industries that are expected to add positions within their organizations over time. The latest round of projections are through the ten-year period ending in 2026.

The projections reveal several industries with both high employment numbers and above average growth rates compared to the regional average. The top five industries by numeric employment change *are Educational Services, Local Government, Social Assistance, and Gasoline Stations*. Source: MERIC

Industry Projections 2016-2026 - West Central					
NAICS Code	Industry Title	Employment		Numeric	Percent
		2016 Estimated	2026 Projected		
	Total All Industries	87,156	90,896	3,740	4.29%
611000	Educational Services	10,366	10,969	603	5.81%
999300	Local Government, Excluding Education and Hospitals	5,199	5,715	516	9.93%
624000	Social Assistance	3,295	3,765	470	14.26%
447000	Gasoline Stations	1,943	2,379	436	22.46%
452000	General Merchandise Stores	2,680	3,007	327	12.21%
623000	Nursing and Residential Care Facilities	4,110	4,436	326	7.93%
333000	Machinery Manufacturing	1,433	1,733	300	20.93%
621000	Ambulatory Health Care Services	2,346	2,610	264	11.25%
441000	Motor Vehicle and Parts Dealers	1,686	1,913	227	13.44%
332000	Fabricated Metal Product Manufacturing	1,448	1,662	214	14.81%

Source: 2016-2026 Long-Term Industry Projections, MERIC

Occupational Projections

Job openings occur due to 3 reasons – exits, transfers and growth. Exits occur as people leave the workforce for reasons such as retirement. Transfers occur when workers leave one occupation for a different occupation. Occupational growth occurs as businesses grow and need more workers to serve their customers.

Emerging occupations can be identified through growth openings. The chart below identifies occupations that have the highest number of growth openings and higher than the average growth rate of 4.47 percent for the West Central Region. The total number of openings indicates the projected number of vacancies that businesses will need to fill annually.

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Missouri uses a system of Now, Next and Later to categorize occupations according to these levels. Now jobs typically require a high school education or less and short-term training. Next occupations typically require moderate to long-term training or experience or education beyond high school. Later occupations typically require a bachelor's degree or higher.

Highest Growth Openings - West Central Region						
Occupation	% Growth	Average Wage	Annual Openings			
			Exits	Transfers	Growth	Total
NOW- Typically requires high school education or less and short-term training						
Personal Care Aides	26.25%	\$21,695	204	154	59	418
Cashiers	8.58%	\$19,401	315	307	28	650
Food Preparation and Serving Workers	8.06%	\$18,580	221	231	19	471
Construction Laborers	9.16%	\$35,504	36	68	9	113
Retail Salespersons	3.73%	\$25,932	144	180	8	332
Laborers and Freight, Stock, and Material Movers	4.99%	\$25,477	84	146	8	238
Janitors and Cleaners	5.03%	\$27,955	106	103	8	217
Bus Drivers, School or Special Client	13.41%	\$24,072	45	23	7	76
Light Truck or Delivery Services Drivers	10.39%	\$28,219	27	40	6	72
Cooks, Institution and Cafeteria	4.27%	\$21,544	62	84	4	150
NEXT - Typically requires moderate to long-term training or experience or education beyond high school						
Welders, Cutters, Solderers, and Brazers	21.67%	\$33,807	19	56	14	89
Nursing Assistants	5.82%	\$21,138	131	109	12	253
First-Line Supervisors of Retail Sales Workers	7.26%	\$37,505	48	87	9	145
Police and Sheriff's Patrol Officers	11.04%	\$36,109	16	25	7	48
Emergency Medical Technicians and Paramedics	12.18%	\$25,812	10	24	7	40
Insurance Sales Agents	20.93%	\$54,089	14	18	6	38
Maintenance and Repair Workers	4.68%	\$34,530	54	73	6	133
Automotive Service Technicians and Mechanics	12.22%	\$36,647	16	31	6	53
Machinists	14.40%	\$44,171	14	27	6	46
Pharmacy Technicians	14.97%	\$28,182	12	16	5	33
LATER - Typically requires a bachelor's degree or higher education						
Registered Nurses	9.84%	\$56,950	45	34	15	93
General and Operations Managers	8.85%	\$75,474	22	63	9	93
Elementary School Teachers, Except Special Education	6.74%	\$46,312	45	51	9	104
Secondary School Teachers, Except Special & Career/Tech Ed	6.54%	\$46,893	39	48	8	95
Education Administrators, Elementary and Secondary School	7.28%	\$114,258	17	28	4	49
Accountants and Auditors	11.67%	\$54,303	11	22	4	37
Managers, All Other	10.14%	\$56,945	8	13	3	24
Loan Officers	7.71%	\$55,223	9	22	3	34
Financial Managers	13.92%	\$92,129	5	10	3	18
Business Operations Specialists	7.48%	\$61,387	12	22	3	36

Source: 2016-2026 Long-Term Occupational Projections, MERIC

Growth openings are projected at all education and training levels and are listed by the highest number of growth openings. The highest number of growth openings in **Now** occupations are *Personal Care Aides, Cashiers, Food Preparation and Serving Workers, Construction Laborers, and Retail Salespersons*. The largest growth in **Next** occupations is in the occupations of *Welders, Cutters, Solderers, and Brazers, Nursing Assistants, Supervisors of Retail Sales Workers, Police and Sheriff's Patrol Officers, and Emergency Medical Technicians and Paramedics*. **Later** occupations with the highest growth are *Registered Nurses, General and Operations Managers, Elementary School Teachers, Secondary School Teachers, and Education Administrators*. These occupations are consistent with the industries identified as emerging industries. Source: MERIC

c. Employers' Employment Needs

Identify the job skills necessary to obtain current and projected employment opportunities. With regard to the industry sectors and occupations, provide an analysis of the employment needs of employers. Describe the knowledge, skills, and abilities required, including credentials and licenses.

Real-Time Labor Market Data

Job ads placed by employers offer another source of information on the knowledge, skills, and certifications requested by Missouri's employers. Labor Insight/Burning Glass is a data tool that spiders to over 35,000 different web sites with job ads. The information found in the ads are placed in a database that can be queried to gain intelligence on employer needs.

Five industries that have grown in the region over the last five years were identified in the Economic Analysis section of the Plan. These industries are listed below with the specialized skills, certifications, and software and programming requested most by employers in job ads. Information is added in all regions as Information Technology workers are required by all industries in the state.

Employer Skill Needs - West Central Region			
Industry	Specialized Skills	Certifications	Software and Programming
Manufacturing	Scheduling	Security Clearance	SAP
	Repair	Driver's License	Enterprise Resource Planning (ERP)
	Quality Assurance and Control	Commercial Driver's License (CDL)	Microsoft Project
	Food Safety	Six Sigma Certification	CATIA
	Six Sigma	Six Sigma Black Belt Certification	Computer Aided Drafting/Design (CAD)
Transportation & Warehousing	Truck Driving	Commercial Driver's License (CDL)	AS/400
	Commercial Driving	Driver's License	JD Edwards
	HAZMAT	Certified Driver	Macros
	Customer Contact	Project Management Professional (PMP)	SAP
	Repair	Forklift Operator Certification	Enterprise Resource Planning (ERP)
Accommodation & Food Services	Teaching	Driver's License	Lotus Domino
	Restaurant Management	ServSafe	Taleo
	Restaurant Operations	Food Handler Certification	Web Analytics
	Retail Industry Knowledge	Certified Dietary Manager	Facebook
	Customer Service	Cash Handling Certification	Meditech
Professional, Scientific & Technical Services	Scheduling	Capability Model Maturity Integration (CMMI) Certification	Microsoft Sharepoint
	Merchandising	Security Clearance	Adobe Acrobat
	Retail Industry Knowledge	Driver's License	Linux
	Lifting Ability	CompTIA Security+	Microsoft Operating Systems
	Customer Service	Project Management Certification	Microsoft Project
Other Services (Except Public Administration)	Repair	Driver's License	DSLAM
	Sales	Environmental Protection Agency Certification	Quickbooks
	Test Equipment	EPA CFC/HCFC Certification	Accounting Software
	Auto Repair	Licensed Practical Nurse (LPN)	Microsoft Publisher
	Key Performance Metrics	Automotive Service Excellence (ASE) Certification	Enterprise Resource Planning (ERP)
Information Technology	Project Management	Project Management Certification	Oracle
	Sales	Driver's License	Microsoft Project
	Business Process	Project Management Professional (PMP)	Software as a Service (SaaS)
	Customer Service	Security Clearance	Microsoft Visio
	Enterprise Resource Planning (ERP)	Microsoft Dynamics CRM Certification	

Source: Labor Insight/Burning Glass, 2018 job ads

In the software and programming category, Microsoft Office and its products such as Word, Excel, PowerPoint, and Access ranked at the top of the list across all industries. Industry-specific programs identified in the job ads are listed in the table. Source: MERIC

8. Workforce Analysis

Describe the current workforce, including individuals with barriers to employment, as defined in section 3 of WIOA¹. This population must include individuals with disabilities among other groups² in the economic region and across the LWDA.

a. Employment and Unemployment Analysis

Provide an analysis of current employment and unemployment data and trends in the LWDA.

Population Data

The U.S. Census Bureau estimates that Missouri's population grew to over 6.1 million, up by 0.3 percent in 2018 from the previous year. In the West Central Region over the past year, the population in four of the 13 counties grew at a faster rate than the state as a whole. The highest 1 year growth rate was in Benton County, adding over 200 residents from 2017 to 2018. Cedar County grew by 2.8 percent, or nearly 400 residents from 2013 to 2018. During the same one and five year periods, the population of Johnson County decreased by just over 100 residents in the past year and more than 500 over the past 5 years.

Source: MERIC

West Central Population Change by County				
County	1 Year Change 2017-2018		5 Year Change 2013-2018	
	Percentage	Number	Percentage	Number
Missouri	0.3%	17,840	1.4%	85,794
Bates	0.1%	10	-0.7%	-112
Benton	1.1%	210	1.8%	339
Carroll	-0.6%	-51	-3.5%	-314
Cedar	0.6%	84	2.8%	391
Chariton	-0.4%	-27	-2.6%	-200
Henry	0.4%	92	-1.4%	-302
Hickory	0.9%	88	1.8%	164
Johnson	-0.2%	-107	-0.9%	-514
Lafayette	0.0%	-7	-0.7%	-225
Pettis	0.1%	38	0.8%	348
Saline	-0.1%	-29	-2.0%	-461
St. Clair	0.1%	10	-1.0%	-93
Vernon	0.0%	-8	-2.1%	-447

Source: US Census, Population Estimates

¹ Individuals with barriers to employment include displaced homemakers; low-income individuals; Indians, Alaska Natives, and Native Hawaiians; individuals with disabilities, including youth who are individuals with disabilities; older individuals; ex-offenders; homeless individuals, or homeless children and youths; youth who are in or have aged out of the foster care system; individuals who are English-language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers; farmworkers (as defined at section 167(i) of WIOA and Training and Employment Guidance Letter No. 35-14); individuals within two years of exhausting lifetime eligibility under the Temporary Assistance for Needy Families (TANF) program; single parents (including single pregnant women); and long-term unemployed individuals.

² Veterans, unemployed workers, and youth, and others that the State may identify.

Demographics

In some ways, West Central Region's population is similar to Missouri's population. In most of the region's counties, a smaller percentage of the population is in the age group 24 and under than the state average. All but one county had a population percentage below Missouri's average of 13.3 percent. The population age 55 and over is above the state average of 28.9 percent in all but two counties. The county with the highest percentage of residents age 55 and over is Hickory County with nearly 50% in this age group.

The male/female gender split is close to the state average in all counties. In Missouri, 9.7 percent of citizens are civilian veterans. In six of the 13 counties of the West Central Region, the percentage of veterans is below the state average. The county with the highest percentage of veterans in the region is Hickory (14.4 percent) and Johnson County (14.4 percent) and the county with the lowest percentage of veterans is Chariton (8.3 percent).

Race/Ethnicity statistics for Missouri are different from the county averages of most counties in the region. All counties in the region have a lower percentage of minorities than the state average. Two counties have over twice the Hispanic/Latino population than the state average of four percent, Saline County (9.7 percent) and Pettis (8.6 percent). Source: MERIC

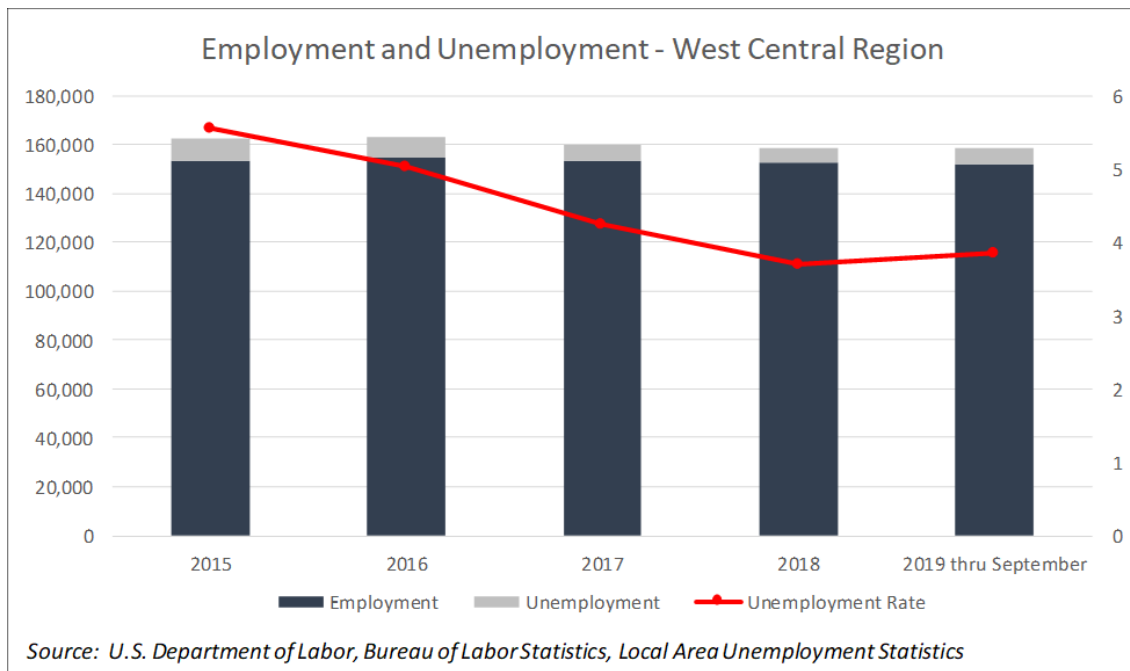
County	Total Population				Gender		Veterans	Race/Ethnicity							
							Civilian Veterans								
	Under 24 years	Age 25-34	Age 35-54	Age 55+	Male	Female		White	Black or African American	American Indian and Alaska Native	Asian	Native Hawaiian and Other Pacific Islander	Some other race	Two or more races	Hispanic or Latino
Missouri	32.5%	13.3%	25.3%	28.9%	49.1%	50.9%	9.7%	79.8%	11.5%	0.4%	1.8%	0.1%	0.1%	2.2%	4.0%
Bates	31.6%	11.2%	24.3%	32.8%	49%	51%	8.8%	94.5%	1.2%	0.4%	0.2%	0.1%	0.0%	1.5%	2.1%
Benton	23.0%	7.9%	21.9%	47.1%	49%	51%	14.0%	95.3%	0.4%	0.4%	0.1%	0.0%	0.0%	1.9%	1.9%
Carroll	30.7%	10.1%	25.0%	34.3%	49%	51%	9.6%	94.9%	0.9%	0.0%	0.3%	0.0%	0.0%	2.5%	1.5%
Cedar	30.6%	9.9%	22.5%	37.0%	50%	50%	12.5%	95.0%	0.0%	0.0%	0.2%	0.2%	0.2%	2.4%	2.0%
Chariton	29.4%	9.6%	22.4%	38.5%	50%	50%	8.3%	95.3%	2.2%	0.1%	0.1%	0.0%	0.0%	1.5%	0.9%
Henry	28.9%	10.9%	25.1%	35.2%	49%	51%	14.0%	94.0%	1.5%	0.7%	0.2%	0.0%	0.0%	1.5%	2.2%
Hickory	22.2%	7.2%	20.9%	49.7%	49%	51%	14.4%	95.3%	0.1%	1.7%	0.0%	0.1%	0.0%	1.3%	1.5%
Johnson	42.7%	13.9%	21.2%	22.2%	52%	48%	14.4%	86.2%	4.5%	0.6%	1.4%	0.3%	0.1%	2.8%	4.1%
Lafayette	30.9%	11.3%	25.7%	32.1%	49%	51%	9.6%	92.2%	2.0%	0.2%	0.5%	0.1%	0.0%	2.3%	2.7%
Pettis	33.6%	13.1%	24.6%	28.6%	49%	51%	9.8%	85.3%	2.8%	0.1%	0.6%	0.1%	0.1%	2.5%	8.6%
Saline	34.2%	11.9%	23.5%	30.3%	49%	51%	9.3%	81.1%	4.7%	0.3%	0.8%	0.9%	0.1%	2.4%	9.7%
St. Clair	25.5%	9.2%	22.5%	42.8%	50%	50%	14.2%	94.5%	0.9%	0.7%	0.2%	0.0%	0.0%	2.7%	1.0%
Vernon	33.1%	10.9%	24.7%	31.3%	49%	51%	9.0%	94.1%	1.1%	0.6%	0.6%	0.0%	0.0%	1.5%	2.1%

Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates

Employment and Unemployment

The number of people in the West Central Region's labor force has steadily decreased over the past 5 years to just over 158,000 in 2019 (average through September). The number of persons employed has decreased since 2016, from almost 155,000 to just over 152,000 in 2019.

The West Central Region's unemployment rate has also decreased steadily from 5.5 percent in 2015 to 3.9 percent in the first nine months of 2019. The Region's lowest unemployment during the 5 year period was 3.7 percent in 2018. Source: MERIC



Labor Force Participation

The Labor Force Participation Rate is the number of people available for work as a percentage of the total population. Using American Community Survey 5 year data through 2017, Missouri's Labor Participation Rate is 63.2 percent. In comparison, the rate for the West Central Region is lower at 58.3 percent. The county with the highest Labor force Participation Rate in the West Central Region is Johnson County (66.8 percent) and the lowest is Benton County (42.4 percent).

Source: MERIC

b. Labor Market Trends

Provide an analysis of key labor-market trends, including across existing industries and occupations.

Top Growing Occupations

Over the long term, industry needs for certain occupations grow while others decline. A trained and ready workforce is needed to fill employer demand and offer job seekers bright prospects for employment.









Long-term projections are produced in each state in conjunction with the Bureau of Labor Statistics. Since economies vary throughout the state, projections are also generated for the state and 10 regions and provide insight on the occupations that are growing and declining. The total number of openings account for three different types of vacancies - exits, transfers, and growth. Exits occur as individuals leave the workforce for reasons such as retirement. Transfers occur as a person leaves an occupation to work in a different occupation. Growth simply means that more people are needed to work in the occupation. No matter the reason for the vacancy, skilled workers are needed to fill the job openings.


Missouri adds value to the standard projections template by including the ACT Workkeys Assessment Levels typically required for success in each of the 800+ occupations. Since most of Missouri's counties participate in the Certified Work Ready Communities program, the levels help those researching careers find good options based on their personal assessment.

Missouri uses a system of **Now**, **Next** and **Later** to categorize the occupations according to the training and education typically required for success on the job. **Now** occupations typically require a high school education or less, along with short-term training. **Next** occupations typically require moderate to long-term training or experience and or education beyond high school. **Later** occupations typically require a bachelor's degree or higher.

While long-term projections offer a solid understanding of longer-term employer needs, job ads placed by employers help in recognizing the current needs of employers. When projections predict a high number of future openings and job ads show current demand for the same occupation, the occupation may be a good career possibility.

The table below displays the top five jobs by the number of projected openings for the 10 year projection period through 2026 in the Now, Next and Later categories for the region. The "flame" beside some of the occupations represents "hot jobs" determined by the number of job ads placed by employers.

West Central Region Long-Term Occupational Projections							
Occupation	2016 Estimated Employment	2026 Projected Employment	Growth Openings	Exits	Transfers	Total Opening s	Median Wages
NOW							
Cashiers	3,217	3,493	276	3,150	3,074	6,500	\$18,540 
Food Prep. & Serving Workers	2,395	2,588	193	2,206	2,307	4,706	\$18,264 
Personal Care Aides	2,263	2,857	594	2,043	1,539	4,176	\$20,532 
Retail Salespersons	2,228	2,311	83	1,437	1,801	3,321	\$21,956 
Secretaries and Administrative Assistants	3,013	2,779	-234	1,560	1,518	2,844	\$28,456
NEXT							
Nursing Assistants	2,098	2,220	122	1,312	1,091	2,525	\$20,110 
Heavy and Tractor-Trailer Truck Drivers	1,397	1,416	19	596	884	1,499	\$34,464 
Retail Sales Supervisor	1,254	1,345	91	480	874	1,445	\$35,310 
Bookkeeping & Accounting Clerks	889	838	-51	535	415	899	\$30,276
Cooks, Restaurant	591	611	20	352	481	853	\$20,785
LATER							
Elementary School Teachers	1,320	1,409	89	450	505	1,044	\$42,286
Secondary School Teachers	1,238	1,319	81	392	477	950	\$45,482
General and Operations Managers	1,006	1,095	89	218	627	934	\$61,657
Registered Nurses	1,483	1,629	146	445	338	929	\$55,707 
Education Administrators, K12	591	634	43	172	279	494	\$93,619

 denotes occupations in the top ten for 2018 on-line job ads in the region and within the Now-Next-Later classification.

Source: MERIC Occupational Projections 2016-2026

Top occupations by the total number of openings in the Now category are *Cashiers* (6,500), *Food Preparation and Serving Workers* (4,706), *Personal Care Aides* (4,176), *Retail Salespersons* (3,321), and *Secretaries and Administrative Assistants* (2,844). The reason for a high number of openings is turnover within these occupations. High numbers of job ads were placed for four of the top five occupations.

Occupations with the highest number of openings in the Next category are *Nursing Assistants* (2,525), *Heavy and Tractor-Trailer Truck Drivers* (1,499), *Retail Sales Supervisors* (1,445), *Bookkeeping, Accounting, and Auditing Clerks* (899), and *Cooks* (853). Three of the top five occupations by the number of projected openings also saw a high number of job ads.

Later occupations with the highest number of openings are *Elementary School Teachers* (1,044), *Secondary School Teachers* (950), *General and Operations Managers* (934), *Registered Nurses* (929), and *Education Administrators K12* (494). One of the jobs listed in this category is also in high demand in the region according to the job ads.

Many high demand occupations correspond directly with the high growth industry groups, such as the *Education Services, Health Care, and Retail*. Other high demand occupations cross many industry groups, like *Secretaries and Administrative Assistants, Bookkeeping and Accounting Clerks, and General and Operations Managers*.

Source: MERIC

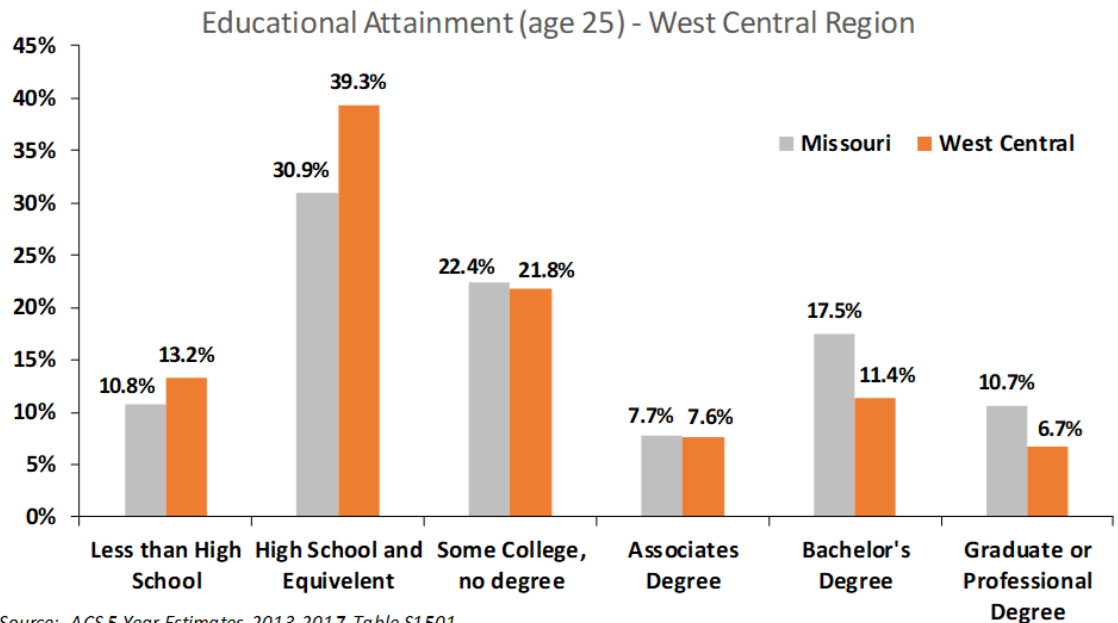
West Central Region Fastest Growing Occupations	
NOW	
Personal Care Aides	🔥
Welders, Cutters, Solderers, and Brazers	🔥
Insurance Sales Agents	
Nonfarm Animal Caretakers	
Pharmacy Technicians	
NEXT	
Medical Assistants	
Machinists	🔥
Automotive Service Technicians and Mechanics	🔥
Emergency Medical Technicians and Paramedics	🔥
Industrial Machinery Mechanics	
LATER	
Accountants and Auditors	🔥
Managers, All Other	
Registered Nurses	🔥
General and Operations Managers	
Education Administrators, K12	
<i>Note: Occupations with net increase of less than 50 are omitted</i>	
<i>Source: MERIC Occupational Projections, 2016-2026</i>	
🔥 denotes occupation with high % increase	

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c. Education and Skills Levels of the Workforce Analysis

Provide an analysis of the educational and skills levels of the workforce.

Educational attainment is a measure of the highest level of education obtained by individuals age 25 and up, or the population generally in the workforce. In the West Central Region, more people have a high school diploma than Missouri average, while less have a bachelor's degree or graduate or professional degree than the average. Source: MERIC



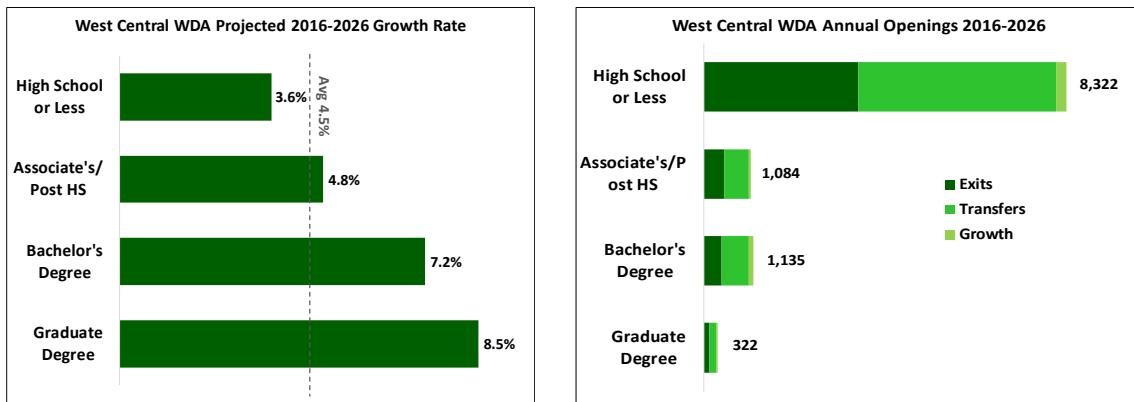
Occupational Projections

Long-term projections are used to identify the fastest growing occupations, as well as occupations with a high number of openings through 2026.

The growth rate of an occupation measures the percentage of jobs added by an occupation between the base year and projected year. Occupations requiring an associate's degree or more are projected to grow at a faster rate than the West Central WDA average. The occupation groups that are projected to grow the fastest are *Personal Care and Service*, *Architecture and Engineering*, and *Legal*.

Long-term projections also present data on expected job openings for each occupation through 2026. Openings in an occupation can occur due to an occupation growing, workers moving into a different occupation, or workers leaving the workforce entirely. No matter the reason, qualified individuals are still

needed to fill job vacancies. Most openings will be in entry-level jobs, mostly due to high turnover rates as workers either transfer to other occupations or leave the workforce. Source: MERIC



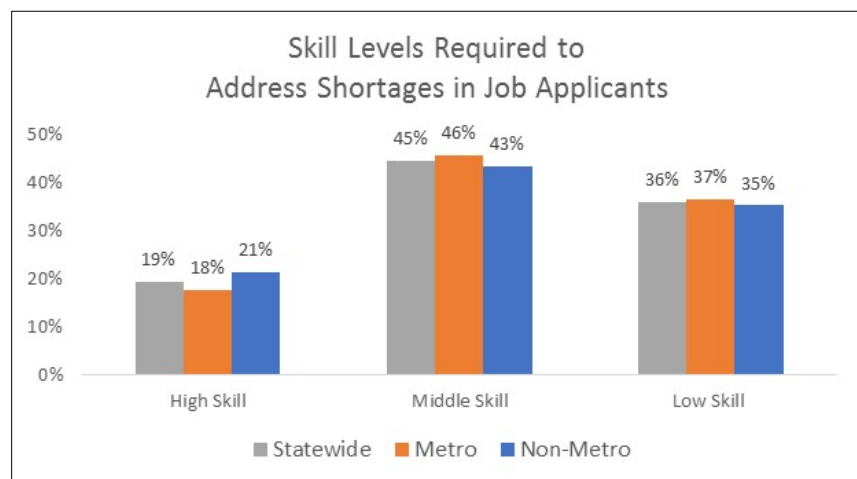
d. Skills Gaps

Describe apparent “skills gaps” in the local area. How are the “skills gaps” determined?

Missouri Workforce 2019 Survey

In April through June of 2019, over 1,600 Missouri companies were surveyed to gauge the state of Missouri’s workforce from the employers’ point of view. Companies were randomly selected from a categorized list of Missouri Businesses queried from the Reference USA employer database. Employers surveyed represented the mix of industries found in Missouri and were equally located in metro and non-metro areas of the state. The 14 questions help with understanding hiring trends, skill needs and shortages, experience, and education requirements of Missouri employers.

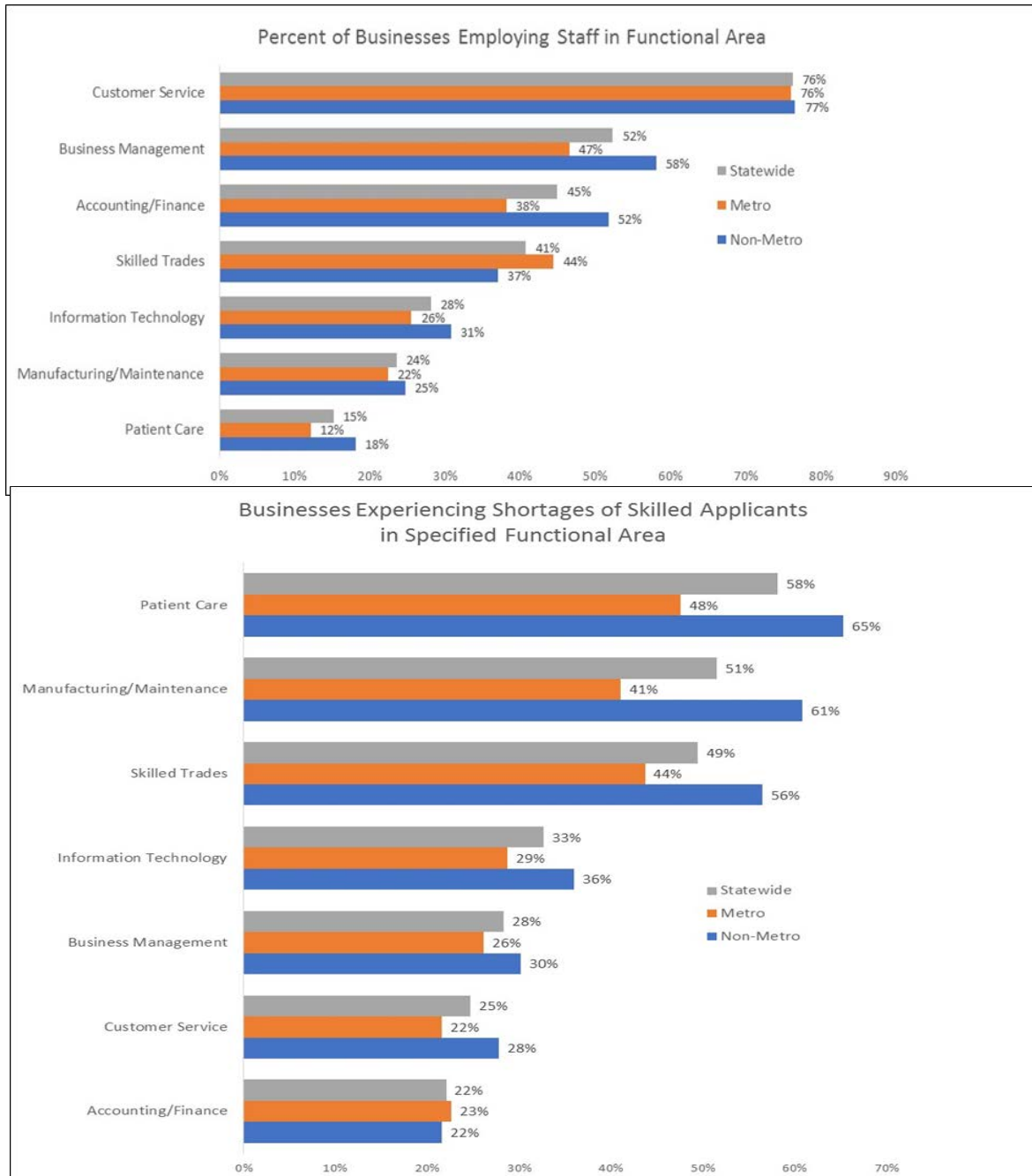
One of the survey questions asked employers about any planned changes in employment levels during the next 12 months. While 49 percent anticipate employment remaining the same as previous years, 33 percent plan to increase employment. This statistic is significant as we begin to understand employer skill needs and gaps, as well as barriers to expanding employment.



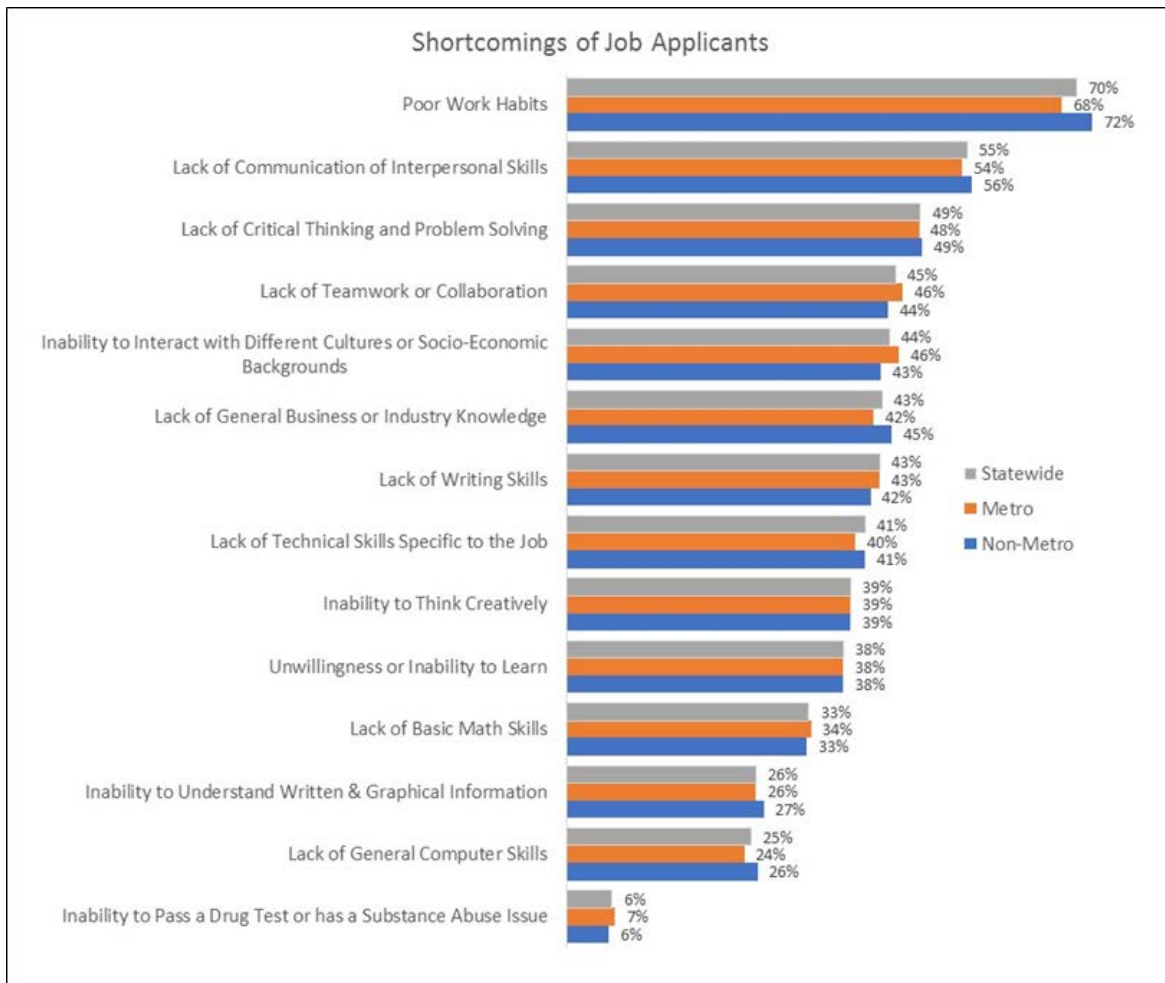
Twenty-eight percent of employers responded that they are experiencing a shortage of skilled applicants, and the responses were similar in the metro and non-metro areas. Most of the shortages were in middle-skill jobs, or jobs that require education and/or training beyond a high school diploma but do not require a four-year degree.

Companies employ workers in a variety of occupations, or functional areas. The companies were asked about employment within those functional areas of their businesses as a means of understanding the types of jobs Missouri employers have working in their businesses.

Companies indicating that they had employees in each functional area were then asked if they were seeing a shortage of skilled applicants in those areas. In every area except *Accounting*, a greater number of non-metro than metro areas are seeing a shortage of skilled applicants.



Over 90 percent of companies surveyed reported at least one shortcoming in recent job applicants. The most common shortcoming cited is poor work habits, followed by lack of communication skills and lack of critical thinking and problem solving. The results are similar in Missouri's metro and non-metro areas, indicating that applicant shortcomings, particularly in soft skills, is consistent across the state.



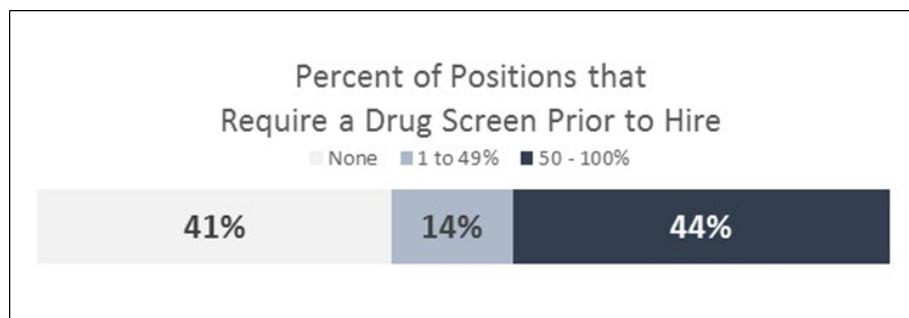
Individuals who are justice-involved or have difficulty passing a drug screen or background check often have a more difficult time finding employment. With low unemployment and high job opening rates, many employers are considering traditionally overlooked groups of potential employees.

Nearly all employers report that they require a background check prior to employment for at least half of their positions. Results were similar for metro and non-metro areas. Despite nearly all employers requiring a background check, less than 1 percent stated they would not hire a person convicted of a felony.

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Forty-one percent of employers statewide report they do not require a drug screen prior to hire for any of their positions, while another 14 percent require the screen for up to half of their positions. The results are similar for metro and non-metro areas. Source: MERIC



9. Workforce Development, Education, and Training Activities Analysis

Describe the workforce development services and activities, including education and training in the LWDA, to address the education and skills needs of the workforce. Include education and training activities of the core programs and mandatory and optional One-Stop Delivery System partners³.

a. The Strengths and Weaknesses of Workforce Development Activities

Provide an analysis of the strengths and weaknesses of the workforce developments services and activities identified above.

³ Mandatory One-Stop partners: Each LWDA must have one comprehensive One-Stop Center that provides access to physical services of the core programs and other required partners. In addition to the core programs, for individuals with multiple needs to access the services, the following partner programs are required to provide access through the One-Stops: Temporary Assistance for Needy Families (TANF), Career and Technical Education (Perkins Act), Community Services Block Grant, Indian and Native American programs, Housing and Urban Development (HUD) Employment and Training programs, Job Corps, Local Veterans' Employment Representatives and Disabled Veterans' Outreach Program, National Farmworker Jobs Program, Senior Community Service Employment Program, Trade Adjustment Assistance programs, Unemployment Insurance, Re-entry Programs, and YouthBuild.

The Integrated Service Delivery Model has allowed for a robust menu of workforce services offered to both businesses and individuals in the region.

Strengths:

The positive side of the issue is that every core, required, and even optional partners are coming to the table with ideas, service offerings and resources aimed at improving the personal and work-related outlook for the members of our communities. In turn this will enhance the productivity and competitiveness of our employers and their organizations.

While there is no single job training approach that is right for all workers, having access to accurate and up-to-date labor market data provided by MERIC and other sources help our customers develop a plan that is customized for them.

Weakness:

Employers have indicated that finding workers, even with college degrees, with adequate basic skills is a challenge. Throughout the system, job applicants often lack basic personal competencies such as communication skills, work ethic, discipline, critical thinking or interpersonal skills. These are the weaknesses the workforce system is primed to address. Regional Sector Strategy meetings validate the need for job readiness training to be more broadly embedded in K-12 curricula. As these skills are honed through elementary and secondary school years, graduates will be better prepared to move along the career continuum to on-the-job training, Career and Technical Education or higher post-secondary coursework.

Jobs in the region today are requiring more highly-skilled workers. Workplace skills are essential in all industries to advance in the fast-paced economy and to improve efficiency within the region. The speed at which technology is changing and evolving impacts key skill deficiencies among the unemployed and underemployed population.

b. Local Workforce Development Capacity

Provide an analysis of the capacity of local entities to provide the workforce development services and activities to address the identified education and skills needs of the workforce and the employment needs of employers in the LWDA.

The Workforce Development Board and the Job Centers in the region maintain partnerships with various workforce system stakeholders. These relationships reduce duplication and enhance services provided to job seekers and employers. While partners have the ability to coordinate programs to blend or “braid” funding, a recent decline in federal and state funding has affected the ability of local entities to address all of the workforce needs.

The individual capacity of each partner is evident in the scope of services they provide and the commendable performance of their programs, as measured both by federally reported performance measures and key business metrics such as total number of customers served, labor force attachment and skills progression. The capacity of all partners will grow as we build and maintain an integrated, demand-driven workforce system where all are equally included.

The capacity of collaboratives to meet the needs of employers is evidenced in groups like Nexus which was formed to coordinate and reduce the number of visits employers might receive from various business services representatives. Job openings, referrals and placements are shared through one-point-of-contact.

The Tri-County Youth Task Force was created as a way to connect providers of youth services in Henry, Johnson and Pettis Counties so they can more effectively serve youth and young adults with barriers to employment. The group is currently led by staff of MO Vocational Rehabilitation.

Several of the region’s communities have an Interagency group where information about programs and services is shared among the members. Many times a call for help with services is distributed to members via email.

Core program partners in the West Central Region are making a concerted effort to collaborate and braid services and funding streams when feasible. Recently when FSD Family Support Division contracted with multiple entities to provide the SkillUp Program ResCare Workforce Services suggested that all SkillUp partners meet to discuss how best to serve participants because there were multiple organizations contacting SkillUp clients.

Workforce partner programs and services that address the needs of the workforce:

Program	Program & Training Services
Title I Adult, Dislocated Worker	Classroom Training On-The-Job Training Pre-Apprenticeship/Registered Apprenticeship Services Supportive Services Paid/Unpaid Work Experiences Transitional Jobs Career Readiness Programs Follow Up Services National Career Readiness Certificate Testing (Work Keys Assessment) Labor Market Information Employer Services Referrals to Partner Agencies Wagner-Peyser Services (with WIOA Enrollment)
Title I Youth Program	Tutoring, Study Skills Training, Instruction & Dropout Prevention Strategies Alternative Secondary School Services Paid and Unpaid Work Experiences On-the-Job Training Occupational Skills Training Education Offered Concurrently with Workforce Preparation Leadership Development Opportunities Supportive Services Adult Mentoring Comprehensive Guidance and Counseling Financial Literacy Education Entrepreneurial Skills Training Labor Market Information Post-Secondary Preparation and Transition Activities Follow-Up Services National Career Readiness Certificate Testing (Work Keys Assessment) Pre-Apprenticeship/Registered Apprenticeship Services Objective Assessment/Individual Employment Plan Development Employer Services Referrals to Partner Agencies Wagner-Peyser Services (With WIOA Enrollment)
Title II Adult Education & Literacy	Adult Basic Education Classes English as a Second Language Classes High School Equivalency Test Preparation Standardized Test Preparation Referrals to Partner Agencies

Title III Wagner Peyser Labor Exchange & Employment Services	Orientation Provision of Information on Training Providers, Performance Outcomes Provision of Labor Market Research ETT Meeting Service ONET Resume Preparation Assistance Outreach and Intake Job Development Contacts Bonding Assistance Proficiency Testing Required Job Services Program (RJS) Referrals to Partner Agencies Assessment Services Unemployment Compensation Assistance Work Keys Assessment Workshops Career Guidance Financial Aid Information Job Search Activity Reemployment Services and Eligibility Assessments Program (RESEA) Employer Services
Title IV Vocational Rehabilitation Services	Vocational exploration to determine what services are required for employment Guidance in choosing suitable employment Individual counseling during the rehabilitation process Time-limited physical or mental restoration services that can assist in obtaining employment Assistive devices (such as artificial limbs, wheelchairs or hearing aids) Vocational training for employment preparation. This can include tuition/fees as well as books/ supplies for education when enrolled at a college, university, trade school, community rehabilitation program or on-the-job training program Transportation costs necessary for participation in a training program Job-related tools and licenses for employment Job-seeking skill development Assistance with finding employment Employer Services
Title IV Social Security Act [Temporary Assistance for Needy Families (TANF)]	Job and Skill Training Work Experience Supportive Service Soft Skill Development Goal Assessment and Planning Interview Preparation Resume Development Job Attainment Job Retention
Carl D Perkins Career & Technical Education Act Programs & Services	Classroom Training in the following disciplines: <ul style="list-style-type: none"> • Agriculture • Business

	<ul style="list-style-type: none"> • Health Sciences • Skilled Technical Sciences • Technology and Engineering <p>Community Work Experience Referrals to Partner Agencies</p>
Community Services Block Grant (CSBG)-Employment and Training Activities	<p>Case Management Housing Services Financial Skills Training Poverty Simulations Referrals to Other Agencies Supportive Services</p>
Trade Adjustment Assistance	<p>Programs under the Trade Act of 1974 (TAA) Provision of Info on Training Providers, Performance Outcomes Provision of Labor Market Research Outreach and Intake Job Development Contacts (working with Employer and Job Seeker) Career Guidance Financial Aid Information Provide Information on Supportive Services Trade Re-location Allowance Trade Job-Search Allowance Individual Employment Plan Development Comprehensive Assessment oWaivers Trade Payments Classroom Training On-the-Job Training Registered Apprenticeship Services Basic Skills/Remediation Referrals to Partner Agencies</p>
Jobs for Veterans Programs Under Chapter 41 of Title 38, United States Code	<p>Assessment Career Guidance Development of an Individual Employment Plan Interview Preparation Resume Assistance Referrals to Partner Agencies Workshops Employer Services</p>
Unemployment Insurance Programs	<p>Job Center Orientation Labor Market Information Review of Continued Eligibility and Referral to Adjudication Objective Assessment Development of an Individual Employment Plan Referral to Re-Employment Services Job Search Assistance Work Search Verification Resume Assistance Referrals to Other Agencies</p>

SNAP Education & Training (SkillUp)	Classroom Training Supportive Services Career Readiness Programs Follow Up Services National Career Readiness Certificate Testing (Work Keys Assessment) Labor Market Information Employer Services Referrals to Partner Agencies Wagner-Peyser Services (with SkillUp Enrollment)
Senior Community Service Employment Program (SCSEP)	Job Training Work Experience Employer Services
National Dislocated Worker Grants	Provides employment and training services for dislocated workers and other eligible populations and disaster relief employment
Migrant and Seasonal Farmworkers/National Farmworkers Jobs Program	Training opportunities Stipends Resume Assistance Job Search Assistance Community-based supportive service referrals Job Retention Services Referrals to MO Job Center

OPERATIONAL ELEMENTS

Local Structure

10. Local Workforce Development Area (LWDA) Profile

Describe the geographical workforce development area, including the LWDA's major communities, major employers, training and educational institutions (technical and community colleges, universities, etc.), population, diversity of the population, and relevant growth trends.

The West Central Region is comprised of 13 counties in a plains area that has some of the most productive farmland in the nation. According to the *Economic Contributions of Missouri Agriculture and Forestry* study in 2016 over 13,500 farms are located in the region. Johnson and Vernon Counties have the most farms with 1,657 and 1,356 respectively.

Tourism and recreational opportunities abound with three major lakes - Truman, Pomme de Terre and Stockton plus attractions like the historic Arrow Rock community, Katy Trail State Park, and the Scott Joplin Festival. Sedalia is home to the Missouri State Fairgrounds where a variety of year round events happen with local, regional, national and international appeal.

Residents in the region are often captivated by WAFB's B-2 Stealth Bomber as it suddenly appears in the sky. Whiteman Air Force Base is home to over 3,000 active duty military, 5,000 family members and over 900 civilian workers.

New growth opportunities for some of the larger communities in the region recently occurred as a result of private sector investments. Dollar Tree invested approximately \$110 million to build a \$1.2 million square foot distribution facility in Warrensburg, MO. The facility sees about 150-200 inbound/outbound trucks per day.

A \$400 million steel plant is ready to open near Sedalia, MO on North 65 Highway. The Nucor steel rebar manufacturing plant is one of the largest economic development projects Missouri has landed in the past decade. The steel rebar location will create about 250 full-time jobs when in full operation.

The strong agriculture industry is apparent in Saline County as Marshall, MO is home to Bayer Crop Science (Monsanto), Pioneer Seeds, and Mid-State Seed, which are seed research and production companies.

Nevada, MO is proud to be the home of a business that opened in 1898 and remains today as the only manufacturer of tin ceilings left in the United States. The turn-of-the century factory still operates machines as old as the company itself and continues to use original dies created in 1898.

Two companies in Clinton, MO have close ties, Schreiber Foods and Transcontinental Capri Packaging. Schreiber Foods sells its dairy products to leading retailers and restaurants around the world and Transcontinental Capri supplies packaging for Schreiber Food products. Agriculture and food processing is a strong driver in Henry County's economy.

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Five Largest Population Centers in West Central Region		
City	Estimated 2019 Population	Median Household Income
Clinton	8,947	\$36,751
Marshall	12,934	\$39,535
Nevada	8,254	\$34,865
Sedalia	21,718	\$37,983
Warrensburg	20,262	\$42,325

Data Source: census.gov/quick facts 2019 Estimates

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WEST CENTRAL REGION KEY EMPLOYERS	
3M	Nevada
Bayer Crop Science (Monsanto)	Marshall
Bothwell Regional Healthcare Center	Sedalia
Cargill	Marshall
Champion Brands LLC	Clinton
Compass Health Network (Pathways)	Clinton
ConAgra	Marshall
Ditzfeld Transfer	Sedalia
Dollar Tree Distribution Center	Warrensburg
Duke Manufacturing	Sedalia
EnerSys	Warrensburg
Fitzgibbon Hospital	Marshall
Gardner Denver	Sedalia
GE Energy	Slater
Golden Valley Memorial Healthcare	Clinton
Higginsville Habilitation Center	Higginsville
Inter-State Studio & Publishing Co	Sedalia
Janesville Acoustics	Warrensburg
Jostens dba PrintLynx	Sedalia
Maxion Wheels	Sedalia
Milbank Manufacturing	Concordia
Missouri Veterans Home	Warrensburg
Northrup Grumman	Whiteman Air Force Base
Nucor	Sedalia
Owens Corning	Sedalia
ProEnergy Services	Sedalia
Prysmian Group – General Cable	Sedalia
Schreiber Foods	Clinton
Sierra Bullets	Sedalia
Stahl Specialty Co	Warrensburg
Stanley Black & Decker	Sedalia
Starline Brass	Sedalia
State Fair Community College	Sedalia
Swisher	Warrensburg
Tracker Marine	Clinton
Transcontinental Packaging Inc. - Capri	Clinton
Tyson Foods	Sedalia
WalMart Supercenter	Multiple Locations in Region
Western MO Medical Center	Warrensburg
Whiteman Air Force Base (WAFB)	Knob Noster
WireCo Worldgroup	Sedalia
University of Central Missouri	Warrensburg

Within the thirteen counties lie two state post-secondary educational institutions, the University of Central Missouri and State Fair Community College; and three private educational institutions, Missouri Valley College, Cottey College, and Crowder College. In addition to the two- and four- year facilities, there are seven vocational-technical/career centers with locations in Carrollton, Clinton, Lexington, Marshall, Nevada, Sedalia, and Warrensburg. More than 100 high schools call the West Central region home.

EDUCATION & TRAINING INSTITUTIONS WEST CENTRAL REGION	
American College of Hair Design	Sedalia
Central Methodist University – SFCC Campus	Sedalia & Clinton
Central Missouri Dental Assisting	Warrensburg
Central Missouri Independent Electrical Contactors (Apprenticeship)	Sedalia
City of Rich Hill (Apprenticeship)	Rich Hill
Clint’s Saddle Shop (Apprenticeship)	Walker/Nevada
Clinton Technical School	Clinton
Cottey College	Nevada
Crowder College	Nevada
Enviro Control LLC (Apprenticeship)	Stockton
Hone Heating & A/C (Apprenticeship)	Sedalia
Lex La-Ray Technical School	Lexington
Lindenwood University – MO Valley College	Marshall
Marshall Technical Training (Apprenticeship)	Marshall
Missouri Valley College	Marshall
Missouri State University	Nevada Telecenter
Missouri Welding Institute	Nevada
Nevada Regional Technical Center	Nevada
Osage Valley Electric Cooperative (Apprenticeship)	Butler
Park University	Whiteman Air Force Base
Saline County Career Center	Marshall
State Fair Community College	Multiple Locations
University of Central Missouri	Warrensburg & WAFB
University of Columbia	Multiple Locations
Warrensburg Area Career Center	Warrensburg
Webster University	WAFB
William Woods University	Multiple Locations

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New Business and Industry Expansion 2016-19

West Central Region new business and company expansions since 2016 are:

Dollar Tree Distribution Center	Dollar Tree is the largest single-point retailer in North America and created 375 new jobs in Johnson County	Johnson County
Nucor	Building a new steel bar micro-mill in Sedalia Creating 250 high-paying jobs	Pettis County
Capstone Precision Group LLC	Launched new logistics center for commercial ammunition brands	Pettis County
ExamOne	Provides risk assessment services for life insurance companies and created 100 new jobs	Pettis County
Midwest Metalcraft	Added a second location and eight new jobs	Henry/Pettis

Population Demographics

According to the West Central Region Labor Market Analysis report published on the MERIC website, The West Central Region workforce has 122,800 employees with 54 percent of the workforce being female and 46 percent male. The same report shows the workforce is getting older in the West Central Region. In 2018, 25 percent of the workforce was age 55 or older, up from 20 percent a decade earlier.

For 5 percent of the region's population ages (18 to 64) the primary language spoken at home is something other than English. By comparison, Missouri was at 7 percent and the U.S. population at 23 percent.

The West Central Region has a higher percentage of the population with a disability compared to the state and the nation. For the region, 16 percent of the population has a disability compared to 13 percent in Missouri and 10 percent in the U.S. Source: MERIC

See Demographic Tables

11. Local Facility and Information

- Identify the local comprehensive One-Stop Center(s), including current mailing and street addresses, telephone and fax numbers and list them in **Attachment1** to the Plan.
- Identify the local affiliate sites, including current mailing and street addresses, telephone and fax numbers and list them in **Attachment 1** to the Plan.
- Identify the local specialized sites, including current mailing and street addresses, telephone and fax numbers and list them in **Attachment 1** to the Plan.
- If your LWDA has any other additional service sites and the LWDA refers to them as anything other than comprehensive, affiliate or specialized centers, please list the service sites by the title your LWDA uses and describe the services provided in **Attachment 1**. Also, list the one-stop partners providing services at those locations.

See Attachment 1.

12. Local One-Stop Partner/MOU/IFA Information

a. One-Stop Partners

Identify the **One-Stop Partners in Attachment 2** to the Plan. Please indicate the contact name, category, physical location, phone and email address. Indicate the specific services provided at each of the comprehensive, affiliate, or specialized job centers.

