



South Central
WORKFORCE
Investment Board

Sub-state Monitoring Program File Review

Workforce Innovation & Opportunity Act

Adult, Dislocated Worker and Youth

January 1, 2017 to December 31, 2017

Completed by: Valarie Haring, SCWIB EO Officer/Compliance Manager

Partner of  **americanjobcenter** network

Equal Opportunity Employer/Program * Auxiliary aids and services are available upon request to individuals with a disability

Adult and Dislocated Worker Programs

Services are provided through the Missouri Job Centers in Poplar Bluff and West Plains.

The Adult program serves individuals that are 18 and older, are low income or on public assistance and live in the South Central region.

The Dislocated Worker program is for individuals who have lost their job, are on or have exhausted unemployment insurance and are unlikely to return to their occupation.

Services are provided by the One Stop Operator in each job center. The One Stop Operator makes the decision on how services will be provided in the job center and assures coordination of the programs in the Workforce system.

Rescare provides services in Poplar Bluff

Ozark Action, Inc. provides services in West Plains

2017 Adult and Dislocated Worker File Review

Job Center- Poplar Bluff serving Butler, Carter, Reynolds, Ripley, Shannon, and Wayne Counties

Program Operator: Rescare

This review included 100% of individuals provided with WIOA funded service between January 1, 2017 and December 31, 2017.

Total files reviewed 7.

Funded services provided:

Occupational Skills Training: 7

Supportive Services: 2

Overall observations:

1. Objective Assessment in MOJobs-is not being used-this should be a best practice for all staff.
2. Staff are not completing case notes to describe progress toward meeting training and employment goals.
3. The conversion from Toolbox to MOJobs resulted in several individual records being incorrectly marked. DW eligible individuals are not showing as DW in the new system, this will require a change request to fix.
4. None of the records had identified "career pathways". This is a DWD requirement and staff will need to case note possible career pathways for individuals receiving training services.
5. Measurable Skills gains are not being added to MOJobs-issuance 19-2017 issued 2/2/2018.
6. Credentials are not always being added to MOJobs.
7. The use of several Rescare online programs is a great service to individuals in the Poplar Bluff Job Center.
8. The use of an "exit note" at the completion of services to summarize the individual's participation is a good practice. Staff should use it with all WIOA funded participants.

Poplar Bluff Job Center Adult and Dislocated Worker

Py16-Q3 1/1 to 3/31 2017	Carry Over	Enrolled	In Program	Served	Exited
All Participants	318	624	334	942	608
Received Basic Career Service	318	624	334	942	608
Received Individualized Career Services	68	22	64	90	26
Received Training	45	0	36	45	9
Ended Training	35	0	26	35	9
Completed Training	15	0	13	15	2
Withdrew from Training	20	0	13	20	7
Never in Training	273	624	298	897	599
ITA	20	0	17	20	3
On the Job Training	1	0	0	1	1

PY16-Q4 4/1 to 6/30 2017	Carry Over	Enrolled	In Program	Served	Exited
All Participants	334	554	179	888	709
Received Basic Career Service	334	554	179	888	709
Received Individualized Career Services	64	40	40	104	64
Received Training	36	0	20	36	16
Ended Training	26	0	10	26	16
Completed Training	13	0	9	13	4
Withdrew from Training	13	0	1	13	12
Never in Training	298	554	159	852	693
ITA	17	0	9	17	8
On the Job Training	0	0	0	0	0

PY17-Q1 7/1 to 9/30 2017	Carry Over	Enrolled	In Program	Served	Exited
All Participants	205	6	77	211	134
Received Basic Career Service	205	5	77	210	133
Received Individualized Career Services	50	5	34	55	21
Received Training	24	5	19	29	10
Ended Training	10	2	2	12	10
Completed Training	9	2	1	11	10
Withdrew from Training	1	0	1	1	0
Never in Training	181	1	58	182	124
ITA	10	4	6	14	8

PY17-Q2 10/1 to 12/31 2017	Carry Over	Enrolled	In Program	Served	Exited
All Participants	77	3	48	80	32
Received Basic Career Service	77	3	48	80	32
Received Individualized Career Services	34	3	31	37	6
Received Training	19	0	17	19	2
Ended Training	2	0	0	2	2
Completed Training	1	0	0	1	1
Withdrew from Training	1	0	0	1	1
Never in Training	58	3	31	61	30
ITA	6	0	5	6	1

2017 Adult and Dislocated Worker File Review

Job Center- West Plains: serving Douglas, Howell, Oregon, Ozark, Texas and Wright counties

Program Operator: Ozark Action, Inc.

This review included 100% of individuals provided with WIOA funded service between January 1, 2017 and December 31, 2017. Total files reviewed 57.