See Attachment 2.

b. Memorandums of Understanding (MOU)

Include a copy of each MOU between the Board and each of the One-Stop partners (or one “umbrella” MOU for the same purpose) concerning the operation of the One-Stop Delivery System in the LWDA. The MOU must be up-to-date, signed and dated. Include the MOU(s) as Attachment 3. Missouri Job Centers must ensure that equal access to employment and training services are provided to the farm workers and agricultural employers in their LWDA. See **OWD Issuance 01-2019 One-Stop Center Memoranda of Understanding and Infrastructure Funding Agreements for Local Workforce Development Boards**.

See Attachment 3.

c. Cost Sharing Agreement/Infrastructure Funding Agreement (IFA)

Include as part of the MOU in Attachment 3 the Infrastructure Funding Agreement (IFA) and negotiated cost-sharing worksheet/workbook for each Missouri Job Center that includes the line items, dollar amounts and percentage rates for One-stop partners, OWD and the Board. Indicate the number of FTEs present and the amount of space (sq. footage) utilized by the partner. See **OWD Issuance 01-2019 One-Stop Center Memoranda of Understanding and Infrastructure Funding Agreements for Local Workforce Development Boards**.

See Attachment 3.

13. Sub-State Monitoring Plan

Include the sub-state monitoring plan, as defined in **OWD Issuance 16-2018 Statewide Sub-State Monitoring Policy**, as **Attachment 4** to the Plan.

See Attachment 4.

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Integration of One-Stop Service Delivery

14. Local Workforce Development System

Describe the workforce development system in the LWDA.

- a. Identify the programs that are included in that system and how the Board will work with the entities carrying out core programs and other workforce development programs.

A network of publicly-funded organizations, local agencies, and not-for-profits provide a range of services, programs, education, and training for not only job-seekers but employers as well. The term “workforce development” has emerged as the hot topic of the day not only in the West Central Region but state-wide and nationally. The severe shortage of skilled workers has created a mad dash for everyone to solve the problem, so much so that efforts are often duplicated. This network of organizations has banded together to ensure integration of service delivery happens and is driven by the need to promote career pathways and sector strategies. They work with employers in all sectors who are facing complex workforce challenges.

The Board works with key partners in an effort to enhance access of programs, especially for people with multiple barriers to employment. Beginning in 2020 the Board plans to have quarterly meetings of MOU partners to discuss further program alignments and additional resources to enhance the workforce development system.

Workforce Partners within the West Central Region:

Program	Partners
Title I	Adult, Dislocated Worker and Youth Programs Staffing Contractor as of 7-1-2020 – Odle Managent Group LLC
Title III	Wagner Peyser labor exchange and employment services
Labor Exchange, Trade Adjustment Assistance, Jobs for Veterans	Office of Workforce Development
Migrant Seasonal Farmworker Program	United Migrant Opportunity Services - UMOS
Unemployment Insurance Programs	MO Division of Employment Security RESEA RJS
Temporary Assistance for Needy Families	MO Family Support Division FSD Sub-Contractors
Vocational Rehabilitation	MO Vocational Rehabilitation Rehabilitation Services for the Blind Independent Living Center
SNAP	SkillUp
Community Services Block Grants	Community Action Agency
Senior Community Service Employment Program	AARP Foundation
Adult Education & Literacy	State Fair Community College Nevada R-V School District

Carl Perkins Career & Technical Education	Clinton School District Lexington School District Marshall School District Warrensburg School District
Economic Development	Regional Planning Commissions City and County Economic Developers
National Dislocated Worker Grants	Office of Workforce Development

- b. Describe how the Board plans to support alignment to provide services, including programs of study authorized under the *Strengthening Career and Technical Education for the 21st Century Act of 2018* formerly the Carl D Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.).

As mentioned previously in 2020 the Board plans to have quarterly meetings of MOU partners to discuss further program alignments and additional resources to enrich Job Center services. One discussion topic will be how partner staff can assist at the Connection Sites established by the Job Centers. Connection Sites allow the services of the Job Centers to be provided in counties without a Job Center on a monthly or as-needed basis.

The Board will work with Career Technical Schools in the region by implementing the following strategies which support the *Strengthening Career and Technical Education for the 21st Century Act of 2018*:

- ▶Coordinate services for the benefit of the customer.
- ▶Create policies that support consistent messaging to improve services to customers.
- ▶Encourage co-enrollment as it is a valuable part of coordinating services.
- ▶Utilize shared resources that lead to non-duplication of efforts and additional capacity.
- ▶Increase facilitation of the development of career pathways and workforce preparation opportunities.
- ▶Share labor market information.
- ▶Promote registered youth apprenticeships which support more opportunities for integrated training and educational projects.

- c. Describe how the Local WDB will coordinate workforce investment activities carried out in the local area with rapid response activities.

The Employment Transition Team (ETT) consists of state-level Coordinators assigned to specific regions to act as the single point of contact for activities in response to disasters, mass layoffs, plant closings, or other events that precipitate substantial increases in the number of unemployed individuals in the area. Their role is to prevent or minimize the impact on workers, businesses, and communities.

Communication among the ETT Coordinator, WDB Executive Director and Missouri Job Center Functional Leaders in the West Central Region is crucial to responding quickly and in a seamless fashion. The Functional Leaders have established relationships with many of the local businesses and are able to provide early warning of potential layoffs and early intervention opportunities. The ETT Coordinator ensures the local region is aware of any pending layoffs, the layoff schedule, the number to be laid off and the occupations affected. The size of the layoff, the timing, and the employer's schedule will determine whether worker meetings will be conducted as on or off site events.

Designated Missouri Job Center staff will assist the ETT Coordinator by attending ETT meetings and cover the Missouri Job Center services portion of the presentations; as well as participate in on or off site services such as resource fairs, registration events, delivering ETT informational packets, providing informational flyers, etc.

- d. Describe how the Board will ensure the expenditure of funds for training providers are selected from both the Eligible Training Provider List/System approved for use by the State of Missouri as well as approved from the State list by the local workforce development board.

The Workforce Development Board (WDB) will select/approve providers for the ETPS list based on justification that the training is for in-demand industry sectors and occupations in the West Central Region and occupations have a Grade A, B, or C per MERIC. To determine current and emerging in-demand sectors and occupations the WDB will use relevant labor market information from sources such as MERIC and ONET.

The WDB designated reviewer(s) will complete the review and determine the eligibility of a training program for use in the West Central Region within 10 days following the date the training provider was approved by the State (DWD).

The WDB will apply due diligence at all times when reviewing the status of a training institution prior to the enrollment of participants. The steps of due diligence will include the review of:

- Information addressing the alignment of the training services with in-demand industry sectors and occupations as long as the contract does not limit the individual's consumer choice.
- The program costs of training services.
- Information addressing performance (employment, earnings, credential attainment).
- Completion rate of WIOA participants.

Training must lead to a certificate, an associate, or baccalaureate degree, competency or skill recognized by employers; and be at least one of the following: accredited, approved, certified, licensed, or registered by an authorizing agency or organization.

Participants eligible for training will select a training provider from the State's approved provider list. Job Center staff will ensure the program is approved and in good standing on the Missouri's Eligible Training Provider System (ETPS). An approved ETP does not automatically have every class/course approved.

An entity that carries out programs registered under the Act of August 16, 1937 (commonly known as the "National Apprenticeship Act"; 50 Stat. 664, Chapter 663; 29 U.S.C. 50 et seq.), also may qualify for eligibility. Registered Apprenticeships that request to be included on the ETPS list are automatically approved with no further vetting by the State. A registered Apprenticeship will remain on the list of eligible training providers (ETP) indefinitely if the provider remains registered with the U.S. Department of Labor, Office of Apprenticeship.

Training services will be provided in a manner that maximizes customer choice in the selection of an eligible provider. MO Scores may be accessed through jobs.mo.gov to identify WIOA-eligible training providers, WIOA-approved courses, costs associated with training, program descriptions, completion rates, wage expectations, etc. One-Stop Job Center staff will provide participants with all the choices for programs and training providers. Participants will be provided with a *Customer Choice in Training Form* to sign. The Workforce Development Board (WDB) will make every effort to identify new and emerging industry sectors or occupation clusters within the local labor market. Requests for approval for new training providers and specific curriculum will be made to OWD ETPS Coordinator whenever such sectors show a sufficient, in-demand need.

15. Alignment and Data Integration

- a. Describe how all partner agencies will strengthen their integration of services so that it provides a more seamless system.

WIOA Partners are committed to strategies that will align and simplify common intake processes along with policies and procedures. Some local core partners do not have the ability to implement change at the same pace so integration is a work in progress.

Ongoing, Job Center staff are being trained on partner programs so they may better serve all customers. Staff are aware that linking to partner staff programs can provide customers a way to access resources they might not have known about otherwise. By braiding resources and coordinating services at the local

level customers are provided seamless services to meet client needs. The three MO Job Centers in the region serve as a hub for resources and referrals.

Partner staff come together as a Nexus group so the business customer can have a one-point-of-contact for multiple partner programs. Nexus is made up of individuals involved in job development throughout the region from the Workforce Development Board, Functional Leaders, assigned Job Center staff; representatives from Vocational Rehabilitation, The Rehabilitation Institute, Rehab Services for the Blind, Job Point, Children's Therapy Center, and AARP; Missouri Work Assistance (MWA) providers from West Central Missouri Community Action Agency and Missouri Valley Community Action Agency; temp agencies, etc. All partners are ever mindful of seeking out and sharing information and job leads from employers. The group meets monthly at the Job Center to discuss the needs of area employers. Occasionally an employer is invited to share information regarding their employment needs and hiring practices.

The SkillUp partners come together each month at the Board office to discuss methods to reach and serve SNAP recipients and to share outcomes and experiences. At the initial meeting each organization brought their scope of work in order to help define each other's role in the process.

b. Describe the MOU/IFA/Cost Sharing Process.

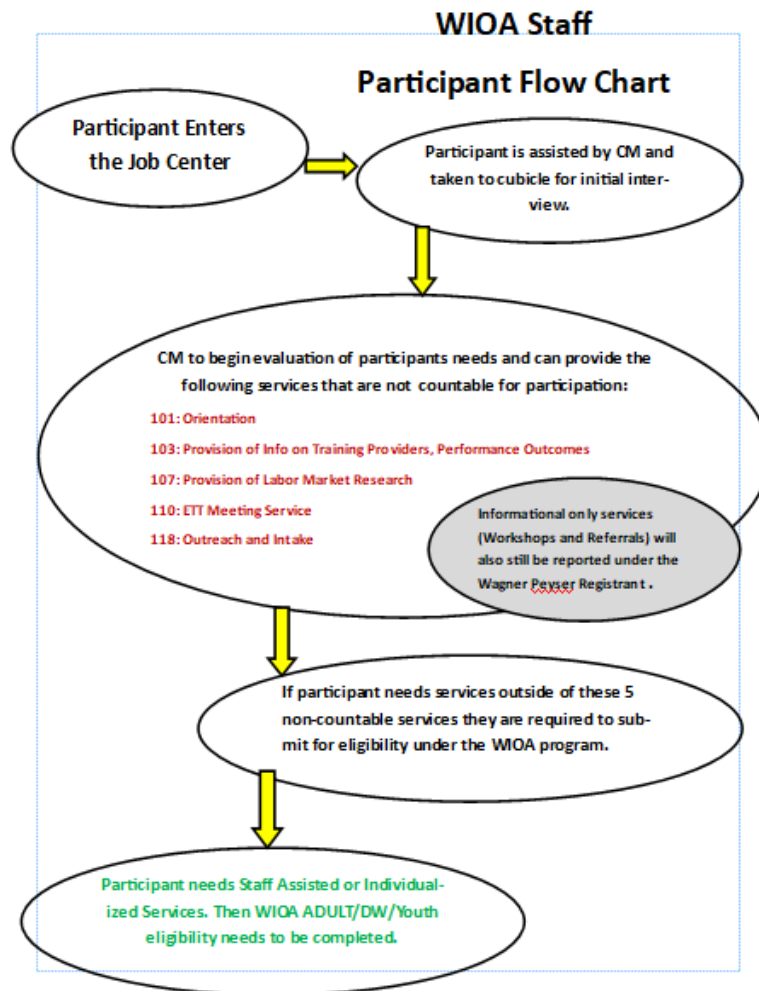
All parties to the MOU/IFA recognize the services offered and the cost requirement of all partners. All partners agree to the allocation and reconciliation method. Any disputes will be dealt with at the local level first and if impasse occurs the MO Office of Workforce Development will be contacted for resolution.

c. Describe the process for data integration. How are the one-stop centers implementing and transitioning to an integrated, technology enabled intake system for programs carried out under WIOA and by one-stop partners?

The West Central Region is committed to an integrated service delivery model and has already put into place a customer flow process to ensure customers have access to the entire range of services available. Co-enrollment policies are in place so customers are served across multiple programs including WIOA, RESEA, SNAP etc.

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For example all staff at the Job Center use the following flow chart when working with a possible WIOA customer:



16. Accessibility

Describe how entities within the one-stop delivery system, including one-stop operators and one-stop partners will comply with WIOA section 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding the physical and programmatic accessibility of facilities, programs and service, technology, and materials for individuals with disabilities including providing staff training and support for addressing the needs of individuals with disabilities.

(See OWD Issuance 12-2017 and the State of Missouri Non-discrimination Plan at https://jobs.mo.gov/sites/jobs/files/ndp_2019_summary_all_sections_and_elements_final_copy_with_bookmarks.pdf)

All customers in the West Central Region, regardless of their disability receive, free of charge, the assistance necessary to afford them meaningful access to the programs, services, and information of the Missouri Jobs Centers. The region's one-stop partners are committed to providing individuals with disabilities a conduit to training, employment, and supportive services.

Each Job Center in the region is required to maintain specific Assistive Technology including: Window Eyes Screen Reader, Zoom Text, Big Keys LX Keyboard, Trackball Mouse, Phone Amplifier, Ubi Duo (Face to Face Communication), TTY, and Relay Service. Job Center staff also have access to the Language Line and Sign Language Interpreters. The ASL (American Sign Language) Interpretation Service is available upon request. Customers in need of ASL Interpretation Services may contact the Missouri Job Center by phone/TTY using Missouri Relay 711 to request this service for upcoming visits.

Missouri Rehabilitation Services for the Blind provides EO Notifications in Braille and large print for Job Center customers with low vision or no vision.

Reasonable accommodations in services, procedures/practices, policies, and programs will be made to ensure equal opportunity for individuals with disabilities, unless it can be demonstrated that making modifications would fundamentally alter the nature of the service, program or activity. The *Accommodation Request Form* is available at www.skillupmissouri.org.

Recruitment brochures and other materials are distributed or communicated electronically as well as in written and/or oral form to staff, customers, and the general public to identify the WIOA Title I financially assisted programs or activity in question as an *"Equal Opportunity Employer/Program."* They also communicate that *"auxiliary aids and services are available on request to individuals with disabilities."*

Once a month at Job Center staff/partner meetings Equal Opportunity training materials are provided. Job Center staff are involved in local partner agency meetings/trainings for those who primarily serve individuals with a disability.

17. Assessment of One-Stop Program and Partners

- a.* Describe how the Board will ensure the continuous improvement of eligible providers of services through the system and ensure that such providers meet the employment needs of local employers and participants.

To ensure continuous improvement of eligible providers of services through the system and to ensure that all providers of service meet the employment needs of local employers and our participants, the Workforce Development Board will remain diligent in monitoring and evaluating the effectiveness of such service provision. Performance and consumer report information will be evaluated through OWD's Continuous Improvement Review Team, the local Job Stat Team, Functional Leaders, MoPerforms, One-Stop Certification process and customer surveys. Data to be considered includes number of enrollees, number of people exiting, completers, placements, wages at placement, retention, costs, timeliness of services, scope of value-added services, customer service feedback, etc. Any areas of concern will trigger prompt corrective action and technical assistance.

The Workforce Development Board realizes the quality of job center staff directly impacts the quality of services provided to our Missouri Job Center customers. Utilizing an alternative Request for Proposal (RFP) design option, the Board changed from contracting for specific program services to contracting for staff dedicated to delivering all services through a team approach. Training is on-going with attention on utilizing subject matter experts through various delivery modes to support continuous improvement for all staff within the Job Centers.

Evaluation of a service provider's performance and impact is accomplished routinely through Continuous Improvement Reviews which are performed formally on a quarterly basis but informally analyzed weekly by the WDB Compliance Manager.

- b. Describe the actions the LWDB will take toward becoming or remaining a high-performance WDB.

To remain a high-performance board the West Central Board will shift its thinking from focusing on programmatic issues to a focus on building the talent pipeline. The WDB must engage business more frequently and have meaningful conversations across all partners by looking for more convening opportunities with them.

The WDB will look for more meaningful guidance from the State Board in how the West Central board fits into the State's Combined Plan and shared vision of all partners.

The WDB will continue to test new Job Center staffing models that will allow more flexibility and integration in how services are delivered. The WDB encourages innovative and creative approaches to delivering employment services since resources are so limited. We will step beyond the "bricks and mortar" of our Job Centers and embrace the role of collaborator and convener of employment and training resources to help influence change and rebuild strong local economies.

The region's Job Center staff must continue to respond to regional workforce needs by putting customer's needs at the center of service delivery. WIOA encourages the principles of customer-centered design, which places the emphasis on the customer's experience. Job Center staff must provide a roadmap of the whole process to customers upfront so they understand why multiple steps may need to be taken to achieve their end goal.

Effectiveness will be measured by meeting or exceeding performance measure goals as well as additional goals identified in this strategic plan. These measures will be compiled and reported on to the Planning and Operations Committee who will evaluate progress or implement corrective action strategies as needed and report findings to the full board.

The WDB will use data to drive decisions on training policies that prepare a skilled workforce.

The WDB will be in pursuit of financial resources beyond federal and state WIOA funding.

Professional development of staff in both administrative and service delivery must be an ongoing process.

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Local Administration

18. Chief Elected Official (CEO)

Please identify the CEO. List the name, title, address, phone number and email address. Place it on a cover sheet in **Attachment 5**.

[See Attachment 5.](#)

19. CEO Consortium Agreement and Bylaws

If the LWDA includes more than one unit of local government, the Chief Elected Officials (CEO) may develop a CEO agreement; however, it is not mandatory under WIOA law. If the LWDA is including a CEO agreement, please specify the respective roles of the individual CEOs and include the **CEO Consortium Agreement as Attachment 5 including any CEO Bylaws** that are in effect.

NOTE: (The CEO membership should be reviewed after each county and/or municipal election. If there are changes in the CEO membership, or leadership, a new CEO agreement will need to be signed and submitted to OWD-by the first day of June following the election.) OWD must be notified with the contact information as soon as the CEO takes office.

[See Attachments 5A and 5B.](#)

20. Local Workforce Development Board (LWDB) Membership

Please list the **LWDB members in Attachment 6**. Identify the members of the Board, the organization or business they represent, and the category (i.e., business, labor, adult education and literacy, vocational rehabilitation, Wagner-Peyser/OWD, higher education, economic development, TANF, Other) The LWDB Certification Form may be used. [See OWD Issuance 10-2018 Local Workforce Development Board Membership Requirements and Recertification Procedures under the Workforce Innovation and Opportunity Act.](#)

a. LWDB Standing Committees

List of all **standing committees** on a separate page in **Attachment 6**.

b. LWDB Certification Letter (2019)

Include in **Attachment 6** a copy of the current **LWDB certification letter**

[See Attachments 6A and 6B.](#)

21. LWDB Bylaws

The Board must review its by-laws annually and complete the “Local Workforce Development Board’s ATTESTATION FOR REVIEW OF BY-LAWS” form included near the end of this document. Include the Board’s current by-laws and the completed attestation form (copy is included in this guidance) as **Attachment 7** to the Plan.

[See Attachment 7.](#)

22. Conflict of Interest Policy

Include the **Conflict of Interest Policy as Attachment 8** for Board members, staff, and contracted staff to follow. This should be the full COI policy that they sign, not just an attestation. [See OWD Issuance 19-2016 Ethical Requirements for Chief Elected Officials and Local Workforce Development Boards.](#)

[See Attachment 8.](#)

Local Planning & Fiscal Oversight

23. Local Fiscal Agent

Identify the **Local Fiscal Agent**. Include contact information. Include the information as **Attachment 9**. See OWD Issuance 22-2015 Policy on Designation of a Local Fiscal Agent by the Chief Elected Official.

See Attachment 9.

24. Competitive Procurement

Describe the competitive (procurement) process used to award the grants and contracts in the LWDA for activities carried out under Title I of WIOA, including the process to procure training services for Youth and any that are made as exceptions to the ITA process. Include the information on the following processes: advertisement/notification to prospective bidders, time period bidders have to respond to the solicitation, evaluation and award/non-award notification. This may include those pages from the Board's procurement guidelines that describe the competitive-procurement process and the process to procure Youth training providers. Include the **Financial Procurement Policy as Attachment 10**.

The attached policy addresses items listed above.

See Attachment 10.

25. Duplicative Costs and Services

a. Eliminating Duplicative Administrative Costs

Describe how the Board is working toward eliminating duplicative administrative costs to enable increased training investments.

In the past year the region eliminated duplicative costs incurred by a WIOA subcontractor.

All WIOA core partners will share in infrastructure costs of Job Centers.

The board reduced cost of operations by finding ways to decrease such items like rent, telephone, postage, office supply, and travel.

b. Eliminating Duplicative Services

Identify how the Board ensures that services are not duplicated.

Job Center staff are cross-trained, as appropriate, to increase staff capacity, expertise, and efficiency. This allows staff from differing programs to understand other partners programs' services, and share their own expertise related to the needs of specific populations so that all staff can better serve all customers.

26. Planning Budget Summaries (PBSs)

Include the Planning Budget Summaries for Program Year 2020 and Fiscal Year 2021 in **Attachment 11** to the Plan. (Instruction for this planning item will be sent after the PY 2020 locally negotiated performance goals are finalized.)

See Attachment 11

27. Complaint and Grievance Policy / EEO Policy

Establish and define the local policy and procedure for Complaint and Grievance Implementation of the Nondiscrimination and Equal Opportunity Provisions of WIOA. Both policies should be incorporated into the MOU and disseminated throughout the LWDA for all workforce development professionals to understand and implement. This should adhere to federal and state complaint and grievance guidance and policy. Include either a statement that the Board will follow the state policy or develop a local policy and include a copy as **Attachment 12** to the Plan. (See the State of Missouri Non-discrimination Plan.

https://jobs.mo.gov/sites/jobs/files/ndp_2019_summary_all_sections_and_elements_final_copy_with_bookmarks.pdf)

See Attachment 12

28. Planning Process and Partners

The expectation is that the Board will involve business, organized labor, local public officials, community-based organizations, WIOA service providers, and other stakeholders in the development and review of this Plan. Describe the local plan development process, including how input for the Local Plan was obtained by all the partners involved in the MOU. Also, see **Attachment 33 - Statement of Assurances**.

The Finance and Audit Committee, Planning and Operations Committee, Consortium of County Commissioners, and the entire board of directors are provided numerous opportunities to provide input and guidance during the development of the plan. On November 20, 2019, members of the Workforce Development Board, including private sector and mandated partners, local elected officials, and staff, discussed during committee meetings and the full board session the design of program activities, enhanced services to customers, services to youth, and the development of the strategic plan. A questionnaire sent prior to the board meeting prompted a discussion of strategies and opinions. These responses have been incorporated herein.

The West Central Workforce Board engaged in dialogue with multiple entities in the region in the development of the plan. Specific questions were asked of board members, core and required partners, economic developers, job center staff, MOU partners to determine how we could eliminate duplication of services, reduce costs, and streamline services. Numerous other agencies provided input into the development of the plan through the provision of local information, identification of need, and program design and activities.

Many of the attachments to the Plan were developed as guiding documents through each program year and brought before the governing board committee(s) and the full board for discussion and finally, a vote of approval. Numerous other agencies provided input into the development of the plan through the provision of local information, identification of need, and program design and activities.

Full board review and approval of this Plan in its' entirety will be sought at the regularly scheduled board meeting on March 25, 2020. At that time the 30-day period for public comment will have concluded, and OWD will be notified in writing of the vote of final approval by the full board. As active members of their respective communities and the board, board members continually assist the Chief Elected Officials and staff in designing appropriate services and operations that will best meet the needs of the Region.

See Attachment 33.

29. Performance Negotiations

Identify the local levels of performance negotiated with the Governor and CEO to be used to measure the performance of the Board and to be used by the Board for measuring the performance of the Local Fiscal Agent (where appropriate), eligible providers, and the One-Stop Delivery System in the LWDA.

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Performance Measures PY 18/19

PY18 Performance Benchmarks	Adult	Dislocated Worker	Youth	Wagner-Peyser
Employment Rate 2 nd Quarter After Exit	71.9%	69.9%	67%	73.3%
Employment Rate 4 th Quarter After Exit	65.6%	77.2%	68%	68.5%
Median Earnings	\$4,644	\$4,929	N/A	\$4,488
Credential Attainment	55%	87.3%	75%	NA
Measurable Skills Gain				

Note: Performance Negotiations for Program Year 2020/2021 have not begun.
The Local Plan will be modified after negotiations are completed.

30. Public Comment

Describe the process used by the Board to provide an opportunity for public comment, including comment by representatives of businesses and labor organizations, and input into the development of the Plan, prior to submission of the Plan. Provide an affidavit of proof of this public announcement for comment. See **Attachment 33 - Statement of Assurances**

The Local Plan is made available for a thirty-day review and comment period for the general public, business and industry, representatives of diverse populations, and representatives of local labor organizations. Notices of availability and the plan are posted on the region's website at www.skillupmissouri.com in its entirety. A copy of the plan is also made available at the main office of the Workforce Development Board of Western Missouri, Inc., 150 S Limit, Suite 300, Sedalia, MO 65301.

The Workforce Development Board is comprised of at least the minimum number of federally mandated agency partners, as well as the required number of private sector business partners to maintain a quorum. Currently the board retains a 57% private sector membership; 12 positions are filled with representatives of business across the thirteen county region. The remaining 43%, or 9 individuals, represent mandated partners such as labor organizations, secondary and postsecondary education, community-based organizations, etc. The Planning and Operations Committee, Finance and Audit Committee, the entire board of directors, and Commissioner Consortium are provided numerous opportunities to provide input and guidance for the plan.

See Attachment 33.

31. Assurances

Complete and sign the **"Statement of Assurances Certification" form** located in this guidance and include this as **Attachment 33** to the Plan.

See Attachment 33.

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POLICIES

Local Policies and Requirements

32. Supportive Services Policy

Please include the Board's policy for **Supportive Services as Attachment 13** to enable individuals to participate in Title I activities. This policy must address the requirements in **OWD Issuance 13-2017 Statewide Supportive Services Policy**.

See Attachment 13.

33. Adult - Priority of Service

Please include the Board's policy for **Adult Priority of Service as Attachment 14**. Describe the process by which any priority will be applied by the One-Stop Operator as stated under WIOA sections 133(b)(2) or (b)(3). The LWDB should explain its Adult Priority of Service to provide WIOA career services for jobseekers who are not low-income.

WIOA establishes a priority requirement with respect to funds allocated to a local area for adult employment and training activities. Under this section, Job Center staff, when using WIOA Adult funds to provide individualized career services, training services, or both, must give priority to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient. Individuals who are English language learners must meet the criteria for "basic skills deficient" and must be included in the priority populations for the title I Adult program. Under WIOA, priority must be implemented regardless of the amount of funds available to provide services in the local area.

See Attachment 14.

34. Adult / Dislocated Worker - Training Expenditure Rate / Local Criteria for Training Recipients

Provide your Board's proposed training expenditure rates for both the Adult and Dislocated Worker regular formula fund allocations. In addition, describe the local process for determining who will receive training. Please include the **Training Expenditure Rates and Criteria Policy for Adults and Dislocated Workers as Attachment 15**.

The West Central Region will provide training opportunities for those individuals in need of training services to obtain employment that leads to economic self-sufficiency. The Workforce Development will follow OWD Issuance 13-2018 in determining the training expenditure rates for both the Adult and Dislocated Worker regular formula fund allocations. Currently the West Central Region has an OWD waiver for a thirty percent (30%) training expenditure rate for formula funds.

Adherence to the priority of service policy will be upheld, which includes veterans, youths, seniors, ex-offenders, and low-income individuals. While neither WIOA nor the Workforce Development Board requires a progression of services in order to access training level services, it has been determined that to better assess the preparedness of participants for training level activities, customer engagement in career level services will be evaluated. Participation in workshops such as financial literacy, National Career Readiness Certificate (NCRC) assessments, interest inventories and any remediation efforts may be considered when determining readiness. Other considerations include current transferrable skills, past training, past performance, assessment results, employer expectations, growth potential for jobs related to the placement or area of study are also factors evaluated. Job Center staff and Functional Leaders will identify and recommend to the Workforce Development Board, for final approval, those participants they deem eligible and appropriate to move into training level services. These individuals must be appropriate for, in need of training services, and have the skills and qualifications required to successfully participate in the selected program of training that is linked to employment opportunities in the local area. Such due diligence makes it possible to support as many local customers as possible with the available funding.

See Attachment 15.

35. Youth – Eligibility

Please provide the **Youth Barriers Eligibility Policy (OSY ISY additional assistance barrier)** as **Attachment 16.**

See Attachment 16.

36. Youth- Out of School Youth (OSY)

Describe the Board’s strategy for addressing Out-of-School Youth (OSY). WIOA section 129(a)(1)(B)(VIII) establishes that an eligibility criteria for Out-of-School Youth is “a low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.” Please explain how the Board will define, identify, document, and serve youth participants meeting this eligibility criteria.

The West Central Region Board strategy for addressing Out-of-School Youth is to:

►Provide OSY with a full array of appropriate services not only through the MO Job Center but also by reaching out to other regional providers to leverage resources. Some of the providers we work with are listed below:

Missouri Job Center	Community Police Departments
Vocational Rehabilitation	Community Action Agencies
Adult Education and Literacy	Chafee Foster Care Independence Program
WIC	Show-Me Christian Youth Home
Family Support Division	Housing Authority
Burrell ACT-TAY	Community Centers and Youth Programs
Probation and Parole	Compass Health
Drug Court	On My Own
Golden Valley Door of Hope	New Haven
Domestic Violence Shelters	Birthright

►Provide each youth an objective assessment

►Provide them opportunities for training and education programs and supportive services if eligible.

The youth program career managers will follow OWD Issuance 09-2018 when defining, identifying and documenting OSY participants. The local board *Needs Additional Assistance Policy* outlines criteria in the following chart:

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Criteria	Documentation
<ul style="list-style-type: none"> • Placement in a substance abuse facility/alternative residential care/group home (This includes but is not limited to receiving services through facilities providing treatment programs for those suffering from drug and/or alcohol addiction and mental health; supportive environments for youth in crisis such as those with backgrounds of abuse, neglect, abandonment and other unfortunate circumstances) 	<ul style="list-style-type: none"> • Referrals from partners such as Show Me Christian Youth Home, On My Own, Pathways Behavioral Healthcare, Chafee Foster etc. • Discharge documents or letters from counselors
<ul style="list-style-type: none"> • Behavior problems at school • Truancy • Family Literacy Problems • Victim or witness of violence 	<ul style="list-style-type: none"> • Verification from counselors or special education coordinators DESE recognized Individualized Education Program (IEP), Section 504 plans or behavior intervention plans • Truancy officers • AEL providers and/or high school counselors with grade level and IEP information • Police reports and domestic violence shelter referrals
<ul style="list-style-type: none"> • Repeated suspensions (more than one) from educational facility or employment situation 	<ul style="list-style-type: none"> • School Truancy Officers • School attendance reports • Written suspension notification from employer
<ul style="list-style-type: none"> • Second generation (or more) public assistance recipient 	<ul style="list-style-type: none"> • Family Support Division documentation
<ul style="list-style-type: none"> • Have had three or more jobs in last 6 months 	<ul style="list-style-type: none"> • Payroll records
<ul style="list-style-type: none"> • Youth who reside in an economically depressed rural area with limited opportunities for gaining work maturity skills and/or career exploration in their chosen field 	<ul style="list-style-type: none"> • Labor Market Information (LMI) available from such sources as Missouri Economic Research Information Center (MERIC)
<ul style="list-style-type: none"> • Youth working but considered underemployed...working less than full time, working for minimum wage with no benefits or opportunity for advancement or needs employment in education related field 	<ul style="list-style-type: none"> • Pay check stubs • School related documentation such as certificates

37. Youth- In School Youth (ISY)

Describe the Board's strategy for addressing In-School Youth (ISY). WIOA section 129(a)(1)(C)(VII) establishes that an eligibility criteria for In-School Youth is "an individual who requires additional assistance to complete an educational program or to secure and hold employment." Please explain how the Board will define, identify, document, and serve youth participants meeting this eligibility criteria.

The West Central Region's strategy for addressing In-School Youth is to:

► Provide ISY with a full array of appropriate services not only through the MO Job Center but also by reaching out to other regional providers to leverage resources. Some of the providers we work with are listed below:

Area secondary schools/counselors/ JAG program/district alternative schools
Boys & Girls Club
Butterfield Youth Services
Division of Youth Services – Youth Development Centers
Vocational Rehabilitation
Family Support Division

► Provide an individual service strategy based on the need of the participant

► Identify appropriate services and career pathways for participants

The Youth@Work staff will follow OWD Issuance 09-2018 when defining, identifying and documenting ISY participants. The local board *Needs Additional Assistance Policy* outlines criteria in the chart above in item 36 for ISY.

38. Youth- 14 Data Elements

Describe how the region will provide the 14 data elements including: roles, responsibilities, how the system works, and what the system looks like when put into practice in the region. Also, list any organizations/entities that have an agreement with the region to provide one or more youth services.

The 14 elements required under WIOA to be made available to youth are offered in the region as follows:

► *Tutoring, Study Skills Training, Instruction and evidence-based Drop-Out Prevention and Recovery Strategies* – provided by WIOA Youth program staff, vocational rehabilitation, adult education and literacy, junior and high school staff, juvenile detention officers, community college TRiO program tutors, MU Extension office, Job Corps, faith-based and community based organizations such as Center for Human Services, Community Action Agencies, Door of Hope, New Beginnings, Boys & Girls Club, and domestic violence facilities.

- WIOA youth staff will make referrals to other organizations in the region that can provide the above mentioned services.: Adult Education and Literacy, community college and TRIO program, and Boys and Girls Clubs. WIOA youth staff will also offer online courses such as the Allison courses that offer youth study skills. Staff will work with youths' school to find opportunities for tutoring.

► *Alternative Secondary School Services* – available through WIOA-funded S.E.A.L. program, Adult Education and Literacy, Whittier High School (Sedalia), Waverly Regional Youth Center (Waverly), Warrensburg Detention Center (Warrensburg), Rich Hill Youth Development Center (Rich Hill), Heartland R-V School (Nevada), and Gateway Educational Center (Warrensburg) and others.

- WIOA youth staff will work closely with Adult Education and Literacy program staff
- WIOA Youth staff will work with alternative schools in the area to assist the students by offering onsite services of the WIOA Youth Program.

► *Paid and Unpaid Work Experience* – offered through WIOA-funded work experiences, TANF Jobs League, Sedalia Project FIT (Forty-hour Internship Tryout), as well as additional opportunities routinely being researched. Youth ages 18-24 are encouraged to co-enroll in the Title I Adult program to access On-the-Job Training (OJT) opportunities.

- WIOA Youth staff will make referrals to other work experience programs such as TANF Jobs League, Sedalia Project FIT (Forty hour Internship Tryout).
- WIOA Staff will develop relationships with regional sector employers to offer job shadowing.
- The C.A.N. Program is designed to provide a youth with work experience in the manufacturing sector and mentoring by a veteran employee.

► *Occupational Skills Training* – funding available for Out-of-School Youth through Youth Program funding and Adult funding, if co-enrolled. Youth are also assisted with filing for PELL grants to offset the costs of post-secondary courses. All training providers approved in Missouri are identified in the Eligible Training Provider System.

- WIOA Youth staff will assist youth with accessing training from eligible training providers. Training providers will provide classroom instruction for WIOA approved programs.

► *Education and Workplace Preparation offered concurrently* – the S.E.A.L. Plus program, a combination of work experience and AEL, a pre-apprenticeship course of study and/or participation in a registered apprenticeship program, supports this training option.

- The SEAL + Program provides youth the opportunity to obtain their HISET and certification as a Certified Nursing Assistant or Manufacturing Technician at the same time. This program is still being developed with an AEL partner.

► *Leadership Development* – The West Central's Youth Program, Youth@Work, offers leadership opportunities which includes exposure to post-secondary educational opportunities; working on community and service learning projects; organizational and teamwork training; training in decision making and problem solving; life skills training; and ways to place the youth in leadership roles.

- WIOA Youth staff will offer youth the opportunity to participate in activities such as the REALL simulation (through Missouri Valley Community Action Agency) which promotes decision making and problem solving skills.
- WIOA Youth staff will ensure that youth have access to the "Skills to Pay the Bills" curriculum available online.
- Other online course available through MU Extension.

► *Supportive Services* – available per policy through Youth Program and community resources identified in community resource guides.

- WIOA Youth staff will assist in making referrals to community resources.
- WIOA Youth staff will provide supportive services according to local policy.

► *Adult Mentoring* – available through work experience placements, area school counselors, probation and parole officers, and Community Action Agencies.

- The C.A.N Program offers mentoring through veteran employees at a worksite paired with a WIOA youth participant to encourage positive work habits and life skills.
- WIOA Youth staff will make referrals to mentoring programs such as Big Brothers Big Sisters or other community run mentoring programs.

► *Follow-Up Services* – The West Central’s Youth Program encourages on-going dialog with participants after exit should they be in need of allowable supportive services, or any other support to ensure success post program.

- WIOA Youth staff, in accordance with local policy, will provide follow up services to participants no less than quarterly and will make no less than three (3) attempts per quarter to contact youth. If needed, supportive services will be provided during the follow up process.

► *Comprehensive Guidance and Counseling* – offered through local partner programs as appropriate (drug & alcohol abuse, mental health). Career and academic guidance provided by AEL and other education providers.

- WIOA Youth staff will provide referrals to appropriate agencies including AEL, mental health providers, substance abuse counseling services, and community programs.

► *Financial Literacy Education* – “Skills to Pay the Bills” workshop offered to all youth program participants.

- Youth will be offered opportunities to participate in the Money Smart curriculum online program through FDIC and the financial literacy education through Central Missouri Community Credit Union.

► *Entrepreneurial Skills training* – is made available through the online program with Small Business Administration (SBA).

WIOA youth staff will ensure access to:

- Small Business Administration’s Young Entrepreneurs online program;
- Allison courses available through jobs.mo.gov; and
- Online courses available through MU Extension

► *Labor Market Information* – is shared with all youth through the WIOA enrollment process and continually throughout program participation.

- MO Connections interest profiler is given to all youth. Results are entered into My Next Move which will provide labor market information for careers through ONET.
- Career Exploration workshops
- MERIC Labor Information

► *Preparation for and Transition to Post-Secondary Education and Training* - The Youth Program staff offers Career Ready 101 assessments or Career Scope, assistance with filling out college applications, completing the FASFA, setting up college tours, and workshops to address interviewing skills along with resume and cover letter development. Youth staff also provide, as needed, assistance in identifying employment opportunities while attending school.

- WIOA Youth staff will assist youth with exploring training opportunities using MO Scores, providing assistance with completing the FAFSA, and setting up campus tours.

39. Youth- Incentive Payment Policy

Describe the LWDA's youth incentive payment policy. Youth incentives must be tied to recognition of achievement related to work experiences, training, or education. Please include the **Youth Incentive Payment Policy as Attachment 17**.

The West Central Region adheres to the guidance on youth incentives as stated in OWD Issuance 14-2019. A local policy was last approved by the board on November 20, 2019 and is attached to the plan.

See Attachment 17.

40. Veterans – Priority of Service

Describe how veteran's priority, as required by Public Law 107-288, will be incorporated into all programs. Please include the **Veterans Priority of Service Policy as Attachment 18**. See OWD Issuance 10-2016 Priority of Service for Veterans and Eligible Spouses.

The West Central Region follows the code of regulations as it relates to veteran's services/programs and in accordance with the State Plan.

See Attachment 18

41. Basic Skills Assessment (Testing) Policy

Describe the basic skills assessments for the LWDA. Include the **Basic Skills Assessments (Testing) Policy as Attachment 19**. See OWD Issuance 14-2016 Determining Basic Skills Deficiencies for Workforce Innovation and Opportunity Act Applicants/Participants.

See Attachment 18

42. Individual Training Accounts (ITAs)

Include a description of how training services outlined in WIOA sec. 134 will be provided through the use of individual training accounts, including, if contracts for training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts, and how the Local WDB will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided. Identify the funding limit for ITAs. Please include the **Individual Training Account (ITA) Policy as Attachment 20**. Also include the **Eligibility Policy for Individualized Career Services in Attachment 20**.

Individual Training Accounts are provided in a manner that maximizes customer choice in the selection of an eligible provider. Use of WIOA funds in the West Central Region will be targeted on courses that have been locally approved. Participants can receive \$7,500 per program year.

The board approves and processes all Individual Training Account payments.

See Attachment 20 and 20A.

43. Individuals with Disabilities

Describe how the Board will ensure that the full array of One-Stop services is available and fully accessible to all individuals with disabilities. In particular, identify those resources that are available to assist in the provision of these services. Include the **Accessibility Policy for Persons with Disabilities as Attachment 21**. See OWD Issuance 12-2017 Minimum Standards for Assistive Technologies in Missouri Job Centers.

See Attachment 21.

44. Limited English Proficiency (LEP) – One-stop Services

Describe how the Board will ensure that the full array of One-Stop services is available to all individuals with limited English proficiency. In particular, identify those resources that are available to assist in the provision of these services. Include the **Accessibility Policy for Persons with Limited English Proficiency as Attachment 22**. See OWD Issuance 06-2014 Access to Meaningful Services for Individuals with Limited English Proficiency (LEP) Policy

See Attachment 22.

45. Co-enrollment

Describe how the Board promotes integration of services through co-enrollment processes. Please include your **Integration of Services Policy (Co-enrollment Policy) as Attachment 23**. See OWD Issuance 03-2019 Co-enrollment and Provision of Services by Workforce Staff Policy.

See Attachment 23.

46. Title II: Adult Education and Literacy (AEL)

Provide a description of how the Board will coordinate workforce development activities with the Missouri Department of Elementary and Secondary Education (DESE) Title II provider(s) of AEL in the LWDA. Include a description of the alignment-review process for DESE Title II applications as required by WIOA section 108(b)(13). Please include the **Adult Education and Literacy Policy (AEL Policy) as Attachment 24**. See OWD Issuance 26-2015 Adult Education Classes to Prepare Workforce Customers to Achieve a High School Equivalency.

The West Central Region has two providers of Title II AEL services. The AEL Director at State Fair Community College is a member of the Workforce Development Board and formerly worked as a WIOA Youth Program case manager. In the Vernon County area the provider of Title II AEL services is the Nevada R-V School District/Nevada Regional Technical Center.

WDB will review the Title II applications for alignment of the provision of adult education and literacy activities under Title II to determine whether the proposed activities in the applications are consistent with this local plan and make recommendations to promote alignments. The review will only be applicable to those Title II activities proposed for the West Central Region.

See Attachment 24

47. Title IV: Vocational Rehabilitation / Rehabilitation Services for the Blind (VR/RSB)

Title IV of the Rehabilitation Act includes both VR/RSB programs. Describe how the Board will coordinate workforce development activities with these programs. Boards are encouraged to develop a subcommittee on disability services. If the Board has a subcommittee, please describe it and the partnership activities with VR & RSB. Please include the **VR/RSB Coordination Policy as Attachment 25**.

A representative from MO Vocational Rehabilitation serves on the local WDB board and provides meaningful program input. A referral process is in place which benefits our shared customers. The WDB Executive Director

works closely with Vocational Rehabilitation's Business Specialist in the design of reverse job fairs and a new employer forum to rollout in the Spring of 2020.

Vocational Rehabilitation and Rehabilitation Services for the Blind send representatives to the Nexus meetings. See Attachment 25.

48. Registered Apprenticeship / ETPS

Describe how the Board will identify and reach out to the Registered Apprenticeship training program sponsors within its LWDA. Boards must verify that the program is a Registered Apprenticeship sponsor with the DOL Office of Apprenticeship. Eligible Training Provider System guidance requires that Registered Apprenticeship training programs be contained in the state's system. Describe the strategy the LWDA will use for addressing the apprenticeship program and monitoring progress. See OWD Issuance 21-2017 Statewide On-the-Job Training Policy and Guidelines. Please include the Youth Apprenticeships Policy as Attachment 26.

The West Central Region collaborates with Apprenticeship Missouri staff and the U.S. Department of Labor, Office of Apprenticeship to promote apprenticeship sponsorships and provide oversight and guidance of newly established apprenticeship programs.

See Attachment 26.

49. Eligible Training Provider System (ETPS)

A description of how the Board will ensure the continuous improvement of eligible providers of services through the system and ensure that such providers meet the employment needs of local employers and participants. Include the local workforce development board policy on selecting training providers from the State approved list for use by the local board; and include Eligible Training Provider List (ETPL) Policy Attachment 27. See OWD Issuance 11-2018 Local Eligible Training Provider Selection Policy.

See Attachment 27.

50. Follow-up Policy

Follow-Up Career Services must be available to all Adult program and Dislocated Worker program participants for as long as 12 months after the first day of unsubsidized employment. Provide a description of the local strategy for follow-up services. See OWD Issuance 31-2017 Workforce Innovation and Opportunity Act Follow-Up Career Services.

The West Central Region's local policy includes examples of follow-up services for WIOA Adult, Dislocated Worker and Youth participants. Our policy states follow-up career services must be available to program participants for as long as 12 months after the first day of unsubsidized employment.

Examples of WIOA Adult and Dislocated Worker follow up career services include:

- Career planning and counseling
- Assistance with work related problems
- Peer support groups
- Information regarding educational opportunities
- Supportive service referrals (follow-up career services are not a qualifying service for the receipt of supportive services. A customer who is only receiving follow-up career services may not receive supportive services).

Staff must document the follow up career service in the statewide electronic case management system by posting the appropriate activity or service and entering an accompanying case note.

The purpose of follow up career services is to ensure that the participant is able to retain employment, to obtain wage increases, and to advance in a career. While the WDB must make follow-up career services available to

employed participants, not every Adult and Dislocated Worker program participant will need or want these services.

Youth

WIOA requires that follow-up services be offered to all youth. Follow-up services must be a minimum of 12 months in duration and support the Youth in their transition to post-secondary education or unsubsidized employment (DWD Issuance 31-2017).

Follow-up services vary in intensity based on the needs of each individual and appropriate services to help in facing challenges that come up on the job or in post-secondary education/training. Follow up services help youth in completing training and/or maintaining employment. Follow-up contacts must be meaningful and centered on what youth need, plus be a contact to confirm whether or not a youth is in school or employed.

All youth participants are offered an opportunity to receive follow up services that align with their individual service strategies, unless the participant declines to receive these services or cannot be contacted. In that case, a minimum of three (3) attempts must be made to contact the participant. Multiple methods of attempting to locate a youth will be made and those methods should be documented in the statewide electronic case management system. Using the same method of contact to the same location for all three (3) or more contacts is not acceptable.

If at any time during the program or during the twelve (12) months following exit, the youth requests to opt out of follow up services, they may do so. Follow up services may begin immediately following the last expected date of service in the youth program.

Follow-up services include more than: (1) a contact attempted or (2) an appointment made to secure documentation in order to report a performance outcome.

Follow-up services must at a minimum:

- Assist youth in overcoming barriers that may interfere with the achievement of their goals.
- Provide proactive and reactive interventions to encourage youth retention in education or employment.
- Occur frequently enough to address any issues that youth is facing; but not less than once per calendar quarter.
- Be built into the individual service strategy (ISS) from the time of enrollment so that youth are aware of follow up and understand the benefits of continued contact.
- Determine the need for supportive services.

PROGRAM ELEMENTS

The **WIOA Core Program Partners** in Missouri are:

- Adult Program -(Title I)
- Dislocated Worker Program (Title I)
- Youth Program (Title I)
- Adult Education and Family Literacy Act Program (AEL; Title II)
- Wagner-Peyser Act Program (Title III)
- Vocational Rehabilitation Program (VR; Title IV); and Rehabilitation Services for the Blind Program (RSB; Title IV)

In addition to the above, the **WIOA Combined State Plan Partners** include employment and training activities carried out under:

- Temporary Assistance for Needy Families (TANF; 42 U.S.C. 601 et seq.)
- The Supplemental Nutrition Assistance Program (SNAP; Programs authorized under Section 6(d)(4) of the Food and Nutrition Act of 2008 [7 U.S.C. 2015(d)(4)]; and
- Community Services Block Grant (CSBG; Programs authorized under the Community Services Block Grant Act [42 U.S.C. 9901 et seq.]

Service Delivery

✓51. One-Stop Service Delivery

Describe how the LWDA is assisting customers in making informed choices based on quality workforce information and accessing quality training providers. Provide a list of one-stop partner products and services available at each Missouri Job Center.

Training services are provided in a manner that maximizes customer choice in the selection of an eligible provider. MO Scores may be accessed through jobs.mo.gov to identify WIOA-eligible training providers, WIOA-approved courses, costs associated with training, program descriptions, completion rates, wage expectations, etc. One-Stop Job Center staff will provide participants with all the choices for programs and training providers. Participants will be provided with a *Customer Choice in Training Form* to sign. The Workforce Development Board (WDB) will make every effort to identify new and emerging industry sectors or occupation clusters within the local labor market. Requests for approval for new training providers and specific curriculum will be made to OWD ETPS Coordinator whenever such sectors show a sufficient, in-demand need.

The West Central Region WIOA partners have worked diligently to map services provided to job seekers and business customers as a system. Workforce partners have identified comprehensive services to support job seekers either at the Job Centers or by meaningful referral to partner organizations. Services provided to job seekers (at the One-Stop Job Center and/or via referral to a partner organization) include: career assistance; childcare assistance; children's advocacy/support; clothing assistance; disability resources; education services/assistance; employment assistance; English language learner services; ex-offender services; food assistance; housing assistance; labor market information; probation/parole support; educational remediation; senior services programs; training support; transition case management; transportation assistance; reading assistance; unemployment work testing; utility assistance; and veterans assistance/support. Emergency Grants), Department of Labor WIOA Adult, Dislocated Workers, Youth, and Department of Social Services. These services are funded by various entities, including: Department of Social Services (METP, MWA,) , Department of Labor (Job Corps), (Rapid Response and National Services), Department of Elementary and Secondary Education (Vocational Rehabilitation), Federal and State Department of Education funds, Community Services Block Grants, and the Department of Health and Human Services (Title V of the Older Americans Act).

Adult and Dislocated Workers

52. Title I - Employment and Training Products and Services

Provide a description and assessment of the type and availability of all Adult and Dislocated Worker employment and training activities in the LWDA. Please include how the Board uses products and services, such as workshops, assessment products (Key Train, WorkKeys /National Career Readiness Certificate [NCRC], Talify, etc.) and jobseeker products (such as Résumé Builder, etc.), to engage customers and assist with their re-employment efforts.

The West Central Region utilizes suitable WIOA employment and training activities for adults and dislocated workers. The activities are occupational skills training, on-the-job training, incumbent worker training, workplace experience training with related instruction, training programs operated by the private sector, skill upgrading and retraining, transitional jobs, job readiness training and adult education and literacy activities.

Occupational skills training provides clients with tuition and fee assistance for in-demand occupational skills training at two and four year post-secondary schools. This service closes the gap between job seekers in the community and employers in need of skilled workers. Trainings may include, but limited to fields in healthcare, manufacturing, agriculture, welding, transportation, etc.

Work Experience provides an opportunity for clients to establish a work history, demonstrate success in the workplace and develop the skills that can lead to unsubsidized employment. Employers play a valuable role by providing a meaningful work opportunity where participants can learn and apply skills in a real-world setting.

The region's Job Center staff take a holistic approach when speaking to clients about the products and services that best fit them. Assessing job seekers is a key part of what staff do every day in the Job Centers. The products and services that are a part of the assessment process allow staff to understand what job seekers can and want to

do. Validated tools can give staff an unbiased perspective on participants' skills and abilities. Job Seekers can utilize the knowledge gained through the process to identify their strengths, formulate a career plan, further their education, and enter or re-enter the workforce.

53. Unemployment Insurance Claimant Services (UI)

Describe the strategies and services that will be used in the local area to strengthen linkages between the one-stop delivery system and unemployment insurance programs. Provide a description of how Unemployment Insurance claimants will be provided reemployment services. Include how Worker Profiling and Re-employment Services (WPRS) will be delivered on a weekly basis between the Office of Workforce Development and partner staff.

Strategies to strengthen linkages between the one-stop delivery system and unemployment insurance programs are the distribution of materials such as brochures, publications, and posters. UI claimants may use resource computers in the Job Centers to access information on Division of Employment Security's webpages.

Job Center staff provide tailored in-person enhanced reemployment services that help UI claimants in returning to gainful employment.

Reemployment Service is an early intervention strategy for those individuals most likely to exhaust their UI benefits. Job Center staff, both partner and DWD, are able to present information to UI claimants on the following products and services:

- ▶Wagner Peyser registration
- ▶Job Center Orientation
- ▶ Labor Marker Information
- ▶Review of continued eligibility and referral to adjudication, as appropriate
- ▶MoJobs Objective Assessment
- ▶Development of an individual employment plan
- ▶Referral to reemployment services
- ▶Job Search assistance
- ▶Work search verification
- ▶Create a resume in MoJobs

On a weekly basis UI claimants receive a courtesy call from Job Center staff reminding them of their reemployment services appointment. The services mentioned above become part of that in-person appointment.

Customers who have questions that are specific to their claim may use the UI telephone at the Job Center to talk with a Regional Claims staff person. Also, staff when asked by the customer, can assist in filing their claim on the UIInteract website.

54. On-the-Job Training (OJT)

Describe the Board's on-going strategies for promoting and increasing the number of participants in work-based learning and On-the-Job Training (OJT). Provide a summary of the results.

Job Center staff regularly participate in job fairs/hiring events and distribute information on work-based learning and On-the-Job training programs. Social media is used to promote the events as well as advertise special events like Apprenticeship Week, Manufacturing Day, etc.

Promotion of OJT is also accomplished through face-to-face meetings with employers, conducting business surveys, and monitoring MoJobs for potential matches for specific job orders. OJT is used to enhance job placement for Occupational Skill Training students upon completion of school. Individuals are marketed to businesses as an OJT opportunity on an individual basis. Specific businesses within the region welcome the opportunity to hire OJT employees.

55. Credential Attainment / WorkKeys Assessment

Explain the Board's strategies for increasing the attainment of credentials, degrees, and certificates by participants in your LWDA and any accommodations you have made to make attainment easier (i.e., collocation of AEL centers, extended hours, etc.). In addition, please describe the Board's approach to ensuring every Missouri Job Center customer has the opportunity to take the WorkKeys assessments and obtain a NCRC. This should include how the Board collaborates with the local community college(s) in the LWDA to provide space and/or proctoring services for WorkKeys assessments on an as-needed basis.

A proposal from the board has been delivered to an AEL provider in the region for an opportunity with AEL students working toward a high school equivalency to also receive postsecondary training simultaneously that would result in a credential in an in-demand career pathway. The program is based on a model that combines academic and occupational learning in a seamless approach.

Job Center staff will continue to co-enroll SNAP participants into WIOA programs to maximize training program options.

Re-engage with Job Corps program to discuss outreach efforts through the region's Job Centers.

To strengthen the positive effect of customer choice, all customers of the Job Center will be afforded the opportunity to know their skills and improve their skills in order to secure positions offering a wage supporting self-sufficiency or better. The opportunity to know their skills is provided through various assessments and earning National Career Readiness Certification (NCRC). Improving their skills is possible through work-based learning opportunities and earning recognition for their skill levels through attainment of diplomas, credentials, degrees, and certificates.

The Workforce Development Board and State Fair Community College are partners to a Memorandum of Understanding (MOU) regarding NCRC group testing, campus space, and proctoring support.

Supportive services are provided to assist participants in staying engaged in their training. Co-enrollment and co-support is achieved through cooperation of multiple agency partners.

56. ETT Services / Layoff Aversion

Describe how the Board coordinates with the LWDA's Employment Transition Team Coordinators to ensure that information and services are delivered in a seamless fashion, including how pre-layoff services are coordinated and provided. In addition, please provide a description of the proactive measures that are taken to identify potential layoffs in the LWDA, how information is shared with LWDA's Employment Transition Team Coordinators and how layoff aversion strategies are coordinated. **See OWD Issuance 07-2015 Statewide Employment Transition Team Policy. Include as Attachment 28 the DW Employment Transition Team Policy.**

The Employment Transition Team (ETT) consists of state-level Workforce Coordinators assigned to specific regions to act as the single point of contact for activities in response to disasters, mass layoffs, plant closings, or other events that precipitate substantial increases in the number of unemployed individuals in the area. Their role is to prevent or minimize the impact on workers, businesses, and communities.

Communication among the ETT Workforce Coordinator, WDB Executive Director, and Missouri Job Center Functional Leaders is crucial to responding quickly and in a seamless fashion. The Functional Leaders have established relationships with many of the local businesses and are able to provide early warning of potential layoffs and early intervention opportunities. The ETT Workforce Coordinator ensures the local region is aware of any pending layoffs, the layoff schedule, the number to be laid off and the occupations affected. The size of the layoff, the timing, and the employer's schedule will determine whether worker meetings will be conducted as on or off site events.

Designated Missouri Job Center staff will assist the ETT Workforce Coordinator by attending ETT meetings and cover the MJC services portion of the presentations; as well as participate in on or off site services such as resource fairs, registration events, delivering ETT informational packets, providing informational flyers, etc.

See Attachment 28.

Youth

57. Youth Standing Committee Requirements

WIOA allows for a Youth Standing Committee if its membership and expertise meets the WIOA requirements [(WIOA sec. 107(b)(4)(C))]. Please document whether the Board will designate a Youth Standing Committee. If a Youth Standing Committee is not designated, then the Plan needs to state that the Board is not using a Youth Standing Committee. Whether the Board retains responsibility and oversight of Youth services or a Standing Committee is established, the Board should describe how the Board or Youth Standing Committee will meet the requirements of 20 CFR §681.100 and §681.120.

58. YSC Composition / Services / Procurement of Providers / Meeting Schedule & Agenda items

- a. Describe the composition of the Youth Standing Committee (if designated) and its participation in the design of Youth services in the LWDA

The West Central Region does not have a designated Youth Standing Committee. The Planning and Operations Committee oversees all WIOA programs and activities.

- b. Describe the development of the Plan relating to Youth services

The Planning and Operations Committee regularly reviews activities of the WIOA Youth Program. This committee meets six times per year on full board meeting dates. Board committee members represent private sector, AEL, Apprenticeships, Labor, Department of Social Services, and MO Office of Workforce Development. The committee discusses Youth performance measures and benchmarks set for youth staff as well as review and approve local youth policies.

In program year 2018 board staff met with various partners in redesigning a program that attracts youths who do not have their high school diploma. The program was once called Scholars At Work and is now referred to as Students Excited About Learning (S.E.A.L.s).

- c. Provide an explanation of the YSC role in the procurement of Youth service providers, and recommending eligible Youth providers to the Board, ensuring the 14 elements are a part of the services planned and conducting oversight with respect to eligible Youth providers of Youth activities and the procurement of Youth service providers. **See OWD Issuance 16-2014 WIOA Standing Youth Committees Requirements.**

Youth staffing providers are identified through a Request for Proposal (RFP) process. The RFP scope and timeline are established with input from Planning and Operations Committee of the Workforce Development Board. The Request for Proposal notification is then well advertised on the Workforce Development Board website. See *Attachment 10- Local Competitive Procurement Process*. An RFP packet of information is provided to all entities maintained in a database of interested youth staff providers/bidders. An entity may request to be included on the bidder's list of providers by making a written or verbal request to the Workforce Development Board. The Workforce Development Board also periodically conducts outreach to identify additional potential bidders of youth staffing.

- d. Also, provide information regarding the Youth Standing Committee meetings, such as any core agenda items that would be included, and the planned meeting schedule (i.e., the first Tuesday of every quarter, etc.).

N/A see 58 a. and b.

59. Youth Activities

Provide a description and assessment of the types and availability of Youth activities in the LWDA, including an identification of successful providers of such activities. This description should include:

- a. How the Youth activities in the LWDA are developed to ensure the 14 program elements are available within the LWDA;

WDB will leverage partner resources to provide some of the readily available program elements. If a program element is not readily available, the WDB will enter into an agreement with partners or subcontractors in order to provide and/or coordinate services for the 14 elements; when coordinating with another entity procurement procedures will be followed and a MOU will be developed identifying the roles of each entity.

- b. The actual services provided by the LWDA for Youth, the element they represent, and how they fit within DOL's themes (see TEGl 05-12) for the emphasis on serving Youth within a comprehensive Youth development approach;

YOUTH PROGRAM ELEMENT	PARTNER/PROVIDER
1. Tutoring, Study Skills Training, Instruction and evidence-based Drop-Out Prevention and Recovery Strategies	Boys & Girls Club, Vocational Rehabilitation, AEL, Area junior and high school staff, Juvenile Detention Officers, Community College TRiO program tutors, Faith-based and community based organizations such as Community Action Agencies, Door of Hope, New Beginnings, and Domestic Violence Shelters.
2. Alternative Secondary School Services	WIOA-funded S.E.A.L. program, AEL, Whittier High School (Sedalia), Waverly Regional Youth Center (Waverly), Warrensburg Detention Center (Warrensburg), Rich Hill Youth Development Center (Rich Hill), Heartland R-V School (Nevada), and Gateway Educational Center (Warrensburg) and others.
3. Paid and Unpaid Work Experience	WIOA funded work experience, TANF Jobs League, Project SEARCH, Sedalia Project FIT (Forty-hour Internship Tryout), as well as additional opportunities routinely being researched. Youth ages 18-24 are encouraged to co-enroll in the Title I Adult program to access On-the-Job (OJT) opportunities.
4. Occupational Skills Training	Funding available for Out-of-School Youth through Youth Program and Adult funding, if co-enrolled. Youth are also assisted with filing for PELL grants to offset the costs of post-secondary courses. All training providers approved in Missouri are identified in the Eligible Training Provider System. Vocational Rehabilitation and Job Corps.

5. Education and Workplace Preparation (offered concurrently)	The S.E.A.L. + program, when approved will combine work experience and AEL. Pre-apprenticeship course of study and/or participation in a registered apprenticeship program. Job Corps program.
6. Leadership Development	The West Central Youth@Work, offers leadership opportunities which include exposure to post-secondary educational opportunities; working on community and service learning projects; organizational and teamwork training; training in decision making and problem solving; life skills training; and ways to place the youth in leadership roles. Local school district programs. Boys & Girls Club programs.
7. Supportive Services	Available per policy through Youth Program and community resources identified in community resource guide. Faith-based organizations, food pantries and other non-profits.
8. Adult Mentoring	Available through work experience placements, area school counselors, probation and parole officers, Community Action Agencies, Boys & Girls Club, faith-based organizations and churches.
9. Follow-Up Services	The Youth@Work staff encourages on-going dialog with participants for at least 12 months after exit should they be in need of allowable supportive services, or any other support to ensure success post program.
10. Comprehensive Guidance and Counseling	Services offered through local partner programs as appropriate (drug & alcohol abuse, mental health). Burrell ACT-TAY program. Career and academic guidance provided by Youth@Work.
11. Financial Literacy Education	"Skills to Pay the Bills" workshop offered to all youth program participants; Mad Money simulation and REALL simulation.
12. Entrepreneurial Skills training	Small Business Administration (SBA) on-line program.
13. Labor Market Information	Youth@Work staff share LMI with all youth through the WIOA enrollment process and continually through program participation.
14. Preparation for and Transition to Post-Secondary Education and Training	The Youth@Work offer Career Ready 101 assessments or Career Scope; assistance with filling out college applications; completing the FASFA; setting up college tours; workshops to address interviewing skills along with resume and cover letter development. Youth staff also provide assistance in identifying employment opportunities while attending school, as needed. Most recently conversations with the JAG program students at Smith Cotton High School in Sedalia has allowed the Job Center Youth@Work staff an avenue to work directly with students and provide information about career options.

- c. The process for identification of Youth service providers;

Youth staffing providers are identified through a Request for Proposal (RFP) process. The RFP scope and timeline are established with input from the board's Planning and Operations Committee. The Request for Proposal notification is then well advertised on the Workforce Development Board website. See *Attachment 10- Local Competitive Procurement Process*. An RFP packet of information is provided to all entities maintained in a database of interested youth staff providers/bidders. An entity may request to be included on the bidder's list of providers by making a written or verbal request to the Workforce Development Board. The Workforce Development Board also periodically conducts outreach to identify additional potential bidders of youth staffing.

- d. The evaluation of service providers for performance and impact (please provide details on frequency and criteria);

100% of Youth@Work program files are monitored by the WDB Compliance Manager on a quarterly basis. All forms for eligibility documentation, time sheets, OST and other payments are compared to entries made in MoJobs for accuracy. Other items reviewed include: credential attainment documentation, measurable skills gain documentation, incentives provided, use of 14 elements, etc.

- e. The providers of the Youth services in the LWDA, including the areas and elements they provide;

Odle Management Group LLC., holds the Youth staffing contract for all thirteen counties of the West Central Region. The Youth@Work staff provide access to all 14 elements as listed in the table above. See 59 B.

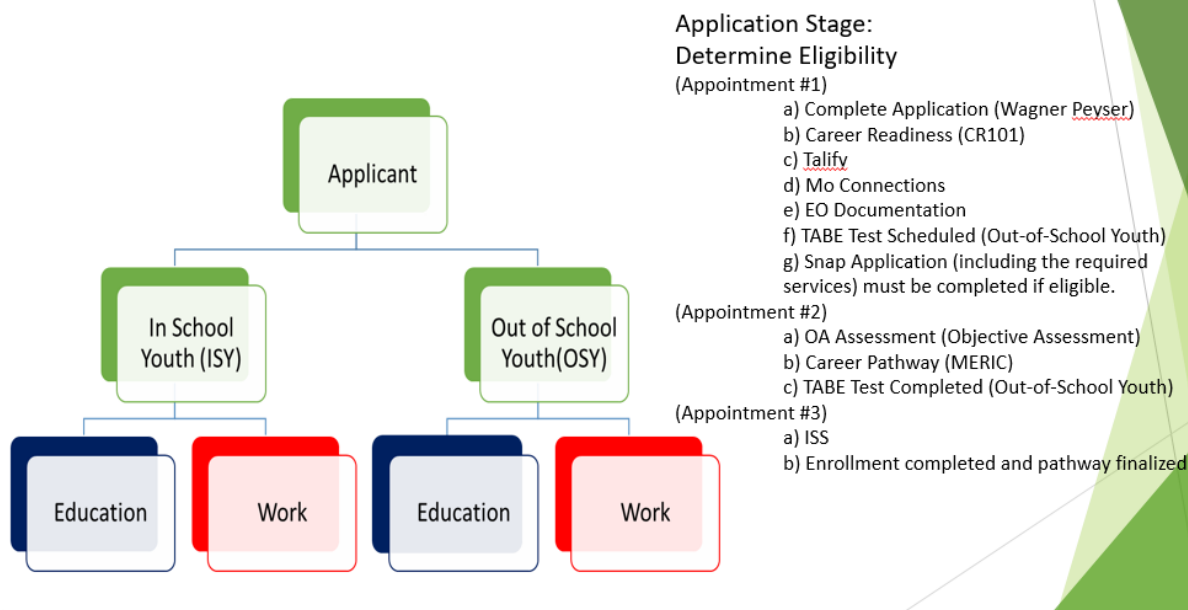
- f. How year-round services are provided to Youth 14–24 years of age that are still in high school or out of school;

Year round services are provided to all eligible In-School and Out-of-School Youth with accommodations made in consideration of in-school schedules. Year round services are provided to Youth 14-24 years of age that are still in high school or out of school. The youth staff attend activities within the schools and communities such as after-school programs, career fairs and outreach activities. The youth advisors meet with school counselors to discuss the activities and services provided for the youth in the area. They also participate in transition activities for the graduating seniors providing them with information on Job Center services such as the National Career Readiness Certificate and youth opportunities. For those out-of-school youth, the youth staff also attend monthly inter-agency meetings to provide and coordinate with area agencies to get the information into the hands of the youth those agencies work with.

Coordination meetings are also held and information provided to local youth agencies who work closely with at-risk and neediest youth such as youth aging out of foster care, youth offenders, youth with disabilities, and homeless youth. It is through these agencies that referrals are made to the WIOA youth program. Partner agencies identified through this process may include: Missouri Division of Vocational Rehabilitation, Missouri Family Support Division, local school district staff, UMOS, Job Point, West Central Missouri Community Action Agency, Missouri Valley Community Action Agency, Probation & Parole, Community Food Banks, Public Housing, Salvation Army, homeless shelters, and juvenile justice centers, among others.

- g. An example of the flow of services for a Youth in the LWDA (please include all aspects, including intake, objective assessment process, assessment, coordination of services, follow-up, etc.)

Youth Program Flow Chart



The flow chart above is a guidance tool for Youth@Work staff as many other issues are dealt with at each of the appointments such as addressing youth barriers and a complete explanation of WIOA Youth services. The youth will also be given referrals to other agencies, as deemed necessary, to address identified issues or barriers in their current situation and any of the fourteen program element activities needed.

If earning a high school equivalency is identified as a goal, the youth will be counseled in regard to his/her readiness to interview as a possible candidate for the S.E.A.L. Program. If remediation is needed first, plans will be made for that course of action. Then should the youth be recognized as a possible candidate, an interview will be scheduled with the S.E.A.L. selection panel. If work experience is a more appropriate course of action, an interview will be set up with an employer offering the opportunity to work in a field of interest that matches a career pathway identified by the youth.

Placement into S.E.A.L. or at a work experience worksite then requires a Worksite Agreement, Training Plan, Orientations for worksite supervisors and youth to be completed.

During the time the youth is placed at a worksite, monitoring and meetings will occur on a regular and consistent basis with any and all issues being addressed at that time.

Throughout the course of participation, the Youth@Work staff will provide access to tutoring as needed, they will offer opportunities for the youth to meet with representatives from local colleges and universities, Job Corps representatives, military recruiters, potential employers, among others.

Upon completion of their work experience hours, the Youth@Work staff continue to work with participants to find employment, complete FAFSA forms and college enrollments or other trainings, on at least a monthly basis.

After completion of participation, the youth is placed into WIOA follow-up services and the youth advisor makes at least quarterly contacts with them for 12 months to ensure successful transition to education and/or employment.

- h. The procedures for serving Youth that are most in need (homeless, disabled, offenders, etc.);

In order to determine priority of service, the youth advisors complete a Youth Barriers Worksheet. Some of the barriers to employment listed on this form include:

Basic skills deficient, runaway, offender, homeless, pregnant/parenting, school dropout, foster child/aged out of foster care, individual with a disability, English language learner, subject to juvenile/adult justice system etc.

Locally, the definition for “requires additional assistance to enter or complete an educational program or to secure or hold employment” involves the following:

Is the youth currently at risk of becoming a statistic of one of the following:

- ▶ placement in substance abuse facility, alternative residential care or group home;
- ▶ behavioral problems at school, truancy, family literacy problems, witness or victim of violence, chronic health problems;
- ▶ repeated suspensions from educational facility or employment situation, second generation public assistance.

Also addressed are those youth who have had three or more jobs within the past six months, are considered “under-employed” (working less than full time, needs employment in education-related field, or working for minimum wage with no benefits or opportunity for advancement) or those youth living in an economically depressed rural area with limited opportunities for gaining work maturity skills and/or career exploration in a chosen career pathway.

There are also criteria in place to determine who could benefit most from youth training and employment programs. These criteria include: resources available for basic skills enhancement, agreement to actively participate in AEL/HiSet classes for those out-of-school youth who are literacy/numeracy skills deficient, and/or requiring improvement in employability skills.

- i. The identification of the partnerships and describe the coordination of services with other agencies within the LWDA.

The Workforce Board and Subcontractors coordinate with several agencies in each of the counties within the region. These agencies include but are not limited to: Missouri Valley Community Action, West Central Missouri Community Action Agency, State Fair Community College, Crowder College, University of Central Missouri, Golden Valley Door of Hope, Center for Human Services, the local school districts in every community, Rehabilitation Institute of Kansas City, Vocational Rehabilitation, Boys & Girls Clubs of West Central Missouri, Johnson County Board of Services, WILS, Pathways, Burrell Behavioral Health, Catholic Charities, Family Support Division in each county, Job Corps, Job Point, Salvation Army, local Housing Authority offices, community food pantries and clothes closets, many businesses and industries within each community, local homeless shelters and juvenile justice/probation and parole offices, among others.

Services are coordinated through service referrals, attending local inter-agency meetings, giving presentations to various agencies, meeting with local business and industry for the development of worksite agreements, meeting with local school counselors, regular meetings with Adult Education and Literacy instructors in each area. Each participant signs a release of information that is utilized to ensure that they are being provided with the services that are available to them.

60. Innovative Service-Delivery Projects for OSY

Provide a description of any innovative service-delivery projects for OSY currently operating in the LWDA or a project the Board is planning to implement. Describe the Board’s involvement in the projects, and the Board’s efforts to continue involvement and funding for the continuation of these projects.

In program year 2018 board staff met with various partners in redesigning a program that attracts youth who do not have a high school diploma. The program, once called Scholars At Work, is now referred to as Students Excited About Learning (S.E.A.L.s) and is funded by WIOA formula funds and is based on youth allocations.

The S.E.A.L program is designed for out of school youth, ages 16 to 24, who did not complete high school. The S.E.A.L program is an opportunity in which the “job” of the youth is to work toward and obtain a High School Equivalency (HSE) credential in 12 weeks.

Participants complete an application and essay. The essay details why they want to be in the S.E.A.L. program and the determination to study and work towards the goal of obtaining the HSE. Once accepted into the S.E.A.L program, the participant must participate in the local AEL program. The local AEL service provider works in conjunction with the Youth@Work staff to ensure the participant is given the appropriate materials in order to progress and be successful. Participants will attend sessions that will include five (5) weeks of AEL instruction and one (1) week of job readiness. Participants will attend AEL classes for a set number of hours, depending on site location, per week for five (5) weeks. Participants will attend classes for a minimum of fifteen (15) hours per week. During the sixth (6th) week, the participant will be engaged in soft skills training (Skills to Pay the Bills), entrepreneurial training (Young Entrepreneur activity), and Resume and Interview workshops.

Participants will attend two sessions with the end goal of obtaining their HSE in twelve weeks or less. During the 12th week, participants will complete testing for their HSE and also explore post-secondary opportunities. Participants who need more than 12 weeks will be evaluated on a case-by-case basis by the WIOA Youth@Work staff.

A performance review is conducted after 30 days of participation in the S.E.A.L program. The performance review covers attendance, personal motivation and attitude, appearance, communication skills, focus, and overall progress in the program. Once the evaluation is completed, the WIOA case manager determines if participant is staying on track or if the training plan needs amended, to allow for more time to complete the program.

Agricultural Employment Services (AES)

61. Migrant and Seasonal Farmworkers / Agricultural Employment Services

WIOA section 167 provides the framework for agricultural services delivery. National Farmworkers Jobs Program (NFJP) services and grants are implemented at 20 CFR Part 685, as proposed. The current Section 167 Grantee, UMOs—United Migrant Opportunity Services, must be included in the MOU as the NFJP partner. The Plan should address how the LWDB will cooperate with UMOs and the State Agricultural Employment Services office to provide employment and training services to this population.

The Workforce Development Board has a MOU with UMOs/AES and cooperates with the State Agricultural Employment Services staff and the United Migrant Opportunity Services (UMOS) program in regard to services in the West Central Region. According to the Missouri Economic Research and Information Center (MERIC), some of the largest agricultural related employers in the region are Tyson Poultry and ConAgra Foods. The region also has a high concentration of animal production jobs. The Job Centers in the West Central Region are striving to provide unduplicated/integrated services across all programs with accommodations being made whenever possible to engage agricultural workers and business owners in value-added services. The Job Centers provide a full range of employment services, benefits and protections to include the full range of counseling, testing, job and training referral services to the populations served by these two programs.

Business Services

62. Employer Engagement

Describe the strategies and services that will be used in the LWDA facilitate engagement of employers in workforce development programs, including small employers and employers in in-demand industry sectors and occupations.

Strategy 1 – Engage employees on the front end when providing input for programs that prepare job seekers for entry level and higher skilled positions.

Strategy 2 – Offer employers an opportunity to build skills at the work site through apprenticeships.

Strategy 3 – Encourage employers to engage in meetings of the West Central Health Career Pathways Initiative and other sector strategy groups.

Strategy 4 – Board and Job Center staff will agree to present workforce information at public and private meetings/organizations.

Strategy 5 – Engage a mixture of employers from small and large businesses to serve on the Workforce Development Board.

63. Services to Meet the Workforce Needs of Employers

Describe how the Board coordinates and provides comprehensive and integrated workforce system services to businesses, including the development and delivery of innovative workforce services and strategies to meet the needs of area employers. Explain the collaboration with Missouri Job Center Jobs Teams to facilitate recruitment and meet business demand.

The West Central Region initiated a Nexus group several years ago to coordinate programs and services offered by workforce partner agencies. Nexus is made up of individuals involved in job development throughout the region from the Workforce Development Board; Functional Leaders, staff from the Job Centers; representatives from Vocational Rehabilitation, The Rehabilitation Institute, Rehab Services for the Blind, Job Point, Children's Therapy Center, and AARP; Missouri Work Assistance (MWA) providers from West Central Missouri Community Action Agency and Missouri Valley Community Action Agency; temp agencies, etc. All partners are ever mindful of seeking out and sharing information and job leads from employers. The group meets monthly at the Job Center to discuss the needs of area employers. Employers are invited to share information regarding their employment needs and hiring practices.

Connection Sites have been established throughout the region to enhance access to services for both jobseekers and employers. Job Center staff assigned for the day to the Connection Site can help to inform area employers of various programs and incentives that are available. Employers are encouraged to register employment opportunities into MoJobs.

The West Central Region service delivery design is one where all staff will learn to provide all programs and services unless it is prohibited by the WIOA Act. Functional Leaders are primarily responsible for business services and they collaborate with Job Center staff to meet the needs of employers.

64. Economic Development

Describe how the Board will better coordinate workforce development programs with economic development including how the LWDB will promote entrepreneurial skills training and microenterprise services.

The Board Executive Director serves on the Pioneer Trails Comprehensive Economic Development Strategy committee (CEDs). This committee encourages entrepreneurship, business development and business expansion within Johnson, Lafayette, Pettis and Saline counties. The Executive Director is also one of the community organizers of 1 Million Cups in Sedalia. The 1 Million Cups meetings are designed to educate, engage, and connect entrepreneurs; it is based on Ewing Kauffman's notion that entrepreneurs discover solutions and network over a million cups of coffee.

Economic Development is represented via a seat on the Workforce Development Board and that individual also participates on the Planning and Operations standing committee charged with overseeing job center activities, selection of service providers, performance, professional development of staff, etc.

Economic developers around the region have been thoroughly engaged in the attainment of their county's Certified Work Ready Community Certification to improve their ability to attract new businesses to their areas.

65. Sector Strategy Initiative / Career Pathways

Describe the Board's sector-strategy initiative. Describe how the Board will be collaborating and aligning resources of all partners, public and private, toward developing a talent pipeline, and how that alignment will create meaningful career pathways for workers possessing skill levels serving important regional industries. Indicate how system services will be framed by industry sectors that are data driven, regionally designed, and guided by employers and how these strategies will be sustained. Include the methods the Board will be using to inform and engage key public and private stakeholders in the development of sector-strategies and career pathways.

The West Central Region sector partners determined they will have a talent development system that supports a strong regional economy by aligning the resources of all partners, public and private, toward developing a talent pipeline that creates meaningful career pathways for a range of workers and skill levels in important local industries.

The sector partners adopted the following model:

Service Delivery Level	
From:	To:
Business services are localized, single-agency, and focused on labor exchange	Business services are regionalized and coordinated among partners to deliver diverse solutions
Training investments are individualized and not aligned to growth sectors	Training is driven by industry and business needs (Demand-Driven)
Credential attainment not connected to target sectors' needs	Credential attainment aligned to identified industry needs and targets
Job Center organization and service delivery not tied to career opportunities and pathways in target sectors	Sector focus reflected in Job Center organization, partnerships, customer flow, and service planning and delivery
Job placement as goal and service end point	Long-term career development along clear pathways in targeted industry sectors

In partnership with the Missouri Hospital Association the Workforce Board hosts meetings three times a year with healthcare partners throughout the region. We have seen firsthand how the health community has come together to begin to implement demand-driven solutions that streamline the connection between employer needs and education and training programs.

Without partners like the Missouri Hospital Association sustaining this type of sector work would be difficult. For example the manufacturing sector met several times but without a partner/champion emerging from the group manufacturers have shown little interest in sustaining a partnership.

The board has two goals to address the sector strategies:

1. Enriching industry-driven sector strategies that are championed by business and industry to drive career pathways.
2. Working with local economic developers in bringing industry sectors together for collaboration.

66. Business Services Plan

Boards shall maintain a Business Services Plan, outlining team members, including WIOA core and combined partners, and the marketing and outreach roles and expectations of team members. The

Business Services Plan also should outline the team’s purpose, goals, and policies and procedures to ensure seamless delivery of services, avoid duplication, and ensure feedback to the Board’s Job centers. The plan should explain how the services provided by business service staff will be recorded in the client case management system for the calculation of two types of Effectiveness in Serving Employers Measure. (1-number of businesses served and 2-market penetration of businesses in the area). Include the **Business Services Plan as Attachment 29**.

See Attachments 29 and 29A.

Innovative Service Delivery Strategies

67. Missouri Re-entry Process /Ex-offender Initiative

Describe how the LWDB will support the Missouri re-entry process / ex-offender initiative. Include the services to be provided for ex-offenders and the process to be used to identify employers willing to hire ex-offenders.

The West Central Board is aware that each Probation and Parole District has a Missouri Re-entry Committee (MRP). These Committees offer the best resources and support for offenders returning to a community. Making a successful transition from incarceration to a community is essential to local, state, and national efforts to increase public safety and manage public spending. Job Center staff attend MRP meetings to provide employment information and relate the resources and other services available through the Job Centers such as the Missouri Federal Bonding Program which is a no-cost job-incentive program intended to increase hiring of job seekers and promotion of employees considered as “at risk”.

Staff at the Job Centers are ready to assist with labor market information; career exploration and counseling; assessments; workshops on resume preparation, interviewing, basic computer operation, financial literacy, etc.; National Career Readiness Certificate (NCRC) remediation and/or testing as well as referrals to appropriate programs or partner agencies for assistance with other identified barriers to employment.

One of the key issues facing the Missouri Department of Corrections is the increasing recidivism rate of the offenders. Over 50% of ex-offenders with no employment return to prison within one year, compared to 14% recidivism for those with full time jobs. Employment has been identified as the most important factor in preventing recidivism. The Workforce Development Board and local partner agencies are working together to meet this challenge. The Nexus partners are ever mindful of seeking out and sharing information and job leads from employers willing to offer second chance employment to the ex-offenders in the region.

68. Work-based Learning / Transitional Jobs

Describe the Board’s innovative strategies for promoting and increasing enrollments in the work-based learning programs, such as Registered Apprenticeship, On-the-Job Training (OJT), Work Experience, Internships, Incumbent Worker Training, Transitional Jobs, and Customized Training. Include processes to target and encourage employer participation.

The West Central Region views work-based learning programs as a proven strategy for developing a talent pipeline of qualified workers for employers. Board and Job Center staff reach out to employers on a regular basis to discuss these programs. The Sedalia Job Center co-hosted an apprenticeship event with State Fair Community College in the fall of 2019.

The number of registered apprenticeships in the West Central Region has increased from one in 2017 to nine, in addition State Fair Community College hosts an apprenticeship consortium for manufacturers. The college also offers apprenticeship training in Industrial Electrical Maintenance, Engineering Design Technology, Precision Machining, Construction Management and Welding.

APPRENTICESHIP PROGRAMS WEST CENTRAL REGION July 2019	
COUNTY	EMPLOYER
BATES	City of Rich Hill
	Osage Valley Electric Cooperative
CEDAR	Enviro Control LLC
JOHNSON	University of Central Missouri
LAFAYETTE	West Central Electric Co-op
PETTIS	Central MO Independent Electrical Contractors
	Home Heating & A/C
	State Fair Community College
SALINE	Marshall Technical Training
VERNON	Clint's Saddle Shop

The board's goal #2 (refer to section on Strategic Elements) is to support job training opportunities (OJT, Transitional Jobs, Incumbent Worker, Apprenticeships, Work Experience, Skill Certificates, etc.) by:

1. Enhancing the alignment of career services across all partner programs through an integrated model of service provision.
2. Placing participants in training opportunities that closely match their interest assessments (assessment tools to be defined by the local board).
3. Integrating work-based and classroom-based instruction.
4. Addressing current and emerging skills gaps identified through sector partnerships.

69. Certified Work Ready Communities Initiative (CWRC)

Describe the Board's strategies for participating in the Certified Work Ready Communities initiative. Please include, if applicable, any counties in your LWDA that plan to apply for certification and what role the Board will play in the development and implementation of the plan.

The Workforce Development Board has been an active partner in Missouri's CWRC initiative since its inception. This voluntary effort to align workforce and education to meet the economic needs of the state and local communities is growing as evidenced by the number of counties engaged in the process. Currently, ten of the counties in this 13-county region have achieved "certification" distinction (Henry, Pettis, Saline, Vernon, Chariton, Bates, Benton, St. Clair, Cedar, and Carroll); one county is "in process" (Lafayette); and two counties are not participating at this time: Hickory and Johnson. The board continues to encourage Hickory and Johnson counties to apply for certification. Budget and staffing limitations present a challenge in conducting outreach efforts.

70. Trade Adjustment Assistance

Describe the Board's strategies for ensuring customers are aware of the Trade Adjustment Assistance (TAA) program and are co-enrolled into both WIOA Dislocated Worker and TAA, except in extenuating circumstances? (**Integration of Services or Co-enrollment Policy should be Attachment 23**)

Customers in the West Central Region are made aware of the availability of Trade Adjustment Assistance through conversations with staff. Also, staff are encouraged to do co-enrollments for all programs in which a participant is deemed eligible.

See Attachment 23.

71. Missouri Community Colleges

Describe how the Board will coordinate with the local community colleges. Please describe in depth the referral process of participants between the Community Colleges and Job Centers. Please include the **MOU (cooperative agreement) between the Board and Community Colleges** if your LWDA has any as **Attachment 30** to the Plan.

The Workforce Development Board has a long standing history of partnering with State Fair Community College, especially in the areas of Adult Education & Literacy, Lifelong Learning and National Career Readiness Certification.

Students in need of Job Center services or training assistance are referred by the college to the Job Center and are scheduled an appointment by Job Center staff. Customers likewise are referred to the college by Job Center staff when in need of additional training information or AEL program assistance.

The MOU (cooperative agreement) is under construction and will be made available in the plan by June 30, 2020.

72. Incumbent Worker Policy

If the LWDB has an **Incumbent Worker Policy**, please include it as **Attachment 31**. If not please include a statement that the LWDB does not have an Incumbent Worker Policy.

See Attachment 31.

Strategies for Faith-based and Community-based Organizations

73. Faith-based Strategies

Describe those activities to be undertaken to:

- (1) increase the opportunities for participation of faith-based and community organizations as committed and active partners in the One-Stop Delivery System; and
- (2) expand the access of faith-based and community-based organizations' customers to the services offered by the One-Stops in the LWDA.

Outline efforts for conducting outreach campaigns to educate faith-based and community organizations about the attributes and objectives of the demand-driven workforce development system. Indicate how these resources can be strategically and effectively leveraged in the LWDA to help meet the objectives of WIOA.

1) Faith-based and community organizations have many opportunities to partner with the workforce system since we serve many of the same customers. Strong partnerships have formed around housing as that is a big issue for very small communities as well as larger ones (which comes first the housing or the job). The domestic violence shelters regularly bring clients to the Job Center to access services.

2) Workshop calendars are distributed to many of the churches in the West Central Region. Job Center staff have shared Job Center programs and services with churches as well as local Ministerial Alliance groups. Often Job Center or WDB staff are requested to speak at meetings of local non-profits regarding Job Center services.

The food pantries make referrals and allow flyers about Job Center services to be handed out through their programs. The flyers contain information about Job Center services, hiring events, and workshops. In Bates County the food pantry has allowed space for a Job Center Connection Site and even makes appointments for shared customers.

REGIONAL PLANS

Regional Planning Guidance

74. Regional Plans

Missouri has designated 14 Local Workforce Development Areas (LWDAs). In accordance with WIOA sec. 106(c)(2), each of the LWDAs establish a Plan; however, collaboration must exist among the Kansas City and St. Louis Economic Regions for the creation of Regional Plans composed of the following:

- 1) For the Kansas City Region, one Regional Plan for the local planning areas of Kansas City and Vicinity Region and the East Jackson County Region; and
- 2) For the St. Louis Region, one Regional Plan for the local planning areas of: The City of St. Louis Region, the County of Saint Louis Region, the County of St. Charles Region, and the Jefferson/Franklin County Consortium Region.

While this establishes 14 Boards that are encouraged to collaborate, cooperate, and plan across common needs, they will not explicitly submit a Regional Plan. This establishes two Boards within the Kansas City Region that must contribute to a Regional Economic Plan for the Kansas City regional economy and four Boards within the St. Louis Region that must contribute to a Regional Economic Plan for the St. Louis regional economy.

Boards within the Kansas City and St. Louis regional economic planning areas must complete a regional planning requirement by including within each original LWDB Plan a Regional Economic Plan that is identically shared by all Boards in each economic region.

Include the **Regional Plan as Attachment 32**. Copies of Local Plans from other LWDAs in the region are not required for your Local Plan. Please submit the combined portion of the Regional Plan with signatures of the CEOs, Chairs and LWDB Directors.

NOTE:

Following approval of the Local Plan and Regional Plan, plans will be required to be posted on the LWDB website. Any updates or plan modifications will be required to be posted by the LWDB after approval. Please keep a current Local Plan and Regional Plan, if applicable, available on your website at all times.

Regional Plan not required for the West Central Region.

ATTACHMENTS

1. List of Comprehensive, Affiliate, Specialized and Other Centers and One Stop Operators
2. Local One-Stop Partner Information Form
3. Memorandum of Understanding with IFA and Cost Sharing Budgets with All Partner Signatures
4. Sub-state Monitoring Plan and Policy
5. Chief Elected Officials Consortium Agreement (optional), membership and bylaws
6. Local Workforce Development Board Membership List, Standing Committees, & Certification Letter
7. Local Workforce Development Board By-Laws and Attestation Form - **Form provided**
8. Conflict of Interest Policy - Local Workforce Development Board, Staff, and Contracted Staff
9. Local Fiscal Agent
10. Financial Procurement Policy / Financial (General) Policy
11. Planning Budget Summaries (PBS)
12. Complaints and Grievance Policy – Nondiscrimination, Programmatic
13. Supportive Services Policy – General, Needs Related Payments Policy for ADLT and DW
14. Adult Employment and Training Policy (Priority of Service Policy)
15. Expenditure Rates and Training Criteria Policy (ADLT & DW)
16. Youth Barriers Eligibility Policy – OSY ISY additional assistance barrier
17. Youth Incentive Payment Policy /Youth Monitoring of Stand Alone Programs Policy
18. Veterans Priority of Service Policy
19. Basic Skills Assessments (Testing) Policy
20. Individual Training Account (ITA) Policy & Eligibility Policy (Individualized Career Services)
21. Accessibility Policy – Persons with Disabilities
22. Accessibility Policy - Persons with Limited English Proficiency
23. Integration of Services Policy (Co-enrollment Policy)
24. Adult Education and Literacy Policy (AEL Policy)
25. VR/RSB Coordination Policy
26. Youth Apprenticeships Policy
27. ETPL Policy
28. (DW) Employment Transition Team Policy
29. Business Services Plan and Policy
30. MOU (Cooperative Agreement) between the Community College & LWDB
31. Incumbent Worker Policy
32. Regional Plans (St. Louis / KC)
33. Statement of Assurances -

West Central Region

List of Comprehensive One-Stop Centers

Nevada

Missouri Job Center
621 E Highland Ave, Suite 3
Nevada, MO 64772
Phone: (417) 448-1177
Fax: (417) 448-1139

Sedalia

Missouri Job Center
515 S Kentucky Ave
Sedalia MO 65301
Phone: (660) 530-5627
Fax: (660) 530-5633

NEVADA JOB CENTER



Missouri Job Center
621 E Highland Ave, Suite 3
Nevada, MO 64772
Phone: (417) 448-1177
Fax: (417) 448-1139

On-Site Partners

Office of Workforce Development
Odle Management LLC
ResCare Workforce Services
Senior Community Service Employment Program
Vocational Rehabilitation
Family Support Division

Services Offered

Access to Office Equipment
Access to Job Telephone
Assessments

Business Services

Career Exploration Tools
Classroom Skills Training

Community Resources & Referrals
Disability Services &
Accommodations
Entrepreneurial Information
Employer Transition Team
Federal Bonding Program
Financial Resources & Assistance
Job Search Assistance

Labor Market Information
Language Line Interpreters
Missouri Employment & Training
Program (METP)
National Career Readiness
Certificate Testing (NCRC)
Occupational Skills Training
Reemployment Services &
Eligibility Assessment RESEA
Re-Entry Services
Skills Enhancement Workshops

Supportive Services
Tafily
Trade Act
Wagner Peyser Services

WIOA Programs:
Adult
Dislocated Worker
Youth
On-the-Job Training
Work Experience

WIOA Scholarships

Veterans' Services

SEDALIA JOB CENTER



Missouri Job Center
515 S Kentucky Ave
Sedalia MO 65301
Phone: (660) 530-5627
Fax: (660) 530-5633

On-Site Partners

Office of Workforce Development
Odle Management LLC
ResCare Workforce Services
Senior Community Service Employment Program

Services Offered

Access to Office Equipment
Access to Job Telephone
Assessments

Business Services

Career Exploration Tools
Classroom Skills Training

Community Resources & Referrals
Disability Services &
Accommodations
Entrepreneurial Information
Employer Transition Team
Federal Bonding Program
Financial Resources & Assistance
Job Search Assistance

Labor Market Information
Language Line Interpreters
Missouri Employment & Training
Program (METP)
National Career Readiness
Certificate Testing (NCRC)
Occupational Skills Training
Reemployment Services &
Eligibility Assessment RESEA
Re-Entry Services
Skills Enhancement Workshops

Supportive Services
Taliy
Trade Act
Wagner Peyser Services

WIOA Programs:
Adult
Dislocated Worker
Youth
On-the-Job Training
Work Experience

WIOA Scholarships

Veterans' Services

If your LWDA has any other additional service sites and the LWDA refers to them as anything other than comprehensive, affiliate or specialized centers, please list the service sites by the title your LWDA uses and describe the services provided in **Attachment 1**. Also, list the one-stop partners providing services at those locations.

Connection Sites

The locations and times of these sites may vary as determined by monthly usage.

Butler Connection Site

Community Food Pantry
First Tuesday of the month

El Dorado Springs

Listen Center
Third Thursday of the month

Carrollton Connection Site

First Thursday of the month at the public Library.
1 N. Folger
Carrollton Mo 64633

Warsaw Connection Site

Second Thursday of the month
102 E. Jackson
Warsaw MO 65355

Marshall Food Pantry

Fourth Wednesday of the month
165 W Morgan
Marshall MO 65340

West Central Region

One-Stop Partners

Partner	Adult, Dislocated Worker, Youth
Contact	Tara Lappat
Category	WIOA Title I B
Location	Workforce Development Board of Western MO
Phone	660.827.3722
Email	t.lappat@wcregion.org
Specific Services: Individualized career and training services; support services; job search and other assistance for workers who have been laid off or about to be laid off; a comprehensive array of youth services for out-of-school and in-school youth.	

Partner	Wagner Peyser
Contact	Robin McHugh
Category	Wagner-Peyser Act, as amended by Title III
Location	Nevada Job Center 621 E Highland, Suite 3, Nevada MO 64772-3971
Phone	417.448.1177
Email	robin.mchugh@dhewd.mo.gov
Specific Services: Basic and individualized career services that include labor market information, referrals to community resources, specialized assessments, individualized employment plans and counseling.	

Partner	Job Corps
Contact	Paulette Lewis
Category	WIOA Title I-C
Location	701 Saint Louis Ave., Excelsior Springs MO 64024-2615
Phone	816.629.3156
Email	Lewis.Paulette@jobcorps.org
Specific Services: No-cost education and career technical program for youth ages 16-24.	

Partner	Migrant Seasonal Farmworker
Contact	Jeri Cochran
Category	Title I
Location	432 W Fir Rd, Carthage MO 64836
Phone	417.204.2395
Email	Jeri.cochran@umos.org
Specific Services: Labor exchange services, career and individual counseling, information on non-traditional employment, support services and adult and youth programs.	

Partner	Adult Education & Literacy
Contact	Katie Stanley-Dietzman
Category	Title II
Location	State Fair Community College, 3201 W 16 th St, Sedalia MO 65301
Phone	660.596.7389
Email	kdietzman@sfccmo.edu
Specific Services: Preparation work for High School Equivalency test, assistance with reading, writing and math skills, skills enhancement for those with HS diploma, English Language Learner program.	

Partner	Adult Education & Literacy
Contact	Shearl Scism
Category	Title II
Location	2015 North West St, Nevada MO 64772
Phone	417.448.2016 ext 3307
Email	sscism@nevada.k12.mo.us
Specific Services: Preparation work for High School Equivalency test – pre-test, orientation and initial instruction.	

Partner	Vocational Rehabilitation
Contact	Laura Wallen
Category	Title I of the Rehabilitation Act of 1973, as amended by Title IV
Location	2115 W Broadway, Sedalia MO 65301
Phone	660.530.5560
Email	laura.wallen@vr.dese.mo.gov
Specific Services: Employment and training services for people with a disability and vocational guidance and counseling. Assistance with transition services, supported employment services, rehabilitation technology services and Ticket to Work Program.	

Partner	Vocational Rehabilitation
Contact	Tina Burns
Category	Title I of the Rehabilitation Act of 1973, as amended by Title IV
Location	621 E Highland, Suite 2, Nevada MO 64772-3971
Phone	417.448.1332
Email	tina.burns@vt.dese.mo.gov
Specific Services: Employment and training services for people with a disability and vocational guidance and counseling. Assistance with transition services, supported employment services, rehabilitation technology services and Ticket to Work Program.	

Partner	Senior Community Service Program
Contact	Christine Parrish
Category	Title V Older Americans Act
Location	1701 N 2 nd St, Clinton MO 64735
Phone	660.233.4054
Email	cparrish@aarp.org
Specific Services: <p>Through AARP Foundation work-based job training for low-income adults age 55 and older is offered to communities. SCSEP is unique in that it has a dual purpose: it is the only program to focus on building skills and employment opportunities for low-income older workers while also enhancing important community services. By offering stipend training assignments designed to provide participants with the skills they need to obtain employment, SCSEP reduces the risk that they will fall into poverty in later life.</p> <p>SCSEP works with local public and non-profit organizations to provide on-site training and supervision for SCSEP participants assigned to them for part-time work. All wages paid to the Participants are returned to the local community in the form of community service. As an added benefit, SCSEP Participants provide extra manpower local agencies needs to expand services, at no extra cost.</p> <p>SCSEP helps participants gain skills and work experience so they can successfully compete in the job market. While on the program, SCSEP works with Participants to become job ready and helps them actively seek employment with local employers. The goal of the program is to help transition participants into gainful private employment.</p>	

Partner	Trade Adjustment Assistance (TAA)
Contact	Robin McHugh
Category	Wagner-Peyser Act, as amended by Title III
Location	Nevada Job Center 621 E Highland, Suite 3, Nevada MO 64772-3971
Phone	417.448.1177
Email	robin.mchugh@dhewd.mo.gov
Specific Services: <p>This program provides adversely affected workers with opportunities to obtain the skills, credentials, resources, and support necessary to become re-employed. Employment and case management services, training, weekly cash payments, job search, relocation allowance, wage subsidy for eligible workers.</p>	

Partner	Jobs for Veterans
Contact	Robin McHugh
Category	
Location	Nevada Job Center 621 E Highland, Suite 3, Nevada MO 64772-3971
Phone	417.448.1177
Email	robin.mchugh@dhewd.mo.gov
Specific Services: <p>Translation of military skills to civilian workforce, job search assistance, employment application assistance, labor market information, employment focused workshops, cover letter and resume development, interview preparation, National Career Readiness Certificate (NCRC), Show-Me Heroes Program, use of telephone, fax, printer, and copier; referrals to supportive service agencies.</p>	

Partner	Community Development Block Grant (CSBG)
Contact	Chris Thompson
Category	CSBG
Location	West Central MO Community Action Agency 106 W 4 th St, Appleton City MO 64724
Phone	660.476.2185
Email	clthompson@wcmcaa.org
Specific Services: Employment related services for public housing residents, which includes work-readiness training, employer linkages, financial counseling, educational advancement, job placement and employment counseling.	

Partner	MO Division of Labor & Industrial Relations (DOLIR)
Contact	Spencer Clark
Category	Unemployment Compensation
Location	3315 W Truman Blvd, Jefferson City MO 65102
Phone	573.751.3403
Email	spencer.clark@labor.mo.gov
Specific Services: Re-employment Services and Eligibility Assessment (RESEA) program assists unemployed people with mandatory re-employment plans and training options.	

Partner	MO Family Support Division – TANF, SkillUp/SNAP, Jobs League
Contact	Darlene Jewell
Category	TANF
Location	1239 Santa Fe Trail, Suite 100, Marshall MO 65340
Phone	660.236.7283
Email	Darlene.Jewell@dss.mo.gov
Specific Services: Connecting eligible program participants with training, employment, skill building, resume writing, interviewing skills and other resources.	

Partner	Rehabilitation Services for the Blind RSB
Contact	Keith Roderick
Category	Title I of the Rehabilitation Act of 1973, as amended by Title IV
Location	615 Howerton Ct., Jefferson City MO 65102-2320
Phone	573-751-4878
Email	keith.a.roderick@dss.mo.gov
Specific Services: RSB helps eligible blind and visually impaired persons achieve personal and employment success by providing help with skills and abilities for employment and independence.	

Partner	ResCare - MWA and SkillUp Provider
Contact	David Hicks
Category	TANF – MWA and SkillUp sub-recipient
Location	709 E Broadway, Sedalia MO 65301
Phone	660.333.4583
Email	David.Hicks@rescare.com
Specific Services: ResCare works with clients referred through Family Support Division who are on either public assistance or food stamps. Clients are given opportunities to work on employment skills, attend occupational training, work experience, resume writing, and a host of support services.	

Partner	Perkins Career and Technical Education (Post-Secondary)
Contact	Jake Fowler
Category	Perkins V Act
Location	Clinton Technical School 602 S 5 th St, Clinton MO 64735
Phone	660.885.6101
Email	jfowler@clintoncardinals.org
Specific Services: Eligible Training Provider	

Partner	Perkins Career and Technical Education (Post-Secondary)
Contact	Amanda Finkeldei
Category	Perkins V Act
Location	Lex La-Ray Technical Center 2323 High School Dr., Lexington MO 64067
Phone	660.259.2264
Email	afinkeldei@lexington.k12.mo.us
Specific Services: Eligible Training Provider	

Partner	Perkins Career and Technical Education (Post-Secondary)
Contact	Callie Dobbins
Category	Perkins V Act
Location	Saline County Career Center 900 W Vest St, Marshall MO 65340
Phone	660.886.6958
Email	cdobbins@marshallows.com
Specific Services: Eligible Training Provider	

Partner	Perkins Career and Technical Education (Post-Secondary)
Contact	Rusty Sproat
Category	Perkins V Act
Location	Warrensburg Area Career Center 205 S Ridgeview Dr., Warrensburg MO 64093
Phone	660.747.2283
Email	rsproat@warrensburg6.org
Specific Services: Eligible Training Provider	

WEST CENTRAL REGION

MEMORANDUMS OF UNDERSTANDING (MOU)

AND

COST SHARING AGREEMENTS/INFRASTRUCTURE FUNDING (IFA)

MEMORANDUM OF UNDERSTANDING
WEST CENTRAL REGION
WORKFORCE DEVELOPMENT BOARD OF WESTERN MISSOURI, INC.
MISSOURI JOB CENTERS
AND
WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)
ONE-STOP PARTNERS
July 1, 2020 – June 30, 2023

LEGAL AUTHORITY

The Workforce Innovation and Opportunity Act (WIOA) Section 121(c)(1) requires that the local Workforce Development Board (WDB), with the agreement of the Chief Elected Officials (CEO), shall develop and enter into a memorandum of understanding (MOU) between the Local WDB and the One-Stop Partners consistent with WIOA Section 121(c)(2), concerning the operation of the One-Stop Delivery System in the local Workforce Development Area (LWDA). “The MOU is the product of local discussion and negotiation and is an agreement developed and executed between the Local WDB and the One-Stop Partners. Agreement of the CEO and the One-Stop Partners, relating to the operation of the One-Stop Delivery System in the Local Workforce Development Area.

Additionally, the sharing and allocation of infrastructure costs among One-Stop Partners is governed by WIOA sec. 121(h), its implementing regulations, and the Federal Cost Principles contained in the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Uniform Guidance) at 2 CFR part 200.

Therefore, pursuant to the above legal requirements, the Local WDB, with the agreement of the CEOs, has developed and entered into a MOU (between the Local WDB and the One-Stop Partners) concerning the operation of the One-Stop Delivery System in the West Central Region. The MOU contains provisions describing services that will be provided through the One-Stop Delivery System including the manner in which services will be coordinated and delivered through such system. The MOU includes how the costs of such services and the operating costs of such system will be apportioned through an infrastructure funding agreement (IFA). The MOU includes a description of the methods of referral for appropriate services and activities between the One-Stop Operator and partner agencies.

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I. INTRODUCTION

This Memorandum of Understanding (MOU) establishes the spirit of cooperation and collaboration by the Workforce Development Board of Western Missouri, Inc., (WDB); and the One-Stop Delivery System signatory partners (“the Partners”) hereafter named. It describes how they will use their various funding streams and resources to serve their mutual customers, both jobseekers and employers, through an integrated system of service delivery operated at two (2) comprehensive sites located in Nevada and Sedalia and referred to as Missouri Job Centers. We understand that the development and implementation of these sites will require mutual trust and teamwork between the partnering agencies.

Local/Regional Vision Statement, Mission Statement, and Goals

Vision

The West Central Region Partners are in agreement with the vision of the Workforce Development Board, which is to assess and respond to the training and employment needs of our workforce stakeholders in ways that restore and build competitive, robust local economies.

Mission

The Workforce Development Board of Western Missouri, Inc. along with its WIOA partners will increase the employment, retention, and earnings of system participants, and fulfill their attainment of post-secondary credentials, with the aim of improving workforce quality, reducing welfare dependency, increasing economic self-sufficiency, and meeting the skill requirements of employers.

Goals

- To achieve positive results for employment, education, training, and support services for people with barriers to employment.
- To provide workers with skills and credentials and provide employers with a skilled workforce.
- To coordinate workforce investment, education, and economic development efforts among multiple agencies.
- To improve the structure of, and delivery of, services through the workforce development system.

The Partners met on November 15, 2019 at the Workforce Development Board to discuss the development of the MOU and Infrastructure Agreement. The Workforce Development Board Executive Director provided the Partners the opportunity to have one-on-one discussions regarding service delivery, program specific needs and shared costs.

Partners participating in the November 15, 2019 meeting.

One-Stop Partner Name	Participated	Did Not Participate
Title III Wagner Peyser, Trade Act	Y	
Title I Adult, Dislocated, Youth	Y	
Title II AEL	Y	
Vocational Rehabilitation	Y	
Job Corps		N
National Farmworker - UMOs	Y	
SCSEP – AARP Foundation	Y	
Veterans Services	Y	
Community Service Block Grant WCMCAA	Y	
Unemployment Insurance	Y	

TANF	Y	
ResCare – MWA Provider	Y	
CTE - Clinton	Y	
CTE – Lex La Ray	Y	
CTE - Marshall	Y	
CTE - Nevada	Y	
CTE - Warrensburg	Y	
Native American (Not Applicable)		X
Youth Build (Not Applicable)		X
Second Chance Act (Not Applicable)		X

II. STRATEGIC VISION

The purpose of the Missouri Job Centers is to advance the economic well-being of the Local Workforce Development Area (LWDA) by developing and maintaining a quality workforce. The Centers shall serve as focal points for local and regional workforce innovation initiatives. Achieving this will require delivering high quality and integrated workforce innovation, education, and economic development services for jobseekers, incumbent workers, and employers.

WIOA identifies the following minimum responsibilities for required partners in each local workforce development area. For consistency, each partner, will assume the responsibilities identified below.

1. Provide access to partner programs and activities through the local workforce development system.
2. Use a portion of funds made available for partner programs and activities to provide career services through the local workforce development system and to maintain the local workforce development system, including costs for infrastructure.
3. Continue as a party to this MOU and enter into renewal MOUs as long as participating as a partner in the local workforce development system.
4. Participate in the operation of the local workforce development system consistent with the terms of this MOU, the federal laws that authorize partners program or activities, and all applicable state and local laws.

In addition, the Partners agree to:

1. Collaborate with the Board to establish priority of service policy and will ensure priority of service to veterans and covered spouses for any qualified job training program pursuant to the Jobs for Veterans Act.
2. Ensure programmatic accessibility of facilities, programs, services, technology, and materials to individuals with disabilities per WIOA Section 188.
3. Following procedures identified in the State and Local Plans for compliance with WIOA Section 188 provisions regarding nondiscrimination. (view the West Central Region’s Local Plan at www.skillupmissouri.org.)
4. Notify the Board of any changes to the rules governing a Partner’s program that impact the Partner’s performance and/or proportionate share under this MOU. The Board will communicate the changes to the Chief Elected Officials, Fiscal Agent, Job Centers, and other Partners and will initiate the process to amend this MOU if necessary.

5. Compliance with Missouri Job Center’s policies and procedures by staff members who work at those locations. Should a conflict exist between Missouri Job Center personnel policies and a Partner’s personnel policies the One-Stop Operator will consult with the Board to seek resolution.

A. NAME AND LOCATION OF COMPREHENSIVE ONE-STOP CENTERS

Comprehensive One-Stop Centers in the West Central Region service delivery system:

Missouri Job Center
621 E Highland Ave, Suite 3
Nevada MO 64772
(417) 448-1139

Missouri Job Center
515 S Kentucky Ave
Sedalia MO 65301
(660)530-5627

Connection Sites

The locations and times of these sites may vary as determined by monthly usage and availability of staff.

Butler Connection Site Community Food Pantry First Tuesday of the month	Warsaw Connection Site Second Thursday of the month 102 E. Jackson Warsaw MO 65355
El Dorado Springs Liston Center Third Thursday of the month	Marshall Food Pantry Fourth Wednesday of the month 165 W Morgan Marshall MO 65340
Carrollton Connection Site First Thursday of the month at the Public Library. 1 N. Folger Carrollton Mo 64633	

B. PARTIES TO THE MOU

Partner Program	Partner Organization	Category	Signatory Official	Contact Information
Partner Programs Located in West Central Region				
Temporary Assistance for Needy Families (TANF)	ResCare Workforce Services (MWA Provider)	Temporary Assistance for Needy Families (TANF), authorized under part A of Title IV of the Social Security Act (42 U.S.C. 601 et seq.)	Jeriane Jaegers-Brenneke	MO Family Support Division 3418 Knipp #A Jefferson City MO 65109

Senior Community Service Employment Program	SCSEP AARP Foundation	Older Americans Act, provides a work-based learning job training program for low-income older Americans.	Demetrios Antzoulatos	AARP Foundation 601 E Streer, NW Washington DC 20049
Adult & Dislocated Worker Formula Program, Title I	Office of Workforce Development	WIOA Title I	Mardy Leathers	PO Box 1087 Jefferson City MO 65102
Youth Formula Program, Title I	Office of Workforce Development	WIOA Title I	Mardy Leathers	PO Box 1087 Jefferson City MO 65102
Adult Education and Family Literacy	State Fair Community College	WIOA Title II	Katie Stanley-Dietzman	State Fair Community College Adult Education & Literacy 3201 W 16 th St Sedalia MO 65301
Adult Education and Family Literacy	Nevada R-V School District	WIOA Title II	Shearl Scism	Nevada R-V School District, Adult Education and Literacy 811 W Hickory St Nevada MO 64772
Wagner Peyser Employment Services	Office of Workforce Development	Wagner Peyser Act, as amended by Title III	Mardy Leathers	PO Box 1087 Jefferson City MO 65102
Vocational Rehabilitation	MO Vocational Rehabilitation	Title I of the Rehabilitation Act of 1973, as amended by Title IV	Tim Gaines	3024 DuPont Circle Jefferson City MO 65109
Job Corps	Excelsior Springs Job Corps Center	WIOA Title I-C	Paulette Lewis	701 Saint Louis Ave Excelsior Springs MO 64024-2615
National Farmworker Jobs Program/Migrant and Seasonal Farmworker	UMOS	WIOA Title I, Section 167 MSFW	Jeri Cochran	UMOS, Inc 432 W Fir Rd Carthage MO 64836
Trade Adjustment Assistance Program	Office of Workforce Development	Title II of the Trade Act of 1974	Mardy Leathers	PO Box 1087 Jefferson City MO 65102
Jobs for Veterans State Grant	Office of Workforce Development	38, U.S.C. 4100	Mardy Leathers	PO Box 1087 Jefferson City MO 65102
Community Service Block Grant	West Central MO Community Action Agency	Community Services Block Grant Act (42 U.S.C. 9901 et seq)	Christopher Thompson	106 W 4 th St Appleton City MO 64724
Unemployment Insurance Programs	MO Division of Employment Security	MO unemployment compensation laws in accordance with	Spencer Clark	Division of Employment Security PO Box 59

		applicable Federal law		Jefferson City MO 65104
TANF and Supplemental Nutrition Assistance Program	MO Family Support Division	Section 6(d)(4) of the Food and Nutrition Act of 2008 (7 U.S.C. 2015 (d)(4))	Jeriane Jaegers-Brenneke	3418 Knipp Dr Jefferson City MO 65109
Carl D. Perkins Career and Technical Education Programs	Clinton Technical Center Lex La-Ray Technical Center Nevada Regional Technical Center Saline County Career Center Warrensburg Career Center	Carl D. Perkins Career and Technical Education Act of 2006, as amended by the Strengthening Career and Technical Education for the 21 st Century Act (Perkins V) (20 U.S.C. 2301 et seq)	Jake Fowler Amanda Finkeldei Eric Schneider Callie Dobbins Rusty Sproat	Clinton – Jake Fowler 602 S 5 th St Clinton MO 64735 Lexington – Amanda Finkeldei 817 S Highway I3 Lexington MO 64067 Nevada – Eric Schneider 900 W Ashland Nevada MO 64772 Saline County – Callie Dobbins 900 W Vest Marshall MO 65340 Warrensburg – Rusty Sproat 205 S Ridgeview Dr Warrensburg MO 64093
WIOA National Dislocated Worker Grants	Office of Workforce Development		Mardy Leathers	PO Box 1087 Jefferson City MO 65102
Partner Programs Not Applicable to the West Central Region				
HUD Employment and Training Programs				
Reintegration of Ex-Offenders Programs		Section 212 of the Second Chance Act of 2007 (42 U.S.C. 17532)		
Indian and Native American Programs		WIOA Title I, section 166		
Workforce Development Board Chair	Cosslett Moore	Flex-Tech Industries	Clinton MO	
Chief Elected Official Chair	Jim Wheatley	Bates County Presiding Commissioner	Butler MO	

C. ONE-STOP CENTER SERVICES

The Workforce Innovation and Opportunity Act (WIOA) provides the basis for integrating the workforce system and Missouri Job Centers, and aligning services to better address employer and job seeker needs. WIOA defines a

single set of outcome metrics for the federal workforce programs encompassed by the Act. It encourages integrating intake, case management, and reporting systems. The Partners commit to integrated service delivery strategies, and will, to the extent possible in their unique settings, utilize staffing patterns, customer flow and interaction, and scheduling that results in functionality, integrated, human centered resource coordination at each site. Available services will be based on customer need as well as current funding.