Funded services provided:

On-the-Job Training: 13

Occupational Skills Training: 45

Supportive Services: 29

Work Experience: 3

Overall observations:

1. Case notes have greatly improved- staff are noting contact with participants and their progress toward meeting training and employment goals.
2. Good use of "braided funding" for several participants.
3. Some staff are using the Objective Assessment in MOJobs-this should be a best practice for all staff.
4. The conversion from Toolbox to MOJobs resulted in several individual records being incorrectly marked. DW eligible individuals are not showing as DW in the new system, this will require a change request to fix.
5. Very few of the records had identified "career pathways". This is a DWD requirement and staff will need to case note possible career pathways for individuals receiving training services.
6. Measurable Skills gains are not being added to MOJobs-issuance 19-2017 issued 2/2/2018.
7. Staff are doing a good job of adding Credential Attainment to MOJobs.
8. The Functional Leader or other staff members review all folders at eligibility to assure the file is complete and correct. This is a best practice.

West Plains Job Center Adult and Dislocated Worker					
PY16-Q3 1/1 to 3/31 2017	Carry Over	Enrolled	In Program	Served	Exited
All Participants	293	682	353	975	622
Received Basic Career Service	293	682	353	975	622
Received Individualized Career Services	142	21	127	163	36
Received Training	114	7	95	121	26
Ended Training	67	4	45	71	26
Completed Training	21	3	20	24	4
Withdrew from Training	41	1	22	42	20
Never in Training	179	675	258	854	596
ITA	36	4	33	40	7
On the Job Training	13	1	4	14	10
ABE or ESL Training	3	1	3	4	1
Entrepreneurial Training	1	1	2	2	0

PY16-Q4 4/1 to 6/30 2017	Carry Over	Enrolled	In Program	Served	Exited
All Participants	353	462	147	815	668
Received Basic Career Service	353	462	147	815	668
Received Individualized Career Services	127	31	102	158	56
Received Training	95	7	80	102	22
Ended Training	45	3	26	48	22
Completed Training	20	3	13	23	10
Withdrew from Training	22	0	11	22	11
Never in Training	258	455	67	713	646
ITA	33	7	30	40	10
On the Job Training	4	0	2	4	2
ABE or ESL Training	3	0	1	3	2
Entrepreneurial Training	2	0	1	2	1

PY17-Q1 7/1 to 9/30 2017	Carry Over	Enrolled	In Program	Served	Exited
All Participants	175	17	109	192	83
Received Basic Career Service	175	17	109	192	83
Received Individualized Career Services	121	16	99	137	38
Received Training	95	13	82	108	26
Ended Training	28	1	3	29	26
Completed Training	15	1	1	16	15
Withdrew from Training	11	0	1	11	10
Never in Training	80	4	27	84	57
ITA	35	8	29	43	14
On the Job Training	6	5	9	11	2
ABE or ESL Training	1	0	0	1	1
Entrepreneurial Training	1	0	0	1	1

PY17-Q2 10/1 to 12/31 2017	Carry Over	Enrolled	In Program	Served	Exited
All Participants	109	20	121	129	8
Received Basic Career Service	109	19	120	128	8
Received Individualized Career Services	99	17	114	116	2
Received Training	82	6	87	88	1
Ended Training	3	0	2	3	1
Completed Training	1	0	0	1	1
Withdrew from Training	1	0	1	1	0
Never in Training	27	14	34	41	7
ITA	29	3	31	32	1
On the Job Training	9	3	12	12	0
ABE or ESL Training	0	0	0	0	0
Entrepreneurial Training	0	0	0	0	0

Youth Program

The youth program provides assistance to youth who reside in the South Central region.

Out-of-school youth must be aged 16-24, not attending any school, and meet one or more additional conditions, which could include: School dropout; within age of compulsory attendance but has not attended for at least the most recent complete school year calendar quarter; holds a secondary school diploma or recognized equivalent and is low-income and is basic skills deficient or an English language learner; subject to the juvenile or adult justice system; homeless, runaway, in foster care or aged out of the foster care system, eligible for assistance under Section 477, Social Security Act, or in out-of-home placement; pregnant or parenting; an individual with a disability; low income person who requires additional assistance to enter or complete an educational program or to secure and hold employment

In-school youth must be aged 14-21, attending school, low income, and meet one or more additional conditions, which could include: Basic skills deficient; English language learner; an offender; homeless, runaway, in foster care or aged out of the foster care system; pregnant or parenting; an individual with a disability; person who requires additional assistance to enter or complete an educational program or to secure and hold employment

Five new Youth Program elements: (1) Financial Literacy; (2) Entrepreneurial skills training; (3) Services that provide labor market and employment information in the local area; (4) Activities that help youth transition to postsecondary education and training; (5) Education offered concurrently with and in the same context as workforce preparation activities and training for a specific occupation or occupational cluster

At least 20 percent of local Youth formula funds must be used for work experiences, such as summer and year-round employment, pre-apprenticeship, on-the-job training, or internships and job shadowing

WIOA requires a minimum of 75 percent of State and Local youth funding to be used for out-of-school youth.