In order to eliminate duplication of services, the parties to this MOU agree to coordinate the delivery of services and activities to:

- Collaborate about and promote the coordinated delivery of services through program integration whenever and participate in joint planning at the local level.
- Coordinate resources and programs to ensure a streamlined and efficient Workforce Development system.
- Provide direct access to services through real-time technology.
- Promote information sharing and coordination of activities to improve the performance of the One-Stop System.
- Continue to support and implement the unified system of measuring program performance and accountability.

Job Seeker Services		
Basic Career Services	Individualized Career Services	Training
Outreach, intake and orientation to the information, services, programs, tools and resources available through the Local workforce system	Comprehensive and specialized assessments of skills levels and service needs	Occupational skills training through Individual Training Accounts (ITAs)
Initial assessments of skill level(s), aptitudes, abilities and supportive service needs	Development of an individual employability development plan to identify employment goals, appropriate achievement objectives, and appropriate combination of services for the customer to achieve the employment goals	Adult education and literacy activities, including English language acquisition (ELA), provided in combination with the training services described above
Access to employment opportunity and labor market information	Group counseling	Incumbent Worker Training
Performance information and program costs for eligible providers of training, education, and workforce services	Literacy activities related to work readiness	Programs that combine workplace training with related instruction which may include cooperative education
Information on performance of the Local workforce system	Individual counseling and career planning	Training programs operated by the private sector
Information on the availability of supportive services and referral to such, as appropriate	Case management for customers seeking training services; individual in and out of area job search, referral and placement assistance	Skill upgrading and retraining
Information and meaningful assistance on Unemployment Insurance claim filing	Work experience, transitional jobs, registered apprenticeships, and internships	Entrepreneurial training
Determination of potential eligibility for workforce Partner services, programs, and referral(s)	Workforce preparation services (e.g., development of learning skills, punctuality, communication skills, interviewing skills, personal maintenance, literacy skills, financial literacy skills, and	Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training

	professional conduct) to prepare individuals for unsubsidized employment or training	
Information and assistance in applying for financial aid for training and education programs not provided under WIOA	Post-employment follow-up services and support (→ <i>This is not an individualized career service, but listed here for completeness.</i>)	Other training services as determined by the workforce partner's governing rules

Youth Services	
Tutoring, study skills training, instruction, and evidence-based dropout prevention and recovery strategies that lead to completion of the requirements for a secondary school diploma or its recognized equivalent (including a recognized certificate of attendance or similar document for individuals with disabilities) or for a recognized postsecondary credential.	Alternative secondary school services, or dropout recovery services, as appropriate.
Paid and unpaid work experiences that have as a component academic and occupational education, which may include: Summer employment opportunities and other employment opportunities available throughout the school year, pre-apprenticeship programs, internships and job shadowing, and on-the-job training opportunities.	Occupational skill training, which shall include priority consideration for training programs that lead to recognized postsecondary credentials that are aligned with in-demand industry sectors or occupations in the local area involved.
Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster.	Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social and civic behaviors, as appropriate.
Supportive services.	Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months.
Follow-up services for not less than 12 months after the completion of participation, as appropriate.	Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate.
Financial literacy education.	Entrepreneurial skills training.
Services that provide labor market and employment information about in-demand industry sectors or occupations available in the local area, such as career awareness, career counseling, and career exploration services.	Activities that help youth prepare for and transition to postsecondary education and training.

Business Services		
Serve as a single point of contact for businesses, responding to all requests in a timely manner	Provide information and services related to Unemployment Insurance taxes and claims	Assist with disability and communication accommodations
Conduct outreach regarding Local workforce system's services and products	Assist the Employment Transition Team in response to closures and downsizing	Develop On-the-Job Training (OJT) contracts, incumbent worker

		contracts, work experience agreements
Provide access to labor market information	Provide customized recruitment and job applicant screening, assessment and referral services	Provide employer and industry cluster-driven Occupational Skills Training through Individual Training Accounts with eligible training providers
Assist with the interpretation of labor market information	Conduct job fairs	Assist with the use of one-stop center facilities for recruiting and interviewing job applicants
Post job vacancies in the state labor exchange system and take and fill job orders	Provide information regarding disability awareness issues	Provide information on incumbent worker training, transitional jobs training, adult work experience and apprenticeship programs
Promote, market, connect and provide information regarding workforce development initiatives and programs	Provide information regarding assistive technology and communication accommodations	Develop, convene, or implement industry or sector partnerships
Consult with employers on how to reduce high employee turnover rates	Provide information regarding Work Opportunity Tax Credit and Federal Bonding programs	Build ongoing, productive relationships with employers and industry leaders

Nevada Job Center Services Offered		
Access to Office Equipment	Labor Market Information	WIOA Programs: Adult Dislocated Worker Youth On-the-Job Training Work Experience
Access to Job Telephone	Language Line Interpreters	
Assessments	Missouri Employment & Training Program (METP)	
Business Services	National Career Readiness Certificate Testing (NCRC)	
Career Exploration Tools	Occupational Skills Training	
Classroom Skills Training	Reemployment Services & Eligibility Assessment RESEA	WIOA Scholarships
Community Resources & Referrals	Re-Entry Services	Veterans' Services
Disability Services & Accommodations	Skills Enhancement Workshops	By Appointment: MWA services SCSEP services
Entrepreneurial Information	Supportive Services	
Employer Transition Team	Talify	
Federal Bonding Program	Trade Act	
Financial Resources & Assistance	Wagner Peyser Services	
Job Search Assistance	SkillUp	

Nevada Job Center – Partner On Site Representation Schedule			
Partner Program	Access Availability	Job Center Staff Cross-trained	Training to be Provided
SCSEP	By Appointment	N	Y
SNAP-SkillUp	Daily on-site	Y	
TANF - MWA	By Appointment	N	Y
TAA	Daily on-site	2 staff cross-trained	
RESEA (UI)	Daily on-site by appointment	Y	

Veteran Services	By appointment	N	
Wagner Peyser ES	Daily on-site	Y	
WIOA Adult/DW	Daily on-site	Y	
WIOA Youth	Daily on-site and by appointment	N	Y

Sedalia Job Center Services Offered		
Access to Office Equipment	Labor Market Information	WIOA Programs: Adult Dislocated Worker Youth On-the-Job Training Work Experience
Access to Job Telephone	Language Line Interpreters	
Assessments	Missouri Employment & Training Program (METP)	
Business Services	National Career Readiness Certificate Testing (NCRC)	
Career Exploration Tools	Occupational Skills Training	
Classroom Skills Training	Reemployment Services & Eligibility Assessment RESEA	WIOA Scholarships
Community Resources & Referrals	Re-Entry Services	Veterans' Services
Disability Services & Accommodations	Skills Enhancement Workshops	By Appointment: MWA services SCSEP services
Entrepreneurial Information	Supportive Services	
Employer Transition Team	Talify	
Federal Bonding Program	Trade Act	
Financial Resources & Assistance	Wagner Peyser Services	
Job Search Assistance	SkillUp	

Sedalia Job Center – Partner On Site Representation Schedule			
Partner Program	Access Availability	Job Center Staff Cross-trained	Training to be Provided
SCSEP	Daily on-site by appointment	N	Y
SNAP-SkillUp	Daily on-site	Y	
TANF - MWA	By Appointment	N	Y
TAA	Daily on-site and by appointment	2 staff cross-trained	
RESEA (UI)	Daily on-site by appointment	Y	
Veteran Services	By appointment	N	
Wagner Peyser ES	Daily on-site	Y	
WIOA Adult/DW	Daily on-site	Y	
WIOA Youth	Daily on-site and by appointment	N	Y

D. RESPONSIBILITY OF MISSOURI JOB CENTER PARTNERS

Changing labor markets and advances in technology have revolutionized how businesses find talent and jobseekers look for work. Social media, online talent platforms, and professional networking sites are evolving rapidly, perpetuating shifts in labor market dynamics. Additionally, rising consumer expectations and global competition have transformed how business is conducted in most industries. Employers must move faster and more efficiently in order to stay ahead of (or at least keep up with) competitors. This makes it imperative for the public workforce system to continuously adapt and reframe strategies and policies designed to support employers and job seekers.

- The West Central Region Partners agree to establish a system that stands in stark contrast to the “traditional”/historical transaction-based model, whereby each agency operates its own business and job seeker services functions, and participants move from place-to-place seeking services. Instead, the goal is to create integrated locations and a unified structure and process of proactive, transparent, and effective job seeker and business services, orchestrated by a seamless collaboration of talent development and support agencies.
- The Partners agree to promote capacity building and professional development for staff in order to increase awareness and understanding of Partner programs and services in order to have a successful integrated system.

- The Partners will establish a meeting time each quarter to discuss progress towards the mission and goals.

Discussions will center on:

- Performance Measures
- The effectiveness of customer flow and referral process
- Policies, procedures, tools and technology to effectively collect and share data
- Appropriate training and career pathway opportunities for target populations in the region
- Workforce and expansion needs of employers
- Opportunities in the region to partner

- The Partners agree to utilize the online Services Navigator and to ensure the information for their organization is updated as changes occur.

E. DATA SHARING

Shared Technology and System Security

Partners agree that the use of high-quality, integrated data is essential to inform decisions made by policymakers, employers, and job seekers. Additionally, it is vital to develop and maintain an integrated case management system, as appropriate, that informs customer service throughout customers’ interaction with the integrated system and allows information collected from customers at intake to be captured once.

All Partners agree to:

- Share data in accordance with the State of Missouri Shared Data Plan, Office of Workforce Development Confidentiality Policy and local WDB Confidentiality Policy.
- Assure that all data and systems are secure and virus and malware protections are current.
- Cooperate with efforts to implement/expand the use of an integrated, technology-based intake and case management information system as required under WIOA.
- Participate and cooperate in data collection and reporting and other activities to track and evaluate performance of the local workforce development system using state and local performance accountability measures.

Core program Partners (WIOA Adult, Dislocated Worker, Youth; Wagner Peyser, Adult Education & Family Literacy, and Vocational Rehabilitation) will agree to share data/information and will collaborate to assure that all common primary indicators of performance for the core program partners in the West Central Region will be collectively achieved.

Six Primary Indicators of Performance	Detail
A. Employment Rate – 2 nd Quarter After Exit	The percentage of participants who are in unsubsidized employment during the second quarter after exit from the program (for title I Youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the second quarter after exit).
A-1. Title I Youth Education and Employment Rate – 2 nd Quarter After Exit	The percentage of title I Youth program participants who are in education or training activities, or in unsubsidized employment, during the second quarter after exit from the program.
B. Employment Rate – 4 th Quarter After Exit	The percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program (for title I Youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the fourth quarter after exit).
B-1. Title I Youth Education and Employment Rate – 4 th Quarter After Exit	The percentage of program participants who are in education or training activities, or in unsubsidized employment, during the fourth quarter after exit from the program.
C. Median Earnings – 2 nd Quarter After Exit	The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program.
D. Credential Attainment	The percentage of those participants enrolled in an education or training program (excluding those in on-the-job training (OJT) and customized training) who attain a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exit from the program. A participant who has attained a secondary school diploma or its recognized equivalent is included in the percentage of participants who have attained a secondary school diploma or its recognized equivalent only if the participant also is employed or is enrolled in an education or training program leading to a recognized postsecondary credential within one year after exit from the program.
E. Measurable Skills Gains	<p>The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains, defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment. Depending on the type of education or training program, documented progress is defined as one of the following:</p> <ol style="list-style-type: none"> 1. Documented achievement of at least one educational functioning level of a participant who is receiving instruction below the postsecondary education level; 2. Documented attainment of a secondary school diploma or its recognized equivalent; 3. Secondary or postsecondary transcript or report card for a sufficient number of credit hours that shows a participant is meeting the State unit's academic standards; 4. Satisfactory or better progress report, towards established milestones, such as completion of OJT or completion of one year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training; or

	5. Successful passage of an exam that is required for a particular occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams.
F. Effectiveness in Serving Employers	<p>WIOA sec. 116(b)(2)(A)(i)(VI) requires the Department of Labor and the Department of Education to jointly establish a primary indicator of performance for effectiveness in serving employers. The Departments are currently piloting three approaches designed to gauge the critical workforce needs of the business community.</p> <ul style="list-style-type: none"> • Approach 1 - Retention with the same employer - addresses the programs' efforts to provide employers with skilled workers; • Approach 2 - Repeat Business Customers - addresses the programs' efforts to provide quality engagement and services to employers and sectors and establish productive relationships with employers and sectors over extended periods of time; and • Approach 3 - Employer Penetration Rate - addresses the programs' efforts to provide quality engagement and services to all employers and sectors within a State and local economy. <p>Since this indicator is a new approach for measuring performance under WIOA's six core programs, the pilot program requires states to select two of the three approaches to report data that the Departments will use to establish a permanent indicator. States may also voluntarily develop an additional State-specific approach. The Departments will evaluate state experiences with the various approaches to identify a standardized indicator.</p>

Personally Identifiable Information (PII)

All parties acknowledge that program participant information and certain other types of information are considered confidential under federal and state law. All parties further acknowledge that service delivery and other activities conducted by the parties' staff members under this MOU will generate and involve the use of confidential information for more than one partner program. Therefore, all parties agree to implement the strategies described below to minimize the risks of unauthorized disclosure:

All personally identifiable information (PII) of partner program participants is confidential information subject to overarching federal and state laws and regulations. Additionally, it is subject to federal and state confidentiality laws that specify requirements and restrictions on the use, storage, disclosure, and destruction of the data.

Each set of laws and regulations for the PII of each program identifies the allowable uses of the data, the entities/individuals that may be authorized to access the data, the manner in which authorization may be given, and under what circumstances the data may be shared and disclosed. If an individual knowingly uses or discloses the data for an unallowable or unauthorized use, it is a criminal offense (in most cases a misdemeanor) punishable by a fine or jail time.

Partners' staff members who perform shared service functions in the Missouri Jobs Centers are not authorized to access PII of other partners' program participants unless the partner program specifically authorizes access in accordance with the requirements under the applicable federal and/or state regulations or if the participants give informed consent for the use of their data.

All parties will ensure that their respective staff members who will deliver services and carry out activities through the local workforce development system and in the Missouri Jobs Centers are properly informed and have completed training on the use, protection, disclosure, and disposal of confidential data as well as the criminal penalties for unauthorized use or disclosure under federal and state confidentiality laws.

Further, all parties will develop procedures to implement the following safeguards, which are common requirements across federal and state confidentiality laws, and will ensure that their respective staff members are effectively trained on such procedures and follow them.

1. Identifying the staff members who are authorized to access confidential data in the performance of their work under this MOU.
2. Authorizing access to such staff members in a written statement to be signed by the staff member that identifies and describes the confidential data, the authorized representative of the partner program that owns the data, the system that contains the data, the allowable uses of the data, the procedures for safeguarding the data, and the requirements, restrictions, and penalties under the applicable federal and state confidentiality laws.
3. Storing confidential data in an area that is physically safe from access via computer, remote terminal or any other means during duty hours, non-duty hours, or when not in use.
4. Segregating each partner program's confidential data from other data.
5. Applying federal encryption standards to any data that is kept in a portable format or emailed.
6. Restricting access of confidential data to only authorized employees and officials of the parties to this MOU who must access the data in the performance activities under this MOU.
7. Processing confidential data and records created from the information under the immediate supervision and control of authorized personnel to ensure that the data will be processed and utilized in a manner that will protect the confidentiality of the information.
8. Prohibiting disclosure of any confidential data to a third party without prior written permission from the authorized representative of the partner program responsible for the data.
9. Limiting collection and use of any information, systems, or records that contain personal identifying data to purposes that support programs and activities under this MOU, and, when possible, de-identifying data and presenting it in aggregate form for purposes such as evaluation or reconciliation.

III. SERVICES TO BE PROVIDED

The purpose of this MOU is to articulate the roles and responsibilities of each Party in the creation of a seamless customer-focused service delivery network that integrates service delivery across programs, enhances access to services and improves long-term employment outcomes for individuals receiving assistance. The MOU provides a foundation for assuring alignment and coordination of policies and operations across programs, supporting a responsive service delivery system, enhancing access to program services that meet the workforce development needs of adults and lead to long-term employment outcomes. Programs and services will be coordinated and integrated where feasible by jointly serving common customers, supporting interagency in-service training and providing information and services that most directly meet the customer's needs.

A. DESCRIPTION OF COMPREHENSIVE ONE-STOP SERVICES

One-Stop Partner	One-Stop Services
WIOA Title I Adult Program	<p>The WIOA Adult formula program provides career and training services through the two Job Centers in the region. Job Center staff help job seekers who are at least 18-years old succeed in the labor market. In the provision of individualized career services and training services, WIOA establishes a priority for serving low-income individuals, recipients of public assistance, as well as individuals who are basic skills deficient.</p> <p>The Adult program's delivery of career and training services are tailored to the individual needs of the job-seekers. The Adult program is identified as a core program under WIOA and along with many other task is responsible for local planning, shared performance indicators, and aligned service delivery with the core partners and other one-stop partner programs.</p>
WIOA Title I Dislocated Worker Program	<p>The WIOA Dislocated Worker formula program provides career and training services to help job seekers who meet the definition of a dislocated worker. Additionally separating service members are eligible for dislocated worker services as they transition from military to civilian careers if they meet the requirements. The goal of the Dislocated Worker program is helping individuals return to the workforce with the skills they need to obtain employment in in-demand occupations.</p> <p>The Dislocated Worker program is identified as a core program under WIOA and along with many other task is responsible for local planning, shared performance indicators, and aligned service delivery with the core partners and other one-stop partner programs.</p>
WIOA Title I Youth Program	<p>The WIOA Youth Program creates an opportunity for coordination among all core partner programs. The WIOA Adult program and the WIOA Youth program can work closely to ensure young adults receive the services they need to succeed in education and the workforce. Individuals aged 18-24 may be eligible for both the WIOA Youth and Adult programs and can be co-enrolled in the two programs.</p>
<p>Adult Education and Family Literacy Act WIOA Title II</p>	<p>The AEL program provides adult education and literacy activities that:</p> <ul style="list-style-type: none"> • Assist adults to become literate and obtain the knowledge and skills necessary for employment and economic self-sufficiency • Assist adults who are parents or family members to obtain the education and skills that are necessary to becoming full partners in the educational development of their children and lead to sustainable improvements in the economic opportunities for their family • Assist adults in attaining a secondary school diploma and in the transition to postsecondary education and training, including through career pathways • Assist immigrants and other individuals who are English language learners in: 1) Improving their reading, writing, speaking, and comprehension skills in English, as well as mathematics skills; and 2) Acquiring an understanding of the American system of Government, individual freedom, and the responsibilities of citizenship. <p>WIOA authorizes career services to be provided with Title I Adult and Dislocated Worker funds. Some of these services are activities that are</p>

	<p>also allowable under AEFLA, including workforce preparation activities, English language acquisition programs, and integrated education and training programs.</p> <p>Title I programs and the AEFLA program can coordinate the development of career pathways and also co-enroll participants so they receive the full spectrum of services for their education and employment needs.</p>
Wagner-Peyser Act Employment Services WIOA Title III	<p>The Wagner-Peyser employment service seeks to improve the functioning of the nation's labor markets by bringing together individuals seeking employment with employers seeking workers. WIOA requires Wagner-Peyser Services to be co-located with WIOA services.</p> <p>The ES program provides "universal access" to job seekers seeking employment and career services, provides referrals to partner programs, and provides reemployment services to individuals receiving unemployment insurance.</p> <p>WIOA provides new opportunities for coordination and referrals for the Title I Adult and Dislocated Worker programs, as well as the WagnerPeyser Act ES, to partner with and enhance service delivery to individuals with disabilities, including those served under the VR program.</p>
Vocational Rehabilitation program WIOA Title IV	<p>The VR program is one of the six core programs of the one-stop system, and is designed to improve and align core programs towards the goal of assisting individuals with disabilities to maximize employment, economic self-sufficiency, independence, and inclusion and integration into society.</p> <p>VR Counselors, who are employed by the state VR agency, are responsible for determining whether an individual is eligible to receive VR services. In order to be eligible, an individual with a disability must meet the following criteria:</p> <ul style="list-style-type: none"> • Must be an "individual with a disability," as defined in section 7(20)(A) of the Rehabilitation Act • Require VR services to obtain, maintain, advance in, or regain employment. <p>WIOA funds allocated to the region for Adult and Dislocated Worker activities may be used to improve coordination between employment and training programs carried out in the region for individuals with disabilities through the one-stop delivery system.</p>
Job Corps	<p>Job Corps, a national program, provides academic, career and technical education, service-learning, and social opportunities primarily in a residential setting, for low-income young people. The Job Corps service provider is located in Excelsior Springs, MO and is available by appointment.</p> <p>The objective of Job Corps is to support responsible citizenship and provide young people, ages 16-24, with the skills that lead to successful careers that will result in economic self-sufficiency and opportunities for advancement in in-demand occupations or the Armed Forces, or</p>

	<p>enrollment in postsecondary education, including an apprenticeship program.</p> <p>Coordination of programs includes:</p> <ul style="list-style-type: none"> •Cross referrals with Adult Program and Youth Program, which can increase the likelihood of successful performance incomes by ensuring that individuals are referred to the program that best meets their needs. •Co-enrollment with partner programs to maximize the number of individuals served and the level of service provided.
<p>National Farmworker Jobs Program WIOA Title I, section 167 Migrant and Season Farmworker</p>	<p>The NFJP/MSFW program provides appropriate career and training services, youth services, housing assistance services, and related assistance services, to eligible migrant farmworkers (including MSFW youth) and eligible seasonal farmworkers (including eligible MSFW youth), and their dependents. UMOS the NFJP grantee partners with the Job Centers to support a comprehensive system that seamlessly provides integrated services that are accessible to farmworkers and their families.</p> <p>Coordination of programs includes:</p> <p>Referrals made to WIOA Adult and Youth programs when MSFW participants need more intensive support around specific program elements.</p> <p>Refer participants to the VR program to assist farmworkers with disabilities.</p> <p>Refer participants to the Senior Community Service Employment program for the aging farworkers.</p> <p>Refer participants to Veterans program when appropriate.</p> <p>Refer participants to TANF programs for continued support for farmworker family nutrition.</p> <p>Coordinate resources to ensure customer-centered service delivery for all customers, including individuals who are language learners (referral to AEL/ESL) and individuals who are facing substantial cultural barriers.</p>
<p>Senior Community Service Employment Program</p>	<p>The Senior Community Service Employment Program (SCSEP) provides training for low-income, unemployed older Americans and supportive services that allow them to participate in the training. Participants also have access to employment assistance through the Job Centers.</p> <p>Coordination of programs includes:</p> <p>Co-location at the Job Center in Sedalia.</p> <p>SCSEP participants can be trained and assigned to provide computer assistance in resource areas at the Job Centers particularly to other seniors.</p>

	<p>SCSEP can provide paid work experience with community service employment assignments, while Title I Adult funds can support individualized career services such as working with an employment counselor.</p> <p>SCSEP can provide advice and training for Job Center staff on adapting services to meet the needs of older adult learners; Job Center staff can provide advice and training to SCSEP on effective use of labor market information and job placement strategies.</p>
Trade Adjustment Assistance	<p>The Trade Adjustment Assistance Program (TAA Program) assists workers who have been adversely affected by foreign trade. The TAA program seeks to provide adversely affected workers with opportunities to obtain the skills, credentials, resources, and support necessary to become reemployed.</p> <p>Services include: Employment and Case Management Training Income Support Job Search Allowance Relocation Allowance Reemployment TAA</p>
Jobs for Veterans State Grants (JVSG)	<p>JVSG is a key partner in the workforce system providing Disabled Veterans' Outreach Program (DVOP) specialists who provide key services to veterans with significant barriers to employment, and Local Veterans Employment Representatives (LVERs), who provide outreach to employers to help veterans achieve employment. All participants must be co-enrolled and have a common exit with the Wagner-Peyser Act ES.</p>
Community Services Block Grant (CSBG)	<p>The CSBG provides assistance through community action agencies and other neighborhood-based organizations, for the reduction of poverty, the revitalization of low-income communities, and the empowerment of low-income families and individuals in rural and urban areas to become fully self-sufficient.</p> <p>A CSBG organization can participate in the Job Centers by:</p> <ul style="list-style-type: none"> •Cross training with all staff located in the Job Centers. •Coordinating employment and training services on site at the Job Centers or Connection sites.
Unemployment Insurance	<p>The Missouri Job Centers must provide reemployment services to UI claimants for whom services are required as a condition for receipt of UI benefits. Services must be appropriate to the needs of UI claimants who are referred to reemployment services under any Federal or State UI law.</p> <ul style="list-style-type: none"> • Provision of information and assistance regarding filing claims under UI programs, including meaningful assistance to individuals seeking assistance in filing a claim.

	<ul style="list-style-type: none"> • The Job Centers have current labor market information and provide 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.
Temporary Assistance for Needy Families (TANF)	<p>TANF serves individuals who also may be served by WIOA programs and, through appropriate linkages and referrals, these customers will have access to a broader range of services through the cooperation of the TANF program in the one-stop delivery system. TANF participants, who are determined to be WIOA eligible, and who need occupational skills training may be referred through the Job Center network to receive WIOA training, when TANF grant and other grant funds are not available to the individual in accordance with 20 CFR 680.230(a).</p> <p>TANF can participate in the Job Centers through the following:</p> <ul style="list-style-type: none"> • Program staff are physically present in the centers and provide intake services and initial eligibility determinations for TANF assistance and non-assistance benefits, including employment services and related supports. • Program staff are physically present in the centers and perform job readiness assessments and assign or refer TANF clients to appropriate TANF work activities. • Program staff are physically present in the centers and will assist work ready TANF clients to co-enroll in other applicable workforce services. • Train partner staff physically present in centers to provide information about the TANF program, including services, and required activities. • Provision of TANF program information, eligibility requirements, available benefits and services, including direct linkage to program staff via technology. <p>Some benefits for participating in the Job Center network include:</p> <ul style="list-style-type: none"> • Shared building rent, maintenance costs, utilities, tenant improvements, or any other similar costs up to the administrative cost limits of the program.

	<ul style="list-style-type: none"> • Shared equipment, software, IT maintenance costs, Internet access, and other similar costs up to the administrative cost limits of the program. • Shared customer resource center. • Streamlined, common intake data formats, preparation, and interview of customers. • Reduced costs for staff training and development on common program elements. <p>WIOA participants who also are determined TANF eligible may be referred to the TANF program for assistance.</p>
Carl D. Perkins Career Technical Education Act	Perkins Act postsecondary recipients engage with core partners in the one-stop system by: using common labor market data to inform local CTE program development; aligning education, training, and supportive services; streamlining efforts to engage and involve employers in local program development; establishing common definitions and measures for student performance; and making data on CTE students publicly available in training provider reports.

B. PROCUREMENT OF ONE-STOP OPERATOR

The procured One-Stop Operator for the West Central Region is Odle Management Group LLC.. The Functional Leaders employed by Odle Management Group are responsible for the duties of the One-Stop Operator and for the day-to-day oversight of local service delivery under the guidance of the Workforce Development Board.

The One-Stop Operator agrees to abide by CFR 20 section 678.625 and section 679.430, which outlines the requirements to maintain firewalls and internal controls.

One-Stop Operator Functions

- Employ Functional Leader
- Provide functional supervision of all One-Stop Job Center required services, including services provided by entities that have voluntarily entered into One-Stop Memorandums of Understanding (in accordance with WIOA).
- Confirm with Board staff that MOUs or agreements are on file with the Board. The expectation of the subrecipient is to ensure that One-Stop partners adhere to the MOU, agreements and reporting procedures. The OSO will ensure that all staff receive training on services provided by other One-Stop partners.
- Identify Job Center staffing needs, in coordination with WDB.
- Assure Job Center staff deliver high quality, customer-oriented service.
- Coordinate with Job Center partners to keep the Missouri Services Navigator (Resource Guide) information current.
- Assure the delivery of services to individuals with limited English proficiency, disabilities, or other significant barriers.
- Meet weekly with Wagner Peyser supervisor.
- Convene weekly meetings/trainings of Job Center staff.

- Provide constructive feedback to the Center staff regarding their duties. Provide technical assistance when needed.
- Continue to develop and enhance the workforce development system by focusing on a fully coordinated and integrated service delivery model that is market driven and offers value-added services to regional job seekers.
- Ensure One-Stop partners follow the set policies for the Job Center.
- Ensure a consistent and clear standard for case notes is used across all funding sources.
- Enforce procedural, conduct, and appearance policies of the MO Office of Workforce Development and the West Central Region.
- Abide by all federal, state, and board procurement policies.
- Implement and follow any current and future Board administrative directives especially those directives that concern: fiscal responsibilities of the day-to-day operation of the One-Stop Job Center, Equal Employment Opportunities, and the Americans with Disabilities Act.
- Assist the board in meeting One-Stop evaluation and certification for effectiveness including customer satisfaction, physical and programmatic accessibility, and continuous improvement. (See *DWD Issuance 04-2019: Missouri One-Stop Job Center and Affiliate Job Center Certification Evaluation and Criteria*).
- Participate in regular meetings with the WDB Director to review contract terms, processes, performance data and results of internal quality assurance monitoring and corrective action efforts.
- Coordinate and schedule facilities usage such as, but not limited to, classrooms, assessments, and conference rooms.

Further, as a condition to the award of financial assistance from the Department of Labor under Title I of WIOA, the One-Stop Operator assures that it will comply with the nondiscrimination and equal opportunity provisions under all local, state and federal regulations.

One-Stop Operator Prohibited Functions

- Convene system stakeholders to assist in the development of the local plan.
- Prepare and submit the local plans (WIOA sec. 107)
- Be responsible for oversight of itself.
- Participate in the competitive selection process for one-stop operators.
- Select or terminate One Stop Operators, Career Service providers, and WIOA Youth providers.
- Negotiate local performance accountability measures.

C. ADMINISTRATIVE AND OPERATIONS MANAGEMENT SECTIONS

The Workforce Development Board and staff provide oversight of the One-Stop Operator. Oversight includes:

- Monitoring for programs and financial compliance

- Equal Opportunity compliance
- Job Center certification and accessibility
- Training of subcontractor staff and partners
- Mediation for customer service resolution

IV. Shared Funding of Infrastructure

A. One-Stop Operating Budget

The One-Stop Operating Budget is the financial plan that the One-Stop Partners, and Local WDB agree will be used to achieve the MOU's goals of delivering services in the West Central Region. The MOU contains, among other things, provisions describing how the costs of services provided by the One-Stop System (including career services and other shared services) and the operating costs of such System will be funded, including the infrastructure costs for the One-Stop System (WIOA sec. 121(c)(2)(A)). The One-Stop Operating Budget is the master budget that contains a set of individual budgets or components that consist of two (2) types of costs that are specifically outlined in the statute: infrastructure costs, defined in WIOA sec. 121(h)(4); and additional costs, which consist of shared operating costs and shared services that are related to the operation of the One-Stop Delivery System (but do not constitute infrastructure costs), described in WIOA sec. 121(i).

The MOU includes the One-Stop Operating Budget that contains both infrastructure costs and additional costs. A separate and unique budget has been developed and agreed upon for each location. The budget identifies shared cost divided among the Partners. The FTE model was used to determine shared infrastructure costs. The Partners agree to the overall system budget and each Partner's share of the budget, not just their own share.

Budget Components: The budgets includes the infrastructure categories listed in the law and regulations (rent, utilities and maintenance, equipment, technology to facilitate access, and common identifier costs).

B. Other Contributors

The MOU does not include contributions made to the One-Stop System through other avenues, such as donations made by a non-partner entity (e.g., a local business donating computers for a learning lab). Third-party in-kind contributions are allowed and identified or offered as supplement to the operations of the Job Centers.

V. FUNDING OF SERVICES AND OPERATING COSTS

In accordance with the Workforce Innovation and Opportunity Act, all required One-Stop partner programs must contribute to the infrastructure costs and certain additional costs of the one-stop delivery system based on their proportionate use as required by 20 CFR 678.755, 34 CFR 361.755, and 34 CFR 463.755. A partner's contribution must be an allowable, reasonable, necessary, and allocable cost to the program and be consistent with the Federal Cost Principles set forth in the Uniform Guidance. Funding provided by the one-stop partners to cover operating costs, including infrastructure costs, of the one-stop delivery system must be based on the partner program's proportionate use of the system and relative benefit received.

Budgets are an attachment to this MOU. Partners will be billed on a monthly basis. Actual costs will be tracked and reconciled at least annually. In the event of any change in staff FTE's, during the course of this agreement, the budget worksheets will be amended to ensure equitable benefit among all one-stop partners. As a result, this action could result in a lower or higher proportionate share for each partner identified in the cost share budget.

VI. SYSTEMATIC REFERRAL PROCESS FOR JOB CENTER CUSTOMERS

The One-Stop Operator is responsible for assuring that effective and customer friendly referrals are occurring at the West Central Region Job Centers. Referrals will be made by various methods 1) via cross training where staff have been sufficiently trained on the services of some or all Partners so they can make an appropriate referral, 2) via direct linkage connection by phone or video conferencing to help a job seeker access services not available on

site. A “direct linkage” cannot *exclusively* be providing a phone number or computer Web site or providing information, pamphlets, or materials.

In order to provide seamless delivery of services to custom, the Parties agree to the following referral principles:

1. Each party will have information on and receive training about the services of all Partner agencies within the One-Stop System.
2. Customers accessing services through the One-Stop System will receive assistance in determining which of the Partner agencies may have services that will benefit the customer and will be provided an appropriate referral and means to contact said Partner program.
3. Staff will make appropriate referrals depending on each customer’s individual needs, eligibility requirements, and other support services. Referrals will be made to Partners/outside agencies based on intake and assessment and a determination of appropriateness.
4. We agree that the Partners will conduct referrals for services in the following manner:
 - a. All customers referred for services will receive a written referral form with the date, time, and place of the appointment.
 - b. All appointments will be scheduled within three (3) working days.
 - c. The individual making the appointment will commit to actively follow up within two (2) working days of the scheduled appointment date to assure that Partner resources are being leveraged at an optimal level.

REFERRAL GUIDE	
Direct connection at the one-stop center via phone or web-based communication	<p>By phone:</p> <ol style="list-style-type: none"> a. A specific, dedicated phone number b. Phone coverage during normal business hours on all normal business days <p>Voicemail or other capability enabling customers to leave a message if access to services via phone is unavailable at the time of contact</p> <p>By video:</p> <ol style="list-style-type: none"> a. High-speed Internet capability b. Dedicated, computer-enabled communications access between devices at two or more locations c. Communications via two-way real-time video and audio transmission d. Back-up capability, instructions or appointment scheduling if access to services via video is unavailable at the time of contact e. Examples: <ol style="list-style-type: none"> 1. Skype 2. Zoom 3. Go-to-Meeting
Reasonable period of time	<ol style="list-style-type: none"> a. Immediate, on-demand access as the norm b. Contact initiated within 24 hours if service via direct linkage was unavailable at the time of initial contact from the customer
Program staff member who can provide information or services to the customer	<ol style="list-style-type: none"> a. Specifically identified needed partner staff person(s) who are: <ol style="list-style-type: none"> 1. Trained and knowledgeable regarding the needed partner’s services and programs, and

	2. For whom providing services via direct linkage is a formal part of his/her job duties
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VII. ACCESS

NON-DISCRIMINATION AND EQUAL OPPORTUNITY

Accessibility to the services provided by the West Central Region Job Centers and all Partner agencies is essential to meeting the requirements and goals of the workforce system in the region. Job seekers and businesses must be able to access all information relevant to them via visits to physical locations as well as in virtual spaces, regardless of gender, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state or federal law.

PHYSICAL ACCESSIBILITY

One-stop centers will maintain a culture of inclusiveness and the physical characteristics of the facility, both indoor and outdoor, and will meet the latest standards of accessible design and customer needs in the following ways:

- The Comprehensive One-Stop Center's layout supports a culture of inclusiveness
- The location of the Comprehensive One-Stop Center is recognizable in a high-traffic area
- Access to public transportation is available within reasonable walking distance
- The location of a dedicated parking lot, with parking lot spaces closest to the door designated for individuals with disabilities

PROGRAMMATIC ACCESSIBILITY

Access to Programs and Services

All individuals will be given access to all required career services on site and the opportunity to explore occupations to understand the technical and physical requirements. Additional accommodations will be made, if necessary. Direct linkage is addressed in the referral process and will be with a designated staff member in-person at the partner program if not on-site.

All Partners agree that they will not discriminate in their employment practices, services or programs on the basis of gender, gender identity and/or expression, age, race, religion, national origin, disability, veteran's status or those on public assistance, low income or who are basic skills deficient or on the basis of any other classification protected under state or federal law.

Partners will assure that they have policies and procedures in place to address non-discrimination and employment practices and that such policies and procedures have been disseminated to their employees and otherwise posted as required by law and these policies and procedures comply with the Americans with Disabilities Act of 1990 and its amendments.

Partners will cooperate with compliance monitoring that is conducted at the Local level to ensure that all Job Center programs, services, technology, and materials are physically and programmatically accessible and available to all.

Partners agree to promote capacity building and professional development for staff in order to increase awareness and understanding of serving individuals with barriers to employment and individuals with disabilities.

All Partner staff members will be trained to provide services to all, regardless of range of abilities, mobility, age, language, learning style, or comprehension or education level. An interpreter will be provided in real time or, if not available, within a reasonable timeframe to any customer with a language barrier. Assistive devices, such as

screen-reading software programs and assistive listening devices will be available to ensure physical and programmatic accessibility within the West Central Job Centers.

VIII. HUMAN RESOURCES MANAGEMENT

The Partners agree to develop commonly accepted expectations for customer service and engagement that are compliant with each individual entity's employee policies. Each Partner will incorporate those expectations into their own employee-performance system and agree to conduct periodic performance reviews in accordance with the requirements of their organization.

Further, we agree that in the event disagreements arise, the proper chain of command will be followed and the staff member's employer of record will be called upon to help resolve issues. The formal Complaint and Grievance policy will be used if resolution is not reached.

All partners will agree that exchanged information will remain private and confidential in accordance with the existing confidentiality requirements of each partner program and in compliance with the confidentiality requirements of all applicable laws, regulations, and rules. All Job Center staff and management will follow policy set forth by the Office of Workforce Development and the policy of the WDB, as applicable. Authorized staff will receive training and sign the confidentiality statement. Correspondence sent by email and fax will adhere to the confidentiality statement as set forth in OWD Issuance 13-2016 or subsequent guidance.

Grievances and Complaints Procedure

The Partners agree to abide by the complaint and grievance policy and procedures as outlined in OWD Issuance 09-2012 to ensure enforcement of non-discrimination and equal opportunity provisions within the One-Stop System.

IX. ONE-STOP DELIVERY SYSTEM PERFORMANCE CRITERIA

We agree that the One-Stop Delivery System will strive to achieve these standards of quality service for its customers, employees, and Partners:

1. All customers will receive prompt and courteous service from the staff.
2. All customers will receive the services designed to assist customers in achieving their educational and/or job placement goals.
3. All employees can expect to work in a safe and professional environment.
4. All employees can expect to receive the best tools to achieve the desired outcome for their customers.
5. All Partners will deliver high-quality services through the Missouri Job Centers.
6. All Partners agree to support and implement the unified system of measuring program performance and accountability.

X. GOVERNANCE OF THE ONE-STOP DELIVERY SYSTEM

The ultimate accountability and responsibility for the One-Stop System organizational processes, services, and accomplishments will rest with the Workforce Development Board (WDB), the One-Stop Operator, and the Partners. The WDB is an appointed body representing business and industry along with core partners serving a 13-county region in mid-Missouri.

Responsibilities of the WDB include, but are not limited to:

1. Develop and execute Memorandum(s) of Understanding (MOU) with One-Stop Partners.
2. Direct the disbursement of funds for workforce development activities pursuant to the requirements of WIOA.

3. Develop a local strategic plan (made accessible to public on website: skillupmissouri.org) including policies, standards and operational priorities for the local area; update said plan as required by the Division of Workforce Development and Department of Labor.
4. Competitively procure the One-Stop Operator and lead the certification process of Job Centers in the region.
5. Conduct oversight of the local One-Stop delivery system, including all Adult, Dislocated Worker and Youth activities, jointly or on behalf of the Chief Elected Officials.
6. Recommend grants or contracts for program activities, as appropriate.
7. Support coordination of workforce investment activities with economic development strategies and other employer linkages.
8. Oversee marketing efforts and public relations conducted on behalf of the One-Stop Delivery System through the Missouri Job Centers.

Responsibilities of the One-Stop Operator include, but are not limited to:

1. Consistent with the principles of universal access, customer choice, increased accountability and strong private sector involvement, the One-Stop Operator will advance quality improvement methods, customer satisfaction measures and staff development. Promote inclusion of partners and integration of services.
2. Examine the organization's processes of developing strategic objectives, as well as creating action plans and related human resource plans to support system direction.
3. Examine how the system determines customer/market requirements; expectations and preferences.
4. Examine the performance management system and how the system analyzes performance data and trends.
5. Examine how the system engages job seekers to develop and utilize their full potential in alignment with their goals and the system's objectives.
6. Examine key aspects of process management, including customer-focused design of products and service delivery involving all partners.
7. Update local resource directory as changes occur.
8. Examine the system's performance and improvement in business service areas – customer satisfaction, financial and marketplace performance, product and service performance, human resource support, return-on-investment (ROI) for utilizing the Job Center's services and evidence of repeat business from area employers.

Responsibilities of the One-Stop Partners (to the extent allowed within their own agency policies) include, but are not limited to:

1. Provide access to programs and services through the One-Stop Delivery System.
2. Support development and implementation of one-stop policies and processes as well as an integrated, customer-centered service delivery design.
3. Share customers and infrastructure costs, as applicable.
4. Coordinate the availability of grant funds to ensure customers receive the full benefit of services provided by each partner organization.
5. Engage employers and provide integrated business services.
6. Increase and coordinate range of customer services to ensure the needs of employers, jobseekers, workers, youth, and individuals with barriers to employment are met, including individuals with disabilities.
7. Assist in updating the local resource directory as changes occur.
8. Share performance data on mutual customers.
9. Coordinate outreach and job development activities.

XI. DURATION, MODIFICATION, and REVISIONS

The Partners agree that the terms of this Memorandum of Understanding becomes effective July 1, 2020 and will continue in effect until June 30, 2023 or such time as any party will modify, extend, or terminate this MOU. The MOU will be reviewed annually and must be updated not less than every three years to reflect any changes in signatory official of the Board, One-Stop Partners, CEOs, or one-stop infrastructure funding. The agreed upon expiration date cannot exceed June 30, 2023.

Requests for modifications to the MOU must be made in writing to the WDB at least 30 days prior to the effective date of the requested change.

SEVERABILITY

If any part of this MOU is found to be null and void or is otherwise stricken, the rest of this MOU shall remain in full force and effect until renegotiated or rewritten.

AMENDMENT PROCEDURES

Partners agree to the following amendment processes:

- A Partner Agency must provide thirty (30) days written notice to the other Partners to make amendments.
- A Partner Agency must inform the local board about amendments and in turn the local board will contact all Partners to this MOU.
- Generally, amendment or modification of the MOU only requires the Partners to review and agree to the elements of the MOU that changed. Non-substantive changes to the MOU, such as minor revisions to the budget or adjustments made due to the annual reconciliation of the budget, do not require renewal of the MOU. Because this MOU is a “living document” that is likely to undergo changes over the next three years, changes to the MOU or any attachments that do not change the intent of the document will be considered minor revisions.

Substantial changes, such as the removal or addition of a required partner organization or a change due to the election of a new Chief Elected Official will require renewal of the MOU. Renewal of the MOU requires all parties to review and agree to all elements of the MOU and re-sign the MOU.

- If disputes arise related to the terms of this MOU or IFA, the Partners agree to handle it at the lowest level possible. The dispute must be in writing (electronic or hard copy) and make specific reference to the portion of the MOU/IFA in debate. All actions taken to resolve the dispute(s) will be documented.
 - All attempts to resolve disputes among Partners will begin with negotiations between the disagreeing parties. Partners are expected to put forth good to faith efforts in communication and compromise to resolve disagreements in a cooperative and timely manner.
 - Should the parties be unable to directly resolve their dispute, they will provide a written explanation about the matter to the local workforce development board. The Planning and Operations Committee will review the dispute and provide a written recommendation.

Per WIOA Section 121(h) and 20 CFR 678.725, local disputes related to funding of one-stop infrastructure costs are exempt from this process and will instead be addressed through application of the state one-stop funding mechanism determined by the Governor and subject to a state-level appeals process established by the Governor as described in OWD Issuance 01-2019.

DURATION OF AGREEMENT

The Partners agree that the terms of this Memorandum of Understanding becomes effective July 1, 2020 and will continue in effect until June 30, 2023 or such time as any party will modify, extend, or terminate this MOU. The MOU will be reviewed annually and will be updated not less than every three (3) years to reflect any changes in signatory official of the Board, One-Stop Partners, CEOs, or one-stop infrastructure funding.

Requests for modifications to the MOU must be made in writing to the WDB at least thirty (30) days prior to the effective date of the requested change.

XII. TERMINATION

Any party to this agreement may cease participation in the agreement. Any party that intends to cease participation must notify the other parties affected by this agreement at least 30 days prior to the effective termination date. Termination by one or more of the Partners does not alter the terms or obligations of any other party to the agreement.

XIII. AUTHORITY AND SIGNATURES

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ATTACHMENT 1

SERVICES TO BE PROVIDED BY ONE-STOP PARTNERS THROUGH THE ONE-STOP SYSTEM

Partner: **WIOA Title I Adult, Dislocated Worker and Youth**

PARTNER PROGRAM SERVICES

For each Partner program, identify the services provided in the chart below or in narrative format. Enter “D” for directly delivered services, “R” for Referrals, or “B” for both. Add other services not listed in the space at the bottom of this form.

PRELIMINARY SERVICES			
Determination of Program Appropriateness for Customer	D	Career Information	D
Follow-Up Services	D	Eligibility Determination	D
Job Referrals	D	Initial Assessment	D
Labor Market Information	B	Job Search Skills and Information	D
Outreach and Recruitment	D	Orientation	D
Resource Center	D	Public Information	B
Workshops	B		
SERVICES REQUIRING ELIGIBILITY			
Basic Education	R	Alternative Secondary School	R
Computer Literacy Training	B	Case Management	D
Employment Plans	D	Diagnostic Assessment	B
Enrollment or Registration	D	English as a Second Language Training	R
Group Counseling	B	HiSet Training	R
Individual Self-Sufficiency	B	Individual Counseling	B
Job Retention Services	B	Job Readiness Training	B
Life Skills Training	B	Leadership Development Activities	B
Mentoring	B	Literacy Training	R
Study Skills Training	B	Post-Employment Services	B
Tutoring	B	Supportive Services	B
TRAINING SERVICES			
Customized or Workplace Training	R	Apprenticeship Training	B
Financial Assistance for Training	B	Entrepreneurial Training	B
On-the-Job Training	B	Occupational Skills Training	B
Skills Training	B	Re-training	B
		Work Experience Internship (including Summer Jobs)	B
EMPLOYER SERVICES			
Candidate Testing	D	Candidate Screening	D
Employer Seminars	B	Employer Incentives	D
Job Analysis	D	Focus Groups	R
Job Listing	B	Job Fairs	B
Labor Market Information	B	Job Referrals	B
Out-placement Services	B	Local Economic Development Information	B

Space for Job Interviews	B	Services to Laid Off Workers	B
OTHER SERVICES			
WorkKeys/NCRC Testing	D		
Supportive Services	D		

Partner: **WIOA Title II Adult Education and Literacy**

PARTNER PROGRAM SERVICES

For each Partner program, identify the services provided in the chart below or in narrative format. Enter “D” for directly delivered services, “R” for Referrals, or “B” for both. Add other services not listed in the space at the bottom of this form.

PRELIMINARY SERVICES				
Determination of Program Appropriateness for Customer		D	Career Information	B
Follow-Up Services	SFCC	B	Eligibility Determination	Nevada B
Job Referrals	SFCC, Nevada	B, R	Initial Assessment	D
Labor Market Information	Nevada	R	Job Search Skills and Information	B
Outreach and Recruitment	SFCC, Nevada	D, B	Orientation	D
Resource Center	SFCC, Nevada	D, R	Public Information	B
Workshops		R		
SERVICES REQUIRING ELIGIBILITY				
Basic Education	SFCC & Nevada	D	Alternative Secondary School	Nevada R
Computer Literacy Training		D	Case Management	R
Employment Plans	SFCC, Nevada	B, R	Diagnostic Assessment	SFCC, Nevada B, D
Enrollment or Registration		D	English as a Second Language Training	SFCC, Nevada D, R
Group Counseling		R	HiSet Training	SFCC & Nevada D
Individual Self-Sufficiency		R	Individual Counseling	R
Job Retention Services		R	Job Readiness Training	SFCC, Nevada D, B
Life Skills Training	SFCC, Nevada	B	Leadership Development Activities	SFCC, Nevada D, R
Mentoring	SFCC, Nevada	B	Literacy Training	SFCC & Nevada D
Study Skills Training	SFCC, Nevada	D	Post-Employment	R
Tutoring	SFCC, Nevada	D, R	Supportive Services	R
TRAINING SERVICES				
Customized or Workplace Training	SFCC, Nevada	D, R	Apprenticeship Training	R
Financial Assistance for Training	SFCC, Nevada	R	Entrepreneurial Training	R
On-the-Job Training		R	Occupational Skills Training	R
Skills Training		R	Re-training	R
			Work Experience Internship (including Summer Jobs)	R
EMPLOYER SERVICES				
Candidate Testing	SFCC, Nevada	R	Candidate Screening	R
Employer Seminars	SFCC, Nevada	B, R	Employer Incentives	R
Job Analysis	SFCC, Nevada	R	Focus Groups	R
Job Listing	SFCC, Nevada	B, R	Job Fairs	R
Labor Market Information	SFCC, Nevada	B, R	Job Referrals	SFCC, Nevada B, R
Out-placement Services		R	Local Economic Development Information	SFCC, Nevada B, R
Space for Job Interviews		R	Services to Laid Off Workers	R
OTHER SERVICES				

Digital Literacy	SFCC	D	Financial Literacy	SFCC	D
Drop-Out Prevention	SFCC	D			

Partner: **WIOA Title III Wagner-Peyser**

PARTNER PROGRAM SERVICES

For each Partner program, identify the services provided in the chart below or in narrative format. Enter “D” for directly delivered services, “R” for Referrals, or “B” for both. Add other services not listed in the space at the bottom of this form.

PRELIMINARY SERVICES			
Determination of Program Appropriateness for Customer	B	Career Information	B
Follow-Up Services	B	Eligibility Determination	B
Job Referrals	B	Initial Assessment	B
Labor Market Information	D	Job Search Skills and Information	D
Outreach and Recruitment	B	Orientation	D
Resource Center	D	Public Information	D
Workshops	B		
SERVICES REQUIRING ELIGIBILITY			
Basic Education	R	Alternative Secondary School	R
Computer Literacy Training	B	Case Management	R
Employment Plans	B	Diagnostic Assessment	R
Enrollment or Registration	D	English as a Second Language Training	R
Group Counseling	R	HiSet Training	R
Individual Self-Sufficiency	R	Individual Counseling	B
Job Retention Services	D	Job Readiness Training	B
Life Skills Training	B	Leadership Development Activities	R
Mentoring	R	Literacy Training	R
Study Skills Training	R	Post-Employment Services	B
Tutoring	R	Supportive Services	R
TRAINING SERVICES			
Customized or Workplace Training	R	Apprenticeship Training	R
Financial Assistance for Training	R	Entrepreneurial Training	R
On-the-Job Training	R	Occupational Skills	R
Skills Training	B	Re-training	R
		Work Experience Internship (including Summer Jobs)	R
EMPLOYER SERVICES			
Candidate Testing	B	Candidate Screening	B
Employer Seminars	B	Employer Incentives	R
Job Analysis	B	Focus Groups	R
Job Listing	B	Job Fairs	B
Labor Market Information	B	Job Referrals	B
Out-placement Services	B	Local Economic Development Information	B
Space for Job Interviews	B	Services to Laid Off Workers	B
OTHER SERVICES			
WorkKeys/NCRC Testing	B		

Partner: **WIOA Title IV Vocational Rehabilitation**

PARTNER PROGRAM SERVICES

For each Partner program, identify the services provided in the chart below or in narrative format. Enter “D” for directly delivered services, “R” for Referrals, or “B” for both. Add other services not listed in the space at the bottom of this form.

PRELIMINARY SERVICES			
Determination of Program Appropriateness for Customer	D	Career Information	B
Follow-Up Services	B	Eligibility Determination	D
Job Referrals	B	Initial Assessment	B
Labor Market Information	B	Job Search Skills and Information	B
Outreach and Recruitment	D	Orientation	R
Resource Center	R	Public Information	B
Workshops	R		
SERVICES REQUIRING ELIGIBILITY			
Basic Education	R	Alternative Secondary School	R
Computer Literacy Training	R	Case Management	B
Employment Plans	B	Diagnostic Assessment	B
Enrollment or Registration	R	English as a Second Language Training	R
Group Counseling	R	HiSet Training	R
Individual Self-Sufficiency	B	Individual Counseling	B
Job Retention Services	B	Job Readiness Training	B
Life Skills Training	B	Leadership Development Activities	R
Mentoring	B	Literacy Training	R
Study Skills Training	R	Post-Employment Services	B
Tutoring	R	Supportive Services	B
TRAINING SERVICES			
Customized or Workplace Training	R	Apprenticeship Training	R
Financial Assistance for Training	R	Entrepreneurial Training	B
On-the-Job Training	B	Occupational Skills	B
Skills Training	B	Re-training	B
EMPLOYER SERVICES			
Candidate Testing	B	Work Experience Internship (including Summer Jobs)	B
Employer Seminars	B	Candidate Screening	B
Job Analysis	R	Employer Incentives	B
Job Listing	R	Focus Groups	R
Labor Market Information	B	Job Fairs	B
Out-placement Services	B	Job Referrals	B
Space for Job Interviews	B	Local Economic Development Information	B
		Services to Laid Off Workers	R
OTHER SERVICES			
Supportive Services	B	Healthcare and Housing Assistance	D
Transportation	B		
Disability Resources	D		

Partner: **Carl Perkins Career Technical Education - Clinton Technical Center**

PARTNER PROGRAM SERVICES

For each Partner program, identify the services provided in the chart below or in narrative format. Enter “D” for directly delivered services, “R” for Referrals, or “B” for both. Add other services not listed in the space at the bottom of this form.

PRELIMINARY SERVICES			
Determination of Program Appropriateness for Customer	D	Career Information	B
Follow-Up Services	B	Eligibility Determination	D
Job Referrals	B	Initial Assessment	D
Labor Market Information	B	Job Search Skills and Information	B
Outreach and Recruitment	B	Orientation	D
Resource Center	R	Public Information	B
Workshops	B		
SERVICES REQUIRING ELIGIBILITY			
Basic Education	D	Alternative Secondary School	R
Computer Literacy Training	B	Case Management	R
Employment Plans	R	Diagnostic Assessment	D
Enrollment or Registration	D	English as a Second Language Training	R
Group Counseling	R	HiSet Training	D
Individual Self-Sufficiency	R	Individual Counseling	D
Job Retention Services	R	Job Readiness Training	B
Life Skills Training	B	Leadership Development Activities	D
Mentoring	D	Literacy Training	D
Study Skills Training	D	Post-Employment Services	B
Tutoring	B	Supportive Services	R
TRAINING SERVICES			
Customized or Workplace Training	R	Apprenticeship Training	R
Financial Assistance for Training	R	Entrepreneurial Training	R
On-the-Job Training	R	Occupational Skills	D
Skills Training	D	Re-training	D
EMPLOYER SERVICES			
Candidate Testing	D	Work Experience Internship (including Summer Jobs)	R
Employer Seminars	R	Candidate Screening	R
Job Analysis	R	Employer Incentives	R
Job Listing	R	Focus Groups	B
Labor Market Information	B	Job Fairs	B
Out-placement Services	R	Job Referrals	R
Space for Job Interviews	R	Local Economic Development Information	B
		Services to Laid Off Workers	R
OTHER SERVICES			
Unpaid internships	D	WorkKeys/NCRC Testing	D
Digital Literacy	D		
Drop-out Prevention	D		

Partner: **Carl Perkins Career Technical Education – Lex La-Ray Technical Center**

PARTNER PROGRAM SERVICES

For each Partner program, identify the services provided in the chart below or in narrative format. Enter “D” for directly delivered services, “R” for Referrals, or “B” for both. Add other services not listed in the space at the bottom of this form.

PRELIMINARY SERVICES			
Determination of Program Appropriateness for Customer	D	Career Information	B
Follow-Up Services	D	Eligibility Determination	D
Job Referrals	R	Initial Assessment	D
Labor Market Information	D	Job Search Skills and Information	B
Outreach and Recruitment	B	Orientation	D
Resource Center	D	Public Information	B
Workshops	D		
SERVICES REQUIRING ELIGIBILITY			
Basic Education	D	Alternative Secondary School	R
Computer Literacy Training	D	Case Management	D
Employment Plans	B	Diagnostic Assessment	D
Enrollment or Registration	D	English as a Second Language Training	R
Group Counseling	R	HiSet Training	R
Individual Self-Sufficiency	R	Individual Counseling	D
Job Retention Services	R	Job Readiness Training	B
Life Skills Training	D	Leadership Development Activities	B
Mentoring	R	Literacy Training	D
Study Skills Training	B	Post-Employment Services	R
Tutoring	B	Supportive Services	R
TRAINING SERVICES			
Customized or Workplace Training	R	Apprenticeship Training	R
Financial Assistance for Training	R	Entrepreneurial Training	R
On-the-Job Training	R	Occupational Skills	D
Skills Training	D	Re-training	D
EMPLOYER SERVICES			
Candidate Testing	R	Work Experience Internship (including Summer Jobs)	R
Employer Seminars	B	Candidate Screening	B
Job Analysis	R	Employer Incentives	R
Job Listing	B	Focus Groups	B
Labor Market Information	B	Job Fairs	B
Out-placement Services	R	Job Referrals	R
Space for Job Interviews	R	Local Economic Development Information	B
		Services to Laid Off Workers	R
OTHER SERVICES			
Unpaid Internships	D		
Short-term Pre-Vocational Services	D		

Partner: **Carl Perkins Career Technical Education – Nevada Regional Technical Center**

PARTNER PROGRAM SERVICES

For each Partner program, identify the services provided in the chart below or in narrative format. Enter “D” for directly delivered services, “R” for Referrals, or “B” for both. Add other services not listed in the space at the bottom of this form.

PRELIMINARY SERVICES			
Determination of Program Appropriateness for Customer	D	Career Information	B
Follow-Up Services	D	Eligibility Determination	D
Job Referrals	D	Initial Assessment	D
Labor Market Information	B	Job Search Skills and Information	B
Outreach and Recruitment	D	Orientation	D
Resource Center	D	Public Information	B
Workshops	D		
SERVICES REQUIRING ELIGIBILITY			
Basic Education	D	Alternative Secondary School	R
Computer Literacy Training	B	Case Management	R
Employment Plans	D	Diagnostic Assessment	D
Enrollment or Registration	D	English as a Second Language Training	R
Group Counseling	R	HiSet Training	D
Individual Self-Sufficiency	B	Individual Counseling	D
Job Retention Services	R	Job Readiness Training	B
Life Skills Training	B	Leadership Development Activities	D
Mentoring	R	Literacy Training	D
Study Skills Training	B	Post-Employment Services	R
Tutoring	D	Supportive Services	R
TRAINING SERVICES			
Customized or Workplace Training	D	Apprenticeship Training	R
Financial Assistance for Training	R	Entrepreneurial Training	D
On-the-Job Training	R	Occupational Skills	D
Skills Training	D	Re-training	D
EMPLOYER SERVICES			
Candidate Testing	R	Work Experience Internship (including Summer Jobs)	R
Employer Seminars	R	Candidate Screening	R
Job Analysis	R	Employer Incentives	R
Job Listing	R	Focus Groups	R
Labor Market Information	B	Job Fairs	R
Out-placement Services	R	Job Referrals	R
Space for Job Interviews	R	Local Economic Development Information	B
		Services to Laid Off Workers	R
OTHER SERVICES			
WorkKeys/NCRC Testing	D		
Financial Literacy for Adults	D		

Partner: **Carl Perkins Career Technical Education – Saline County Career Center**

PARTNER PROGRAM SERVICES

For each Partner program, identify the services provided in the chart below or in narrative format. Enter “D” for directly delivered services, “R” for Referrals, or “B” for both. Add other services not listed in the space at the bottom of this form.

PRELIMINARY SERVICES			
Determination of Program Appropriateness for Customer	D	Career Information	B
Follow-Up Services	D	Eligibility Determination	D
Job Referrals	B	Initial Assessment	D
Labor Market Information	B	Job Search Skills and Information	D
Outreach and Recruitment	D	Orientation	D
Resource Center	D	Public Information	B
Workshops	D		
SERVICES REQUIRING ELIGIBILITY			
Basic Education	D	Alternative Secondary School	R
Computer Literacy Training	D	Case Management	D
Employment Plans	D	Diagnostic Assessment	D
Enrollment or Registration	D	English as a Second Language Training	R
Group Counseling	B	HiSet Training	R
Individual Self-Sufficiency	B	Individual Counseling	D
Job Retention Services	R	Job Readiness Training	D
Life Skills Training	D	Leadership Development Activities	D
Mentoring	R	Literacy Training	D
Study Skills Training	D	Post-Employment Services	R
Tutoring	B	Supportive Services	R
TRAINING SERVICES			
Customized or Workplace Training	R	Apprenticeship Training	B
Financial Assistance for Training	R	Entrepreneurial Training	R
On-the-Job Training	R	Occupational Skills	D
Skills Training	D	Re-training	D
		Work Experience Internship (including Summer Jobs)	R
EMPLOYER SERVICES			
Candidate Testing	R	Candidate Screening	B
Employer Seminars	B	Employer Incentives	R
Job Analysis	R	Focus Groups	B
Job Listing	B	Job Fairs	B
Labor Market Information	B	Job Referrals	B
Out-placement Services	R	Local Economic Development Information	B
Space for Job Interviews	R	Services to Laid Off Workers	R
OTHER SERVICES			

Partner: **Carl Perkins Career Technical Education – Warrensburg Career Center**

PARTNER PROGRAM SERVICES

For each Partner program, identify the services provided in the chart below or in narrative format. Enter “D” for directly delivered services, “R” for Referrals, or “B” for both. Add other services not listed in the space at the bottom of this form.

PRELIMINARY SERVICES			
Determination of Program Appropriateness for Customer	D	Career Information	B
Follow-Up Services	D	Eligibility Determination	D
Job Referrals	D	Initial Assessment	D
Labor Market Information	B	Job Search Skills and Information	D
Outreach and Recruitment	D	Orientation	D
Resource Center	D	Public Information	B
Workshops	D		
SERVICES REQUIRING ELIGIBILITY			
Basic Education	D	Alternative Secondary School	R
Computer Literacy Training	D	Case Management	D
Employment Plans	D	Diagnostic Assessment	D
Enrollment or Registration	D	English as a Second Language Training	R
Group Counseling	B	HiSet Training	R
Individual Self-Sufficiency	D	Individual Counseling	D
Job Retention Services	R	Job Readiness Training	D
Life Skills Training	D	Leadership Development Activities	D
Mentoring	R	Literacy Training	D
Study Skills Training	D	Post-Employment Services	R
Tutoring	B	Supportive Services	R
TRAINING SERVICES			
Customized or Workplace Training	D	Apprenticeship Training	R
Financial Assistance for Training	R	Entrepreneurial Training	D
On-the-Job Training	R	Occupational Skills	D
Skills Training	D	Re-training	D
EMPLOYER SERVICES			
Candidate Testing	R	Work Experience Internship (including Summer Jobs)	R
Employer Seminars	B	Candidate Screening	R
Job Analysis	R	Employer Incentives	R
Job Listing	B	Focus Groups	B
Labor Market Information	B	Job Fairs	B
Out-placement Services	R	Job Referrals	D
Space for Job Interviews	R	Local Economic Development Information	B
		Services to Laid Off Workers	R
OTHER SERVICES			
Unpaid Internships	D		
WorkKeys/NCRC Testing	D		

Partner: **Title V Older Americans Act – SCSEP – AARP Foundation**

PARTNER PROGRAM SERVICES

For each Partner program, identify the services provided in the chart below or in narrative format. Enter “D” for directly delivered services, “R” for Referrals, or “B” for both. Add other services not listed in the space at the bottom of this form.

PRELIMINARY SERVICES			
Determination of Program Appropriateness for Customer	D	Career Information	R
Follow-Up Services	D	Eligibility Determination	D
Job Referrals	D	Initial Assessment	D
Labor Market Information	R	Job Search Skills and Information	D
Outreach and Recruitment	D	Orientation	D
Resource Center	R	Public Information	B
Workshops	R		
SERVICES REQUIRING ELIGIBILITY			
Basic Education	R	Alternative Secondary School	R
Computer Literacy Training	B	Case Management	D
Employment Plans	B	Diagnostic Assessment	B
Enrollment or Registration	D	English as a Second Language Training	R
Group Counseling	R	HiSet Training	R
Individual Self-Sufficiency	B	Individual Counseling	R
Job Retention Services	B	Job Readiness Training	B
Life Skills Training	B	Leadership Development Activities	R
Mentoring	R	Literacy Training	R
Study Skills Training	R	Post-Employment Services	B
Tutoring	R	Supportive Services	R
TRAINING SERVICES			
Customized or Workplace Training	D	Apprenticeship Training	R
Financial Assistance for Training	R	Entrepreneurial Training	R
On-the-Job Training	D	Occupational Skills	R
Skills Training	R	Re-training	D
EMPLOYER SERVICES			
Candidate Testing	R	Work Experience Internship (including Summer Jobs)	R
Employer Seminars	D	Candidate Screening	B
Job Analysis	R	Employer Incentives	B
Job Listing	R	Focus Groups	R
Labor Market Information	B	Job Fairs	B
Out-placement Services	R	Job Referrals	B
Space for Job Interviews	B	Local Economic Development Information	B
		Services to Laid Off Workers	R
OTHER SERVICES			

Partner: **Job Corps**

PARTNER PROGRAM SERVICES

For each Partner program, identify the services provided in the chart below or in narrative format. Enter “D” for directly delivered services, “R” for Referrals, or “B” for both. Add other services not listed in the space at the bottom of this form.

PRELIMINARY SERVICES			
Determination of Program Appropriateness for Customer	D	Career Information	B
Follow-Up Services	D	Eligibility Determination	D
Job Referrals	D	Initial Assessment	D
Labor Market Information	B	Job Search Skills and Information	B
Outreach and Recruitment	D	Orientation	D
Resource Center	B	Public Information	B
Workshops	B		
SERVICES REQUIRING ELIGIBILITY			
Basic Education	D	Alternative Secondary School	R
Computer Literacy Training	D	Case Management	D
Employment Plans	D	Diagnostic Assessment	D
Enrollment or Registration	D	English as a Second Language Training	B
Group Counseling	B	HiSet Training	D
Individual Self-Sufficiency	D	Individual Counseling	D
Job Retention Services	D	Job Readiness Training	D
Life Skills Training	D	Leadership Development Activities	D
Mentoring	D	Literacy Training	D
Study Skills Training	D	Post-Employment Services	D
Tutoring	D	Supportive Services	B
TRAINING SERVICES			
Customized or Workplace Training	D	Apprenticeship Training	R
Financial Assistance for Training	D	Entrepreneurial Training	D
On-the-Job Training	D	Occupational Skills	D
Skills Training	D	Re-training	D
EMPLOYER SERVICES			
Candidate Testing	R	Work Experience Internship (including Summer Jobs)	D
Employer Seminars	D	Candidate Screening	D
Job Analysis	R	Employer Incentives	R
Job Listing	B	Focus Groups	B
Labor Market Information	B	Job Fairs	B
Out-placement Services	B	Job Referrals	B
Space for Job Interviews	D	Local Economic Development Information	B
		Services to Laid Off Workers	R
OTHER SERVICES			

Partner: **Migrant Seasonal Farmworkers - UMOs**

PARTNER PROGRAM SERVICES

For each Partner program, identify the services provided in the chart below or in narrative format. Enter “D” for directly delivered services, “R” for Referrals, or “B” for both. Add other services not listed in the space at the bottom of this form.

PRELIMINARY SERVICES			
Determination of Program Appropriateness for Customer	D	Career Information	B
Follow-Up Services	D	Eligibility Determination	D
Job Referrals	D	Initial Assessment	D
Labor Market Information	B	Job Search Skills and Information	B
Outreach and Recruitment	D	Orientation	D
Resource Center	R	Public Information	B
Workshops	R		
SERVICES REQUIRING ELIGIBILITY			
Basic Education	R	Alternative Secondary School	R
Computer Literacy Training	R	Case Management	D
Employment Plans	B	Diagnostic Assessment	B
Enrollment or Registration	D	English as a Second Language Training	B
Group Counseling	R	HiSet Training	R
Individual Self-Sufficiency	B	Individual Counseling	B
Job Retention Services	B	Job Readiness Training	B
Life Skills Training	B	Leadership Development Activities	R
Mentoring	R	Literacy Training	R
Study Skills Training	R	Post-Employment Services	B
Tutoring	R	Supportive Services	B
TRAINING SERVICES			
Customized or Workplace Training	B	Apprenticeship Training	R
Financial Assistance for Training	B	Entrepreneurial Training	R
On-the-Job Training	B	Occupational Skills	B
Skills Training	B	Re-training	B
EMPLOYER SERVICES			
Candidate Testing	R	Work Experience Internship (including Summer Jobs)	R
Employer Seminars	D	Candidate Screening	R
Job Analysis	R	Employer Incentives	R
Job Listing	R	Focus Groups	R
Labor Market Information	B	Job Fairs	B
Out-placement Services	R	Job Referrals	B
Space for Job Interviews	R	Local Economic Development Information	B
		Services to Laid Off Workers	B
OTHER SERVICES			

Partner: **Veterans State Grant**

PARTNER PROGRAM SERVICES

For each Partner program, identify the services provided in the chart below or in narrative format. Enter “D” for directly delivered services, “R” for Referrals, or “B” for both. Add other services not listed in the space at the bottom of this form.

PRELIMINARY SERVICES			
Determination of Program Appropriateness for Customer	D	Career Information	D
Follow-Up Services	D	Eligibility Determination	D
Job Referrals	D	Initial Assessment	D
Labor Market Information	B	Job Search Skills and Information	D
Outreach and Recruitment	D	Orientation	D
Resource Center	D	Public Information	B
Workshops	D		
SERVICES REQUIRING ELIGIBILITY			
Basic Education	R	Alternative Secondary School	R
Computer Literacy Training	R	Case Management	B
Employment Plans	D	Diagnostic Assessment	B
Enrollment or Registration	D	English as a Second Language Training	R
Group Counseling	R	HiSet Training	R
Individual Self-Sufficiency	B	Individual Counseling	D
Job Retention Services	B	Job Readiness Training	B
Life Skills Training	B	Leadership Development Activities	B
Mentoring	R	Literacy Training	R
Study Skills Training	R	Post-Employment Services	B
Tutoring	R	Supportive Services	R
TRAINING SERVICES			
Customized or Workplace Training	R	Apprenticeship Training	R
Financial Assistance for Training	R	Entrepreneurial Training	R
On-the-Job Training	R	Occupational Skills	R
Skills Training	R	Re-training	R
EMPLOYER SERVICES			
Candidate Testing	B	Work Experience Internship (including Summer Jobs)	R
Employer Seminars	B	Candidate Screening	R
Job Analysis	R	Employer Incentives	R
Job Listing	R	Focus Groups	R
Labor Market Information	B	Job Fairs	D
Out-placement Services	B	Job Referrals	B
Space for Job Interviews	D	Local Economic Development Information	B
		Services to Laid Off Workers	R
OTHER SERVICES			

Partner: **Trade Adjustment Assistance Act**

PARTNER PROGRAM SERVICES

For each Partner program, identify the services provided in the chart below or in narrative format. Enter “D” for directly delivered services, “R” for Referrals, or “B” for both. Add other services not listed in the space at the bottom of this form.

PRELIMINARY SERVICES			
Determination of Program Appropriateness for Customer	D	Career Information	
Follow-Up Services	D	Eligibility Determination	D
Job Referrals	D	Initial Assessment	D
Labor Market Information	B	Job Search Skills and Information	B
Outreach and Recruitment	D	Orientation	D
Resource Center	D	Public Information	B
Workshops	D		
SERVICES REQUIRING ELIGIBILITY			
Basic Education	R	Alternative Secondary School	R
Computer Literacy Training	B	Case Management	D
Employment Plans	D	Diagnostic Assessment	B
Enrollment or Registration	D	English as a Second Language Training	R
Group Counseling	R	HiSet Training	R
Individual Self-Sufficiency	B	Individual Counseling	B
Job Retention Services	B	Job Readiness Training	B
Life Skills Training	B	Leadership Development Activities	R
Mentoring	R	Literacy Training	R
Study Skills Training	R	Post-Employment Services	B
Tutoring	R	Supportive Services	D
TRAINING SERVICES			
Customized or Workplace Training	B	Apprenticeship Training	R
Financial Assistance for Training	D	Entrepreneurial Training	D
On-the-Job Training	D	Occupational Skills	D
Skills Training	D	Re-training	D
EMPLOYER SERVICES			
Candidate Testing	D	Work Experience Internship (including Summer Jobs)	R
Employer Seminars	D	Candidate Screening	D
Job Analysis	R	Employer Incentives	R
Job Listing	B	Focus Groups	R
Labor Market Information	B	Job Fairs	B
Out-placement Services	R	Job Referrals	B
Space for Job Interviews	D	Local Economic Development Information	B
		Services to Laid Off Workers	D
OTHER SERVICES			

Partner: **Community Services Block Grant – West Central MO Community Action Agency (WCMCAA)**

PARTNER PROGRAM SERVICES

For each Partner program, identify the services provided in the chart below or in narrative format. Enter “D” for directly delivered services, “R” for Referrals, or “B” for both. Add other services not listed in the space at the bottom of this form.

PRELIMINARY SERVICES			
Determination of Program Appropriateness for Customer	D	Career Information	B
Follow-Up Services	D	Eligibility Determination	D
Job Referrals	D	Initial Assessment	D
Labor Market Information	B	Job Search Skills and Information	B
Outreach and Recruitment	D	Orientation	D
Resource Center	D	Public Information	B
Workshops	B		
SERVICES REQUIRING ELIGIBILITY			
Basic Education	R	Alternative Secondary School	R
Computer Literacy Training	B	Case Management	D
Employment Plans	B	Diagnostic Assessment	D
Enrollment or Registration	D	English as a Second Language Training	R
Group Counseling	R	HiSet Training	R
Individual Self-Sufficiency	D	Individual Counseling	D
Job Retention Services	B	Job Readiness Training	D
Life Skills Training	D	Leadership Development Activities	D
Mentoring	D	Literacy Training	R
Study Skills Training	R	Post-Employment Services	B
Tutoring	R	Supportive Services	D
TRAINING SERVICES			
Customized or Workplace Training	B	Apprenticeship Training	B
Financial Assistance for Training	R	Entrepreneurial Training	B
On-the-Job Training	R	Occupational Skills	R
Skills Training	R	Re-training	R
EMPLOYER SERVICES			
Candidate Testing	R	Work Experience Internship (including Summer Jobs)	R
Employer Seminars	B	Candidate Screening	R
Job Analysis	R	Employer Incentives	R
Job Listing	B	Focus Groups	B
Labor Market Information	B	Job Fairs	B
Out-placement Services	B	Job Referrals	
Space for Job Interviews	B	Local Economic Development Information	B
		Services to Laid Off Workers	R
OTHER SERVICES			

Partner: **Unemployment Compensation – MO Division of Employment Security**

PARTNER PROGRAM SERVICES

For each Partner program, identify the services provided in the chart below or in narrative format. Enter “D” for directly delivered services, “R” for Referrals, or “B” for both. Add other services not listed in the space at the bottom of this form.

PRELIMINARY SERVICES			
Determination of Program Appropriateness for Customer	D	Career Information	
Follow-Up Services	B	Eligibility Determination	D
Job Referrals	R	Initial Assessment	D
Labor Market Information	R	Job Search Skills and Information	R
Outreach and Recruitment	D	Orientation	D
Resource Center	R	Public Information	B
Workshops	R		
SERVICES REQUIRING ELIGIBILITY			
Basic Education	R	Alternative Secondary School	R
Computer Literacy Training	R	Case Management	R
Employment Plans	R	Diagnostic Assessment	R
Enrollment or Registration	D	English as a Second Language Training	R
Group Counseling	R	HiSet Training	R
Individual Self-Sufficiency	R	Individual Counseling	R
Job Retention Services	R	Job Readiness Training	R
Life Skills Training	R	Leadership Development Activities	R
Mentoring	R	Literacy Training	R
Study Skills Training	R	Post-Employment Services	R
Tutoring	R	Supportive Services	R
TRAINING SERVICES			
Customized or Workplace Training	R	Apprenticeship Training	R
Financial Assistance for Training	R	Entrepreneurial Training	R
On-the-Job Training	R	Occupational Skills	R
Skills Training	R	Re-training	R
EMPLOYER SERVICES			
Candidate Testing	R	Work Experience Internship (including Summer Jobs)	R
Employer Seminars	D	Candidate Screening	R
Job Analysis	R	Employer Incentives	R
Job Listing	R	Focus Groups	R
Labor Market Information	R	Job Fairs	R
Out-placement Services	R	Job Referrals	R
Space for Job Interviews	R	Local Economic Development Information	R
		Services to Laid Off Workers	D
OTHER SERVICES			

Partner: **Temporary Assistance for Needy Families – MO Family Support Division**

MWA Provider – ResCare Workforce Services

PARTNER PROGRAM SERVICES

For each Partner program, identify the services provided in the chart below or in narrative format. Enter “D” for directly delivered services, “R” for Referrals, or “B” for both. Add other services not listed in the space at the bottom of this form.

PRELIMINARY SERVICES			
Determination of Program Appropriateness for Customer	D	Career Information	D
Follow-Up Services	D	Eligibility Determination	D
Job Referrals	B	Initial Assessment	D
Labor Market Information	B	Job Search Skills and Information	B
Outreach and Recruitment	B	Orientation	D
Resource Center	R	Public Information	B
Workshops	B		
SERVICES REQUIRING ELIGIBILITY			
Basic Education	R	Alternative Secondary School	R
Computer Literacy Training	B	Case Management	D
Employment Plans	D	Diagnostic Assessment	D
Enrollment or Registration	D	English as a Second Language Training	R
Group Counseling	B	HiSet Training	R
Individual Self-Sufficiency	D	Individual Counseling	D
Job Retention Services	D	Job Readiness Training	B
Life Skills Training	D	Leadership Development Activities	B
Mentoring	D	Literacy Training	R
Study Skills Training	B	Post-Employment Services	B
Tutoring	B	Supportive Services	B
TRAINING SERVICES			
Customized or Workplace Training	B	Apprenticeship Training	R
Financial Assistance for Training	B	Entrepreneurial Training	R
On-the-Job Training	B	Occupational Skills	B
Skills Training	B	Re-training	B
EMPLOYER SERVICES			
Candidate Testing	R	Work Experience Internship (including Summer Jobs)	B
Employer Seminars	B	Candidate Screening	B
Job Analysis	R	Employer Incentives	B
Job Listing	B	Focus Groups	B
Labor Market Information	B	Job Fairs	B
Out-placement Services	B	Job Referrals	B
Space for Job Interviews	R	Local Economic Development Information	B
		Services to Laid Off Workers	B
OTHER SERVICES			

Partner: **Supplemental Nutrition Assistance Program (SNAP) – MO Family Support Division**

PARTNER PROGRAM SERVICES

For each Partner program, identify the services provided in the chart below or in narrative format. Enter “D” for directly delivered services, “R” for Referrals, or “B” for both. Add other services not listed in the space at the bottom of this form.

PRELIMINARY SERVICES			
Determination of Program Appropriateness for Customer	D	Career Information	B
Follow-Up Services	D	Eligibility Determination	D
Job Referrals	D	Initial Assessment	D
Labor Market Information	B	Job Search Skills and Information	B
Outreach and Recruitment	D	Orientation	D
Resource Center	R	Public Information	B
Workshops	B		
SERVICES REQUIRING ELIGIBILITY			
Basic Education	R	Alternative Secondary School	R
Computer Literacy Training	R	Case Management	D
Employment Plans	B	Diagnostic Assessment	R
Enrollment or Registration	D	English as a Second Language Training	R
Group Counseling	R	HiSet Training	R
Individual Self-Sufficiency	D	Individual Counseling	B
Job Retention Services	R	Job Readiness Training	D
Life Skills Training	R	Leadership Development Activities	R
Mentoring	R	Literacy Training	R
Study Skills Training	R	Post-Employment Services	B
Tutoring	R	Supportive Services	B
TRAINING SERVICES			
Customized or Workplace Training	R	Apprenticeship Training	R
Financial Assistance for Training	D	Entrepreneurial Training	R
On-the-Job Training	D	Occupational Skills	R
Skills Training	R	Re-training	B
EMPLOYER SERVICES			
Candidate Testing	R	Work Experience Internship (including Summer Jobs)	D
Employer Seminars	B	Candidate Screening	R
Job Analysis	R	Employer Incentives	B
Job Listing	B	Focus Groups	B
Labor Market Information	B	Job Fairs	B
Out-placement Services	B	Job Referrals	B
Space for Job Interviews	B	Local Economic Development Information	B
		Services to Laid Off Workers	R
OTHER SERVICES			

Partners: The following partners do not provide services in the West Central Region

Native American Programs

Youth Build

Housing & Urban Development

Second Chance Act

Attachment 2

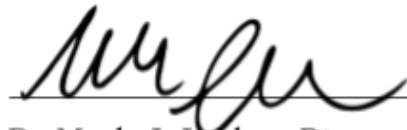
MOU Signatory Pages

Memorandum of Understanding

Signature Page

By signing, each party affirms that this MOU accurately describes the negotiated roles, responsibilities, and costs.

Missouri Department of Higher Education & Workforce Development, Office of Workforce Development, WIOA partner for Title I Adult, WIOA Dislocated Worker, WIOA Youth, and Title III Wagner-Peyser, Trade Assistance Act, and Jobs for Veterans State Grant.



Dr. Mardy L. Leathers, Director, Workforce Development
Missouri Department of Higher Education & Workforce Development

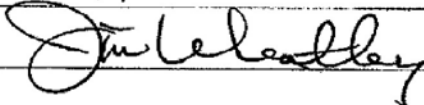
June 16, 2020

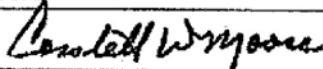
Date

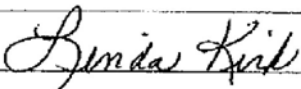
By signing below, Partners certify they are in agreement with this Memorandum of Understanding (MOU) and Infrastructure Funding Agreements (IFA) and have the authority to bind their agency to the terms contained in this MOU.

Organization	Youth Formula Program, Title I, Adult, Dislocated Worker Office of Workforce Development Title I
Date	
Title of signatory within the organization	Director
Printed/Typed Name of Signatory	Dr. Mardy Leathers
Signature	

INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR Partner Program IF DIFFERENT THAN THE SIGNATORY ABOVE	
Organization	
Date	
Title of signatory within the organization	
Printed/Typed Name of Signatory	
Signature	

Organization	Chief Elected Official, West Central Region
Date	29 May 2020
Title of signatory within the organization	Presiding Commissioner, Bates County
Printed/Typed Name of Signatory	Jim Wheatley
Signature	

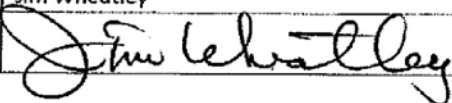
Organization	Workforce Development Board of Western, MO Inc.
Date	5-27-2020
Title of signatory within the organization	Chairperson
Printed/Typed Name of Signatory	Cosslett Moore
Signature	

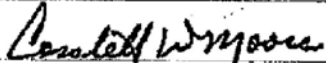
Organization	Workforce Development Board of Western, MO Inc.
Date	5-27-2020
Title of signatory within the organization	Executive Director
Printed/Typed Name of Signatory	Linda Kirk
Signature	

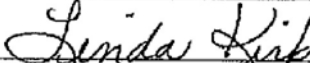
By signing below, Partners certify they are in agreement with this Memorandum of Understanding (MOU) and Infrastructure Funding Agreements (IFA) and have the authority to bind their agency to the terms contained in this MOU.

Organization	Wagner Peyser Employment Services, Trade Adjustment Assistance, Jobs for Veterans Office of Workforce Development
Date	
Title of signatory within the organization	Director
Printed/Typed Name of Signatory	Dr. Mardy Leathers
Signature	

INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR Partner Program IF DIFFERENT THAN THE SIGNATORY ABOVE	
Organization	
Date	
Title of signatory within the organization	
Printed/Typed Name of Signatory	
Signature	

Organization	Chief Elected Official, West Central Region
Date	29 May 2020
Title of signatory within the organization	Presiding Commissioner, Bates County
Printed/Typed Name of Signatory	Jim Wheatley
Signature	

Organization	Workforce Development Board of Western, MO Inc.
Date	5-27-2020
Title of signatory within the organization	Chairperson
Printed/Typed Name of Signatory	Cosslett Moore
Signature	

Organization	Workforce Development Board of Western, MO Inc.
Date	5-27-2020
Title of signatory within the organization	Executive Director
Printed/Typed Name of Signatory	Linda Kirk
Signature	

By signing below, Partners certify they are in agreement with this Memorandum of Understanding (MOU) and Infrastructure Funding Agreements (IFA) and have the authority to bind their agency to the terms contained in this MOU.

Organization	Adult Education and Family Literacy State Fair Community College
Date	
Title of signatory within the organization	AEL Director
Printed/Typed Name of Signatory	Katie Stanley-Dietzman
Signature	<i>Kathryn J. Stanley-Dietzman</i>

INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR Partner Program IF DIFFERENT THAN THE SIGNATORY ABOVE	
Organization	
Date	
Title of signatory within the organization	
Printed/Typed Name of Signatory	
Signature	

Organization	Chief Elected Official, West Central Region
Date	<i>29 May 2020</i>
Title of signatory within the organization	Presiding Commissioner, Bates County
Printed/Typed Name of Signatory	Jim Wheatley
Signature	<i>Jim Wheatley</i>

Organization	Workforce Development Board of Western, MO Inc.
Date	<i>5-27-2020</i>
Title of signatory within the organization	Chairperson
Printed/Typed Name of Signatory	Cosslett Moore
Signature	<i>Cosslett W Moore</i>

Organization	Workforce Development Board of Western, MO Inc.
Date	<i>5-27-2020</i>
Title of signatory within the organization	Executive Director
Printed/Typed Name of Signatory	Linda Kirk
Signature	<i>Linda Kirk</i>

By signing below, Partners certify they are in agreement with this Memorandum of Understanding (MOU) and Infrastructure Funding Agreements (IFA) and have the authority to bind their agency to the terms contained in this MOU.

Organization	Adult Education and Family Literacy Nevada R-V School District
Date	4-30-20
Title of signatory within the organization	AEL Director
Printed/Typed Name of Signatory	Shearl Scism
Signature	<i>Shearl Scism</i> SHEARL SCISM

INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR Partner Program IF DIFFERENT THAN THE SIGNATORY ABOVE

Organization	
Date	
Title of signatory within the organization	
Printed/Typed Name of Signatory	
Signature	

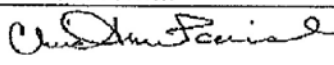
Organization	Chief Elected Official, West Central Region
Date	29 May 2020
Title of signatory within the organization	Presiding Commissioner, Bates County
Printed/Typed Name of Signatory	Jim Wheatley
Signature	<i>Jim Wheatley</i>

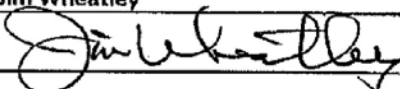
Organization	Workforce Development Board of Western, MO Inc.
Date	5-27-2020
Title of signatory within the organization	Chairperson
Printed/Typed Name of Signatory	Cosslett Moore
Signature	<i>Cosslett W Moore</i>

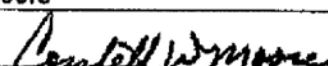
Organization	Workforce Development Board of Western, MO Inc.
Date	5-27-2020
Title of signatory within the organization	Executive Director
Printed/Typed Name of Signatory	Linda Kirk
Signature	<i>Linda Kirk</i>

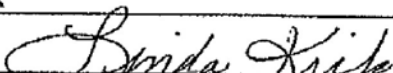
By signing below, Partners certify they are in agreement with this Memorandum of Understanding (MOU) and Infrastructure Funding Agreements (IFA) and have the authority to bind their agency to the terms contained in this MOU.

Organization	Senior Community Service Employment Program AARP Foundation
Date	5/5/2020
Title of signatory within the organization	Demetrios Antzoulatos
Printed/Typed Name of Signatory	DEMETRI ANTZOULATOS
Signature	<div> <div>Digitally signed by:</div> <div>Demetri Antzoulatos</div> <div>02FA00B05E1430...</div> </div>

INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR Partner Program IF DIFFERENT THAN THE SIGNATORY ABOVE	
Organization	Senior Community Service Employment Program AARP Foundation
Date	5/11/2020
Title of signatory within the organization	Director
Printed/Typed Name of Signatory	Christine Parrish
Signature	

Organization	Chief Elected Official, West Central Region
Date	29 May 2020
Title of signatory within the organization	Presiding Commissioner, Bates County
Printed/Typed Name of Signatory	Jim Wheatley
Signature	

Organization	Workforce Development Board of Western, MO Inc.
Date	5-27-2020
Title of signatory within the organization	Chairperson
Printed/Typed Name of Signatory	Cosslett Moore
Signature	

Organization	Workforce Development Board of Western, MO Inc.
Date	5-27-2020
Title of signatory within the organization	Executive Director
Printed/Typed Name of Signatory	Linda Kirk
Signature	

Signatures

For Missouri Department of Elementary & Seco
Name Robin Coffman
Title Chief of Staff

Robin Coffman

Signed on 2020-05-04 16:39:25 GMT

Secured by Concord™
DocumentID: NJFINVtE0M2H2O
SigningID: H2JZVY5A3mUJLID
Signing date: 5/4/2020
IP Address: 108.100.80.242
Email: robin.coffman@doe.mo.gov

5/29/2020

Shirley
Constance Wynne

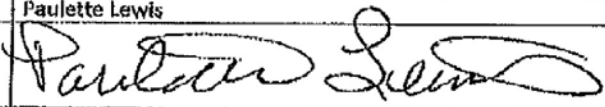
Lynda Kirk

concord

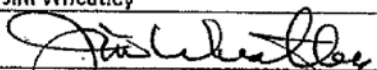
Signed on www.concordnow.com

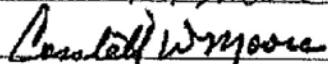
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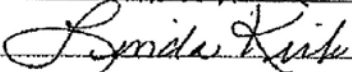
By signing below, Partners certify they are in agreement with this Memorandum of Understanding (MOU) and Infrastructure Funding Agreements (IFA) and have the authority to bind their agency to the terms contained in this MOU.

Organization	Excelsior Springs Job Corps
Date	5/12/20
Title of signatory within the organization	Center Director
Printed/Typed Name of Signatory	Paulette Lewis
Signature	

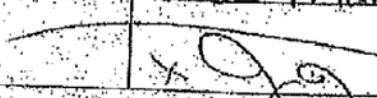
INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR Partner Program IF DIFFERENT THAN THE SIGNATORY ABOVE	
Organization	
Date	
Title of signatory within the organization	
Printed/Typed Name of Signatory	
Signature	

Organization	Chief Elected Official, West Central Region
Date	29 May 2020
Title of signatory within the organization	Presiding Commissioner, Bates County
Printed/Typed Name of Signatory	Jim Wheatley
Signature	

Organization	Workforce Development Board
Date	5-27-2020
Title of signatory within the organization	Executive Director
Printed/Typed Name of Signatory	Casslett Moore
Signature	

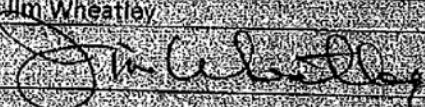
Organization	Workforce Development Board
Date	5-27-2020
Title of signatory within the organization	Executive Director
Printed/Typed Name of Signatory	Linda Kirk
Signature	

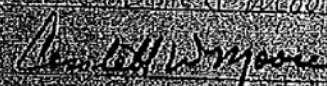
By signing below, Partners certify they are in agreement with this Memorandum of Understanding (MOU) and Infrastructure Funding Agreements (IFA) and have the authority to bind their agency to the terms contained in this MOU.

Organization	National Farmworker Jobs Program/Migrant Seasonal Farmworker - WIOA Section 167, MSFW UMOS
Date	5/27/2020
Title of signatory within the organization	VP of Farmworker & Community based Sucs
Printed/Typed Name of Signatory	Jose Martinez
Signature	

INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR Partner Program IF DIFFERENT THAN THE SIGNATORY ABOVE


Organization	National Farmworker Jobs Program/Migrant Seasonal Farmworker UMOS
Date	
Title of signatory within the organization	
Printed/Typed Name of Signatory	Jeri Cochran
Signature	

Organization	Chief Elected Official, West Central Region
Date	29 May 2020
Title of signatory within the organization	Presiding Commissioner, Bates County
Printed/Typed Name of Signatory	Jim Wheatley
Signature	

Organization	Workforce Development Board
Date	5-27-2020
Title of signatory within the organization	Board Chair
Printed/Typed Name of Signatory	Charles Moore
Signature	

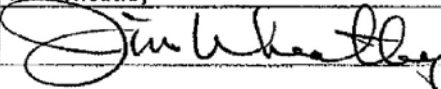
Organization	Workforce Development Board
Date	5-27-2020
Title of signatory within the organization	Board Chair
Printed/Typed Name of Signatory	Charles Moore
Signature	

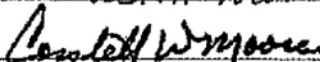
By signing below, Partners certify they are in agreement with this Memorandum of Understanding (MOU) and Infrastructure Funding Agreements (IFA) and have the authority to bind their agency to the terms contained in this MOU.

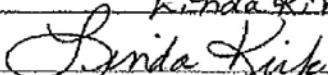
Organization	Unemployment Insurance Program Division of Employment Security
Date	5/6/20
Title of signatory within the organization	Director
Printed/Typed Name of Signatory	CHRIS SINKARD
Signature	

INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR Partner Program IF DIFFERENT THAN THE SIGNATORY ABOVE

Organization	
Date	
Title of signatory within the organization	
Printed/Typed Name of Signatory	
Signature	

Organization	Chief Elected Official, West Central Region
Date	29 May 2020
Title of signatory within the organization	Presiding Commissioner, Bates County
Printed/Typed Name of Signatory	Jim Wheatley
Signature	

Organization	Workforce Development Board
Date	5-27-2020
Title of signatory within the organization	Board Chair
Printed/Typed Name of Signatory	Casslett Moore
Signature	

Organization	Workforce Development Board
Date	5-27-2020
Title of signatory within the organization	Board Chair Executive Director
Printed/Typed Name of Signatory	Linda Kirk
Signature	



**Memorandum of Understanding (MOU)
Disclosure Statement
Missouri Department of Social Services**

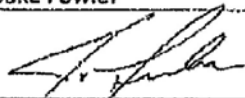
MOU Title:	One-Stop Delivery System
-------------------	---------------------------------

- I. Department of Social Services (DSS) is signing the Workforce Innovation and Opportunity Act (WIOA) Memorandum of Understanding (MOU) with the following stipulations:
 - a. All fourteen (14) Workforce Development Boards MOUs must fully comply with the WIOA regulations.
 - b. Local cost sharing negotiations must allow for DSS, including DSS contractors, to provide "in kind" services in lieu of cash payments as applicable.
 - c. WIOA requires one-stop partners to contribute funding to establish and maintain the one-stop delivery system based on each partner's proportionate use of the system and the relative benefits received (WIOA sec. 121(h)(1)(B)(i) and 121(h)(2)(C); 20 CFR 678.420(b), 34 CFR 361.420(b), and 34 CFR 463.420(b)). One-stop partners must use a reasonable cost allocation methodology in determining appropriate partner contributions based on proportionate use and relative benefits received (20 CFR 678.420(b)(2)(i), 34 CFR 361.420(b)(2)(i), and 34 CFR 463.420(b)(2)(i)).
 - d. DSS, its affiliates, successors, assignees, and contractors will continue to adhere to their confidentiality and security policies.
 - e. Termination of the MOUs: Any Partner to these MOUs may withdraw, giving written notice of its intent to withdraw as a Partner. All pertinent terms of the MOUs will continue in effect for the remaining Partners. Any party may cancel the MOU at any time for cause or without cause on a 30-day written notice.
 - f. In the event, there is a conflict of language between the MOU and this Disclosure Statement, the language in this Disclosure Statement shall prevail.
 - g. In the event there is a conflict between law, regulations, and policy governing DSS and the WIOA MOU, then the law, regulations, and policies governing DSS shall prevail.

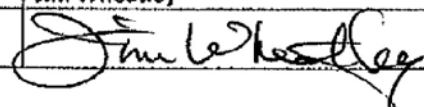
Patrick Luebbering, Director
Division of Finance and Administrative Services

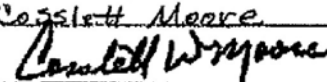
Temporary Assistance for Needy Families
Community Services Block Grant
SNAP Employment and Training
Rehabilitation Services for the Blind

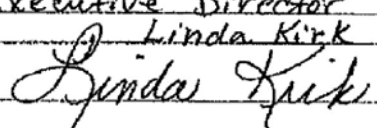
By signing below, Partners certify they are in agreement with this Memorandum of Understanding (MOU) and Infrastructure Funding Agreements (IFA) and have the authority to bind their agency to the terms contained in this MOU.

Organization	Carl D Perkins Career and Technical Education Program Clinton Technical Center
Date	5/22/20
Title of signatory within the organization	Director
Printed/Typed Name of Signatory	Jake Fowler
Signature	

INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR Partner Program IF DIFFERENT THAN THE SIGNATORY ABOVE	
Organization	
Date	
Title of signatory within the organization	
Printed/Typed Name of Signatory	
Signature	

Organization	Chief Elected Official, West Central Region
Date	29 May 2020
Title of signatory within the organization	Presiding Commissioner, Bates County
Printed/Typed Name of Signatory	Jim Wheatley
Signature	

Organization	Workforce Development Board
Date	5-27-2020
Title of signatory within the organization	Board Chair
Printed/Typed Name of Signatory	Casslett Moore
Signature	

Organization	Workforce Development Board
Date	5-27-2020
Title of signatory within the organization	Executive Director
Printed/Typed Name of Signatory	Linda Kirk
Signature	

By signing below, Partners certify they are in agreement with this Memorandum of Understanding (MOU) and Infrastructure Funding Agreements (IFA) and have the authority to bind their agency to the terms contained in this MOU.

Organization	Carl D Perkins Career and Technical Education Program Lex La-Ray Technical Center
Date	5/8/2020
Title of signatory within the organization	Director
Printed/Typed Name of Signatory	Amanda L. Finkelde
Signature	<i>Amanda L. Finkelde</i>

INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR Partner Program IF DIFFERENT THAN THE SIGNATORY ABOVE

Organization	
Date	
Title of signatory within the organization	
Printed/Typed Name of Signatory	
Signature	

Organization	Chief Elected Official, West Central Region
Date	29 May 2020
Title of signatory within the organization	Presiding Commissioner, Bates County
Printed/Typed Name of Signatory	Jim Wheatley
Signature	<i>Jim Wheatley</i>

Organization	Workforce Development Board
Date	5-27-2020
Title of signatory within the organization	Board Chair
Printed/Typed Name of Signatory	Constance Moore
Signature	<i>Constance Moore</i>

Organization	Workforce Development Board
Date	5-27-2020
Title of signatory within the organization	Board Chair
Printed/Typed Name of Signatory	Shirley Kunk
Signature	<i>Shirley Kunk</i>

By signing below, Partners certify they are in agreement with this Memorandum of Understanding (MOU) and Infrastructure Funding Agreements (IFA) and have the authority to bind their agency to the terms contained in this MOU.

Organization	Carl D Perkins Career and Technical Education Program Saline County Career Center
Date	4/30/2020
Title of signatory within the organization	Director of Saline County Career Center
Printed/Typed Name of Signatory	Callie Dobbins
Signature	<i>Callie Dobbins</i>

INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR Partner Program IF DIFFERENT THAN THE SIGNATORY ABOVE


Organization	
Date	
Title of signatory within the organization	
Printed/Typed Name of Signatory	
Signature	

Organization	Chief Elected Official, West Central Region
Date	29 May 2020
Title of signatory within the organization	Presiding Commissioner, Bates County
Printed/Typed Name of Signatory	Jim Wheatley
Signature	<i>Jim Wheatley</i>

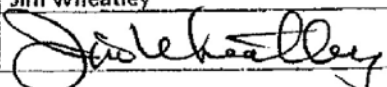
Organization	Workforce Development Board
Date	5-27-2020
Title of signatory within the organization	Board Chair
Printed/Typed Name of Signatory	Cosslett Moore
Signature	<i>Cosslett W Moore</i>

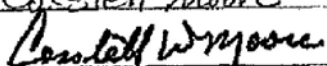
Organization	Workforce Development Board
Date	5-27-2020
Title of signatory within the organization	Executive Director
Printed/Typed Name of Signatory	Linda Kirk
Signature	<i>Linda Kirk</i>

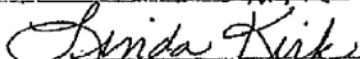
By signing below, Partners certify they are in agreement with this Memorandum of Understanding (MOU) and Infrastructure Funding Agreements (IFA) and have the authority to bind their agency to the terms contained in this MOU.

Organization	Carl D Perkins Career and Technical Education Program Warrensburg Career Center
Date	5-19-2020
Title of signatory within the organization	Director
Printed/Typed Name of Signatory	Rusty Sproad
Signature	

INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR Partner Program IF DIFFERENT THAN THE SIGNATORY ABOVE	
Organization	
Date	
Title of signatory within the organization	
Printed/Typed Name of Signatory	
Signature	

Organization	Chief Elected Official, West Central Region
Date	29 May 2020
Title of signatory within the organization	Presiding Commissioner, Bates County
Printed/Typed Name of Signatory	Jim Wheatley
Signature	

Organization	Workforce Development Board
Date	5-27-2020
Title of signatory within the organization	Board Chair
Printed/Typed Name of Signatory	Casslett Moore
Signature	

Organization	Workforce Development Board
Date	5-27-2020
Title of signatory within the organization	Executive Director
Printed/Typed Name of Signatory	Linda Kirk
Signature	

By signing below, Partners certify they are in agreement with this Memorandum of Understanding (MOU) and Infrastructure Funding Agreements (IFA) and have the authority to bind their agency to the terms contained in this MOU.

Organization	ResCare Workforce Services
Date	5/22/2020
Title of signatory within the organization	Project Director
Printed/Typed Name of Signatory	David Hicks
Signature	<i>David Hicks</i>


INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR Partner Program IF DIFFERENT THAN THE SIGNATORY ABOVE	
Organization	
Date	
Title of signatory within the organization	
Printed/Typed Name of Signatory	
Signature	

Organization	Chief Elected Official, West Central Region
Date	29 May 2020
Title of signatory within the organization	Presiding Commissioner, Bates County
Printed/Typed Name of Signatory	Jim Wheatley
Signature	<i>Jim Wheatley</i>

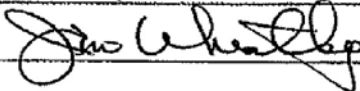
Organization	Workforce Development Board
Date	5-27-2020
Title of signatory within the organization	Board Chair
Printed/Typed Name of Signatory	Casslett Moore
Signature	<i>Casslett W Moore</i>

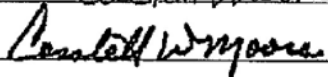
Organization	Workforce Development Board
Date	5-27-2020
Title of signatory within the organization	Executive Director
Printed/Typed Name of Signatory	Linda Kirk
Signature	<i>Linda Kirk</i>

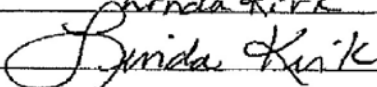
By signing below, Partners certify they are in agreement with this Memorandum of Understanding (MOU) and Infrastructure Funding Agreements (IFA) and have the authority to bind their agency to the terms contained in this MOU.

Organization	Community Service Block Grant West Central MO Community Action Agency
Date	
Title of signatory within the organization	CEO
Printed/Typed Name of Signatory	Chris Thompson
Signature	

INDIVIDUAL WHO NEGOTIATED THE LOCAL MOU FOR Partner Program IF DIFFERENT THAN THE SIGNATORY ABOVE	
Organization	
Date	
Title of signatory within the organization	
Printed/Typed Name of Signatory	
Signature	

Organization	Chief Elected Official, West Central Region
Date	29 May 2020
Title of signatory within the organization	Presiding Commissioner, Bates County
Printed/Typed Name of Signatory	Jim Wheatley
Signature	

Organization	Workforce Development Board
Date	5-27-2020
Title of signatory within the organization	Board Chair
Printed/Typed Name of Signatory	Casslett Moore
Signature	

Organization	Workforce Development Board
Date	5-27-2020
Title of signatory within the organization	Executive Director
Printed/Typed Name of Signatory	Brenda Kirk
Signature	

CTE – Lex La Ray	Y	
CTE - Marshall	Y	
CTE - Nevada	Y	
CTE - Warrensburg	Y	
Native American (Not Applicable)		X
Youth Build (Not Applicable)		X
Second Chance Act (Not Applicable)		X

II. STRATEGIC VISION

The purpose of the Missouri Job Centers is to advance the economic well-being of the Local Workforce Development Area (LWDA) by developing and maintaining a quality workforce. The Centers shall serve as focal points for local and regional workforce innovation initiatives. Achieving this will require delivering high quality and integrated workforce innovation, education, and economic development services for jobseekers, incumbent workers, and employers.

WIOA identifies the following minimum responsibilities for required partners in each local workforce development area. For consistency, each partner, will assume the responsibilities identified below.

1. Provide access to partner programs and activities through the local workforce development system.
2. ~~Use a portion of funds made available for partner programs and activities to provide career services through the local workforce development system and to maintain the local workforce development system, including costs for infrastructure.~~ *WCMCAA is providing space for a Connection Site in Eldorado Springs*
3. Continue as a party to this MOU and enter into renewal MOUs as long as participating as a partner in the local workforce development system.
4. Participate in the operation of the local workforce development system consistent with the terms of this MOU, the federal laws that authorize partners program or activities, and all applicable state and local laws.

In addition, the Partners agree to:

1. Collaborate with the Board to establish priority of service policy and will ensure priority of service to veterans and covered spouses for any qualified job training program pursuant to the Jobs for Veterans Act.
2. Ensure programmatic accessibility of facilities, programs, services, technology, and materials to individuals with disabilities per WIOA Section 188.
3. Following procedures identified in the State and Local Plans for compliance with WIOA Section 188 provisions regarding nondiscrimination. (view the West Central Region's Local Plan at www.skillupmissouri.org).
4. Notify the Board of any changes to the rules governing a Partner's program that impact the Partner's performance and/or proportionate share under this MOU. The Board will communicate the changes to the Chief Elected Officials, Fiscal Agent, Job Centers, and other Partners and will initiate the process to amend this MOU if necessary.
5. Compliance with Missouri Job Center's policies and procedures by staff members who work at those locations. Should a conflict exist between Missouri Job Center personnel policies and a Partner's personnel policies the One-Stop Operator will consult with the Board to seek resolution.

Nevada						
One-Stop Partners	Infrastructure	Operating	Lease Holder	In Kind/Cash Contributions	FTE - Staff	Comments
Wagner Peyser	Y	Y	OWD	Cash	5	
Veteran	Y	Y	OWD	Cash	1	
WIOA Title I Adult/DW	Y	Y	OWD	Cash	2	
WIOA Title I Youth	Y	Y	OWD	Cash	1	
TANF-ResCare	Y	Y	OWD	Cash	1	
VR				Cash	0.025	4 hours/month
Rehab Services for Blind				In Kind	0	Accessiblity reviews
Migrant Seasonal Farm Worker				In Kind	0	Staff Training
AEL				In Kind	0	Testing for WIOA programs
Job Corps				In Kind	0	Staff Training
Community Service Block Grant - WCMCAA				In Kind	0	Space for Connection Sites
DOLIR	Exempt from negotiations					

154

Nevada													
Budget	Total Allocation Basis												
	Wagner Peyser	Veteran	WIOA Title I Adult/DW	WIOA Title I Youth	TANF-ResCare	VR	Rehab Services for Blind	Migrant Seasonal Farm Worker	AEL	Job Corps	Community Service Block Grant - WCMCAA	DOLIR	Total
FTE	5.00	1.00	2.00	1.00	1.00	0.025	-	-	-	-	-	-	10.025
%	49.9%	10.0%	20.0%	10.0%	10.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	100%

Nevada													
Line Item Budget	NEVADA One-Stop Center Budget by Partner												
	Wagner Peyser	Veteran	WIOA Title I Adult/DW	WIOA Title I Youth	TANF-ResCare	VR	Rehab Services for Blind	Migrant Seasonal Farm Worker	AEL	Job Corps	Community Service Block Grant - WCMCAA	DOLIR	Total Costs
Lease/Rent	\$ 20,337.29	\$ 4,067.46	\$ 8,134.92	\$ 4,067.46	\$ 4,067.46	\$ 101.69	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 40,776.27
Electric	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Gas	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Water	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Sewer Connections	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
High-Speed Internet	\$ 450.76	\$ 90.15	\$ 180.30	\$ 90.15	\$ 90.15	\$ 2.25	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 903.77
Telephones (Landlines)	\$ 2,045.19	\$ 409.04	\$ 818.07	\$ 409.04	\$ 409.04	\$ 10.23	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 4,100.60
Facility Maintenance Contract	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Alarm Services	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Building Insurance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Copiers	\$ 538.33	\$ 107.67	\$ 215.33	\$ 107.67	\$ 107.67	\$ 2.69	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,079.36
Fax Machines	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Supplies	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Functional Leader	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Less cash contributions (CTE)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
In Kind donations								Yes	Yes	Yes	Yes	Yes	
Total Infrastructure Costs	\$ 23,371.57	\$ 4,674.31	\$ 9,348.63	\$ 4,674.31	\$ 4,674.31	\$ 116.86	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 46,860.00
Rent based on last year's expenses (as of June 2020)													

Sedalia							

Sedalia														
SEDALIA One-Stop Budget (Costs paid up front by Partner)														
Line Item Cost	Wagner Peyser	Veteran	WIOA Title I Adult/DW	WIOA Title I Youth	TANF-ResCare	AARP Foundation SCSEP	Carl Perkins - CTE	VR	Rehab Services for Blind	Migrant Seasonal Farm Worker	AEL	Job Corps	DOLIR	Total Budget
Lease/Rent	\$ 48,739.92													\$ -
Electric														\$ 48,739.92
Gas														\$ -
Water														\$ -
Sewer Connections														\$ -
High-Speed Internet			\$ 1,345.26											\$ 1,345.26
Telephones (Landlines)	\$ 7,803.24													\$ 7,803.24
Facility Maintenance Contract														\$ -
Alarm Services														\$ -
Building Insurance														\$ -
Copiers			\$ 1,691.42											\$ 1,691.42
Fax Machines														\$ -
Supplies														\$ -
Functional Leader														\$ -
Less cash contributions (CTE)							\$ (400.00)							\$ (400.00)
In Kind donations								Yes	Yes	Yes	Yes	Yes		\$ -
														\$ -
														\$ -
TOTAL PAID	\$ 56,543.16	\$ -	\$ 3,036.68	\$ -	\$ -	\$ -	\$ (400.00)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 59,179.84
Rent based on last year's expenses (as of June 2020)														

Sedalia														
Total Allocation Basis														
Budget	Wagner Peyser	Veteran	WIOA Title I Adult/DW	WIOA Title I Youth	TANF-ResCare	AARP Foundation SCSEP	Carl Perkins - CTE	VR	Rehab Services for Blind	Migrant Seasonal Farm Worker	AEL	Job Corps	DOLIR	Total
FTE	4.00	1.00	3.00	1.00	1.00	1.00	-	0.05	-	-	-	-	-	11.05
%	36.2%	9.0%	27.1%	9.0%	9.0%	9.0%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	100%

Sedalia														
SEDALIA One-Stop Center Budget by Partner														
Line Item Budget	Wagner Peyser	Veteran	WIOA Title I Adult/DW	WIOA Title I Youth	TANF-ResCare	AARP Foundation SCSEP	Carl Perkins - CTE	VR	Rehab Services for Blind	Migrant Seasonal Farm Worker	AEL	Job Corps	DOLIR	Total Costs
Lease/Rent	\$ 17,643.41	\$ 4,410.85	\$ 13,232.56	\$ 4,410.85	\$ 4,410.85	\$ 4,410.85	\$ -	\$ 220.54	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 48,739.92
Electric	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Gas	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Water	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Sewer Connections	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
High-Speed Internet	\$ 486.97	\$ 121.74	\$ 365.23	\$ 121.74	\$ 121.74	\$ 121.74	\$ -	\$ 6.09	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,345.26
Telephones (Landlines)	\$ 2,824.70	\$ 706.18	\$ 2,118.53	\$ 706.18	\$ 706.18	\$ 706.18	\$ -	\$ 35.31	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 7,803.24
Facility Maintenance Contract	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Alarm Services	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Building Insurance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Copiers	\$ 612.28	\$ 153.07	\$ 459.21	\$ 153.07	\$ 153.07	\$ 153.07	\$ -	\$ 7.65	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 1,691.42
Fax Machines	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Supplies	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Functional Leader	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Less cash contributions (CTE)	\$ (144.80)	\$ (36.20)	\$ (108.60)	\$ (36.20)	\$ (36.20)	\$ (36.20)	\$ -	\$ (1.81)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ (400.00)
In Kind donations								Yes	Yes	Yes	Yes	Yes		\$ -
Total Infrastructure Costs	\$ 21,422.57	\$ 5,355.64	\$ 16,066.92	\$ 5,355.64	\$ 5,355.64	\$ 5,355.64	\$ -	\$ 267.78	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 59,179.84
Rent based on last year's expenses (as of June 2020)														

WEST CENTRAL REGION LOCAL POLICY			
Subject	Effective Date	Revision	Policy Section
Sub State Monitoring	7-24-19	#1	Programs

Financial and Program oversight, monitoring and/or review of activities, as set forth in DWD Issuance 16-2018, are the primary responsibilities of the West Central Region's Workforce Development Board and CEO. The duties to perform oversight are designated to the Programs/Compliance Specialist and the Director of Operations/current accounting firm. -The Executive Director of the Workforce Development Board will ensure independence from the duties or system monitored are demonstrated.

Quality Assurance

A variety of monitoring methods will be utilized. These may include questionnaires, interviews of customers, employers and Job Center staff. Monitoring reviews will include on-site visits to subsidized employer worksites (i.e.: summer youth work experience and On-the-Job training); desktop reviews using the Division of Workforce Development (DWD) Statewide Information Management System (MIS) and available reports and data accessed through MoPerforms; as well as hard copy file review during the on-site visits to regional Job Centers .

An annual monitoring report will be prepared regarding compliance with the terms and conditions of each contractual scope of work and submitted each Program Year to the Workforce Development Board's Executive Director for distribution to the West Central Region Workforce Development Board and Chief Elected Officers (CEO) as referenced in section 107 (d)(8) [20 U.S.C. 3122(d)(8)] of the Workforce Innovation and Opportunity Act in accordance with the appropriate provisions of the most current WDB/CEO agreement in order to support strategic planning and oversight decisions.

Quarterly, the Workforce Development Board will receive monitoring reports regarding compliance and performance on each contractual agreement. Other areas that will be covered in monitoring reports are the adequacy of assessment, planning of activities and services, coordination of One-Stop system partners to meet the comprehensive needs of customers, and customer outcomes. As required by WIOA when any problems are identified, prompt and appropriate corrective action will be taken.

The West Central Region abides by policies and/or procedures which demonstrate that programmatic and operational oversight systems effectively measure compliance with WIOA regulations, and DWD guidance and issuances. Established policies and/or procedures ensure:

- The review of program quality
- Continuous improvement of service delivery
- A comprehensive examination of compliance issues cited in State/Regional reviews
- The determination of the effectiveness of corrective action measures to address issues of concern

Specific guidance outlined in DWD Issuance 16-2018 will govern monitoring activities relative to: customer data and eligibility documentation; orientation to customer rights and acknowledgment of receipt of MO WIOA Complaint Grievance Guide; eligibility; priority for programs and services received; orientation to services and justification of individual career services or training services; methods of assessment; employment planning; Individual Training Accounts (ITAs); appropriateness and accuracy of participant payments (support services/needs related payments); MIS data entry and validation; posting of customer outcomes including attainment of degree or certificate; supplemental employment data; customer satisfaction; etc.

The WDB monitoring will systematically evaluate every aspect of service delivery, identify weaknesses/opportunities, provide training/technical assistance, implement action steps and monitor corrective actions. While constantly seeking to improve process and advance staff development, the by-product will be enhanced performance as measured in program outcomes and customer satisfaction.

Programmatic Monitoring

The WDB will use random-sampling techniques in participant file reviews to test eligibility in every funding stream for which they have a contract with DWD. When reviewing WIOA Adult and Dislocated Worker participant records, the two funding streams will be combined then sampled by service. Each Program Year, the Board must monitor a separate statistically valid sample of Adult and Dislocated Worker participants enrolled in each of the following services:

- Classroom Training
- On-the-Job Training
- Work Experience/Internship
- Supportive Services/Needs-related payments
- Any other services that result in a direct payment being made to, or on behalf of, a participant

The following sample sizes are required, at a minimum, depending on the universe to be reviewed. These guidelines are applicable for every sample to be reviewed.

Universe	Sample Size
1-200	69
201-300	78
301-400	84
401-500	87
501-1,000	96
1,001-2,000	100
2,001-10,000	105

This table is for a random sampling with a confidence level of 90 percent and a margin of error of 8 percent.

The Workforce Development Board will, in accordance with DWD Issuance 16-2018, at a minimum, review participant records for:

- Documentation of participant eligibility and/or priority for the programs and services received;
- Orientation to services;
- Orientation of the participant to his/her rights under complaint and grievance procedures;
- Justification for the provision of Individualized Career Services or Training services;
- Method of assessment;
- Employment planning;
- Individual Training Accounts;
- Appropriateness and accuracy of participant payments (i.e., Supportive Services and Needs Related payments);
- Appropriate data entry; and
- Posting of outcomes, including the attainment of a degree or certificate and any supplemental employment data.

Local monitors will ensure that Youth monitoring procedures have been adjusted to include the WIOA changes such as:

- Out-of School Youth 75% expenditure requirement
- 20% work-based learning with educational component requirement
- 5% limit on In-School Youth enrolled with the “Requires additional assistance” barrier
- 5% over-income exception, and
- New eligibility criteria and barriers

Financial Monitoring

An annual Financial Monitoring Review will be conducted to ensure fiscal integrity. An independent auditor will conduct the review. The Financial Review Instrument used to document the review is designed to ensure adequacy of internal controls; test the reliability of sub recipient’s financial management system; ensure compliance with contract terms and conditions; assess achievement of fiscal goals or requirements; verify the accuracy of amounts reported, allowability of expenditures and evidence of supportive documentation and proper allocation of funds. Systems reviewed include financial reporting; internal controls, source documentation, cost allocation, cash management; interest earned on advances, program income/Stand-In/In-Kind Costs, procurement and personnel systems, etc. Written Reports of Findings shall be provided to the Board with a schedule for corrective action being established. Follow-up is conducted, as appropriate, to ensure corrective action occurs and is documented.

At a minimum the following items will be included in the monitoring:

- Audit Resolution/Management Decision
- Financial Reports
- Internal Controls
- Source Documentation
- Cost Allocation
- Cash Management
- Procurement

WDB shall incorporate additional financial and programmatic monitoring policies to ensure funds intended to support stand-alone summer youth programs or other special initiatives are administered in accordance with contractual scopes of work. These policies will supplement existing monitoring duties and be conducted during program operation to assure accountability and transparency of expenditures.

Data Element Validation (DEV) Review

An annual Data Element Validation (DEV) Review will be conducted by the Programs/Compliance Specialist to ensure the integrity of performance outcomes. This review is to verify that the performance data elements reported by Missouri are valid, accurate, reliable, and comparable across programs.

Monitors use random sample techniques when selecting the exited file to review. Depending on the amount of records that exited the prior program year, the corresponding number of sample records show below, at a minimum, must be examined. These guidelines are applicable for every review.

Universe	Sample Size
1-200	69
201-300	78
301-400	84
401-500	87
501-1,000	96
1,001-2,000	100
2,001-10,000	105

This table is for a random sampling with a confidence level of 90 percent and a margin of error of 8 percent.

Business Services

- Review of MoJobs-completion of data
- Review of Staff Assisted Job Orders
- Review of employer engagement (i.e. number, type, etc.)
- Review of employer performance measures
- Review of employer satisfaction surveys

MONITORING INSTRUMENTS/TOOLS

Representative samples of monitoring instruments are attached hereto. Other instruments may be developed and/or utilized as necessary for unique applications.

Participant Name _____ State ID _____

Enrolled as: ☐ ISY ☐ OSY

Did participant complete their resume on MOJobs?

☐ YES

☐ NO

Did staff sign EO and CG?

☐ YES

☐ NO

Wagner Peyser Application:

Is application complete? ☐ YES ☐ NO
 Did youth receive countable service in Wagner Peyser? ☐ YES ☐ NO

WIOA Application:

Is application complete? ☐ YES ☐ NO

Data to be verified	Documentation used to verify	Copy in File??
Social Security Number		
Date of Birth		
Selective Service		
Authorization to Work in the US		
Disability (if applicable)		
Employment Status		
School Status		
Highest grade completed		
Public Assistance Type:		
Barrier Type:		
Family Size		
SSDI (if applicable)		
Family Income		

Did participant and staff sign and date WIOA application? ☐ YES ☐ NO
 IS WIOA application located in file? ☐ YES ☐ NO
 Was applicant statement used, and was no other documentation of family size available?
☐ YES ☐ NO
 IS documentation used listed in DWD Issuance 05-2017?
☐ YES ☐ NO

Activities/Services:

Were services opened and closed correctly? ☐ YES ☐ NO
 Were services provided documented with a case note? ☐ YES ☐ NO

Activity/Service	Open Date/ Close Date	Outcome	Case note Yes/ No

CASE NOTES:

Do case notes contain relevant information and document services offered? ☐ YES ☐ NO
 Do case notes indicate a progression of services? ☐ YES ☐ NO

Do case notes document services offered?

___YES

___NO

Required Case Note	Case note present with required information
Initial Interview	
EO and CG Note/Release of Information	
Assessment	
Basic Skills Deficient	
Scholars Interview	
School Records Obtained	
WIOA Application Approved	
ISS/IEP	
Objective Assessment	
Referrals	
Labor Market Information (LMI)	
Initial Service Note	
Work Experience Interview	
Start of Work Experience	
Pay Period Ending xx/xx/xx	
Mid Point Monitoring	
End Point Monitoring	
End of Work Experience	

Employment Plan Services

Was the Objective Assessment (OA) (412) completed and posted?

___YES

___NO

If applicable, did another agency develop the OA and was it completed within the last 6 months?

___YES

___NO

Basic Skills Assessment, Out of School Only

___YES

___NO

Was the participant determined Basic Skills Deficient? Out of School Only

___YES

___NO

Did OA address:

- Occupational Skills
- Prior Work Experience
- Employability
- Interests
- Aptitudes
- Supportive Service Needs
- Developmental Needs

___YES

___NO

___YES

___NO

___YES

___NO

___YES

___NO

___YES

___NO

___YES

___NO

___YES

___NO

Was the Individual Service Strategy (ISS) (413) completed and posted?

___YES

___NO

Were services planned to address barriers identified in the OA?

___YES

___NO

Does the ISS identify a career pathway?

___YES

___NO

Does ISS address all barriers identified on the OA?

___YES

___NO

Are there appropriate case notes documenting youth's progress?

___YES

___NO

Does the record contain case notes indicating the need for additional services?

___YES

___NO

Do the case notes indicate regular contact with the youth?

___YES

___NO

Did youth receive incentive payments?

___YES

___NO

Were incentives in accordance with local policy?

___YES

___NO

Work Experience

Did the youth participate in work experience?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
If yes, does the record contain a specific and detailed training plan?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Case notes to support the development and the placement of the Youth?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
If in a work experience, does the ISS address the required academic goals?	<input type="checkbox"/> YES	<input type="checkbox"/> NO

Supportive Services

Has financial assessment been completed?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Are all household resources listed?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Have other outside or community resources been explored?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Has Needs Based Analysis been completed within last 30 days?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Have participant's resources changed since eligibility?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Does case note include: Type, amount, timeframe, justification, and lack of resources?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Does the supportive service follow local plan?	<input type="checkbox"/> YES	<input type="checkbox"/> NO

Performance Review

Was the "employment status at participation" accurately reported on the Employment tab?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Was the "school status at participation" accurately reported on the Education tab?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
If appropriate, was the Closure tab completed?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
If exited, was "school status at exit" reported accurately on follow up tab?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
If exit, was youth placement – 2 nd quarter reported accurately on the follow up tab?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
Was attainment of degree or certificate reported on the Credentials tab?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
If yes, was proof in file?	<input type="checkbox"/> YES	<input type="checkbox"/> NO
If applicable, was youth provided Follow Up services as required?	<input type="checkbox"/> YES	<input type="checkbox"/> NO

Comments

Participant Name _____ State ID _____
 Enrolled in: ___ Adult ___ Dislocated Worker ___ Skillup ___ Other

Did participant post their resume in MOJobs? ___ YES ___ NO
 Did staff sign EO and CG? ___ YES ___ NO

Wagner Peyser Application:

Is application complete? ___ YES ___ NO

Data to be verified	Documentation used to verify	Copy in File?
Social Security Number		
Date of Birth		
Selective Service (if applicable)		
Authorization to work in U.S.		
Disability		
Veteran Status (if applicable)		
Employment Status		
Unemployment Compensation (if applicable)		
Public Assistance Type:		
SSDI (if applicable)		
Basic Skills Deficient (if applicable)		
Family size (if applicable)		
Family Income		

WIOA Application: Is application complete? ___ YES ___ NO
 Did participant and staff sign and date WIOA application? ___ YES ___ NO
 IS WIOA application located in file? ___ YES ___ NO

Activities/Services:

Were services opened and closed correctly? ___ YES ___ NO
 Were services provided documented with a case note? ___ YES ___ NO

Activity/Service	Open Date/ Close Date	Outcome

CASE NOTES:

Do case notes contain relevant information? ___ YES
 ___ NO
 Do case notes indicate a progression of services? ___ YES
 ___ NO

Required Case Note	Case note present with required information
EO and CG Note/Release of Info.	
Customer Initial Interview and Comprehensive Assessment	
MO Connections /Talfy	
Eligibility Submitted	
Eligibility Approved	
Employment Plan and Justification	
Initial Service Note	
Appropriateness for Training	
SKT1	
Request For Training	
Monthly Contact	
Follow Up	

EMPLOYMENT PLAN (meets requirements of DWD Issuance 18-2017):

Contain long term and short term goals _____ YES

_____ NO

Contain objectives required to meet goals _____ YES

_____ NO

Does justification address skills gap and barriers to employment? _____ YES

_____ NO

Does justification address the need for supportive services? _____ YES

_____ NO

Did participant and staff sign employment plan? _____ YES

_____ NO

Is copy of employment plan located in hard copy file? _____ YES

_____ NO

APPROPRIATENESS CASE NOTE:

Does case note document why participant is in need of training? _____ YES

_____ NO

Why previous skills haven't helped obtain employment? _____ YES

_____ NO

Has participant applied or received other financial assistance? _____ YES

_____ NO

What assessments did participant complete that show they can be successful in training services?

Is LMI included? _____ YES

_____ NO

Is training provider listed on Eligible Training Provider System and WIOA approved? _____ YES

_____ NO

INITIAL SERVICE NOTE:

Does initial service note contain a plan, how the plan will be implemented, evaluation of services, and supportive services (if applicable)? _____ YES

_____ NO

SUPPORTIVE SERVICES:

Has financial assessment been completed? _____ YES
_____ NO

Are all household resources listed? _____ YES
_____ NO

Have other outside or community resources been explored? _____ YES
_____ NO

Has Needs Based Analysis been completed within last 30 days? _____ YES
_____ NO

Have participant's resources changed since eligibility? _____ YES
_____ NO

Does case note include: Type, amount, timeframe, justification, and lack of resources? _____ YES
_____ NO

Does the supportive service follow local plan? _____ YES
_____ NO

On the Job Training

Was participant referred to job order and resulted as hired? _____ YES
_____ NO

Does the hard copy file include:

- Timesheets – signed and dated if no electronic timesheet or signature on invoice _____ YES
_____ NO
- OJT Invoices – signed and dated _____ YES
_____ NO
- Monitoring Form (mid-point and end point) _____ YES
_____ NO

Did OJT agreement include:

- Employer contact information including FEIN or UI number _____ YES
_____ NO
- Training Operator Contact Information _____ YES
_____ NO
- Beginning and end date of OJT _____ YES
_____ NO
- Number of workers provided full time employment _____ YES
_____ NO
- Total fixed price _____ YES
_____ NO
- Employer attestation of workforce status _____ YES
_____ NO
- If applicable, concurrence of collective bargaining agent _____ YES
_____ NO
- E-verify enrollment with affidavit of work authorization _____ YES
_____ NO

- General Assurances _____YES
_____NO
- Legal Certifications _____YES
_____NO
- WIOA Complaint and Grievance _____YES
_____NO

At a minimum, did the OJT training plan include:

- Name of participant _____YES
_____NO
- State ID _____YES
_____NO
- Occupation _____YES
_____NO
- ONET Code _____YES
_____NO
- SVP Range _____YES
_____NO
- Start and ending dates of training _____YES
_____NO
- Number of hours per week _____YES
_____NO
- Initial Wage rate and scheduled raises (if any) _____YES
_____NO
- OJT Wage and % of reimbursement _____YES
_____NO
- Maximum OJT Obligation _____YES
_____NO
- Clear and concise job description _____YES
_____NO
- Specific skills to be learned _____YES
_____NO
- Signature of trainee (dated) _____YES
_____NO

In determining the appropriate length of the contract, were the following considered:

- Skill requirements of the occupation _____YES
_____NO
- Academic and occupational skills of participant _____YES
_____NO
- Prior Work Experience _____YES
_____NO
- Skills Gap _____YES
_____NO
- Participant's Employment Plan _____YES
_____NO

Skill Up

Is there a completed Wagner Peyser Enrollment? ☐ YES
☐ NO

Was the Comprehensive Assessment (213) the first service posted? ☐ YES
☐ NO

Was Orientation (101) and LMI (107) services provided and posted in MO Jobs? ☐ YES
☐ NO

Was a FS-5 (DWD-PO-608) completed and submitted (ABAWD)? ☐ YES
☐ NO

Are there appropriate case notes including the Mandatory Initial Case Note? ☐ YES
☐ NO

If applicable, services are closed accordingly? ☐ YES
☐ NO

If in training,

- Was the participant co-enrolled in WIOA? ☐ YES
☐ NO
- Does the file contain ETPS printout? ☐ YES
☐ NO
- Properly completed training request form submitted to DWD Central Office? ☐ YES
☐ NO
- METP Case note includes Training Category and Facility, amount, degree type, LMI, begin date, end date, and why participant was eligible? ☐ YES
☐ NO
- Was a DWD-PO-606B and DWD-PO-608 (FS-5) form completed and submitted to FSD to report training? ☐ YES
☐ NO

Comments:

Attachment 4	
Financial Assistance Subrecipient Risk Assessment	
Recipient Name:	Date Completed:
Completed By-Name:	FY:
Region:	Recipient DUNS:
Instructions:	
1. Complete this form once a Fiscal Year (FY) for each recipient who will be awarded one or more grant or cooperative agreement awards from the	
2. For each category below, enter a numerical rating of 0=Not applicable (N/A), 1=Low, 2=Medium or 3=High in the Rating box. Use the information	
3. For each category below, specify in the "Basis for Rating and Other Comments" field the factors that contributed to the rating entered. Provide	
Category 1 Rating = 1; "Basis for Rating and Other Comments" field reads: The recipient has successfully implemented awards under our program	
Category 1: Subrecipient's prior experience with the same or similar subawards Rating: 	
Category 1 Rating Descriptions	
0=N/A:	Recipient has no past or current award from the program.
1=Low:	Recipient has been timely in the submission of budget and project amendment requests, prior approval requests, financial and
2=Medium:	Recipient has mostly been timely in the submission of budget and project amendment requests, prior approval requests, financial
3=High:	Recipient has consistently been late in the submission of budget and project amendment requests, prior approval requests, financial
Basis for Rating and Other Comments:	
Category 2: Results of previous audits Rating: 	
Category 2 Rating Descriptions	
0=N/A:	Recipient is a Commercial Organization, Foreign Entity, or Individual.
1=Low:	Recipient is a government or non-profit entity and their application indicates that they were not required to submit a single audit report
2=Medium:	Recipient has not had any Adverse/Disclaimer opinions, more than two significant internal control deficiencies, or more than two
3=High:	Recipient has had an Adverse/Disclaimer opinion, more than two significant internal control deficiencies, or more than two findings for
Basis for Rating and Other Comments:	
Category 3: Whether the subrecipient has new personnel or new or substantially changed systems Rating: 	
Category 3 Rating Descriptions	
0=N/A:	Recipient is an Individual.
1=Low:	Recipient provided information detailing the experience and qualifications of key project personnel. All personnel appear qualified to meet the project objectives; no past issues with recipient in regards to key staff qualification. The project is fully staffed.
2=Medium:	Recipient provided information detailing the experience and qualifications for some key project personnel. All of the identified personnel appear qualified to meet the project objectives, but other key project personnel have not yet been hired.
3=High:	Recipient has not yet identified/hired any key project personnel; one or more of the personnel identified do not appear qualified to meet the project objectives; or one or more key personnel left the project and replacement(s) have not been identified.
Basis for Rating and Other Comments:	
Category 4: Extent and results of Federal awarding agency monitoring Rating: 	
Category 4 Rating Descriptions	
0=N/A:	Recipient has no past or current award from the program; or previous/current/pending award. If previous/current/pending award funded by other types of funds, program authorizing legislation does not require recipients to conduct a formal monitoring.
1=Low:	Recipient has had no significant internal control deficiencies or findings for non-compliance.
2=Medium:	Recipient has had less than two significant internal control deficiencies and less than two findings for non-compliance.
3=High:	Recipient has had more than two significant internal control deficiencies and more than two findings for non-compliance.
Basis for Rating and Other Comments:	
RISK RATING AVERAGE (auto-calculated based on numerical scores entered in Rating boxes above): 0.00	
Instructions: In the Preliminary Risk Level box below, enter the preliminary risk level that corresponds with the risk rating average calculated above, as follows:	
Enter "Low" if the number in the Risk Rating Average box above is between 0-1.49	
Enter "Medium" if between 1.5-2.49	
Enter "High" if between 2.5-3	
PRELIMINARY RISK LEVEL (Low, Medium or High): 	
OTHER FACTORS IMPACTING RISK LEVEL:	
Instructions: Consider if there are any other factors that impact, either by raising or lowering, the recipient's preliminary risk level. If there are such factors, describe each factor and explain how each raised or lowered the preliminary risk level in the text box below, and then enter either "Low", "Medium" or "High" in the Final Risk Level box below.	
If no such factors exist, enter "No other factors impact the preliminary risk level" in the text box below, and then enter the same value as entered in the Preliminary Risk Level box above in the Final Risk Level box below.	
FINAL RISK LEVEL (Low, Medium or High): 	

CHIEF ELECTED OFFICIALS CONSORTIUM AGREEMENT

THIS AGREEMENT, made and entered into this 9th day of September 2019, by and between the COUNTIES of: Bates, Benton, Carroll, Cedar, Chariton, Henry, Hickory, Johnson, Lafayette, Pettis, Saline, St. Clair, and Vernon in the State of Missouri (hereinafter, the Counties):

WHEREAS, the Chief Elected Officials (CEOs) of the aforementioned counties did previously adopt resolution authorizing the creation of a consortium, in order to administer the provisions of Public Law 113-128, the Workforce Innovation and Opportunity Act (hereinafter "the Act") and

NOW THEREFORE, in consideration of the above premises and the mutual covenants of the parties hereinafter set forth, each party acknowledges they do hereby agree to the following:

SECTION 1: That the Counties of: Bates, Benton, Carroll, Cedar, Chariton, Henry, Hickory, Johnson, Lafayette, Pettis, Saline, St. Clair, and Vernon do hereby constitute a consortium for the purposes of Public Law 113-128, the Act.

SECTION 2: The Chief Elected Officials (Presiding Commissioners) of the local government entities in Section 1 shall constitute the West Central Workforce Development Region Consortium of Chief Elected Officials (hereinafter, the Consortium).

SECTION 3: The Consortium shall elect from its membership a Chairperson and a Vice Chairperson to serve for a term of one year or until a successor is elected or appointed. Vacancies shall be filled by election for the remainder of the unexpired term. The Chairperson shall appoint a Board Clerk.

**Chairperson: Jim Wheatley
Vice-Chairperson: David Dick
Board Clerk: Missy Eidson**

SECTION 4: Robert's Rules of Order shall govern the procedures of the Consortium insofar as they do not conflict with applicable law or administrative rules. All actions of the Consortium shall be approved by simple majority of quorum physically in attendance and those present via conference call. Proxy Voting shall not be allowed at any time.

SECTION 5: The Consortium shall meet a minimum of three (3) times during each calendar year. The dates of which shall be determined by the Consortium. Meeting notices, copies of previous meeting's minutes, and an agenda of any business to be discussed shall be provided to all Consortium members at least 10 calendar days prior to the day of each meeting.

SECTION 6: The Consortium may adopt operational and procedural bylaws consistent with this Agreement, applicable federal and state law and rules or regulations promulgated pursuant thereto. Bylaws or amendments thereto may be adopted by the affirmative vote of a simple

majority of the members of the Consortium at any Consortium meeting. Written notice of the proposed change must be sent to all Consortium members at least 15 calendar days prior to the Consortium meeting when the change will be discussed and voted on.

SECTION 7: The Consortium may execute an agreement with the Local Workforce Development Board to perform the functions of the Board under Section 108(1) of the Act.

SECTION 8: The Consortium shall perform the following functions for the Chief Elected Officials, as specified in Public Law 113-128, the Act:

- Serve as the local grant recipient for the region's Workforce Innovation and Opportunity Act funds and be held liable for any misuse of such funds.
- Designate an entity to serve as local grant sub-recipient for the funds, however, such designation shall not relieve the CEOs of any liability for misuse of these funds, as referenced in Section 9 herein;
- Receive member nominations and make appointments to the Local Workforce Development Board in accordance with State criteria, as described in Section 10 herein;
- Set policy for the local workforce development system in partnership with the Local Workforce Development Board;
- Develop the local plan and any modifications thereto in partnership with the Local Workforce Development Board;
- Select the One-Stop Operator in partnership with the Local Workforce Development Board;
- Select the service providers in partnership with the Local Workforce Development Board;
- Conduct oversight, in partnership with the Local Workforce Development Board, of local Youth, Adult and Dislocated Worker programs;
- Approve the budget developed by the Local Workforce Development Board for carrying out the Board's duties

- Participate with the Local Workforce Development Board in local performance negotiations; and
- Perform any other duties or obligations conferred upon the Chief Elected Officials as designated under the Act.

SECTION 9: While a CEO may designate an entity to serve as local grant recipient or as local fiscal agent, such designation shall not relieve a CEO of the liability for any misuse of grant funds. In the event of misuse of grant funds that cannot be recovered, in whole or in part, from the sub-recipient or fiscal agent responsible for the misuse, the Local Workforce Development Board shall repay an amount equal to the amount of misused funds that cannot be recovered. Should the Local Workforce Development Board be unable to provide funds in an amount sufficient to repay the amount of misused funds that cannot be recovered, any remaining amount of misused funds must be reimbursed by the local government entities listed in Section 1 of the manner specified below.

Each of these entities named in Section 1 of this agreement will be liable for any remaining balance of misused funds in an amount proportionate to the level of affected participant services received by residents of the county. The full amount to be recovered shall not exceed the total liability of misused funds to be distributed. Nothing shall excuse a local government entity from its responsibility under the Workforce Innovation and Opportunity Act (WIOA) to repay determinations of misused funds from non-federal sources. Funds shall be collected by the Workforce Development Board of the State of Missouri Office of Workforce Development for repayment to the US Department of Labor.


SECTION 10: The selection/appointment of private sector members to serve on the Workforce Development Board is an important role of the Consortium. Private sector member openings shall be in accordance with WIOA law, representing a cross-section of employers/businesses across all thirteen counties. Every attempt shall be made to select no less than one private sector member from each county; the CEO will be notified of any openings within that county. Private sector openings will be filled in 30, and no more than 60, days of an open position. The State of Missouri Office of Workforce Development will be notified of any appointments within 30 days of the action. Certification of the full board will be conducted in accordance with WIOA laws and OWD design, no less than every two years.


SECTION 11: The Presiding Commissioner may designate an alternate representative from their local government entity and participate in the Consortium meetings on the CEO's behalf. However, this designee shall not possess the right to vote on half of such CEO.

SECTION 12: This Agreement shall be effective when approved by each member of the Consortium through their signature. This Agreement supersedes any and all prior written

agreements of a similar nature under Public Law 113-128, the Workforce Innovation and Opportunity Act.

In Witness thereof, the parties hereto have caused this Agreement to be executed as shown below by the signature of the Presiding Commissioner of each county party, as follows:

 28 Oct 19
Jim Whitley
Presiding Commissioner
Bates County
(Date)

ATTEST  10/28/19
Notary Public (Name) (Date)



agreements of a similar nature under Public Law 113-128, the Workforce Innovation and Opportunity Act.

In Witness thereof, the parties hereto have caused this Agreement to be executed as shown below by the signature of the Presiding Commissioner of each county party, as follows:

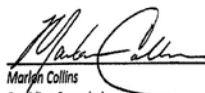
 0ct-24-2019
Steve Daleske
Presiding Commissioner
Benton County
(Date)


ATTEST  10-24-19
Notary Public (Name) (Date)



agreements of a similar nature under Public Law 113-128, the Workforce Innovation and Opportunity Act.

In Witness thereof, the parties hereto have caused this Agreement to be executed as shown below by the signature of the Presiding Commissioner of each county party, as follows:

 10-28-19
Marilyn Collins
Presiding Commissioner
Cedar County
(Date)

ATTEST  10/28/19
Notary Public (Name) (Date)

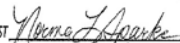


agreements of a similar nature under Public Law 113-128, the Workforce Innovation and Opportunity Act.

In Witness thereof, the parties hereto have caused this Agreement to be executed as shown below by the signature of the Presiding Commissioner of each county party, as follows:


 10/25/19
Stan Falke
Presiding Commissioner
Carroll County
(Date)

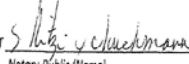


ATTEST  10-25-19
Notary Public (Name) Norma L. Sparks
Carroll County, Missouri
My Commission Expires 12-22-2020
(Date)

agreements of a similar nature under Public Law 113-128, the Workforce Innovation and Opportunity Act.

In Witness thereof, the parties hereto have caused this Agreement to be executed as shown below by the signature of the Presiding Commissioner of each county party, as follows:


 10/25/17
Evan Emmerich
Presiding Commissioner
Chariton County (Date)

ATTEST  11-27-19
Notary Public (Name) (Date)



agreements of a similar nature under Public Law 113-128, the Workforce Innovation and Opportunity Act.

In Witness thereof, the parties hereto have caused this Agreement to be executed as shown below by the signature of the Presiding Commissioner of each county party, as follows:

 12-30-19
Kile Guthrey
Presiding Commissioner
Saline County (Date)

ATTEST  12-30-2019
Notary Public (Name) (Date)



agreements of a similar nature under Public Law 113-128, the Workforce Innovation and Opportunity Act.

In Witness thereof, the parties hereto have caused this Agreement to be executed as shown below by the signature of the Presiding Commissioner of each county party, as follows:

 11-5-2019
Jim Stone
Presiding Commissioner
Henry County (Date)

ATTEST  11-5-2019
Notary Public (Name) (Date)

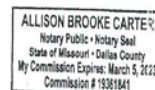


agreements of a similar nature under Public Law 113-128, the Workforce Innovation and Opportunity Act.

In Witness thereof, the parties hereto have caused this Agreement to be executed as shown below by the signature of the Presiding Commissioner of each county party, as follows:

 (Date)
Keith Mertz
Presiding Commissioner
Hickory County

ATTEST  10/24/2019
Notary Public (Name) (Date)



agreements of a similar nature under Public Law 113-128, the Workforce Innovation and Opportunity Act.

In Witness thereof, the parties hereto have caused this Agreement to be executed as shown below by the signature of the Presiding Commissioner of each county party, as follows:

Bill Gabel 10-28-19
(Date)
Presiding Commissioner
Johnson County

ATTEST Dianna Thompson 10-28-19
Notary Public (Name) (Date)



agreements of a similar nature under Public Law 113-128, the Workforce Innovation and Opportunity Act.

In Witness thereof, the parties hereto have caused this Agreement to be executed as shown below by the signature of the Presiding Commissioner of each county party, as follows:

Harold Hofflander 11-26-19
(Date)
Presiding Commissioner
Lafayette County

ATTEST Jennifer Ellen Middleton 11-26-2019
Notary Public (Name) (Date)



agreements of a similar nature under Public Law 113-128, the Workforce Innovation and Opportunity Act.

In Witness thereof, the parties hereto have caused this Agreement to be executed as shown below by the signature of the Presiding Commissioner of each county party, as follows:

Joe Hardin 10-29-19
(Date)
Presiding Commissioner
Vernon County

ATTEST Dianna Thompson 10-29-19
Notary Public (Name) (Date)

agreements of a similar nature under Public Law 113-128, the Workforce Innovation and Opportunity Act.

In Witness thereof, the parties hereto have caused this Agreement to be executed as shown below by the signature of the Presiding Commissioner of each county party, as follows:

David Dick November 12, 2019
(Date)
Presiding Commissioner
Pettis County

ATTEST Jennifer Ellen Middleton 11-12-19
Notary Public (Name) (Date)



**Workforce Development Board of Western Missouri, Inc.
Chief Elected Officials**

BATES COUNTY

Presiding Commissioner Jim Wheatley
Bates County Courthouse
1 North Delaware
Butler, MO 64730
Phone: 660.679.3371
Fax: 660.679.9922
Email: BatesCountyCommissioners@gmail.com

BENTON COUNTY

Presiding Commissioner Steve Daleske
PO Box 1238
Warsaw, MO 65355
Phone: 660.438.7406
Cell: 660.428.5006
Fax: 660.438.3275
Email: steve.daleske@bentoncomo.com

CARROLL COUNTY

Presiding Commissioner Stan Falke
Carroll County Courthouse
8 South Main
Carrollton, MO 64633
Phone: 660.542.0615
Fax: 660.542.0621
Email: countyclerk@carrollcomo.org

CEDAR COUNTY

Presiding Commissioner Marlon Collins
Cedar County Courthouse
113 South Street
Stockton, MO 65785
Phone: 417.276.6700 ext 240
Fax: 417.276.3461
Email: peggykclerk@yahoo.com

CHARITON COUNTY

Presiding Commissioner Evan Emmerich
Chariton County Courthouse
306 South Cherry Street
Keytesville, MO 65261
Phone: 660.288.3200
Cell: 660.676.9062
Fax: 660.288.3403
Email: commission@charitonco.com

HENRY COUNTY

Presiding Commissioner Jim Stone
Henry County Courthouse
100 West Franklin St. – PO Box 210
Clinton, MO 64735
Phone: 660.885.7200
Fax: 660.890.2963
Email: jim@wsdoor.com

HICKORY COUNTY

Presiding Commissioner Keith Mertz
Hickory County Courthouse
PO Box 3
Hermitage, MO 65668
Phone: 417.745.6450
Fax: 417.745.6057
Email: commissioner@hickorycomo.com

JOHNSON COUNTY

Presiding Commissioner Bill Gabel
Johnson County Courthouse
300 North Holden Street
Warrensburg, MO 64093
Phone: 660.747.2112
Fax: 660.747.9332
Email: wgabel@jococourthouse.com

LAFAYETTE COUNTY

Presiding Commissioner Harold Hoflander
Lafayette County Courthouse
1001 Main Street
Lexington, MO 64067
Phone: 660.259.4315
Fax: 660.259.6109
Email: hchoflan@yahoo.com

PETTIS COUNTY

Presiding Commissioner David Dick
Pettis County Courthouse
415 South Ohio, Suite 212A
Sedalia, MO 65301
Phone: 660.826.5000 ext 405
Fax: 660.829.4953
Email: davidd@pettiscomo.com

SALINE COUNTY

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BY-LAWS

CHIEF ELECTED OFFICIALS CONSORTIUM

WHEREAS, the Counties of Bates, Benton, Carroll, Cedar, Chariton, Henry, Hickory, Johnson, Lafayette, Pettis, Saline, St. Clair, and Vernon in the State of Missouri (here in after, the Counties): have duly represented themselves to be the Western Missouri Workforce Investment Region Consortium (hereinafter, the Consortium); and

NOW, THEREFORE, the Consortium does hereby adopt the following bylaws:

ARTICLE I. Consortium Establishment

SECTION 1. *Purpose*: This Consortium does hereby constitute themselves to be a consortium for the purposes of working in partnership with the local board to carry out the responsibilities as outlined in the Workforce Innovation and Opportunity Act.

SECTION 2. *Membership*: The Chief Elected Officials (hereafter, the CEOs) or their designees of the thirteen counties shall constitute the Western Missouri Workforce Investment Region Consortium.

ARTICLE II. Consortium Structure

SECTION 1. *Composition*: The Consortium shall be governed by 13 members, which shall consist of the Chief Elected Officials of each member county or the designee thereof, as provided hereinafter.

SECTION 2. *Election of Officers*: The Consortium shall at its annual meeting in July elect from its membership a Chairperson, and a Vice Chairperson to serve for a term of one year or until a successor is elected and qualified. All officers shall be Presiding Commissioners. The Chairperson shall appoint a Board Clerk. Vacancies shall be filled by election for the remainder of the unexpired term. Proxy voting shall not be allowed for the election of CEO Consortium officers.

SECTION 3. *Duties of Each Office*: The Chairperson shall preside over the meetings of the Consortium. The Vice Chairperson shall perform the duties of the Chairperson in his or her absence. The Board Clerk shall be responsible for the recording and distribution of all minutes of the Consortium.

ARTICLE III. Consortium Meetings

SECTION 1. *Parliamentary Procedure*: Robert's Rules of Order shall govern the procedures of the Consortium insofar as they do not conflict with applicable law or administrative rules.

SECTION 2. *Quorum, Voting and Proxy Voting*: Quorum shall consist of all members physically in attendance and those present via conference call. All actions of the Consortium shall be approved by a simple majority of established quorum. In the case of a tie vote by members, the Chair (of the meeting) shall break the tie. Proxy Voting shall not be allowed at any time.

SECTION 3. *Meetings and Notices*: The Consortium shall meet a minimum of three (3) times during each calendar year, the dates of which shall be determined by the Consortium. Meetings may be attended in person, via telephone conference call or by electronic media. The Consortium Clerk shall provide meeting notices, copies of the previous meeting's minutes, and an agenda of any business to be discussed to all

Consortium members at least 10 calendar days prior to the date of each meeting. All records of the Consortium shall be kept at the office of the WDB in custody of the Consortium Clerk.

ARTICLE IV. Consortium Functions and Powers

SECTION 1. Grant Recipient: The Consortium will serve as the local grant recipient for the region's Innovation and Opportunity Act funds and shall be held liable for any misuse of such funds. While the Consortium may designate an entity to serve as local grant sub-recipient and/ or as local fiscal agent, such designation shall not relieve a CEO of the liability for any misuse of grant funds.

SECTION 2. LWDB Appointments: On Behalf of the Consortium, the Chairperson will receive member nominations and recommend to the Governor the appointments of members to the Local Workforce Development Board in accordance with State and Federal criteria.

SECTION 3. Policy: The Consortium will set policy for the local workforce system in partnership with the Local Workforce Development Board.

SECTION 4. Local Plan: The Consortium will participate in the development of the local plan and any modifications thereto in partnership with the Local Workforce Development Board.

SECTION 5. Program Oversight: The Consortium will conduct oversight, in partnership with the Local Workforce Development Board, of local Youth, Adult and Dislocated Worker programs.

SECTION 6. Budget Approval: The Consortium will approve the budget developed by the Local Workforce Development Board for carrying out the Board's duties.

SECTION 7. Performance Negotiation: The Consortium will participate with the Local Workforce Development Board in local performance negotiations.

SECTION 8. Other Duties: The Consortium will perform any other duties or obligations conferred upon the Chief Elected Officials as designated under the Act.

ARTICLE V. Amendment of By-Laws

The Consortium by-laws may be amended and new by-laws adopted at any Consortium meeting. However, for amended and/or new by-laws to be adopted, the following must occur prior to voting on adoption. Written notice of the proposed change must be sent to all Consortium members at least fifteen days prior to the Consortium meeting when the change will be discussed and voted on. A change to the By-Laws will require a simple majority of the quorum.

ARTICLE VI. Ratification

The by-laws shall be effective upon adoption by a two-thirds vote of the Consortium members at a meeting called for such purpose.

ARTICLE VII. Dissolution

The Consortium may be dissolved and the Consortium Agreement and By-Laws may be rescinded only with the consent of the quorum of the Consortium.

Michael L. Parson
Governor



Mardy L. Leathers
Director

Missouri Division of Workforce Development

July 1, 2019

The Honorable Jim Wheatley Presiding
Commissioner

Bates County Courthouse

1 North Delaware
Butler, Missouri 64730

Kim Kendrick, Chair

West Central Workforce Development Board Regional
Missouri Bank

301 East Highway 24

Salisbury, Missouri 65281

Dear Commissioner Wheatley and Ms. Kendrick:

I am pleased to inform you that the member list submitted for the West Central Workforce Development Board received June 4, 2019, meets local Workforce Development Board requirements for recertification. The following West Central Workforce Development Board membership list is approved.

Board Members:

Harold Bahrenburg
Brent Bates Donna
Brown
Chris Connell
Tim Corbin
Tami Green

Lee Hamilton
Tommy Hampton
Darlene Jewell
Gabe Jones
Charley Kendrick
Kim Kendrick

Jim Kilby
Randy Lee
Benjamin McFarlin
Wayne McMullin
Dylan Minor
Cosslett Moore

Larry Peters
Laura Wallen
Kimberly Wilhoit
Katie Stanley- Dietzman

Please inform us of changes to your Board membership as soon as possible following a change so that we may keep our database current. Should you have questions or comments on this process, please feel free to contact Debra Lee at (573) 751-7822 or debra.lee@ded.mo.gov. We look forward to working with you and your Board. Sincerely,

ML/YW/DL/CB

c: Linda Kirk
Missy Eidson
DWD Senior Staff

Mardy Leathers
Director

Workforce Development Board of Western Missouri, Inc.

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**Workforce Development Board
of Western Missouri, Inc.**

Standing Committees

Executive Committee

Finance & Audit

Planning and Operations

**WORKFORCE DEVELOPMENT BOARD
OF WESTERN MISSOURI, INC.**

West Central Region

By-Laws

Revised & Approved January 2014
Revised & Approved March 23, 2016
Revised & Approved September 27, 2017
Revised and Approved January 23, 2019

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**WORKFORCE DEVELOPMENT BOARD
OF WESTERN MISSOURI, INC.**

**West Central Region
By-Laws**

ARTICLE I Board Name

1.1 The Board shall be known as the Workforce Development Board of Western Missouri, Inc., incorporated under the general not-for-profit laws of the State of Missouri. he Workforce Development Board of Western Missouri, Inc., is exempted from taxation under the Section 501 (c) (3) Internal Revenue Code.

ARTICLE II Board Designation and Function

2.1 The Board is designated by the Chief Elected Officials to serve as the Grant Recipient and Fiscal Agent to develop, establish, and maintain a streamlined local employment and training One-Stop delivery system in the area that comprises the West Central Region, Workforce Investment Area 4.

2.2 General Duties of the Board:

1. Develop the local workforce investment plan; and conduct oversight of the One-Stop system, youth activities, and employment and training activities under Title I of the Workforce Investment Innovation and Opportunity Act, in partnership with the Chief Elected Official;
2. Using a competitive procurement process, select the One-Stop operator(s) with the agreement of the Chief Elected Official, in accordance with WIOA section 121(d)(2)(A). The board may terminate the eligibility of the One-Stop operator;

3. Identify eligible providers of youth workforce investment activities by awarding grants or contracts on a competitive basis (except as provided in WIOA Section 123 (b)); and may terminate for cause the eligibility of such providers.

4. Consistent with WIOA Section 122, the board shall identify eligible providers of training services in the local area. If the One-Stop Operator does not provide career services described in WIOA Section 134(c)(2) the board shall identify eligible providers of those career services in the local area by awarding contracts.

5. With agreement of the Chief Elected Official and the Governor, the board may act as a provider of career services, in accordance with WIOA sections 107(g)(2) and 134(c)(2);

6. Review and approve training providers to be listed on the Eligible Training Providers List;

7. Develop a budget for the purpose of carrying out the duties of the Workforce Development Board, which is consistent with the local plan and duties as stated in WIOA Section 107 and with approval of the Chief Elected Official;

8. Conduct oversight, in partnership with the Chief Elected Official, of the use and management of funds, including ensuring the appropriate investment of funds to maximize performance outcomes under WIOA Section 116;

9. Negotiate with required partners on the methods for funding the infrastructure costs of One-Stop Career Center(s) in the West Central Region in accordance with Title 20 of the Code of Federal Regulations, section 679.370(k);

9. Negotiate on local performance measures with the Chief Elected Official and the Governor;

10. Coordinate workforce investment activities with economic development strategies and develop employer linkages;

11. Promote private sector involvement in the statewide workforce investment system through effective networking, brokering, and coaching activities through intermediaries to assist employers in meeting hiring needs;

12. Conduct regional planning activities as appropriate; which will include regional labor market analysis;

13. Conduct other duties and obligations as may be required by the State of Missouri, the U.S, Department of Labor, and the Workforce Innovation Opportunity Act associated rules and regulations;

14. Conduct business in an open manner as required by Sunshine provisions.

ARTICLE III Board Authority

3.1 Establishment

The Board is established in accordance with the Workforce Innovation and Opportunity Act and its rules and regulations and any amendments thereto. Hereafter the Workforce Development Board of Western Missouri, Inc., shall be referred to as “Board,” and the Workforce Innovation and Opportunity Act as “WIOA.”

3.2 *Inurement of Income*

The Board shall not inure to the benefits of, or be distributable to, its members, officers or other private persons except that the corporation shall be authorized and empowered to pay reasonable compensation for the services rendered for any part of net earnings of the corporation.

3.3 Legislative or Political Activities

The Workforce Development Board shall not attempt to influence legislation. The Board shall not participate in or intervene in (including the publishing or distribution of statements) for any political campaign or on behalf of any candidate for public office.

3.4 Operational Limitations

Notwithstanding any other provisions of these articles, the Board shall not carry on any other activities not permitted to be carried on [a] by a corporation exempt from federal income tax under Section 501 (c) (3) of the Internal Revenue Code of 1954 (or the corresponding provision of any future United States Internal Revenue Law) or [b] by a corporation, contributions, to which are deductible under Section 170 (c) (2) of the Internal Revenue Code of 1954 (or the corresponding provision of any future United States Internal Revenue Law).

3.5 Dissolution Clause

Upon the dissolution of the corporation, the Board shall, after paying or making provisions for the payment of all the liabilities of the corporation, dispose of all assets of the corporation exclusively for the purposes of the corporation in such manner, or to such organization that shall at the time qualify as an exempt organization or organizations under Section 501 (c) (3) of the Internal Revenue Code of 1954 (or the corresponding provision of any future United States Internal Revenue Law), as the Board shall determine.

ARTICLE IV Board Structure

4.1 Board Composition

1. The Board shall be comprised of at least the minimum number of federally mandated agency partners, as well as the required number of private sector business partners (51%) to maintain a quorum. All private sector members shall be;

- nominated by local business organizations and trade associations
- recommended by their County Chief Elected Official
- appointed by the Chair of the Chief Elected Officials, and

- certified by the Governor of Missouri.

2. An individual may serve as a representative of more than one membership category as long as he/she meets all the criteria for representation in accordance with the Workforce Innovation and Opportunity Act. No matter how many membership categories an individual represents, he/she is only entitled to one vote and may only be counted as a single member of the Workforce Development Board.

3. All shall be selected/nominated and appointed in accordance with governing federal and state laws and related regulations.

4.2 Term of Office

Each Board member's term shall be for two years.

4.3 Reappointment and Vacancies

1. Board members are eligible to be reappointed, but reappointment must be in accordance with WIOA regulations. In the event a vacancy occurs during the term of a board member appointment, officer vacancies shall be filled by appointment by the Chairperson and confirmed by vote of the board.

2. Members who are no longer actively involved in the work of his/her membership category within the West Central Region shall be required to resign from his/her board seat.

3. Officer vacancies shall be filled by appointment by the Chair and confirmed by a vote of the Board.

4. Vacating members may participate in an advisory capacity to provide knowledge and experience to the Workforce Development Board regarding area workforce issues. Members participating as an Advisory member will not be eligible to vote.

4.4 Meeting Attendance Requirements

Any private sector Board member absent from three (3) consecutive Full Board meetings will be terminated from the Board, provided that notice of tentative termination has been given prior to the third meeting. (Terminated board members may be reappointed to the board by the CEO).

ARTICLE V. Board Meetings

5.1 Regular Scheduled Meetings

The Full Board shall meet on a bi-monthly (every other month) basis and on the fourth Wednesday of that month. The months of September, November, January, March, May, and July will be Full Board meeting months. The Executive Committee will hold meetings on the alternate months and report proceedings to the Full Board. Any Board member may attend the Executive Committee meetings. The Chair may call for a Full Board meeting on any alternate month as deemed necessary to conduct official business.

5.2 Special Meetings

Special meetings may be called at any time by the Chair or one-third of the total Board, excluding vacancies. The notice of such meetings shall be provided to each member and the public by the Chair. Depending on time requirements, this notice may be provided by mail or personal contact. Only the business referred to in the notice may be considered at special meetings.

5.3 Allowable Compensation

Board members, with the exception of One-Stop partners and Advisory Board members may be compensated for mileage and conference/training expenses while conducting business on behalf of the Workforce Development Board of Western Missouri, Inc. One-Stop partners will follow their normal channels of expense reimbursement for job-related duties within their funding system.

5.4 Quorum

Fifty-one percent (51%) of non-vacant seats on the Board must be present and fifty-one percent of the total membership present must be from private sector seats to constitute a quorum for a Full Board meeting.

Only in the event quorum will not be present at a Full Board meeting will attendance via electronic means be allowable.

5.5 Voting

Voting by proxy is not permitted at Full Board meetings or Executive Committee meetings.

Board members representing the One-Stop Operators and/or providers or contractors of career services and/or training services for the Workforce Development Board, and who, by virtue of either their direct employment or Board membership affiliations, are prohibited from any discussions or actions that may promote or discourage funding or non-funding or voting on any matter which would provide direct financial benefit to that member or his/her affiliated organization or that would otherwise affect the distribution of funds among the providers of workforce services. Abstentions shall be reflected in the minutes. If any other member is impacted by a decision in which he or she might receive direct financial benefit, that member is bound by the same conflict of interest provisions as heretofore described in accordance with 2 CFR 200.318. Abstentions shall be reflected in the minutes.

5.6 Board Minutes

The Board shall keep for each meeting, written minutes which include a record of votes on all motions. Minutes of the previous meeting shall be distributed to all members before the next meeting, and shall be made available to the public upon request.

5.7 Annual Meeting

The July meeting shall be designated as the Annual Board meeting.

ARTICLE VI. Board Officers

The officers of the Board shall consist of a Chair, Vice Chair, Second Vice Chair, Secretary, and Treasurer.

6.1 Nomination of Officers

The Board Chair shall be charged with appointing an ad-hoc committee to nominate a slate of officers from the Board membership as necessary. Notification of the slate shall be mailed to the Board at least ten days prior to meeting where an election will be held (i.e. May or to re-fill vacancies). The Board Chair shall present the recommended slate at the general session of the Full Board. After the slate has been presented to the Full Board, additional nominations can be made from the floor.

6.2 Election of Officers

All officers will be elected by a simple majority of those present. Vote will be by ballot and signed by the individual casting the vote.

6.3 Duties of Each Office

The Board shall use the following chain of command in all cases where necessary. The chain of command shall be Chair, Vice Chair, Second Vice Chair, Treasurer, and Secretary. This chain of command will apply to any situation where one or more of the officers are either absent from meetings, vacated their office, or cannot be located when needed.

Chair: The Chair shall preside at all meetings of the members of the Full Board, shall appoint committees to accomplish tasks which are the responsibility of the Board, shall sign legal documents on behalf of the Board, shall prepare the Board meeting agenda in counsel with the Executive Director and shall perform such other duties as may be prescribed by the Board. The Chair shall be selected from among the private sector members of the Board. The Chair shall be bonded for faithful discharge of his/her duties, the sum and surety of which the Board shall determine. The cost of any such bond shall be paid from WIOA funds.

Vice Chair: In the temporary absence of the Chair, the Vice Chair shall have all the powers of and be subject to all restrictions upon the Chair, and shall perform such other duties as may be assigned to him/her by the Chair or by the Board. The Vice Chair will serve as the Chair of the Executive Committee. The Vice Chair shall be selected from among the private sector members of the Board.

Second Vice Chair: In the temporary absence of the Vice Chair, the Second Vice Chair shall have all the powers of and be subject to all restrictions upon the Vice Chair, and shall perform such other duties as may be assigned to him/her by the Chair or by the Board. The Second Vice Chair shall be selected from among the private sector members of the Board.

Treasurer: The Treasurer shall be the person responsible for monitoring and oversight of the fiscal responsibilities of the Workforce Development Board and for assuring that monies are deposited in depositories selected by the Board. The Treasurer shall be an ex-officio member of the Finance/Audit Committee. He/she shall perform such other duties as may be assigned to him/her by the Chair of the Board. The Treasurer shall be bonded for faithful discharge of his/her duties, the sum and surety of which the Board shall determine. The cost of any such bond shall be paid from WIOA funds.

Secretary: The Secretary shall be responsible for the minutes of the meetings of the Board, shall see that all notices are duly given in accordance with the provisions of these by-laws or as required by law, shall sign such instruments with the Chair or other officers as may be required and shall perform such other duties as may be assigned by the Chairperson of the Board. The Secretary shall also serve as the Parliamentarian.

6.4 Term of Officers

Officers will be elected biennially, and the term of office will be two years. Board members have a limit of one term for any one office. Members may not serve consecutive terms for the same position. An officer's official term will begin the first day of July.

6.5 Removal from Office

Any officer may be removed from office by a two-thirds vote of the Board, excluding vacant seats, whenever in the Board's judgment the best interests of the Board will be served by such action. Such removal shall be without prejudice to the contract rights, if any, of the person so removed.

6.6 Officer Vacancies

A vacancy in the office of Chair shall be filled by the Vice Chair for the remainder of the term. Other officer vacancies shall be filled by appointment by the Chair and confirmed by a vote of the Board.

6.7 Multiple Office Holding

No Board member shall hold more than one office at any one time.

ARTICLE VII Executive Committee

7.1 Composition

The Executive Committee shall be composed of the five Board Officers and the Chair of the two other standing committees. The standing committees are Planning/Operations and Finance/Audit.

7.2 The Vice Chair shall serve as Chair of the Executive Committee. In the temporary absence of the Vice Chair the Second Vice Chair will serve as Chair of the Executive Committee meeting.

7.3 Functions and Powers

1. The Executive Committee shall have the authority to act on business for the Board, which must be completed prior to the next regular Board meeting.
2. The Executive Committee will act on personnel issues and will review staff positions and salary recommendations annually. They shall evaluate the administrative performance appraisal process and the interview selection process for professional level staff.
3. The Executive Committee will review attendance of board members and make recommendations for removal of a member as outlined in Article 4, Board Structure; Section 4.4. Meeting Attendance Requirements, of these bylaws.
4. Other business items may be assigned to this committee by the Chair or the Board for their review and recommendations. This committee will report to the Board denoting action taken or committee recommendations.
5. The Executive Committee Chair may cancel the regularly scheduled Executive Committee meeting if it is determined there is insufficient business to be conducted by the Executive Committee.

ARTICLE VIII Committees (Excluding Executive Committee)

Excluding the Executive Committee, there shall be two standing committees and as many Ad Hoc Committees as necessary to conduct the business of the Board. All committee members shall be appointed by the Chair annually and approved by the Board. The Finance and Audit Committee will meet at least quarterly, and all other committees will meet as needed.

All actions of the standing and appointed committees are advisory groups to the board and shall conform to the bylaws of the full board.

8.1 Planning/Operations Committee

1. The Planning/Operations Committee shall assist in designing the planning/oversight process, review and approve the monitoring system developed by the staff, make recommendations to

the Board on monitoring criteria and performance measures, review reports on program performance, and review corrective action reports.

2. Review and recommend approval of local policies and procedures.

3. Review and recommend approval for contracts with eligible providers of career services.

4. Champion the Certified Work Ready Communities (CWRD) Initiative – WorkKeys; and Sector Strategies as outlined in the Workforce Innovation and Opportunity Act.

5. The Planning/ Operations Committee shall report meeting results to the Full Board and make appropriate recommendations, as applicable to conduct business.

8.2 Finance/Audit Committee

1. The Finance/Audit Committee shall review the Workforce Development Board's financial management system, budgets, program costs, and the Workforce Development Board's subcontracts to ensure that costs are necessary, reasonable, and within appropriate cost categories.

2. This committee shall review the state of Missouri generated fiscal monitoring and audit reports, and inform the Board of the fiscal or financial status and levels of compliance.

3. This committee shall also have the responsibility of overseeing that a Fiscal Operations Manual is prepared and followed. This manual shall include all financial operational procedures including the audit process.

4. The Finance/Audit Committee shall report meeting results to the Full Board and make appropriate recommendations, as applicable to conduct business.

8.3 Ad Hoc Committees

Committees appointed by the Chair for specific tasks shall be considered dismissed as soon as final action is taken by the Board. The Ad Hoc Committee shall report meeting results to the Full Board and make appropriate recommendations as applicable, to conduct business.

ARTICLE IX Executive Director

The Workforce Development Board of Western Missouri, Inc., shall hire an Executive Director who shall be responsible for the overall operation of Board activities. The Executive Director shall hire and release staff as necessary. The Board Chair and shall be notified prior to the release of staff. The Executive Director shall make a report to the Board and the Executive Committee monthly or as requested.

ARTICLE X Parliamentary Procedure

The rules contained in the current edition of Robert's Rules of Order shall govern the Board in all cases to which they are applicable and in which they are not inconsistent with these by-laws and any statutes applicable to this Board.

ARTICLE XI Amendment of By-Laws

1. The Board by-laws may be amended and new by-laws adopted at any meeting of the Full Board. However, for new by-laws to be adopted, the following must occur prior to voting on adoption:
2. Written notice of the proposed change must be sent to all Board members at least ten (10) days prior to the Full Board meeting when the change will be discussed.
3. The actual voting of the change(s) will occur at the next general meeting following the discussion meeting. A change in the by-laws requires a two-thirds vote of the Board excluding vacancies.

Workforce Development Board of Western Missouri, Inc.

ATTESTATION FOR REVIEW OF BY-LAWS 2019-2020

The following form must be completed and submitted to the Division of Workforce Development annually. The purpose of the form is to assure that all certified members of the Local Workforce Development Board have reviewed and understand their current by-laws. The form must be signed and dated by at least a quorum of the membership. Please include the printed name of the member on the line below their signature. If additional signature/date lines are needed, please add them accordingly.

The following local board members attest by their signatures that they have reviewed and understand the board's current by-laws:

Casslett Moore 7/24/19
Cosslett Moore (Chair) Date

H.S. Bahrenburg 7-24-19
Harold Bahrenburg Date

Brent Bates 7/24/19
Brent Bates Date

Donna Brown 7/24/19
Donna Brown Date

C. CONNELL 7-24-19
Chris Connell Date

Tim Corbin 7/24/19
Tim Corbin Date

Tami Green 11-20/19
Tami Green Date
missed July & Sept. Bid Mtgs -
resigned from Bid 11.20.19

Lee Hamilton Date

Tommy Hampton 7/24/19
Tommy Hampton Date

Darlene Jewell 7/24/19
Darlene Jewell Date

Gabe Jones 7/24/19
Gabe Jones Date

Charley Kendrick 7/24/19
Charley Kendrick Date

Kim Kendrick 7/24/19
Kim Kendrick Date

Jim Kilby 7/24/2019
Jim Kilby Date

Randy Lee 7/24/19
Randy Lee Date

Ben McFarlin 7-24-19
Ben McFarlin Date

Wayne McMullin
Wayne McMullin Date

Dylan Minor 7/24/19
Dylan Minor Date

Larry Peters 7/24/19
Larry Peters Date

Katie Stanley Dietzman 11-20-19
Katie Stanley Dietzman Date

Laura Wallen 8/28/19
Laura Wallen Date

Kim Wilhoit 7/24/19
Kim Wilhoit Date

Workforce Development Board of Western Missouri, Inc.

Conflict of Interest Statement

A conflict of interest statement is required in order to ensure that individuals or representatives of organizations entrusted with public funds will not personally or professionally benefit from the award or expenditure of such funds. This statement is established to provide direction for sub-recipients, contractors, staff and board members of the Workforce Development Board of Western Missouri, Inc. in order that business will be conducted within the guidelines that prevent actual, potential, or questionable conflicts of interest.

No individual shall participate in the selection, award, or administration of a contract supported by any funds where a real or apparent conflict of interest would be involved. Such a conflict would arise when the individual, any member of his or her immediate family, his or her partner, or an organization which employs or is about to employ any of the parties indicated herein, has a financial or other gainful interest in the firm selected for an award. The individual shall neither solicit nor accept gratuities, favors, or anything of monetary value from contractors, or parties to sub agreements. However, the WDB may set standards for situations in which the gift is an unsolicited item of nominal value and can be shared by the members of the organization as a whole.

Each sub-recipient shall maintain a written code of conduct governing the performance or person engaged in the award and administration of WDB contracts.

Each sub-recipient shall ensure that no person in decision-making capacity shall engage in any activity, including participation in the selection, award, or administration of a contract supported by WDB funds if a conflict of interest, real, implied or apparent, would be involved.

An individual of the WDB shall not cast a vote, nor participate in any decision -making capacity on the provision of services by such individual (or any organization which that individual directly represents), nor any matter which would provide any direct financial benefit to the individual, to the individual's immediate family, or to the individual's organization.

Individuals shall not use, for their own private gain, for gain of others, or for other than officially designated purposes, any information obtained as a result of their relationship with the WDB.

Membership on the WDB Board, or being a recipient of WIOA funds to provide training or other services, is not by itself a violation of conflict of interest provisions of WIOA or corresponding regulations. Unless and until a situation arises where there is a conflict of interest. For example, under circumstances where a board member's organization through which s/he volunteers or serves stands to benefit, the board member will recuse him/herself from discussion and decision making.

References:

- WIOA Public Law 113-128 Section 101(f) – State Board Conflict of Interest
- WIOA Public Law 113-128 Section 102(b)(2)(E) – State Plan Conflict of Interest Assurance
- WIOA Public Law 113-128 Section 107(h) – Local Board Conflict of Interest
- WIOA Public Law 113-128 Section 121(d)(4) – One-Stop Operators
- WIOA Proposed 20CFR 697-430
- WIOA Proposed 679.130(f)(1) through (3) – State board must use criteria to certify One Stops to avoid inherent conflict of interest
- WIOA Proposed 20 CFR 679.410 (a)(3) and (3) – Local board must avoid inherent conflict of interest
- WIOA Proposed 20 CFR 679.430 – Entities performing multiple functions
- WIOA Proposed 20 CFR 683.200©(5) – Administrative Rules, Costs, Limitations – Title I WIOA and Wagner-Peyser
- 29 CFR 97.36(3)
- 2 CFR 899 Part 200 and Part 2900 – Office of Management and Budget Uniform Guidance on administrative, cost, and audit provisions for federal grants
- Revised Code of Washington (RCW) 42.20.070 – Misappropriation and falsification of accounts by a public officer
- RCW 42.20.080 – Other violations by officers
- RCW 42.52.160 - Use of persons, money or property for private gain
- Employment Security Department WIOA Policy #5405 Conflict of Interest

Workforce Development Board of Western Missouri, Inc.

Conflict of Interest Attestation Form

Any and all of my direct or indirect interest which constitute conflict of interest include:

Date

Fiscal Agent Contact Information:

Workforce Development Board of Western Missouri, Inc.

150 South Limit Avenue, Suite 300

Sedalia, MO 65301

IV. PROCUREMENT

The Workforce Development Board of Western Missouri, Inc., (WDB) will provide and perform services in accordance with the procurement guidelines outlined under the [Uniform Guidance, 2 CFR part 200.317-200.326] , and all revisions thereto, which by this reference are incorporated hereto and made a part thereof, as if fully rewritten. A deviation from the guidance is identified under Paragraph D., where the purchasing limit for a formal advertised competitive bid purchase has been reduced from \$150,000 to **\$25,000** the Division of Workforce Development recognized limit for formal competitive bid purchases.

WDB, the Contracting Agency, assures that it and its sub-recipients will comply with the Buy American Notice Requirement. In the case of any equipment or product with a value of twenty-five thousand (\$25,000) or more which is purchased with financial assistance provided using funds available under the Workforce Investment and Opportunities Act, entities receiving the assistance should, in expending the assistance, purchase only American-made equipment and products, as required by the Buy American Act (41 USC 10a et seq.). See Missouri Office of Administration – Division 40 – Purchasing and Materials Management – 1CSR 40-1.050.

The following internal guidelines will be adhered to for all single item purchases, unit purchases, or one-time purchases from a single supplier. Procurements shall be conducted in a manner which provides and encourages full and open competition consistent with the standards provided in section 200.319 of 2 CFR 200. Each step within the procurement process shall be fully documented and shall support the purchasing decision. WDB's procedures will avoid acquisition of unnecessary or duplicative items.

- A. Purchases shall not be separated or broken down into several smaller purchases to avoid procurement procedures.
- B. Micro-purchases (purchases of \$500 - \$3,000): Secure two (2) telephone or electronic bids for these purchases. WDB will distribute micro-purchases equitably among qualified suppliers when pricing and delivery methods are reasonably equal.
- C. Small Purchases (purchases of \$3001 - \$150,000): Secure three (3) telephone or electronic bids for securing services, supplies, or other property that do not cost more than the Simplified Acquisition Threshold (as of publication of 2 CFR Part 200, the Simplified Acquisition Threshold is \$150,000). It is generally used when conditions are not appropriate for the use of sealed bids. Small Purchases of \$25,000 or more must have prior Board approval.
- D. Competitive Sealed Bid Proposals (of \$25,000 and above): Formal Advertised Competitive Bid-Purchase of \$25,000.00 or more; but can be less if the nature of the purchase (space, auditor, subcontractors, including Youth program subcontractors, etc.) warrants a competitive bid-purchase. (DWD limit is \$25,000. Uniform Guidance limit is \$150,000.)

Procurements of this nature require the following guidelines:

1. Board Approval

Sealed Bid Proposal Purchases/Contracts of \$25,000 or more must have prior Board approval.

2. Advertisement/Notification:

To foster competitive procurement in accordance with WIOA guidelines, the WDB maintains a list of potential bidders who receive the Notice of Request for Proposal either by mail or via electronic means. That list is updated periodically as the WDB becomes aware of new/different organizations that might have an interest in providing services. The Notice of Request for Proposal is posted on WDB's website, (skillupmissouri.org).

3. Number of Proposals Required:

The formal advertised competitive bid process does not have a minimum number of proposals required, but every reasonable effort will be made to solicit more than one bid response. Should only one bid be received or deemed responsive, a reasonableness of cost and price analysis must be completed as referenced in the Uniform Guidance, Part 200.320 (c)

E. Request for Proposal (RFP) or Request for Bid (RFB) Preparation

a. *The RFP indicates what is to be accomplished and requests from the bidder how it is to be accomplished and at what cost. A list of those who received the RFP must be maintained and filed in the permanent file as part of the documentation afterward. The RFP must contain the proposal submission requirements and the proposal evaluation method. Bid selection and award is based on the evaluation criteria. Contractor selection must be documented in writing.*

b. *An RFB contains a precise statement and complete specifications of what will be purchased, allowing only one interpretation. It allows no choice in how the work will be accomplished; it essentially requests only a cost from the bidder. Bid comparison and contractor selection is made on the basis of meeting the bid selection criteria, reasonableness of cost, allow-ability, and whether it meets the identified need(s). Lowest bid may not always be the best award. The bid award(s) must always be in the best interest of the program. Contractor selection must be documented in writing.*

4. The distribution of the RFP (RFB) will be made to anyone responding to the Notice of Request for RFP (RFB) written solicitation or the website. Distribution shall be made no sooner than the date and time named in the bid solicitation. The RFB (RFP) will be distributed to known vendors in an attempt to get as many bids as possible.

5. A pre-bid conference may be held with the prospective bidders to answer questions and to clarify issues within the RFP (RFB). The time and place of the pre-bid conference is to be named in the Notice of Request for Proposal (RFB). Questions may be posed in person or in writing prior to the opening of the pre-bid conference, which may be accessed by telephone. The questions and answers are formally recorded and a written or electronic copy is available to all prospective proposers participating in the pre-bid conference. When attendance to the pre-bid conference is not mandatory a copy of the questions and answers from the pre-bid conference can be provided to any potential proposer upon request. After the close of pre-bid conference no questions may be answered regarding the bid solicitation.
6. An evaluation team of at least three members is formed prior to the public opening. These members shall have knowledge of the goods/services to be procured, and shall not benefit in any way from the bidder selection. The appointment of the evaluation team by the WDB Executive Director, or designee, shall be done in writing and retained. The evaluation team for program RFPs/RFBs may be made up of members of the WDB Planning and Operations Committee, MOU partner staff, and/or two or more WDB staff. The WDB Planning and Operations Committee may delegate the responsibility to WDB staff; the evaluation team will then be made up of three or more WDB staff. The Executive Director shall evaluate the budget section of the RFPs/RFBs to determine if the costs are necessary, reasonable, allowable, and allocable.
7. The time and date of the public opening shall be named in the Notice of Request for Proposal (RFB). The notice shall state the format for submitting the bid, that bids must be sealed upon receipt, the number of originals and copies to be submitted, the date and time to be received, and the bid number to be displayed on the outside of the sealed proposal. Bids received shall be time-stamped, logged, and placed, unopened, in a secure place until the time of the public opening. Bids received after the closing time are to be considered non-responsive and are to be returned to the bidder, unopened, and so noted on the log. Bids that do not meet the submission criteria outlined under paragraph 8 and/or the Notice of Request for Proposal (RFB) may also be determined non-responsive, if so stated in the RFP/RFB.
8. The bids shall not be opened prior to the stated public opening time and place. The bids shall be opened by at least two people not on the evaluation team, and shall be recorded as they are opened. The information recorded shall include the date, time opened, bidder's name, address, price, type of proposal or service(s) to be performed, or funding source and number of originals and copies enclosed. The log created at the public opening shall include the name of those in attendance and shall be signed by the team opening the bids. One copy of the bid, including the information from the container showing the date and time stamp or envelope it was sent in, is retained with the log as part of the permanent file. Proposals received in response to an RFP shall not be

available for public review until after a contract is awarded or all proposals are rejected.

9. Bids are to be determined responsive or non-responsive based on conformity to the essential elements of the solicitation. A written report shall be prepared with adequate documentation of the reasoning for any bid deemed non-responsive. Non-responsive bids are removed from further analysis.
10. The bids are copied and distributed to the members of the evaluation team. The team should read all bids before meeting as a group, if the group is scheduled to meet and shall evaluate the proposals independently. A meeting of the evaluation team may be scheduled to review all the independent evaluations. All aspects of the evaluation meeting shall be recorded, including the date, the time the meeting begins and ends, and the names of those in attendance. Individuals who join the meeting late or leave early must also be recorded.
11. Responsive bids are analyzed and evaluated in accordance with the evaluation criteria. Each bid shall be evaluated independently of the others. Concerns and/or specific comments regarding the individual responses shall be recorded and maintained with the evaluation documentation. The points awarded by each evaluator shall be recorded separately, and shall be averaged to award a composite score. This may be documented by a computer printout or calculator tape, on which the name of the bidder, type of program, and verification of the composite score is recorded. This documentation is affixed to the proposal document, or maintained intact and included in the permanent file.
12. The evaluation team must make a contract award(s) recommendation based on their evaluation. Successful respondents must have earned a minimum of 80 out of 100 possible points or 80% to be considered (unless otherwise stated in the RFP/RFB Notice of Request for Proposal.) Opportunities for clarification, or supplemental information *not material* to the scope of work or conducting services under a grant award, may be offered by the evaluation team prior to final determination of successful bidder(s). The evaluation team may recommend that no award be made if it is in the best interest of the program. The recommendation is made to the Planning and Operations Committee for award. The Planning and Operations Committee presents the recommendation to the Board for a vote of approval to award a contract.
13. The Board shall consider the recommendations of the evaluation team/Planning and Operations Committee and shall vote on the recommendations made. Contract awards or non-awards are recorded in the minutes of the Board meeting. Abstentions from the vote due to a real or implied conflict of interest shall also be recorded in the minutes. WDB provides standards of conduct covering conflicts of interest and governing actions of its board members and employees engaged in the selection, award and administration of contracts.

14. The successful and non-successful bidders are notified in writing of the award. Successful bidders receive a Letter of Intent to Contract. The letter must be mailed within the time constraints outlined in the Notice of Request for Proposal/RFB. The bidder must be notified in writing if further negotiations are required prior to the contract being awarded.
15. A contract is prepared for signature for the program year or other term outlined in the Notice of Request for Proposal/RFB. Contracts may be extended for up to two additional one-year periods if the bidder specifically expresses such a desire in the bid, it is approved by the Board, funds are available, and the sub-contractor (bidder) performs successfully under the terms of the contract. Contracts may be extended beyond the original term date under extraordinary circumstances (such as conforming to new legislation, regulations, or requirements). Any special extension will be at the discretion of the Workforce Development Board and will not exceed one year in duration. Such extension shall be executed by formal contract amendment with terms, conditions, and provisions of the original contract remaining the same. Budgets, as applicable may be increased / decreased as deemed appropriate.

Contracts for the lease of space may be entered into beyond a three-year period, not to exceed 10 years, under the following conditions: board approval has been obtained; lease period does not exceed state or federal guidelines; risk assessment has been performed on behalf of the board; and the contract contains an escape clause releasing the board of financial indebtedness.

F. Contracting with Small and Minority Businesses, Women's Business Enterprises, and Labor Surplus Area Firms (2CFR 200.321)

WDB will take necessary affirmative steps to ensure that minority businesses, women's business enterprises, and labor surplus firms are used when possible.

G. Delivery of Career Services-Adult and Dislocated Workers [WIOA Sec. 134(c)(2)(C)]

Career services described in WIOA Section 134(A) for eligible adult and dislocated workers shall be provided through the one-stop delivery system:

1. Directly through one-stop operator(s) identified pursuant to section 121(d) or
2. Through RFP contracts with service providers, which may include contracts with public, private for-profit, and private nonprofit service providers, approved by WDB.

H. Training Contracts

1. Training services authorized under this paragraph may be provided pursuant to a RFP contract for services in lieu of an individual training account (ITA) if:

- a. The Consumer Choice Requirements [WIOA Sec. 134(c)(3)(F)] are met;
 - b. Such services are on-the-job training (OJT), customized training, or incumbent worker training or transitional employment;
 - c. The board determines there is a training services program of demonstrated effectiveness offered in the local area by a community-based organization or another private organization to serve individuals with barriers to employment;
 - d. WDB determines that:
 - i. It would be most appropriate to award a contract to an institution of higher education or other eligible provider of training services in order to facilitate the training of multiple individuals in in-demand industry sectors or occupations; and
 - ii. Such contract does not limit customer choice
 - 2. Training services must be directly linked to an in-demand industry sector or occupation in the West Central Region. WDB may approve training services for occupations determined by the board to be in sectors of the economy that have a high potential for sustained demand or growth in the local area [WIOA Sec. 134(c)(3)(G)(iii)].
- I. Selection of Eligible Providers of Youth Workforce Investment Activities (WIOA Sec. 107(d)(10)(B) and Sec. 123)
- 1. WDB shall award grants or contracts on a competitive basis to providers of youth workforce investment activities based on the criteria in the state plan (Issuance 01-2012).
 - 2. WDB may award grants and contracts on a sole source basis [(WIOA Sec 123 (b))] if the board determines there is an insufficient number of eligible providers of youth workforce investment activities in the area for grants and contracts to be awarded on a competitive basis.
 - 3. The requirement in WIOA Sec. 123 that eligible providers of youth services be selected by awarding a grant or contract on a competitive basis does not apply to the design framework services when these services are more appropriately provided by the grant recipient/fiscal agent. Design framework services include intake, objective assessments and the development of individual service strategy, case management, and follow-up services.
- J. Selection of One-Stop Operators [WIOA Sec. 121(d)]
- WDB, with the agreement of the chief elected official, is authorized to designate one-stop operator(s) and to terminate for cause the eligibility of such operators. To be eligible to receive funds made available under this subtitle to operate a one-stop center, an entity:
- 1. Shall be designated a one-stop operator through a competitive process; and
 - 2. Shall be an entity (public, private, or nonprofit), or consortium of entities (including a consortium of entities that, at a minimum, includes

3 or more of the one-stop partners described in subsection 121(b)(1), of demonstrated effectiveness.

- K. Emergency purchases over \$500 which fall outside the procurement guidelines will be allowed only when immediate action is necessary to resolve an extraordinary situation and the resolution of the condition receives priority over routine operations and duties. A purchase of this nature requires strict written documentation of the existing emergency condition to be filed with the purchase order and invoice. Emergency situations include those situations that create a serious and obvious threat to public health, safety, or operation of the WDB in executing its legal responsibilities to the public, or property in its legal care or control, as may arise by reason of flood, epidemic, illness, riot, natural disaster, accident, equipment failure, or similar cases.

The WDB Executive Director or the Director's designee must declare an emergency situation.

- L. Non-competitive proposal (Sole Source) procurement is defined as procurement through a solicitation of a proposal from only one source, or when competition is determined inadequate after solicitation from a number of sources. Sole source procurements under WIOA and other federal or state funding sources shall be minimized to the extent practicable. All sole source procurements shall be justified and documented in writing. Procurement by non-competitive proposals will be used only when the purchase is less than \$3000 (micro purchase) (no further documentation required) or:
1. The item or service is proprietary and is only available from a single source not excluding like items or services available under a different name, manufacturer, or packaging. Procurement solicitation cannot be so restrictive as to eliminate open competition.
 2. The emergency needs for the item or service does not permit a delay resulting from competitive solicitation. (See C, D, and F.)
 3. After solicitation from a number of sources, competition is determined inadequate and falls short of the necessary 2 or 3 telephone (see Micro and Small purchases definitions B. or C.), electronic or written bids, or the defined elements of a formal advertised competitive bid purchase. In all cases, the solicitations and the inability to obtain an adequate response(s) shall be well-documented and shall support the sole source procurement.
 4. The item is to be purchased through state or federal surplus property. Non-competitive procurements will follow the requirements of reasonableness of cost and price analysis, cost reimbursable basis, and debarred and suspended parties. Selection shall be based on the best known price from known vendors.
- M. The WDB has determined that the following items may be exempted from competitive procurement:

- a. Magazines
- b. Books
- c. Periodicals
- d. Newspapers
- e. Any form of direct advertising space and time, unless there are multiple businesses in the area able to provide the same service to the same coverage area needed and same demographics.
- f. Conferences – The cost of attending or participating is exempted. The cost of putting together a conference is not exempted.
- g. Training Sessions and Seminars – Related to an individual's profession or program.
- h. Copyrighted materials such as electronic media, CDs, DVDs, books, pamphlets, video tapes, or audio tapes. Copyrighted materials are defined as those which are available for purchase from only the publisher owning an exclusive copyright or from a single distributor operating under an exclusive franchise from the publisher.
- i. Updates of computer software which the agency already owns.
- j. Repair services and operational supplies from original manufacturer, if such repairs/parts/services/supplies must be performed or obtained by the original manufacturer or by the manufacturer's authorized service center, because (1) the nature of the repair, service or supplies are available only from the original manufacturer as a result of a lawful patent, or (2) the technical nature of the repair or service can only be performed by the original manufacturer due to a patented design or technical manufacturing process, or (3) repairs of such equipment would violate the terms of, or part of, the equipment warranty or purchase agreement.

N. In an effort of intergovernmental cooperation, any agency determined to be a unit of government may contract with any other unit of government through a non-competitive process, but it must be on a cost reimbursable basis. A reasonableness of cost and price analysis must be performed. The additional requirements for service provider selection must be completed if applicable. Contracts must comply with all requirements regarding lobbying and non-debarment certification. Contracts must be in the best interest of the WIOA funded programs or other state or federal program.

A unit of government is defined as any of the following agencies: agencies of the federal government; departments or divisions of state government, counties,

cities, towns, townships or villages, state universities or colleges; junior/community college districts, tax-based schools and school districts, and regional planning commissions (RPCs). The WDB may enter into non-competitive contracts with agencies on the approved list in the course of procuring goods or services for the benefit of the WIOA funded programs or other state or federal program.

- O. Contracting Agencies will submit a requisition for any purchase of equipment or services costing \$1,000 or more for WDB Executive Director or their Designee's approval. Single item or unit purchases of \$5,000 or more require WDB and Division of Workforce Development approval prior to purchase.
- P. An Equipment Memorandum will be prepared for any purchase of \$1,000 or more, for any addition to an existing system regardless of cost, or for any transfer of equipment. The memorandum will assign the appropriate location code for inventory purposes. The Equipment Memorandum shall be used to "post" to the inventory listing any single item or a system with a value of \$1,000 or more. Accurate inventory documentation shall be maintained.
- Q. Computers, equipment, furniture, and other sensitive items (cameras, calculators, chairs, etc.) with a cost between \$250 and \$999.99 will have a blue numerical inventory tag affixed to the item. Items with a purchase price of less than \$250 may be determined to be sensitive items at the discretion of the person approving the purchase and should be blue tagged and numbered accordingly. Sensitive items are equipment under \$1000, considered attractive or easily pilfered. Tags are obtained through the administrative entity (WDB) office. A listing of all such "blue tag" items, separate from the inventory listing, is maintained by the WDB.
- R. All purchases will be allocated in accordance with Section 200.22 of the Uniform Guidance and in direct proportion to the benefit derived by the funding source. Allocation methods will be documented.
- S. In accordance with Uniform Guidance Part 200.13:
 - 1. Capital expenditures for general purpose equipment are unallowable as a direct cost except with the prior approval of the awarding agency.
 - 2. Capital expenditures for special purpose equipment are allowable as direct costs, provided that items with a unit cost of \$1000 or more have the prior approval of the awarding agency.

West Central Region

Planning Budget Summaries PY 2020/FY2021

Adult FY20		Adult FY21		DW FY20		DW FY21		Youth FY20	
Admin	\$ 5,129.70	Admin	\$ 26,595.30	Admin	\$ 6,434.70	Admin	\$ 28,697.80	Admin	\$ 35,794.20
Admin Salary/Fringe	\$ 3,150.00	Admin Salary/Fringe	\$ 15,760.00	Admin Salary/Fringe	\$ 3,900.00	Admin Salary/Fringe	\$ 17,600.00	Admin Salary/Fringe	\$ 17,782.00
Admin Other		Admin Other		Admin Other		Admin Other		Admin Other	
Admin Indirect	\$ 2,179.70	Admin Indirect	\$ 10,835.30	Admin Indirect	\$ 2,734.70	Admin Indirect	\$ 12,097.80	Admin Indirect	\$ 17,912.20
Program	\$ 93,577.11	Program	\$ 167,550.39	Program	\$ 41,796.61	Program	\$ 187,096.14	Program	\$ 224,949.52
Program Sal/Frng	\$ 17,000.00	Program Sal/Frng	\$ 93,200.00	Program Sal/Frng	\$ 21,750.00	Program Sal/Frng	\$ 105,000.00	IS Sal/Frng	\$ 29,547.88
Program Other Staffing Costs	\$ 5,000.00	Program Other Staffing Costs	\$ 10,000.00	Program Other Staffing Costs	\$ 5,000.00	Program Other Staffing Costs	\$ 10,000.00	IS Other Staffing/Oper Cost	\$ 10,882.09
Indirect Program	\$ 11,577.11	Indirect Program	\$ 64,350.39	Indirect Program	\$ 15,046.61	Indirect Program	\$ 72,096.14	IS Salary/Fringe	
								IS Other Staffing/Oper Cost	
								IS Sal/Frng	\$ 79,147.00
								IS Other Staffing/Oper Cost	
								IS Indirect Program	\$ 30,524.33
								IS Indirect Program	\$ 20,337.80
									\$ 54,490.05
Program Participant Direct	\$ 14,890.19	Program Participant Direct	\$ 71,807.31	Program Participant Direct	\$ 17,913.69	Program Participant Direct	\$ 80,184.06	Program Participant Direct	\$ 96,388.28
Individual Training Account	\$ 8,180.28	Individual Training Account	\$ 40,819.72	Individual Training Account	\$ 11,321.86	Individual Training Account	\$ 20,478.14	IS Individual Training Account	
On the Job Training	\$ 4,173.61	On the Job Training	\$ 20,826.39	On the Job Training	\$ 5,131.36	On the Job Training	\$ 22,948.64	IS On the Job Training	\$ -
Pre-apprenticeship		Pre-apprenticeship		Pre-apprenticeship		Pre-apprenticeship		IS Pre-apprenticeship	
Registered apprenticeship	\$ -	Registered apprenticeship	\$ -	Registered apprenticeship	\$ -	Registered apprenticeship	\$ -	IS Transitional Jobs	
Transitional Jobs	\$ 834.88	Transitional Jobs	\$ 6,165.12	Transitional Jobs		Transitional Jobs		IS Incumbent Worker Training	
Incumbent Worker Training	\$ -	Incumbent Worker Training		Incumbent Worker Training		Incumbent Worker Training		IS Work Experience	\$ 3,489.25
Work Experience of Internship	\$ -	Work Experience of Internship		Work Experience of Internship	\$ 547.83	Work Experience of Internship	\$ 2,449.92	IS Work Experience Staffing	\$ 500.00
Supportive Services	\$ 1,197.24	Supportive Services	\$ 3,996.07	Supportive Services	\$ 912.64	Supportive Services	\$ 4,087.36	IS Financial Literacy Education	\$ -
Pay for Performance		Pay for Performance		Pay for Performance		Pay for Performance		IS Supportive Services	\$ 250.00
								IS Internship	\$ -
								IS Pay for Performance	
								IS Other Direct Part Cost	\$ -
	\$ 53,297.90		\$ 265,959.00		\$ 66,347.00		\$ 296,978.00		
	\$ 53,297.90		\$ 265,959.00		\$ 66,347.00		\$ 296,978.00		
Admin	10.0%	Admin	10.0%	Admin	10.0%	Admin	10.0%	IS Individual Training Account	\$ 20,149.08
Program Other	70.0%	Program Other	70.0%	Program Other	70.0%	Program Other	70.0%	IS On the Job Training	\$ -
Program Participant	30.0%	Program Participant	30.0%	Program Participant	30.0%	Program Participant	30.0%	IS Pre-apprenticeship	\$ -
								IS Transitional Jobs	
	16.7%		82.2%		18.2%		81.7%	IS Incumbent Worker Training	
								IS Work Experience	\$ 49,000.00
								IS Work Experience Staffing	\$ 11,500.00
								IS Financial Literacy Education	\$ -
								IS Supportive Services	\$ 6,500.00
								IS Pay for Performance	
								IS Other Direct Part Cost	\$ 5,000.00
								IS Internship	\$ -
								IS Indirect Program	
									\$ 157,042.00
								Admin	10.0%
								Program Other	70.0%
								Direct Participant + Work Exp Direct Staffing	30.0%

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WEST CENTRAL REGION LOCAL POLICY			
Subject	Effective Date	Revised	Policy Section
Complaint and Grievance Policy/EEO Policy	11/20/19		Programs

The Workforce Development Board of Western Missouri, Inc. will follow the state policy, OWD Issuance 09-2016, on Complaint and Grievance Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act (WIOA).

West Central Region Local Policy			
Subject	Effective Date	Revised	Policy Section
Supportive Service	11/20/19	4	Programs

Supportive Services are those services necessary to enable an individual to participate in activities authorized under WIOA, Title I

The extent of Supportive Services provided will vary based on customer needs and availability of funds and resources. The Workforce Development Board (WDB) has approved a maximum cost per participant per program funding year of \$1,000. In such cases where the maximum amount has been exhausted and further needs arise, the participant must submit, in writing, justification for the need of additional supportive services. Written approval from the WDB Executive Director is required before exceeding the maximum.

Supportive Services payments are requested individually for specific needs. Supportive Services may include transportation, child care, dependent care, housing, and needs-related payments that assist in removing or reducing barriers to participate in WIOA Title I activities. Assistive technology/equipment may be included in this definition *if* staff document the customer needs this technology/equipment in order to participate in the WIOA activity *and* are unable to obtain it from other resources. The justification for WIOA Supportive Service payments must be documented in case notes.

Staff must adhere to all rules and regulations set forth in DWD Issuance 13-2017, Attachment 1 and any and all amended Statewide Supportive Service Policies put into effect hereafter. Duplicate payments must be avoided when the customer is eligible for both WIOA and other assistance.

Supportive Services will be provided to individuals fully enrolled in a Workforce Innovation and Opportunities Act (WIOA) program. These programs may include Adult/Dislocated Worker/Youth/National Emergency Grant/Rapid Response/Additional Assistance programs/Others as funded. Documents supporting the individual's need are to be based on results of initial Assessment, Individual Service Strategy (ISS), Financial Needs Assessment, and the Needs Based Analysis.

NEEDS-BASED ANALYSIS

Supportive Service payments are requested individually for specific needs. Because WIOA programs are not an entitlement, Supportive Service payments are made on a case-by-case basis only when determined necessary and reasonable. Payments should not be made for non-WIOA activities or for items that are not necessary for participation in the WIOA activity. A statement that a customer "needs" a Supportive Service will not justify the payment of these expenses.

For example, customer states he needs brakes. The payment cannot be authorized on this statement alone; but instead, must be related to the WIOA activity; based on customer need; and other resources must be sought first. The service provider's determination of financial need must be documented at a minimum through case notes.

Due to funding limitations, WIOA Supportive Services should be the payment of last resort. All other sources of funding must be sought first. If a customer is enrolled in Trade Act or SkillUp, this funding source must be utilized prior to WIOA funding. If a customer is enrolled in SkillUp a financial assessment is not necessary to be eligible for supportive services. If the customer needs resources not covered by the Trade Act or SkillUp, local policy should be followed to provide support services to the participant. All attempts to find other Supportive Service funding and the reasons for needing WIOA funding must be documented in case notes. Each Job Center will keep up to date resource guide that includes community resources, faith based organizations, and other community organizations to make referrals prior to paying Supportive Services.

Examples of possible community resources:

- Faith-based organizations;
- Non-profit organizations; community action agencies
- Women's shelters;
- Clothes closets;
- Pro bono medical, dental, and legal services (may or may not need to be accessed through an organization);
- Government assistance such as: local health departments, WIC, assistive technology reimbursement programs, MO HealthNet, Low Income Home Energy Assistance Program (LIHEAP), Housing and Urban Development (HUD), etc.;
- Local transportation programs; and
- Statewide and nationwide organizations such as: United Way, Goodwill, Salvation Army, etc.

The latest version of the WDB/Supportive Service form (currently dated 06/30/17) and a West Central Region Requisition form (if applicable) must be completed by the Case Manager prior to any supportive service payment being issued. All required documentation (time sheets, receipts, mileage printout, etc.) must be attached to the forms with the required signatures, submitted for approval and placed in the participant's file.

Transportation allowance/mileage reimbursement must comply with the following:

- Transportation allowance/mileage reimbursement is only allowed for days of attended participation (timesheets/attendance records must accompany supportive service request).
- Transportation will be paid for round trip miles. Reimbursable mileage will begin at home address to required activity location.
 - A \$0.25 per mile is allowed for participants traveling to WIOA program required activities.

- Maximum mileage reimbursement will not exceed 200 miles per day.
- When transportation allowance is requested by training participant housing and meals may not be requested as a supportive service. Training participants may choose to request housing and meals but will not be eligible then for transportation allowance.
- A Financial Needs Assessment and Needs-Based Analysis form must be completed to determine continued need on a monthly basis.
- Documentation of insurance coverage is required prior to transportation assistance.
- If it is determined that there is an immediate need and the participant must have assistance **before** they travel to work, school, or an approved workshop or activity; special consideration will be given to assist the participant. The WDB staff will provide approval before assistance is given.
- Transportation assistance should not extend beyond thirty (30) days of full time, unsubsidized employment.

Maximum allowable Child/Dependent Care payments:

- Child/Dependent Care is allowed for day of attended participation in WIOA program required activities only.
- The maximum allowance shall be set at \$12.00/day not to exceed \$60.00/week per individual.
- A maximum of three individuals is allowed; not to exceed \$36.00/day or \$180.00/week.
- Child/Dependent Care is intended for children under the age of 12 and adults over the age of 65 or individuals who have disabling conditions that require care.
- The customer must have applied for state-funded assistance before the request for Child/Dependent Care will be granted. A copy of the state funded program's denial or acceptance letter must accompany WDB/Supportive Service form.

Once the Case Manager has determined there are no other child/dependent care services available, WIOA may assist with the costs. This includes 100% of the cost up to the approved limits. If the participant is approved for state-funded assistance, but is responsible for co-pay, WIOA may assist with the co-pay, if necessary, up to the approved limits. All participants approved for Child/Dependent Care assistance must sign the *Childcare Release form* for any and all childcare providers. Childcare providers must complete a W-9 prior to any payments being made. All payments for Child/Dependent Care will be made directly to the provider. All charges must be submitted on the *Childcare Invoice*. WIOA will not assist with Child/Dependent Care costs if the chosen provider resides with the participant.

NEEDS-RELATED PAYMENTS

At this time, the West Central Region does not pay Needs Related Payments. Needs-related payments may be provided to Adults and Dislocated Workers to enable them to participate in training; and may also be provided to a customer who will begin a training program within thirty (30) calendar days. The law does not include needs-related payments in the list of Supportive Services that an eligible Youth can receive. An Older Youth (eighteen (18) years or older) who is enrolled in training and has been determined to be in need of a needs-related payment(s), should be enrolled in the WIOA Adult program in order to receive the payments.

Eligibility requirements for Adults:

- Must be unemployed;
- Not qualify for, or ceased qualifying for Unemployment Insurance (UI) compensation; and
- Be enrolled in an eligible WIOA training service.

Eligibility requirements for Dislocated Workers:

- Must be unemployed;
- Not qualify for, or ceased qualifying for UI compensation or Trade Readjustment Allowance under Trade Adjustment Assistance; and
- Be enrolled in an eligible WIOA training service by:
 - The end of the thirteenth (13th) week after the most recent layoff that resulted in unemployment; or
 - After the thirteenth (13th) week, but by the end of the eighth (8th) week after being informed the short-term layoff will exceed six (6) months.

Needs-related payments cannot exceed the applicable weekly level of UI compensation. If the customer didn't qualify for UI compensation then the payment cannot exceed the poverty line which is adjusted to show changes in total family income. At this time, the West Central Region does not pay Needs Related Payments.

EMERGENCY AID

Emergency Aid is a one time or rare expense paid to allow a customer to continue participating in WIOA activities such as school, work experience, On-the-Job (OJT) training, etc. If the customer is having extreme financial difficulty, staff should be assisting him/her with needed financial information (development of a budget, credit counseling, debt management, etc.). Emergency aid payments must be well documented in Service Notes. If there is confidential information, Service Notes should refer to the confidential copy file. Payments are limited to \$500.00 maximum amount per program year

Examples include:

These may include, but are not limited to:

- Vehicle repairs required enabling a means of transportation for participation in training. Vehicle repairs will only be provided on vehicles owned by the participant or an immediate family member of the participant. The vehicle must be the primary vehicle used by the participant to take part in the allowable WIOA activities. The participant must provide appropriate documentation for proof of ownership and current insurance documentation. Justification must be entered into case notes by the Case Manager. All invoices must be approved by WDB staff. If the cost of the vehicle repair is expected to exceed \$100, the participant must provide at least three repair estimates before the service or payment will be considered. Any and all estimate documentation must be kept in the participant's file.
- Rental/mortgage assistance is limited to one time per program year in the form of one month's rent (or mortgage payment) based on participant portion of lease agreement.
- Car insurance is limited to one month premium in accordance with the state minimum insurance requirements.
- Utility payments (electric, water, heating, etc.) are limited to one time per program year.
- Limited medical assistance and medical examinations including dental, where required
- Testing and fees for nationally-recognized certification(s).
- Special service and materials for individual with disabilities if such services are not provided by outside resources.
- Other reasonable expenses required for participation may also be considered.
- Payments will be made directly to the vendor of services.

Prior approval from WDB staff must be obtained on all above items with the exception of testing and certification fees for Adult Education and Literacy and High School Equivalency services. Temporary

shelter, housing assistance, or emergency utility needs will be determined on an individual basis with approval from WDB staff.

****A participant who has received Supportive Services in another region will be assisted as follows:**

- Calculate through coordination with other region and case notes, how much a participant has received in supportive services in the other region
- Participant will be eligible to receive remaining amount up to \$1,000 after subtracting amount received in other region from the maximum amount allowed.

CASE NOTES

All Supportive Services must be documented in MO Jobs and include at a minimum all of the following:

- The type of Supportive Service paid:
 - Work attire or uniforms;
 - Work-related tools;
 - Testing fees;
 - Transportation;
 - Child care and dependent care;
 - Linkages to community services;
 - Emergency housing; and
 - Referrals to medical services, eyeglasses;
- The amount of Supportive Service paid;
 - The timeframe the Supportive Service was paid for;
 - The justification of need for the Supportive Service; and
 - Lack of other community resources.

STAFF RESPONSIBILITIES

It is the responsibility of staff to provide accurate information to the customer including:

- If supportive services are requested or determined necessary, if he/she is eligible;
- If he/she has is no longer eligible to receive the supportive service for any reason (i.e. cap met, no longer has a need, etc.); and
- The requirements (e.g., paperwork, attending classes, etc.) to receive the Supportive Services.
- Types of Supportive Services available to customers. These services can only be provided after it is proven necessary to enable him/her to participate in WIOA funded activities.

West Central Region Local Policy			
Subject	Effective Date	Revised	Policy Section
Adult Employment and Training Policy – Priority of Service	11/20/19		Programs

Individuals must meet the following eligibility criteria to participate in the WIOA Adult program:

- U.S. Citizen or otherwise authorized to work in the United States
- Age 18 years or older
- Selective Service Registration

For individuals that need staff assisted services only, staff will complete a basic WIOA enrollment for that purpose without requiring the individual's income. If it is later determined that the individual needs services beyond staff assisted, the individual will need to meet one of the priority levels and the income must be added to the WIOA MO Jobs application.

Individuals in the levels below are given priority to receive individualized career services, training services, and supportive services funded by the WIOA Adult program over other individuals who also meet eligibility requirements for the program. Veterans and eligible spouses within these groups receive priority over non-veterans.

Priority Level One

- Veterans and eligible spouses who are recipients of public assistance or are low income.

Priority Level Two

- Individuals who are recipients of public assistance
 - An individual who receives, or in the past six months has received, or is a member of a family that is receiving, or in the past six months has received, assistance through the Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Supplemental Security Income Program (SSI), or State of local income-based public assistance.
- Low income Individuals who are not recipients of public assistance but who are unemployed and possess barriers to employment.
 - Low Income – An individual who:
 - Is a member of a family with an income that does not exceed the higher of the poverty level or 70% of the lower living standard income level.
 - Qualifies as a homeless individual (Violence Against Women Act of 1994) or a homeless child or youth (McKinney-Vento Homeless Assistance Act).
 - Receives or is eligible to receive a free or reduced lunch under the Richard B. Russell National School Lunch Act.
 - Is a foster child on behalf of whom state or local government payments are made.

- Is an individual with a disability whose own income meets the requirements for cash payment or income level requirements as described above, but who is a member of a family whose income does not meet such requirements.

Priority Level Three

Veterans and eligible spouses who are not low income, and are not recipients of public assistance.

Priority Level 4

Individuals with the following barriers:

- School Dropout – an individual who is no longer attending any school and has not received a secondary school diploma or its recognized equivalent.
- Basic Skills Deficient – an individual who is unable to compute or solve problems, or read, write, or speak English at a level necessary to function on the job, in the individual's family, or in society.
- Limited English Proficiency – an individual who is unable to communicate in English (for a person whose first language is not English)
- Parenting Teen – an individual who is currently a teen parent or became a parent prior to reaching age 20
- Lacks Significant Work History – an individual that has not worked full-time or part-time for the same employer longer than three consecutive months in the prior two-year period.
- Long-term Unemployed – an individual who has not been employed for 15 out of the past 26 weeks, concurrently or consecutively, including those that have quit or were fired.
- Older Individual – a person 55 years of age or older
- Ex-offender – an individual who has a record of arrests or conviction of a misdemeanor or felony
- Unique cases as approved by authorized staff of the Workforce Development Board.

Priority Level 5

All other eligible individuals who do not meet any of requirements for priority of service.

WEST CENTRAL REGION LOCAL POLICY			
Subject	Effective Date	Revised	Policy Section
Local Training Criteria and Expenditure Rates Policy (Adult/Dislocated Workers)	11/20/19		Programs

The West Central Region will provide training opportunities for Adult and Dislocated Workers who are in need of training services and have met the following criteria:

- Participant has been engaged in career level services and has been unsuccessful in obtaining or retaining employment through such services.
- Participant has demonstrated through assessments that they possess the skills and qualifications necessary to successfully participate in the selected training program.
- Training programs are linked to in-demand employment opportunities in the local region. If a program is not linked to in-demand employment opportunities, participant must provide written justification and the WDB Executive Director will determine if an exception can be made based upon the written justification.
- Are unable to obtain grant assistance from other sources to pay the costs of such training and related support services, including such sources as state-funded training funds, Trade Adjustment Assistance (TAA), and federal Pell Grants or require WIOA funding in addition to other sources of grant assistance, including federal Pell Grants.

The Workforce Development Board is committed to allocating no less than forty percent (40%) of Adult/Dislocated Worker funds on training level activities. The Board identifies the best mix of funding streams available to best serve the region's target populations.

Individuals must be in need of training services and have the skills and qualifications required to successfully participate in the selected program of training that is linked to employment opportunities in the local area. Such due diligence makes it possible to support as many local customers as possible with the available funding.

West Central Region Local Policy			
Subject	Effective Date	Revision	Policy Section
Youth Barriers Eligibility	5/27/2020	1	Programs

Out of School Youth (OSY)

WIOA establishes that-eligibility criteria for Out-of-School Youth (OSY) is “a low income individual who is between the ages of 16 – 24 and requires additional assistance to enter or complete an educational program or to secure or hold employment”, The Workforce Development Board has defined the youth eligibility criteria for “*requires additional assistance to enter or complete an educational program or to secure or hold employment*” as an individual who falls into one of the following categories:

Criteria	Documentation
<ul style="list-style-type: none"> Placement in a substance abuse facility/alternative residential care/group home (This includes but is not limited to receiving services through facilities providing treatment programs for those suffering from drug and/or alcohol addiction and mental health; supportive environments for youth in crisis such as those with backgrounds of abuse, neglect, abandonment and other unfortunate circumstances) 	<ul style="list-style-type: none"> Referrals from partners such as Show Me Christian Youth Home, On My Own, Pathways Behavioral Healthcare, Chafee Foster etc. Discharge documents or letters from counselors
<ul style="list-style-type: none"> Victim or witness of violence 	<ul style="list-style-type: none"> Police reports and domestic violence shelter referrals
<ul style="list-style-type: none"> Second generation (or more) public assistance recipient 	<ul style="list-style-type: none"> Family Support Division documentation
<ul style="list-style-type: none"> Have had three or more jobs in last 6 months 	<ul style="list-style-type: none"> Payroll records
<ul style="list-style-type: none"> Youth who reside in an economically depressed rural area with limited opportunities for gaining work maturity skills and/or career exploration in their chosen field 	<ul style="list-style-type: none"> Labor Market Information (LMI) available from such sources as Missouri Economic Research Information Center (MERIC)
<ul style="list-style-type: none"> Youth working but considered underemployed...working less than full time, working for minimum wage with no benefits or opportunity for advancement or needs employment in education related field 	<ul style="list-style-type: none"> Pay check stubs School related documentation such as certificates

In School Youth (ISY)

WIOA establishes that eligibility criteria for In-School Youth (ISY) is “a low income individual who is between the ages of 14-21 and requires additional assistance to enter or complete an educational

program or to secure or hold employment”, The Workforce Development Board has defined the youth eligibility criteria for “*requires additional assistance to enter or complete an educational program or to secure or hold employment*” as an individual who falls into one of the following categories:

Criteria	Documentation
<ul style="list-style-type: none"> • Behavior Problems at school • Truancy 	<ul style="list-style-type: none"> • Verification from counselors or special education coordinators DESE recognized Individualized Education Program (IEP), Section 504 plans or behavior intervention plans • School Truancy Officers
<ul style="list-style-type: none"> • Family Literacy Problems 	<ul style="list-style-type: none"> • High school counselors with grade level and IEP information
<ul style="list-style-type: none"> • Repeated suspensions (more than one) from educational facility or employment situation 	<ul style="list-style-type: none"> • School Truancy Officers • School attendance reports • Written suspension notification from employer

No more than five (5) percent of the In-School Youth (ISY) newly enrolled in a given program year may be eligible based on the “requires additional assistance to complete an educational program or to secure or hold employment” barrier.

Policy Exception to Low Income

WIOA allows a low income exception where five (5) percent of WIOA youth may be participants who ordinarily would be required to be low income for eligibility purposes and meet all other eligibility criteria for WIOA youth except the low income criteria.

The Workforce Development Board of Western Missouri, Inc. will calculate the five (5) percent based on the percent of newly enrolled youth in the region’s WIOA youth program in a given program year who would ordinarily be required to meet the low income criteria.

Pending Board Approval

West Central Region Local Policy			
Subject	Effective Date	Revision	Policy Section
Youth Incentive	5/27/2020	6	Programs

Incentive	Amount	Required Documentation	Type of Incentive
Measurable Skills Gain			
EFL Increase	\$50.00	TABE test documentation and scores entered in MO Jobs.	Education
HiSET Attainment	\$100.00	Certificate with date printed out from www.ereg.ets.org	Education
High School Grades: Participant achieving statewide minimum academic standards (2.5 GPA on a 4.0 scale)	\$50.00	High School Transcript or report card for one semester	Education
High School Diploma	\$100.00	Copy of diploma Documentation on school letterhead	Education
Post-Secondary Progress: 12 completed credit hours per semester for full time student; a part-time student must have 12 completed credit hours, in total, over two consecutive semesters since enrollment	\$50.00	Post-secondary transcript or report card Other official documentation from training provider	Education Training
Post-Secondary Degree or Certificate	\$100.00	Copy of diploma, certificate, and/or transcripts	Education Training
Progress towards milestones: This can include completed stages of OJT; completion of benchmarks or milestones during an apprenticeship; or a report from an employer or training provider	\$50.00	Documentation from mid-point or end-point monitoring Copy of documentation for benchmark	Education Training
Passage of a knowledge based or skill based exam that is required for a particular occupation or that demonstrates progress in attaining technical or occupational skills	\$50.00	Copy of the results of the exam	Education Training
Work Experience/Training			
Successful mid-point monitoring of work experience	\$50.00	Mid-point monitoring form in file that shows participant scored proficient	Work Experience
Successful end-point monitoring of work experience	\$100.00	End-point monitoring form in file that shows participant scored proficient	Work Experience
Completion of all allotted hours for On the Job Training	\$100.00	Completed end-point monitoring that shows participant finished hours and retained by employer	Training

Incentives paid for with WIOA funds must be connected to the recognition of achievement milestones in the program tied to work experience, education, or training.

*****Maximum amount of incentives per year: \$700.00**

*WDB Executive Director has the authority to approve other incentives not outlined within this policy.

West Central Region Local Policy			
Subject	Effective Date	Revised	Policy Section
Priority of Service - Veterans	11/20/19	1	Programs

Priority of Service for Veterans and Eligible Spouses

Priority of service is the right of eligible, covered persons to take precedence over eligible, non-covered persons in obtaining services funded, in whole or part, by the U.S. Department of Labor. This priority means:

- The covered person receives access to the service or resource earlier in time than the non-covered person; or
- If the service or resource is limited, the covered person receives access to the service or resource instead of, or before, the non-covered person.

In compliance with WIOA, the priority of provision of services in regards to veterans is established as follows:

- Veterans and eligible spouses who are recipients of public assistance or low income.
 - Veteran – an individual who served (at least one day) in active duty in the military, naval, or air service and was discharged or released under conditions other than dishonorable.
 - Active duty includes full-time National Guard service. It also includes service with a Reserve component. In both cases, this must be active duty service, rather than training.
 - Spouses of eligible veterans are entitled to priority access.
 - Priority consideration is also recognized for the spouses of eligible veterans who are missing in action, a captured POW, a detainee of a foreign power; veterans who died of a service-connected disability, any living veteran who has a total (100%) disability rating resulting from a service connected disability, and any veteran who died while a total disability was in existence.
 - Veterans and eligible spouses who are not recipients of public assistance and are not low income.

Regulations require all recipients of funds for qualified job training programs to identify covered persons at the point of entry. Point of entry may include reception through a One Stop Job Center as part of an application process for a specific program, or through any other method by which covered persons express an interest in receiving services, in person or virtually. The process also must provide the veteran or eligible spouse an opportunity to self-identify.

Individuals can self-disclose their veteran status or discuss during the intake and/or assessment processes.

Once identification has occurred, the process must provide the covered persons with the following information:

- Their entitlement to priority of service and
- The full array of programs and services available to them under priority of service and
- Any applicable eligibility requirements for those programs and services

Signage will be posted throughout the facility to advise veterans of their priority of service status. When a customer is identified as a veteran or covered individual, printed materials are provided that detail their eligibility for and scope of available services.

For a service such as classroom training, priority of service applies to the selection procedure as follows:

- If there is a waiting list for the formation of the training class, priority of services is intended to require a veteran or eligible spouse to go to the top of that list.
- Priority of service applies up to the point at which an individual is both approved for funding and accepted or enrolled in a training class.
- Once a non-covered person has been both approved for funding and accepted/enrolled in a training class, priority of service does not allow a veteran or eligible spouse identified as a covered individual after that point of time to bump the already-enrolled non-covered person from that training class.

West Central Region Local Policy			
Subject	Effective Date	Revision #	Policy Section
Determining Basic Skills Deficiency	5/27/2020	2	Programs

DWD Issuance 14-2016 states that Local Workforce Development Boards (WDB) are required to develop a policy for determining basic skills deficiency as defined in WIOA Section 3(5). WIOA mandates that each Local Workforce Development Board use assessment tools that are valid, and appropriate for the needs of their target populations, to evaluate the basic skills of applicants and participants.

WIOA Section 3(5) defines a participant who is “basic skills deficient:”

(5) BASIC SKILLS DEFICIENT – The term “basic skills deficient” means, with respect to an individual –

(A) who is a youth, that the individual has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test; or

(B) who is a youth or adult, that the individual is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual’s family, or in society.

Basic skills assessment for Youth eligibility will be completed at the time of the objective assessment; Adults who are English language learners may also complete a basic skills assessment. Workforce system staff will make the most of partnerships with local organizations including but not limited to WIOA Title II Adult Education and Literacy and WIOA Title IV Vocational Rehabilitation. Previous assessment scores may be used if the assessment was conducted within the past six (6) months.

The Workforce Development Board of Western Missouri, Inc. will determine basic skills level by utilizing the following methods:

- In-School Youth basic skills will be assessed by utilizing records from the educational institution in which the youth attends. This information will be coordinated by using the “Authorization for Release of Confidential School Records” form (see attached);
- Out-of-School Youth and Adults with or without a High School diploma or equivalent may be assessed using the TABE test with our WIOA Title II Adult Education and Literacy partners (AEL).
- Out-of-School Youth with or without a high school diploma or equivalent and Adults with a High School diploma or equivalent can be assessed using the *Work Keys Assessment* (NCRC). Scores at or below a Bronze Level indicate individual is basic skills deficient.

- Adults with limited English proficiency may be assessed by our WIOA Title II Adult Education and Literacy partners.

An exception to the above is if an Adult participant reports:

- They possess an Associate's Degree or higher.
- Documentation of entrance exams required by a post-secondary education provider, with scores showing that participant does not require remedial courses.

Workforce Development Board of Western Missouri, Inc. will provide reasonable accommodations, if needed, for the assessment of individuals with disabilities.

WEST CENTRAL REGION LOCAL POLICY			
Subject	Effective Date	Revised	Policy Section
Individual Training Account (ITA)	5/27/2020	1	Programs

Individual Training Account (ITA)

WIOA funding for training services is made available to customers who:

- Exhibit the need and aptitude for training to obtain employment that provides a self-sufficient wage;
- Are unable to obtain grant assistance or other federal and/or state sources to pay for all or part of the cost of training;
- Require funding assistance beyond that which is available through other grant sources.

Other considerations include availability of jobs in the area that match the current educational credentials of the customer (as evidenced via open local job orders), current transferrable skills, past training, past performance, assessment results, employer expectations, and growth potential for jobs related to the placement or area of study. Frontline staff and Functional Leaders will identify and recommend to the WDB staff designee, for final approval, those participants they deem eligible and appropriate to move into training level services.

Coordination of funds will be required when Higher Education Act (HEA) Title IV financial assistance such as PELL grants is available to WIOA training-eligible customers. The customer may enroll in WIOA-funded training while his/her PELL Grant application is pending. Participation in a WIOA-funded training program shall not require participants to apply for student loans or incur debt as a condition for participation. A Funding Use Statement may be required if loans are applied to the student account prior to the PELL Grant and WIOA funds, to document there was a need at the time the student applied for WIOA assistance. At no time will the customer receive payment of WIOA funds as part of a remaining credit balance.

Training services shall be provided in a manner that maximizes customer choice in the selection of an eligible provider. MO Scores may be accessed through jobs.mo.gov to identify WIOA-eligible training providers, WIOA-approved courses, costs associated with training, program descriptions, completion rates, wage expectations, etc. One-Stop Job Center staff will provide participants with all the choices for programs and training providers. Participants will be provided with a *Customer Choice in Training Form* to sign. The Workforce Development Board (WDB) will make every effort to identify new and emerging industry sectors or occupation

clusters within the local labor market. Requests for approval for new training providers and specific curriculum will be made to OWD ETPS Coordinator whenever such sectors show a sufficient, in-demand need. *Refer to the Local Eligible Training Provider Selection Policy.*

Use of WIOA funds in the West Central Region will be targeted to courses that have been locally approved. Participants can receive \$5,000 per program year unless exception has been approved (written) by the WDB Executive Director. This could be a certificate earned in one year or less, a two year associate degree, the completion of a bachelor's degree program or a registered apprenticeship. It is not the intent of the WDB to fund degrees beyond that of a bachelor's level or to fund training for individuals already possessing credentials sufficient to obtain employment in skill areas representing job openings. The Executive Director will approve and inform the Planning and Operations Committee of the WDB of any exceptions to this policy due to extraordinary circumstances. All funding considerations will be based on the participant's county of residence, funding source and availability, program eligibility, assessment results, the participant's ability to complete requested training, and area of study related to jobs in in-demand industries or sectors with an A, B, or C grade per MERIC data. The West Central Region recognizes the following in-demand sectors: Healthcare/Social Assistance, Manufacturing, Retail Trade, and Food Production. Jobs representing grades below A, B, or C or that fall outside these in-demand sectors will be evaluated on a case by case basis. One-stop Job Center staff will utilize locally-developed forms in the request for funding, approval, and payment processes.

Exceptions to the use of ITAs will only be made in the following instances:

- When the training services provided are On-the-Job Training, Customized Training, and Incumbent Worker Training.
- When the training is less than 40 hours as described under Missouri's Eligible Training Provider Certification.
- When a vendor relationship exists (short-term training is available to the general public and is purchased by the WDB for specific purposes.)
- When the WDB determines there is a short-term training service of demonstrated effectiveness offered in the area by a community-based organization or other state or federal agency to serve special customer populations that face multiple barriers to employment. Individuals with multiple barriers to employment may include those who are low-income with substantial language or cultural barriers, ex-offenders, those who are basic skills deficient, and/or homeless individuals.

Training funds will not pay for classes completed prior to enrollment and repeat classes funded by the same funding source.

To qualify for, and continue to receive training funds, participants must:

- Demonstrate through assessments, the skills to successfully complete training and obtain employment in the proposed occupation.
- Provide grade reports or grade transcripts to demonstrate academic progress.
- Maintain a 2.5 cumulative grade point average on a 4.0 scale or meet minimum academic standards as defined by the training provider.
 - Training funds will not be obligated for the following semester or term if participant is placed on academic probation by the training provider, or if academic progress falls below a 2.5 cumulative grade point average within a grade reporting period.
 - Training funds will not be obligated for the following semester if a participant receives a failing grade and they do not retake the course or test at the next available opportunity. The client will bear the cost of repeating the course or test.
- Maintain 90% attendance as defined by the training provider.
- Maintain contact with their case manager, at a minimum monthly.
- Comply with training provider policies and requirements pertaining to classroom behavior.
- For online courses, participants must contact their case manager on a monthly basis to advise them of course progress. The school must send the case manager a monthly report confirming days of attendance, progress made, and any concerns.

WEST CENTRAL REGION LOCAL POLICY			
Subject	Effective Date	Revised	Policy Section
Eligibility Policy Individualized Career Services	11/20/19	1	Programs

Local workforce boards are required to identify the assessments to be used to determine eligibility and must ensure eligibility determination policies are consistent with state policies.

The West Central Region local policy requires that all participants complete a comprehensive assessment which includes the Objective Assessment in Mo Jobs, Missouri Connections, and Talify. Job Center staff may use interviews, evaluations or assessments by partner agency/programs that have been completed within a previous six month period to determine if individualized career services are appropriate.

WEST CENTRAL REGION LOCAL POLICY			
Subject	Effective Date	Revised	Policy Section
Accessibility Policy for Persons with Disabilities	11/20/19		Programs

The Workforce Development Board of Western Missouri, Inc. has created this policy to ensure that persons with disabilities have meaningful access to One-Stop programs and activities. All customers, regardless of their disability receive, free of charge, the assistance necessary to afford them meaningful access to the programs, services, and information of the Missouri Jobs Centers. The region is committed to providing individuals with disabilities a conduit to training, employment, and supportive services.

Each Job Center in the region is required to maintain specific Assistive Technology including: Window Eyes Screen Reader, Zoom Text, Big Keys LX Keyboard, Trackball Mouse, Phone Amplifier, Ubi Duo (Face to Face Communication), TTY, and Relay Service. Job Center staff also have access to the Language Line and Sign Language Interpreters. The ASL (American Sign Language) Interpretation Service is available upon request. Customers in need of ASL Interpretation Services may contact the Missouri Job Center by phone/TTY using Missouri Relay 711 to request this service for upcoming visits.

Recruitment brochures and other materials are distributed or communicated electronically as well as in written and/or oral form to staff, customers, and the general public to identify the WIOA Title I financially assisted programs or activity in question as an *“Equal Opportunity Employer/Program.”* They also communicate that *“auxiliary aids and services are available on request to individuals with disabilities.”*

WEST CENTRAL REGION LOCAL POLICY			
Subject	Effective Date	Revised	Policy Section
Accessibility Policy for Persons with Limited English Proficiency	5/27/2020	1	Programs

The Workforce Development Board of Western Missouri, Inc. has created this policy to ensure that persons with Limited English Proficiency (LEP) have meaningful access to One-Stop programs and activities. All customers, regardless of their LEP receive, free of charge, the assistance necessary to afford them meaningful access to the programs, services, and information of the Missouri Jobs Centers.

In accordance with 29 CFR 38.9 (g)(3), Limited English Proficient (LEP) individuals will receive language assistance in all communications of vital information.

Vital information is defined as information whether written, oral or electronic, that is necessary for an individual to understand how to obtain any aid, benefit, service, and/or training; necessary for an individual to obtain any aid, benefit, service, and/or training; or required by law.

An interpreter, as well as the availability of free language assistance such as rulebooks; written test that do not assess English language competency, but rather assess competency for a particular license, job, or skill for which English proficiency is not required; and letters or notices that require a response from the beneficiary or applicant, participant, or employee will be provided to all LEP individuals at no cost to the individual. (29 CFR § 38.4(ttt)).

Babel Notice

The Workforce Development Board of Western Missouri, Inc. will ensure that the Babel Notice is provided in the top languages of the region. This will be provided as a link on the website, will be posted in job center, and will be provided on vital documents.

Reasonable steps may include, but are not limited to, the following:

- Access to over-the-phone language services provided in more than 170 languages
- “I Speak” cards posted in each Job Center
- Providing oral interpretation or written translation of both hard-copy and electronic materials in the appropriate non-English languages to LEP individuals
- Written training materials in appropriate non-English languages by written translation
- Oral training content in appropriate non-English languages through in-person or telephone translation
- Implementation of LEP Outreach Plan
- Coordination of services with AEL and the English Literacy and Civics Education Program

LEP Individuals shall not be required to provide their own interpreter. Job Center staff shall not rely on an LEP Individual’s minor child or adult family or friend to interpret or facilitate communication. The only exception to this is if the LEP individual specifically requests that an accompanying adult provide language assistance and they agree to provide assistance to the individual.

WEST CENTRAL REGION LOCAL POLICY			
Subject	Effective Date	Revised	Policy Section
Co-Enrollment	9/25/19		Programs

Per DWD Issuance 03-2019, all customers of WIOA partners must be presented with the availability of services for which they are eligible – or potentially eligible. They must be actively engaged and assisted in co-enrolling in services they choose.

The Workforce Development Board of Western Missouri (WDB) encourages co-enrollment across funding streams to meet the needs and expectations of its customers, to leverage resources, and to eliminate duplication.

The Workforce Development Board of Western Missouri, Inc. will require that participants are enrolled into all programs for which they are eligible and will assist them to include the following:

- All customers will be co-enrolled into Wagner Peyser (WP).
- All Trade Act (TAA) customers or National Dislocated Worker Grant (NDWG) customers will be co-enrolled into WIOA Dislocated Worker (DW).
- All SkillUP customers will be co-enrolled into WIOA Adult.
- All RESEA customers will be co-enrolled into WIOA Dislocated Worker (DW) as appropriate.*
- All WIOA Youth will be co-enrolled into WIOA Adult or Dislocated Worker (DW) as appropriate.

*Example: When a RESEA customer from another region accesses services because their local job center is not currently open, co-enrollment would not be appropriate.

Any Missouri Job Center staff may provide self-service or informational services to individuals. Any staff assisted career service provided by WIOA-funded staff requires enrollment in the WIOA program for which the participant is determined eligible. Low income status does not have to be met. WIOA General Eligibility requirements are the only requirements that must be met. These requirements can be found in OWD Issuance 08-2018 WIOA Adult and Dislocated Worker Eligibility and Documentation Technical Assistance Guide.

WEST CENTRAL REGION LOCAL POLICY			
Subject	Effective Date	Revised	Policy Section
Adult Education and Literacy Policy	11/20/19		Programs

The Workforce Development Board of Western Missouri, Inc. (WDB) coordinates workforce activities with the Missouri Department of Elementary and Secondary Education (DESE) Title II providers of Adult Education and Literacy (AEL) in the local region.

Coordination

State Fair Community College (SFCC) and Nevada R-V School District are the current providers of AEL in the thirteen counties of the West Central Region. Coordination includes referrals to AEL of individuals in need of remediation in a specific subject or the earning of a high school equivalency. AEL refers individuals to the Job Centers for labor market information, workshops related to job seeking, and eligibility determination for training program funds.

Alignment-Review Process

Also included is the alignment-review process required by WIOA law. A review will be conducted of the applications to provide adult education and literacy activities under Title II for the local area to determine whether such applications are consistent with the local plan; and making recommendations to promote alignment with the plan such as concurrent enrollment in programs and activities under Title I; serving individuals in the region most in need of AEL services such as individuals with low levels of literacy skills, English language learners, eligible individuals with disabilities – including those with learning disabilities.

WEST CENTRAL REGION LOCAL POLICY			
Subject	Effective Date	Revised	Policy Section
Vocational Rehabilitation and Rehabilitation Services for the Blind (VR/RSB) Coordination of Services Policy	11/20/19		Programs

The West Central Region Workforce Development Board's Planning and Operations Committee is charged with addressing how services to individuals with disabilities will be delivered. A representative from Vocational Rehabilitation Services is a member of the board and will act as a consultant in regards to service needs.

A Memorandum of Understanding with each entity will be included in the Local Plan document. The MOU will address referral processes, coordination of services, cross-training to improve staff development, sharing of job leads, placement assistance. Etc.

Through two Nexus groups in the region collaboration among disability service agencies will occur on a monthly basis. Representatives from Vocational Rehabilitation and Rehabilitation Services for the Blind will actively participate and guide this group. The Nexus group coordinator will act as the single point of contact between these agencies and business partners in the region.

WEST CENTRAL REGION LOCAL POLICY			
Subject	Effective Date	Revised	Policy Section
Apprenticeships Policy	11/20/19		Programs

All Registered Apprenticeship programs consist of the following five core components direct business involvement, OJT, related instruction, rewards for skill gains, and a national occupational credential:

- **Business Involvement.** Businesses are the foundation of every Registered Apprenticeship program, and the skills needed for workforce success form the core of the model. Businesses must play an active role in building Registered Apprenticeship programs and are involved in every step of their design and execution.
- **On-the-Job Training.** Every Registered Apprenticeship program includes structured OJT. Companies hire apprentices and provide hands-on training from an experienced mentor. This training is developed by mapping the skills and knowledge the apprentice must learn over the course of the program to be fully proficient at the job.
- **Related Instruction.** Apprentices receive related instruction or classroom style training that complements the OJT. This instruction helps refine the technical and academic skills that apply to the job. Related instruction may be provided by a community college, technical school or college, an apprenticeship training school, or by the business itself. This instruction can be provided at the school, online, or at the work site.
- **Rewards for Skill Gains.** Apprentices receive increases in pay as their skills and knowledge increase. Progressive wage gains reward and motivate apprentices as they advance through training and become more productive and skilled at their job.
- **National Occupational Credential.** Every graduate of a Registered Apprenticeship program receives a nationally-recognized credential, referred to as a Certificate of Completion, which is issued by the U.S. Department of Labor (USDOL) or a federally recognized State Apprenticeship Agency (SAA). This portable credential signifies that the apprentice is fully qualified to successfully perform an occupation. Many Registered Apprenticeship programs particularly in high-growth industries such as health care, advanced manufacturing, and transportation also offer interim credentials as apprentices master skills as part of a career pathway.

The length of training and the skills and competencies required for mastery of an occupation are set by industry. Traditional Registered Apprenticeship programs are time-based and require a specific number of hours of OJT and related instruction.

The Registered Apprenticeship system currently approves time-based, competency-based and hybrid time-and-competency-based programs.

The outcomes attained by apprentices and graduates of Registered Apprenticeship programs can lead to strong WIOA performance results.

Registered Apprenticeship programs are automatically included on the Missouri Eligible Training Provider List (ETPL).

Apprenticeship programs are well positioned to impart skills to workers, which would meet the WIOA measurable skills gain performance indicator. Additionally, because Registered Apprenticeship programs include immediate employment for apprentices, they provide an excellent opportunity for dislocated workers, returning military service members, and others needing to transition to new careers. Registered Apprenticeship contributes to career pathways by building worker skills and establishing well-defined steps along pathways to higher levels of employment and wages. Registered Apprenticeship programs also can be an important part of industry growth strategies where the skills of large segments of the workforce need to be re-tooled.

Registered Apprenticeship programs provide older youth with the opportunity to “earn while they learn,” and obtain portable credentials that can lead to additional positive post-secondary training outcomes.

For younger youth, pre-apprenticeship programs can serve as a gateway to Registered Apprenticeship programs, while providing contextual learning that can promote and enhance high school completion levels. WIOA also requires Local Workforce Development Boards (LWDBs) to utilize at least 20% of their youth funding on paid and unpaid work experiences that have an academic and occupational education component. Such work experiences may include pre-apprenticeship.

Pre-apprenticeship programs provide instruction and/or training to increase math, literacy, and other vocational and pre-vocational skills needed to gain entry into a Registered Apprenticeship program. Implementing Registered Apprenticeship and pre-apprenticeship models that are aligned with the needs of key industry sectors creates opportunities to advance students, job seekers, and workers along the talent pipeline. A pre-apprenticeship program funded with WIOA funding must have at least one Registered Apprenticeship partner; such pre-apprenticeship programs must possess or develop a strong record of enrolling their pre-apprenticeship graduates into a Registered Apprenticeship program. Once the participant is enrolled in the Registered Apprenticeship program, and if his/her funding has not been exhausted, a portion and/or the balance of funding may be used to cover the costs of the Registered Apprenticeship program’s classroom training/related instruction.

Pre-apprenticeship programs generally consist of the following:

- Training and curriculum that aligns with the skill needs of employers in the economy of the State or region involved;
- Access to educational and career counseling and other supportive services, directly or indirectly;
- Hands-on, meaningful learning activities that are connected to education and training activities, such as exploring career options, and understanding how the skills acquired through coursework can be applied toward a future career;
- Opportunities to attain at least one industry-recognized credential; and
- A partnership with one or more Registered Apprenticeship programs that assists in placing individuals who complete the pre-apprenticeship program into a Registered Apprenticeship program.

Only Registered Apprenticeship programs go through a detailed application and vetting procedure to become a Registered Apprenticeship program sponsor with the USDOL or the SAA. Organizations offering pre-apprenticeship training programs that are seeking ETP status are required to go through the same vetting process and performance reporting requirements as all other training providers in the State. If the pre-apprenticeship training program is on the ETP list, WIOA Title I funds may be used to fund that program for eligible individuals.

The Workforce Development Board of Western Missouri, Inc. (WDB) will use the Local Outreach Plan to guide outreach for developing Apprenticeship and Pre-Apprenticeship programs for Adults and Youth. The Local Outreach Plan identifies the target populations for outreach in the West Central Region. Those populations are individuals with disabilities, individuals who are Limited English Proficient, individuals who are age 55 or older, and youth and young adults. The WDB will acknowledge apprenticeships and pre-apprenticeships for the target sectors of the West Central Region that will serve these populations.

West Central Region Local Policy			
Subject	Effective Date	Revised	Policy Section
Eligible Training Provider	5/27/2020	2	Programs

Purpose

This local issuance establishes policy for selecting and approving eligible training providers (ETP) for the West Central Region and also addresses accountability and compliance with WIOA, procedures for Pell Grant reimbursement to WIOA for tuition, and specific terms and expectations of the ETPs.

Background

As required by WIOA sec. 122, States, in partnership with Local Boards, must identify eligible training providers that are qualified to receive WIOA title I-B funds to train adults and dislocated workers, including those with disabilities. Therefore, WIOA requires that each State must maintain a list of eligible training providers and their eligible training programs. The list must be accompanied by relevant performance and cost information and must be made widely available, including in electronic formats, and presented in a way that is easily understood, in order to maximize informed consumer choice and serve all significant population groups.

Strategy

The approved list of eligible training providers can serve as an important tool for participants seeking training to identify appropriate providers, and relevant information such as cost and program outcomes. Using the list of eligible training providers, case managers in one-stop job centers can assist participants in identifying training and training providers in high demand industries that result in positive outcomes and recognized credentials.

Local Selection/Approval of ETPS Providers/Programs

1. The Workforce Development Board of Western Missouri, Inc. (WDB) will select/approve providers for the ETPS list based on justification that the training is for in-demand industry sectors and occupations in the West Central Region and occupations have a Grade A, B, or C per MERIC. To determine current and emerging in-demand sectors and occupations the WDB will use relevant labor market information from sources such as MERIC and ONET. Per MERIC data, the West Central Region recognizes the following in-demand sectors:

- Healthcare/Social Assistance
- Manufacturing
- Retail Trade
- Food Production

Any training for occupations outside of these in-demand sectors will be evaluated on a case by case basis and will require approval of the WDB.

2. The WDB designated reviewer(s) will complete the review and determine the eligibility of a training program for use in the West Central Region within 10 days following the date the training provider was approved by the State (DWD).

3. The WDB will apply due diligence at all times when reviewing the status of a training institution prior to the enrollment of participants. The steps of due diligence will include the review of:

- Information addressing the alignment of the training services with in-demand industry sectors and occupations as long as the contract does not limit the individual's consumer choice.
- The program costs of training services.
- Information addressing performance (employment, earnings, credential attainment).
- Completion rate of WIOA participants

The WDB may be subject to questioned costs if staff enrolls WIOA participants in a training institution *not authorized* to conduct business in Missouri.

4. Training must lead to a certificate, an associate, or baccalaureate degree, competency or skill recognized by employers; and be at least one of the following: accredited, approved, certified, licensed, or registered by an authorizing agency or organization.

5. Participants eligible for training will select a training provider from the State's approved provider list. Job Center staff will ensure the program is approved and in good standing on the Missouri's Eligible Training Provider System (ETPS). An approved ETP does not automatically have every class/course approved.

6. An entity that carries out programs registered under the Act of August 16, 1937 (commonly known as the "National Apprenticeship Act"; 50 Stat. 664, Chapter 663; 29 U.S.C. 50 et seq.), also may qualify for eligibility. Registered Apprenticeships that request to be included on the ETPS list are automatically approved with no further vetting by the State. A registered Apprenticeship will remain on the list of eligible training providers (ETP) indefinitely if the provider remains registered with the U.S. Department of Labor, Office of Apprenticeship.

Expected Performance Levels of Eligible Providers

WIOA requires all states to provide scorecards for each ETP's approved programs listed on the ETPS list. The U.S. Departments of Labor and Education states that approved Eligible Training Providers will collect and share data on the outcomes of all students, not just the WIOA participants.

An Eligible Training Provider must meet or exceed the following requirements:

- The number of WIOA participants completing the program can be no less than 50% of the number of participants that started the program.
- Cost to complete the program is not higher than twice the amount of completing the equivalent program at other local training providers within a reasonable distance on the ETPS.
- Performance benchmarks must meet or exceed the WDB's planned performance benchmarks.

Performance Benchmarks

Employment (six months after exit)
Employment (twelve months after exit)
Median Earnings
Credential Attainment

Apprenticeship programs registered under the National Apprenticeship Act are not required to submit performance information as long as they remain registered with USDOL, Office of Apprenticeship, but may voluntarily submit the information.

Methods for Reimbursement

The following paragraph is included in the award notification provided to training providers:

WIOA funding should be a final resort for training. If PELL is received after obligation, the participant and/or training provider must inform the Job Center Manager of additional funds to be considered. If PELL is applied, participant and/or training provider agree to reimburse the Job Center if WIOA funds have already been disbursed.

Reimbursements are to be returned to the Job Center Manager.

West Central Region Assurances

The WDB agrees to:

1. Carry out the login and online procedures to the State's electronic ETPS
2. Determine and approve initial eligibility.
3. Renew the eligibility of providers and programs.
4. Terminate ETPS or programs, when necessary due to poor performance or violation of WIOA requirements.

Terms and Expectations of the ETP

Monitoring

The Training Provider will be informed that the Workforce Development Board, Division of Workforce Development, U.S. Department of Labor, or other such related agencies may monitor the ETP to ensure compliance with rules and regulations. **The ETP must allow monitoring visits for WIOA compliance, EO compliance and participant progress.**

Nondiscrimination and Equal Opportunity

Eligible Training Providers must guarantee that the required nondiscrimination and equal opportunity language listed below will be included in all grants, cooperative agreements, plans, contracts, and other similar documents as noted in 29 CFR Part 38. Eligible Training Providers agree to comply fully with all nondiscrimination and equal opportunity provisions of the following laws:

- WIOA Section 188, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA Title 1 financially assisted program or activity;

- Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color, and national origin;
- Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
- The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age;
- Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs;
- Title II Subpart A of the American with Disabilities Act of 1990, as amended, which state in part, “no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs or activities of a public entity, or be subjected to discrimination by any such entity; and
- Genetic Information Nondiscrimination Act of 2008, which prohibits discrimination on the basis of genetic information with respect to health insurance and employment;
- The Training Provider also assures that it will comply with 29 CFR Part 38 and all other regulations implementing the laws listed above. This assurance applies to the Eligible Training Provider’s operation of the WIOA Title 1-financially assisted program or activity, and to all agreements the provider makes to carry out the WIOA Title 1-financially assisted program or activity. The Eligible Training Provider understands that the United States government has the right to seek judicial enforcement of this assurance.

Eligible Training Providers must agree to follow all requirements of the Workforce Innovation and Opportunity Act (WIOA), including:

1. The ETP should have an EO Officer or a staff person that deals with nondiscrimination and equal opportunity policies and regulations.
2. The Missouri Division of Workforce Development’s “Equal Opportunity is the Law” poster shall be posted in the facility.
3. Contract agreements shall contain nondiscrimination and equal opportunity provisions.
4. The ETP shall advertise to underserved populations.
5. The ETP shall have an accommodations policy.
6. The ETP must have a process for analyzing equal opportunity demographics for students that attend the institution. The following data may be requested during an EO monitoring visit:
 - Training program applications by demographics.
 - Training program selection outcomes by demographics.
 - Training program graduation/completed outcomes by demographics.
 - Training program incompletions outcome by demographics.
 - Training program placement wage outcomes by demographics.

7. The ETP shall have a confidentiality policy regarding the process for collecting confidential data.
8. The Training Provider shall have a written EO complaint policy.

Additionally, the ETP must allow monitoring visits for EO compliance.

Renewing of Eligible Training Providers

1. Provider/programs will be reviewed annually prior to the end of each program year (June 30th). After one year the school will complete the process of the original approval for subsequent approval.
2. If at any time the WDB determines the training provider is no longer adhering to the terms and expectations listed in this document, the approval will be disqualified and the training provider notified.
3. The WDB may grant a probationary period for corrective action before disqualifying the program for local approval.

Termination of Eligible Training Provider

Removal of an ETP approved by the West Central Region may be based on:

1. Failure to provide required data
2. Failure to notify of program changes including, but not limited to – costs, location of training, or a change in the program any time after its original approval
3. Failure to meet established criteria
4. Failure to meet minimum levels of performance
5. Intentionally supplying inaccurate information
6. Substantial violations of any provisions of federal, state, or local statutes, regulations, policies or procedures.

Training programs removed from the ETP list due to failure in performance shall remain off the locally approved list for a period of not less than one year, at which time it may reapply for continued eligibility.

Training Provider Appeal Process

Training providers can choose to appeal the rejection of their program for inclusion on the ETP list by submitting in writing the justification for their appeal to the local WDB. The appeal must be submitted within 14 days after notification of the local decision. A copy of the appeal will be sent to the Missouri Division of Workforce Development's Performance and Research unit for review.

Annual Review of Local ETPS Policy

Per OWD Issuance 07-2017 this policy will be reviewed no less than annually, with any revised policies sent to OWD for review by May 15 of each year. This will ensure the most recent policy is applied consistently each Program Year (July through June).

Please refer to Missouri Office of Workforce Development

DWD Issuance 11-2018

Issued: June 25, 2019

WEST CENTRAL REGION LOCAL POLICY			
Subject	Effective Date	Revised	Policy Section
DW Employment Transition Team Policy	11/20/19		Programs

The Workforce Innovation and Opportunity Act (WIOA) requires each state to carry out statewide Employment Transition Team (ETT) activities and/or designate an entity to do so on its behalf. The Office of Workforce Development (OWD), in OWD Issuance 07-2015, has opted to operate the ETT Program at the state level in coordination with Local Workforce Development Boards (WDB).

The Employment Transition Team (ETT) consists of state-level Workforce Coordinators assigned to specific regions to act as the single point of contact for activities in response to disasters, mass layoffs, plant closings, or other events that precipitate substantial increases in the number of unemployed individuals in the area. Their role is to prevent or minimize the impact on workers, businesses, and communities.

Communication among the Workforce Coordinator, WDB Executive Director, and Missouri Job Center Functional Leaders is crucial to responding quickly and in a seamless fashion. The Workforce Coordinator ensures the local region is aware of any pending layoffs, the layoffs schedule, the number to be laid off and the occupations affected. The size of the layoff, the timing, and the employer's schedule will determine whether worker meetings will be conducted as on or off site events. Local staff shall not initiate contact with an employer regarding a layoff without first coordinating with the Workforce Coordinator.

Designated Missouri Job Center staff will assist the Workforce Coordinator by attending ETT meetings and cover the Missouri Job Center service portion of the presentations; staff will also participate in onsite or offsite services such as resource fairs, registration events, delivering ETT informational packets, and providing informational flyers.

WEST CENTRAL REGION LOCAL POLICY			
Subject	Effective Date	Revised	Policy Section
Business Services Plan & Policy	11/20/19		Programs

The *Business Services Plan* for the West Central Region of Missouri highlights the needs of employers as revealed in *MERIC's 2019 Employer Survey*. The survey was conducted with over 1,600 Missouri companies, with five employees or more, during the time period April through June of 2019 to gauge the state of workforce from the employer's point of view.

(See <https://meric.mo.gov/media/pdf/missouri-employer-survey-results>)

This plan is an urgent call to action in meeting the economic challenges our region is facing regarding the demand for better trained and more skilled workers to boost productivity and help close the labor, wage, and skill gaps within our region.

The West Central Region will focus on developing and retaining a workforce with the education and skills to succeed in a 21st Century economy. *MERIC's 2019 Employer Survey* highlights several areas in which the local region's workforce partners can strategize:

- 1) A shortage of training programs was the highest barrier across the state, with significantly more non-metro employers (81%) than metro employers (64%).

- 2) Employers require occupations with different levels of experience or education, whether that is no experience to several years' experience, or low-skill to high-skill education. A majority of companies (72%) had half or more existing positions in low-skilled jobs. Middle skills were most required to meet the job applicant shortage.

- 3) Nearly nine in ten employers say they are addressing the skill shortage by hiring less experienced workers and training them. Non-metro areas stated they are more likely to take additional measures such as hiring contractors and hiring outside of the area.

- 4) By functional area the largest shortage of skilled applicants are in Patient Care, Manufacturing/Maintenance, and Skilled Trades.

- 5) The most common shortcoming in recent job applicants were shown to be poor work habits followed by lack of teamwork. Communication skills, problem solving and critical thinking were also high on the list.

Since businesses are faced with the above challenges the West Central Region's business services partners along with Job Center staff will assist businesses by providing training options and/or referral to the appropriate agency/organization or educational institution.

STRATEGIES FOR THE FUTURE

This plan will ensure that our region's business needs drive our efforts in meeting identified universal challenges. Strategies include:

- **Creating a single point of contact system**—a single point of contact system will be utilized for each of three defined areas of the region. A designated Missouri Job Center for each area will serve as the hub. Staff of the Missouri Job Centers will serve in lead positions to coordinate and deliver a streamlined business outreach system in collaboration with Nexus member agencies. Our region will emphasize customer service (measured by customer feedback through customer surveys) to identify and outline ways we can best meet the needs of the region's businesses.
- **Identifying training opportunities** – Seek out traditional and non-traditional deliveries of training often lacking in today's workforce such as soft skills, basic education, on-the-job training, and technical assistance training for partners. A broad spectrum of training opportunities and solutions for business training needs will be provided in order to match workers with the proper training needed to meet today's changing workforce demands. Efforts include:
 - Funding individual training accounts that are closely tied to Patient Care, Manufacturing/Maintenance, and Skilled Trades.
 - Using business leverage to encourage new training efforts and the creation of stackable credentials/career path opportunities.
 - Addressing needs for nationally-recognized, industry-based skill standards and occupational certifications.
 - Partnering with training providers able to deliver services in ways that respond to today's workforce development challenges (weekend classroom, on-line, open entry/open exit, short term credentials, quick course development turnaround, affordable, multi-lingual, etc.).
- **Incorporating strategies identified in the Workforce Development Board's Local Strategic Plan** – Align all activities and procedures to support the workforce development issues, services, targeted populations such as migrant seasonal farmworkers and other underserved populations, and coordinated delivery activities of the partners in the West Central Region.
- **Offering a tiered menu of services to businesses** - The identification of targeted industry clusters and current and new industry members will help to align training, job matching, and other resources. Services will be tailored to the needs of local businesses, and will be marketed via human resource meetings, local economic developer groups, Chambers of Commerce, plant manager organizations, Regional Planning Commissions, local community organizations, and special projects and initiatives. The West Central Region will support the State's overall plan for economic growth assisting employers in finding the best qualified applicants for their job openings. At the same time, we will provide job seekers and other customers with information about Missouri's workforce needs.

LEADING THE PROCESS

Missouri Job Center staff will act as initiator, broker, and facilitator of the plan—charged with the role of moving the process forward to meet the ever-changing needs of businesses in the West Central Region.

The Product and Service offerings in the job centers are directly related to preparing local job seekers for the current demands of local employers. Workforce information is shared with Functional Leaders, job center staff, and Nexus partners.

The Workforce Development Board of Western Missouri, Inc., is currently a 22-member board with 51% private sector participation. The Board's involvement is critical, especially when access to industry leaders must be secured. The Board will act in an advisory capacity to all business related initiatives. Board members will act as ambassadors and will encourage business participation in focus groups and assist in engaging the support of human resource managers and CEOs to ensure strong private sector buy-in.

AREAS of OPPORTUNITY/PROJECTED GROWTH

According to MERIC's *West Central Region Summary* health care/social assistance continues to be the largest employing industry in the region with over 16,400 jobs. Manufacturing is the second largest industry with slightly over 12,100 jobs and an annual growth rate of 1.1 percent. Educational services is the third largest industry at over 10,700 jobs.

Projected growth in industry helps to identify future employment needs for an area. Projections indicate that the largest growth industries in the West Central Region will be Health Care/Social Assistance, Retail Trade, Educational Services, Local Government, and Manufacturing. To ensure business growth the West Central Region will concentrate on skilling up job seekers and incumbent workers in the areas just mentioned.

Other opportunities include:

- Building stronger cooperative partnerships between workforce, education, and economic development.
- Promoting "jobs.mo.gov" for employment and training services to businesses and job seekers.
- Providing the same range of employment services, benefits and protections, including counseling, testing, and job training referral services, to all populations.
- Promoting the National Career Readiness Certificate (NCRC) as a value-added product/service for business customers and job seekers.
- Promoting the use of Apprenticeships as a work-based strategy to increase workers skills and meet employer needs.
- Promoting Incumbent Worker Training to enhance the skills of a company's current workforce and to encourage employee retention.
- Providing customized hiring events to connect with applicants who meet specific skill requirements.
- Providing meeting space to allow companies to provide training, conduct orientations or schedule interviews.

The following list includes but is not limited to the resources and partnerships utilized in identifying and meeting the needs of this region:

- Economic Development
- Chambers of Commerce
- Regional Planning Commissions
- Missouri Employer Committees
- Plant Manager Organizations
- Small Business Administration

- University of Missouri Extension
- Small Business Development Center
- Missouri Commission on Human Rights
- Missouri Employer Research and Information Center (MERIC)
- Local Councils of Government
- Professional Organizations
- Local Churches
- Migrant Education

BUSINESS SERVICES PARTNERSHIPS AND ACTIVITIES

The MO Job Center staff and Workforce Development Board lead NEXUS groups in the region to coordinate outreach, recruitment and placement activities that support single point of contact for a myriad of agencies. Some of the agencies include Adult, and Dislocated Worker Programs, Vocational Rehabilitation, Rehabilitation Services for the Blind, Community Action Agencies, Youth@Work staff, Job Point, Temp Agencies, Center for Human Services, Adult Education and Literacy, Wagner Peyser and WILS, etc.

All NEXUS members contribute to the promotion of subsidized placement through face-to-face employer meetings, preparing mass marketing campaigns, conducting business surveys, making telephone cold calls, and monitoring MoJobs for potential matches for specific job orders. The thirteen-county region is divided into three internal service areas for the purposes of rapid response, outreach, job development, business services, and public relations, etc.

This local configuration allows each job center within the region to develop a close working relationship and rapport with their community business and industry customers within an assigned area. It is a goal of the West Central Region to have local businesses look to their local Missouri Job Center for all their workforce needs, whether it be hiring or in cases of lay-off. As these relationships continue to be forged, county commissioners, local economic developers, human resource managers, postal workers, mechanics, shop clerks, neighbors, etc.; become part of an informal, yet highly effective, network that provides early information on job openings, company expansions, training issues, etc.

Utilization of such a grassroots intelligence system allows rapid action to meet employers' needs.

RECORDING BUSINESS PERFORMANCE MEASURES

Job Center staff assigned to business services will record detailed notes in MoJobs every time they speak with an employer; this will reduce the likelihood that other partner staff would ask the employer the same questions.

Job Center staff and other One-Stop partner staff will record the following information:

1. Employer Information and Support Services

Enter the total number of establishments that, during the reporting period, received staff-assisted services designed to educate them about and engage them in the local job market/economy and the range of services available through the local One-Stop delivery system. Establishment information services may be provided in a variety of service interventions including orientation sessions, workshops or other business consultations (e.g., initial site visits). Information and support services delivered to establishments through mass mailings or communications, cold calling or other follow-up contacts, and regular establishment newsletters, brochures or publications are not reportable services under this category. These services include, but are not limited to, providing information on the following:

- State and Federal tax credits or workforce investment incentives (State and Federal Tax credits or workforce investment incentives);

- Customized workforce information on State, regional and local labor market conditions, industries, occupations, and the characteristics of the workforce, skills businesses need, local employment dynamics information such as workforce availability, worker supply and demand, business turnover rates, job creation, and job identification of high growth and high demand industries; and
- Proactive linkage and referral of establishments to community resources that support their workforce needs.

2. Workforce Recruitment Assistance

- Enter the total number of establishments that, during the reporting period, received workforce recruitment assistance from staff or remotely through electronic technologies. Activities to meet their human capital and skilled workforce needs include, but are not limited to, the following:
 - Supporting employer's search for qualified candidates;
 - Securing information on job requirements and providing employers with One-Stop staff support for candidate screening and pre-employment interviews at the One-Stop Career Center (or affiliate site) or on site at the place of business;
 - Taking job order information and promoting the employment opportunities (e.g., advertising the opening to the workforce);
 - Conducting special recruitment efforts including out-of-the-area or out-of-state recruitment for candidates with special skills;
 - Organizing, conducting and/or participating in job fairs;
 - Providing employers with meeting/work space at the One-Stop Career Center (or an affiliate site) for screening or interviewing;
 - Conducting pre-employment testing, background checks and assistance in completion of the I-9 paperwork.

3. Training Services

Enter the total number of establishments that, during the reporting period, received publicly funded training assistance, including customized training, OJT and incumbent worker training.

West Central Region

Guide for Business Services Staff



July 1, 2019

Purpose of Business Services Staff

According to WIOA Section 108(b)(4)(B) business services are intended to promote, market, connect, and provide access to initiatives such as:

- Work Opportunity Tax Credit
- Worker Adjustment Retraining Notice (WARN)
- Rapid Response (see Issuance 07-2015)
- Federal Bonding
- Incumbent worker training programs
- On-the-job training programs
- Customized training programs
- Industry and sector strategies
- Career pathways initiatives
- National Career Readiness Certificate and Testing
- Utilization of effective business intermediaries
- Apprenticeship promotion
- Assistance for apprenticeships
- Recruiting Events at Job Center or other location selected by employer
- Connecting job seekers and employers by facilitating relationships
- Job Center Connection Sites

(This is not an exhaustive list of all the programs and services business reps may present to an employer).

Workforce programs are designed to meet the needs of employers in relation to the economic needs of the region. It is the responsibility of business service staff to perform ongoing outreach activities such as:

- Conducting on-site meetings with employers
- Maintaining a presence at job fairs
- Encouraging employer access to resources provided through job center programs
- Consulting employers on how to reduce high employee turnover rates
- Providing information concerning employee training programs as they relate to labor market trends

Credibility is established through broad knowledge of all job center programs. When speaking with employers, business service staff must be able to clearly explain how each workforce program can meet specific needs of an employer.

Programs and Services Offered by the Business Service Staff

A) On-the-Job Training (See Local Policy)

B) Transitional Job Training (See Local Policy)

C) Incumbent Worker Training Grant (See Local Policy) (See OWD Issuance) (more information provided at <https://jobs.mo.gov/dwdmain> see Programs for forms)

D) Apprenticeship Program (See Local Policy)

E) Adult Work Experience

Additional knowledge of Job Center programs:

A) Post a Job on MoJobs

B) Work Opportunity Tax Credit

Work Opportunity Tax Credit (WOTC) is a federal program, administered by each state, intended to incentivize businesses to hire specific target groups that typically face significant barriers to employment. These target groups include, but are not limited to: Supplemental Nutrition Assistance Program (SNAP) benefit recipients, Temporary Assistance for Needy Families (TANF) recipients, veterans, ex-felons, and the long-term unemployed. Within 28 days of the hire date of an individual in one of the categories, an employer can submit an application for the tax credit. If the employee is eligible under the program then the company can receive a tax credit ranging from \$1,200 to \$9,600, depending on the target group. After the employer has completed the forms they may be submitted online at jobs.mo.gov/wotc. Also, forms may be mailed to the Office of Workforce Development.

C) Federal Bonding

The Missouri Federal Bonding Program is a no-cost job-incentive program intended to increase hiring of job seekers and promotion of employees as “at risk”. The term “at risk” may be applied to job seekers and employees who have declared bankruptcy, have bad credit, have little or no work history, receive public assistance or are ex-offenders. This no-cost, no-deductible insurance coverage begins the day the bonded person starts work and ends six months later. For a fee, an employer can obtain an extended period of coverage. The insurance company provides an easy method for an employer to recoup losses incurred due to illegal acts of fraud, embezzlement, larceny and theft committed against the employer by an “at risk” person who is bonded. The minimum amount of coverage offered is \$5,000. Additional amounts of coverage can be provided if the need has been justified by the employer. Insurance coverage can be for full-time and part-time employment. For more information the Business Services Rep may contact the Missouri Federal Bonding Agent at Office of Workforce Development.

D) Veteran's Services

Hiring veterans can have many advantages for a company. Technological advances in military equipment, and the requisite training provided to maintain this gear, makes veterans highly competitive in a broad spectrum of job positions. Furthermore, veterans are trained to be mission driven, practice team building, and work efficiently within diverse environments. Business service staff can offer to put the employer in touch with a regional Veterans representative. The incentives provided to hire veterans, along with the highly qualified talent pool which they embody, are a great benefit to any employer.

Knowledge of Services

In order to establish a professional presence when approaching businesses it is imperative to have an in-depth understanding of the programs offered by the Job Center. Business service staff should confidently explain the requirements and benefits of each program; staff must also provide suggestions on how services can work in concert to maximize positive results for the companies served. Five programs offer the most benefit to employers: WOTC, Federal Bonding, Apprenticeship Assistance Training Program, Incumbent Worker Training, and the On-the-Job Training Program. Federal Bonding and WOTC can be combined and added to any of the training grants listed.

For example, if an employer is apprehensive to hire an ex-offender then a business service staff could provide information to demonstrate that this demographic qualifies for a tax credit (WOTC), insurance against fraud or theft (Federal Bonding), and their wages while training could be subsidized (OJT Grant). By using a proactive approach, with programs to demonstrate the intrinsic benefit of an applicant, the best candidate for the position can be transformed into a valuable asset to an employer.

Another example of combining programs for maximum benefit would be in the case of hiring veterans. If an employer is pressed to increase their staff by 5 employees then hiring veterans would be a wise choice: tax credits are available for new hires of this targeted group and this credit can be combined with Apprenticeship Training or On-the-Job Training to subsidize wages during training. As a result a company would receive benefits to gain skilled employees. If explained in this context a business would certainly express interest in programs offered by the Job Center. Business service staff are encouraged to use labor market information, located in MOJobs, to consult with both employers and job seekers. This information is useful because it explains which career paths are growing in Missouri; this data can help job seekers make an informed decision when selecting a career or help employers to choose trends in education and training, which can best develop their workforce.

Recording Business Services in Case Management System

As stated in Issuance 22-2017 WIOA requires recordkeeping for six primary performance indicators. The Issuance explains how to properly identify and record in the statewide electronic case management system employer services that are delivered which count toward the sixth of these measures – Effectiveness in Serving Employers.

The purpose of this performance indicator is to gauge how well the workforce development system meets three workforce needs of the business community:

1. Providing employers with skilled workers.
2. Building ongoing, productive relationships with employers and industry sectors extending over time.

3. Providing quality engagement and services to all employers and sectors within State and local economies.

The Missouri workforce system opted to report data on 1) Repeat Business Customers and 2) Employer Penetration Rate.

Repeat Business Customers is the number of employer establishments that have used core program employer services during the current reporting period (current program year) that also have used core program employer services one or more times during the previous three program years. This can indicate whether employers who receive services from the core programs are satisfied with those services and become repeat customers. It also indicates the ability to develop and maintain strong relationships with employers over time. Therefore, it is critical to develop a long-term strategy to engage employers, to develop a relationship with them, to earn their trust, and to ensure they are aware of and understand the range of business solutions the workforce system offers.

For **Repeat Business Customers**, Missouri Job Centers will uniquely identify each separate employer establishment served during the program year. (Chain, outlet, or franchise establishments must be clearly distinguished from each other.) As this data accumulates, repeat business customers serving during the previous three program years will be cross-matched. The Office of Workforce Development will collect the number of Repeat Business Customers from the State electronic case management system.

Employer Penetration Rate is a percentage of employers using services out of all employers in the State. This tracks the percentage of employers who are using the core program services out of all the employers in the State. The number of employer establishments served within a program year will be compared to the aggregate total of State employers. That total will be based on the Bureau of Labor Statistics Quarterly Census of Employment and Wages.

The Quarterly Census of Employment and Wages defines an “establishment” as a single economic unit, such as a farm, a mine, a factory, or a store, that produces goods or services. Establishments are typically at one physical location and are engaged mainly in one type of economic activity identifiable by a single industry code. For counting purposes, in the case of a large chain store or franchise employer, the business establishment is the local physical location, not the entirety of the company’s locations within the State.

For **Employer Penetration Rate**, Missouri Job Centers will keep track of the number of establishments served within a program year, and the Office of Workforce Development will collect that data from the State electronic case management system and compare it to the aggregate number of employers in the State.

The **Employer Penetration and Repeat Business Customers** approaches are not based on individual participant data and are not to be derived from the Participant Individual Record Layout. Therefore, the State established processes and policies for collecting and validating data related to these approaches before reporting the outcomes to DOL. Because this is a performance measure, it eventually will affect funding to the State and the Local Workforce Development Areas. **Therefore, it is vital that conscientious attention be paid to recording—thoroughly and accurately—all services rendered to employer customers.**

All staff providing employer services must accurately record services in the statewide electronic case management system. “Record” means to select the appropriate code for the service(s) given to each business. Record all applicable services for each employer at the time the service is provided.

Attached below is a list of activities and their definitions that identify those activities as a staff-assisted service to an employer. Use the reference to determine which term is the best fit for the services provided.

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EFFECTIVENESS IN SERVING EMPLOYERS		
Service Types	Staff-assisted Services that Count for Effectiveness (Repeat Business and Market Share Measures)	Entry Codes for Statewide Electronic Case Management System: Employer Service/Activity & Title (see OWD Issuance 08-2017)
Employer Information and Support Services	<p>Services designed to educate employers about, and engage them in, the local job market/economy and the range of services available through the local One-Stop delivery system. Services can include orientation sessions, workshops, or other business consultations, and may include providing information about:</p> <ul style="list-style-type: none"> • State and federal tax credits or workforce investment incentives (e.g., Work Opportunity Tax Credits [WOTC]); • Customized labor market information (LMI). This includes: <ul style="list-style-type: none"> o Information on state, regional and local labor market conditions, industries, occupations, and the characteristics of the workforce, skills that businesses need; o local employment dynamics information,* such as workforce availability, supply, and demand; o business turnover rates, job creation, and job identification of high-growth and high-demand industries; and • Proactive linkage and referral of establishments to community resources that support their workforce needs. <p>* Local employment dynamics is a specific program of the U.S. Census, reporting such information, located at: https://lehd.ces.census.gov/</p>	<p>E02 Participate in Job/Career Fair E03 Assistance with Job Order E04 Assist with Recruitment E05 Provide Labor Market Information E09 Agricultural Services Marketing E10 Customer Service Follow Up E11 DVOP Service Organization Outreach E12 Work Based Learning Contract E13 Job Development Contact E14 LVER Outreach E15 Make Business Presentation E16 NCRC Contact E17 Summer Youth E18 Work Based Learning Marketing E19 Participated in Workshop/Seminar/Conference E20 Provide Business Services Information E21 Provide Business Retention Assistance E22 ETT Contact E23 Show Me Heroes Contact E24 VEVRAA Federal Compliance E25 WREAP Contact E92 Notification to employer of potential applicant **E93 Notification to employer or résumés via Virtual Recruiter **E94 Employers view internal résumés **E95 Employers view external résumés</p> <p>**Automatically recorded by the system; no manual entry involved.</p>

Services Types	Staff-assisted Services that Count for Effectiveness (Repeat Business and Market Share Measures)	Entry Codes for Statewide Electronic Case Management System: Employer Service/Activity & Title (see OWD Issuance 08-2017)
Engaged in Strategic Planning/Economic Development	Either workforce investment strategic planning or business growth and economic development strategic planning. These activities may include participating in community-based information for the purpose of corporate economic development planning, and partnering in collaborative efforts to identify workforce challenges and developing strategies to address those challenges.	E05 Provide Labor Market Information E16 NCRC Contact E20 Provide Business Services Information
Accessing Untapped Labor Pools	Establishments that create talent pipeline activities in partnership with the public workforce system. These activities include: outreach to youth, veterans, individuals with disabilities, older workers, ex-offenders, and other targeted demographic groups; industry awareness campaigns; joint partnerships with high schools, community colleges, or other education programs to improve skill levels; and programs to address limited English proficiency and vocational training.	E04 Assist with Recruitment E09 Agricultural Services Marketing E12 Work Based Learning Contract E13 Job Development Contact E17 Summer Youth E18 Work Based Learning Marketing E23 Show-Me Heroes OJT Contact E24 VEVRAA Federal Compliance E25 WREAP Contact
Training Services	Providing publicly funded training assistance, including customized training, OJT, and incumbent worker training. Note: incumbent worker distinctly listed below.	E12 Work Based Learning Contract E21 Provide Business Retention Assistance
Incumbent worker training services	Providing publicly funded incumbent worker training assistance.	E21 Provide Business Retention Assistance E26 Incumbent Worker Training
Rapid Response/Business Downsizing Assistance	Providing initial, on-site visit or contact to either (a) discuss the range of rapid response services and other assistance available to workers and employers affected by layoff, plant closure(s), or natural disasters, or (b) as required by WIOA Section 3(51)(A), plan a layoff response following notification of a current or projected permanent closure or mass layoff, including national or other disasters.	E05 Provide Labor Market Information E21 Provide Business Retention Assistance E22 ETT Contact
Planning Layoff Response	Providing initial, on-site visit or contact to, as required by WIOA Section 3(51)(A), plan a layoff response following notification of a current or projected permanent closure or mass layoff, including national or other disasters	E05 Labor Market Information E22 ETT Contact

PARTNERSHIP AGREEMENT
between
STATE FAIR COMMUNITY COLLEGE
and
the WORKFORCE DEVELOPMENT BOARD OF WESTERN MISSOURI, INC.

Whereas, the Workforce Development Board of Western Missouri, Inc., and State Fair Community College recognize the importance of individuals seeking post-secondary education or training in order to become financially self-sufficient; and

Whereas, the Workforce Development Board of Western Missouri, Inc., and State Fair Community College can help individuals move from unemployment or under-employment to becoming the skilled workers that employers demand; and

Whereas, the Workforce Development Board of Western Missouri, Inc., and State Fair Community College believe that career training development helps the vitality and growth of the local and regional economies; and

Whereas, the Workforce Development Board of Western Missouri, Inc., and State Fair Community College agree career training pathways provide a framework to structure the employment and training offered by the community college, employment and training agencies, and other workforce system partners; and

Whereas, the Workforce Development Board of Western Missouri, Inc., and State Fair Community College agree to refer interested individuals between the College and the Missouri Job Centers in order to coordinate career training services for all customers; and

Whereas, the Workforce Development Board of Western Missouri, Inc., and State Fair Community College are interested in signing a partnership agreement mutually agreeing to work together to provide career training, education and employment opportunities to the residents in the West Central Region.

Now Therefore, the parties agree to the following:

1. Develop career-training strategies that place participants in high demand and self-sustaining careers
2. Communicate career pathway and talent pipeline needs identified by employers
3. Implement outreach strategies to attract and refer participants between one another
4. Recognize the need to meet mandated WIOA performance measures
5. Coordinate funding for workforce and economic development projects

This agreement will commence on the first day of July, 2020 and remain in effect until June 30, 2023; or until such time as one of the parties wishes to modify or terminate with a thirty (30) day written notification.

Signed this date June 8, 2020



State Fair Community College

Signed this date June 8, 2020



Workforce Development Board

West Central Region Local Policy			
Subject	Effective Date	Revised	Policy Section
Incumbent Worker	11/20/19	1	Programs

Purpose

This West Central Region issuance establishes a local policy for the Workforce Innovation and Opportunity Act (WIOA) Incumbent Worker Training Program as outlined in WIOA Section 134 et.AL. [29U.S.C. 3174] and identifies the requirements for One Stop Operators and program providers to adhere to in providing such services to adults, dislocated workers and youth employed by an in-demand industry sector and/or occupation.

Definitions

- “Incumbent Worker Training” (IWT) means work based and/or classroom training by an employer which assist workers in obtaining skills necessary to retain employment or to avert layoffs. IWT provides both workers and employers with the opportunity to build and maintain a quality workforce and increase both participants’ and companies’ competitiveness. Training will be conducted for ‘in demand’ industries as established by the Workforce Development Board. (IWT is not permitted to be used to provide the occupational training for new hire needs (refer to OJT program)). If a collective bargaining agreement covers the employer, then union concurrence with the training services is required.
- Incumbent Worker means an individual who is employed, meets Fair Labor Standards Act requirements for an employer-employee relationship, and has an established employment history with employer, working on average at a minimum of 32 hours per week and employed at the respective employer for more than six (6) consecutive months.
- In-Demand Sector or Occupation means an industry sector that has a substantial current or potential impact on the state, regional or local economy or contributes to the growth or stability of other sector supporting businesses or an occupation that currently has or is projected to have a number of positions in an industry sector so as to have a significant impact on the state, regional or local economy. The determination of whether an industry sector or occupation is in-demand shall be made by the local board, as appropriate, using state and regional business and labor market projections, provided by MERIC. [WIOA Section 3(23)].
- Sector Industries as defined by the local board are: Manufacturing, Healthcare, and Agriculture/Agribusiness.

Employer Criteria

The employer’s eligibility is based on the following factors:

1. The occupation(s) for which incumbent worker training is being provided must be in-demand as determined by labor market information and the industry sectors identified by the West Central Region.

The characteristics of the incumbent workers to be trained and how they would benefit from retention or advancement. Target population: individuals with barriers to employment.

2. The number of employees the employer plans to train or retrain. Employers applying for IWT funds must have at least one full-time, permanent worker (other than the owner) and be financially viable. For the purpose of these funds, any incumbent worker to be trained must be working at a facility located in the West Central Region.

1. The quality of training. The training should allow the employee to gain industry-recognized training experience and/or lead to industry-recognized credentials. The implementation of registered apprenticeship programs is encouraged. Training can include, but is not limited to, industry or company-specific work skills, basic job skills, technical computer skills, new manufacturing technologies, equipment operation training, and changes in production processes.
2. The employee's advancement opportunities post-training. (Advancement opportunities and wage increases)
3. Training may be conducted at the employer's own facility, at a public or private training provider's facility, or a combination of sites that best meet the needs of the business. The company selects the training provider that best suits their training needs. Trainers may be public or private professional trainers, equipment vendors, or subject matter experts.
4. If IWT is being provided to a cohort of employees, not every employee in the cohort must have an established employment history with the employer for six (6) months or more, if the majority of employees being trained meets the employment history requirement.

Employee Criteria

1. The paid employee must have worked six (6) consecutive months with the applicant's business (which may include time spent as a temporary or contract worker performing work for the employer receiving IWT funds).
2. Employee must be at least 18 years of age and registered with Selective Service; a citizen of the United States or a non-citizen whose status permits employment in the United States.
3. To receive IWT, an incumbent worker does not have to meet the eligibility requirements for participation in career and training services for adults and dislocated workers under WIOA, unless they are also enrolled as a participant in the WIOA adult or dislocated worker program.

Employer Matching Requirements:

1. Cash payments or in-kind.
2. The employer can provide in-kind matching resources, such as trainee wages and benefits paid during the training period, leasing costs for classroom space, equipment purchased for training, training materials and supplies, training curriculum development expenses, and travel and lodging costs.
3. The minimum amount of employer share in the Incumbent Worker Training depends on the size of the employer:
 - At least 10 percent of the cost, for employers with 50 or fewer employees;
 - At least 25 percent of the cost, for employers with 51 to 100 employees; and
 - At least 50 percent of the cost, for employers with more than 100 employees.

Funding

- The availability of Incumbent Worker Training funds is based on the continuing availability of funds from the Division of Workforce Development.
- Grants will be funded based on the size of the company, the number of people trained, and the cost of the training.

- The maximum grant amount is \$10,000 per employer, per program year (July 1 – July 30). Higher funding amounts may be approved by the local Workforce Development Board Executive Director.

- Funds are awarded through an application process.

Employer Assurances

- Employer assures they will disclose whether they are currently receiving training funds, either directly or indirectly, from Missouri state government. (If an employer is receiving training funds from Missouri state government they are not eligible to receive IWT funds as it would be a duplication of funding). •Employer assures they are not presently debarred, suspended, proposed for disbarment, and declared ineligible, or voluntarily excluded from participation in transactions by USDOL or the State of Missouri.

- Employer assures they do not have any outstanding tax liability to the State of Missouri and will disclose outstanding tax liabilities with other state(s).

- Employer assures they will not make offers of gratuities or favors to any officer, employee or board member, or to any subcontractor staff of WDB.

- Employer assures they have not relocated from any location in the U.S., until the date that is 120 days after the date on which business commences operations at a new location, if the relocation of such business or part of a business results in a loss of employment for any employee of such business at the original location and such original location is within the United States.

- Employer assures that all records relating to activities covered under the Incumbent Worker Training Program will be available and accessible, upon request, during normal business hours and as often as deemed necessary by state and federal duly authorized representative(s), for the purposes to include monitoring, reviewing, verification, audit, and/or investigation. This shall include authorization to make excerpts or transcripts from all applicable records.

WDB Criteria

- The Workforce Development Board of Western Missouri, Inc., (WDB) reserves the right to accept or reject any or all applications submitted.

- WDB does not commit to pay for any cost incurred prior to the execution of any contract.

- All applications and their accompanying attachments will become property of the WDB after submission, and materials will not be returned. In addition, all materials that are produced under the grant funded training become the property of WDB.

- Costs incurred by a contracted entity in the delivery of services shall be reimbursed based on mutually-agreed upon conditions and delivery schedules with the submission of appropriate documentation.

- Payment/reimbursement must be after wage increase is met and documented.

Performance Accountability:

The employer must agree to provide performance records which may include: number of employees entering training, number of employees completing training, beginning and ending wages of trainees, and employee satisfaction surveys.

The employer must provide documentation to verify matching funds.

A final report on the training is due no later than thirty (30) days from the end of the training.

Monitoring

The employer will be informed that the Agency, Division of Workforce Development, U.S. Department of Labor, or other such related agencies may monitor the training records to ensure compliance with rules and regulations.

Equal Opportunity

The Employer must agree to not discriminate against any participant because of age, race, creed, color, religion, political belief or affiliation, sex, national origin, ancestry or disability.

Americans with Disabilities Act

The Employer must agree to comply with the Americans with Disabilities Act of 1991, Public Law 101-336, or as amended and associated code of federal regulations published in the Federal Register as applicable to the Employer directly or indirectly as recipients of contracted funds for the State of Missouri.

Attachment 33

STATEMENT OF ASSURANCES CERTIFICATION

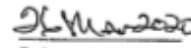
The officials listed below certify through their signature that the region has met the following requirements:

- ☒ Assures the local stakeholders (businesses, organized labor, public officials, community-based organizations and WIOA service providers) were involved in the development of this plan;
- ☒ Assures a written agreement has been developed between the local workforce development board and the current one-stop operator(s);
- ☒ Assures a written agreement has been developed between the chief elected official(s) and the local workforce development board;
- ☒ Assures the chief elected official(s) agree(s) with the selection of the one-stop operator;
- ☒ Assures the chief elected official(s) authorized the designation/selection of the region's fiscal agent;
- ☒ Assures the Governor and his administrative staff that all WDB members are nominated, and maintenance of membership over time is completed, on good faith and actions in compliance with the Office of Workforce Development WDB member certification OWD Issuance 10-2018.
- ☒ Assures the CEO, LWDB members and LWDB staff have read and understand the Conflict of Interest policy; and
- ☒ Assures the plan received a 30-day public comment period.

The Workforce Development Board of Western Missouri, Inc. certifies that it has complied with all of the required components of the Workforce Innovation and Opportunity Act. The workforce area also assures that funds will be spent in accordance with the Workforce Innovation and Opportunity Act and its regulations, written U.S. Department of Labor guidance implementing this Act, and all other federal and state laws and regulations.



 Chief Elected Official (or CEO Chair)



 Date

 Workforce Development Board Chair

 Date

 Workforce Development Board Director

 Date

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Chief Elected Official (or CEO Chair)

Date

Constance W. Moore

Workforce Development Board Chair

03-26-2020

Date

Workforce Development Board Director

Date

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Chief Elected Official (or CEO Chair)

Date

Workforce Development Board Chair

Date



Workforce Development Board Director

3-26-2020

Date

No Public Comments Made on this Plan.