Services are provided by Ozark Action, Inc. in the six western counties of the region.

In the six eastern counties, South Central Missouri Community Action Agency provides services.

OAI WIOA Youth File Review
March 2017

Serving Douglas, Howell, Oregon, Ozark, Texas, and Wright counties.

Reviewed all youth provided WIOA funded services from January 1 to December 31, 2017

Total files: 42

Services Provided:

Occupational Skills Training
Supportive Services
Work Experience

Overall Program Observations:

1. Staff have not shown the justification for Occupational Skills Training on youth in the new system. (Old Toolbox Justification tab) Those questions still need to be answered by youth staff.
2. Prior to January 23, 2018, all youth needed to be low income, several files did not have low income verification.
3. Case Managers are writing applicant statements and having youth sign them. Applicant statements should be written by participant.
4. Some MOJobs Objective Assessments are being completed by staff-this should be a best practice.
5. Staff are using several partner programs to provide additional services to youth.
6. Good documentation for the youth's need for supportive services. Obtaining a copy of the FSD denial notice for child care before providing the service is a best practice.
7. Youth Case Managers review the other's files at eligibility and while providing services to assure accuracy and correctness. This is a best practice.

Ozark Action, Inc. WIOA Youth	Enrolled 2017	In Program 2017	Served 2017	Exited 2017	Carry Over 2017
All Participants (#1411)	53	178	206	28	153
Received career guidance	1	32	40	8	39
Received adult mentoring	52	160	176	16	124
Received educational achievement services	4	31	40	9	36
Received Ed with Workforce Prep	5	18	18	0	13
Received PostSecondary transition activities	1	17	18	1	17
Post Exit Ed Leading to PostSecondary Cred	0	0	1	1	1
Received leadership development	0	0	0	0	0
Financial Literacy services Received	53	178	206	28	153
Internship Or Work Experience Received	53	178	206	28	153
Received supportive services	22	110	124	17	102
Received Services that provided LMI info	10	27	30	3	20

SCMCAA WIOA Youth File Review
March 2018

Serving Butler, Carter, Reynolds, Ripley, Shannon, and Wayne counties.

Reviewed all youth provided WIOA funded services from January 1 to December 31, 2017

Total files: 21

Services Provided:

Occupational Skills Training
Supportive Services
Work Experience

Overall Program Observations:

1. Staff have not shown the justification for Occupational Skills Training on youth in the new system. (Old Toolbox Justification tab) Those questions still need to be answered by youth staff.
2. Prior to January 23, 2018, all youth needed to be low income, several files did not have low income verification.
3. Case Managers are not completing the ITA correctly to identify all funding sources and the amount of WIOA funding to be provided to youth.
4. Staff are not adding Measurable Skills Gains and Credentials to MOJobs.
5. Case managers are just entering a town name in <https://ogi.ia.mo.gov/DED/povertyTract/index.html> for verification of high poverty area. The **actual physical address** of the youth must be entered, page printed out that shows address and poverty rate. This statement will show at the bottom of the correctly printed map: "Location shown for 408 N Washington Ave, West Plains, Missouri, 65775 is in an eligible census tract, with a poverty percentage of 43.5%". It will show the youth's address and the poverty rate of that census tract at the bottom of the map.
6. Staff are not creating, referring and resulting youth to job orders in MOJobs for Work Experience.
7. Staff are not obtaining the required documentation that youth applied for and were denied child care assistance from FSD prior to providing the supportive service.
8. Staff are not providing justification for hourly rate over minimum wage in Work Experience-this was an issue last year also.
9. Education Component for Work Experience is not being addressed-this was an issue last year also.
10. Case notes that document youth contact and progress are not being made consistently-this was an issue last year also.
11. Staff are using social media to recruit youth for WIOA program.

South Central Missouri Community Action Agency WIOA Youth	Enrolled 2017	In Program 2017	Served 2017	Exited 2017	Carry Over 2017
All Participants (#1411)	13	75	99	24	86
Received career guidance	0	52	70	18	70
Received adult mentoring	0	4	4	0	4
Received educational achievement services	0	6	8	2	8
Received Ed with Workforce Prep	0	3	4	1	4
Received PostSecondary transition activities	1	11	13	2	12
Post Exit Ed Leading to PostSecondary Cred	0	0	0	0	0
Received leadership development	0	11	14	3	14
Financial Literacy services Received	13	75	99	24	86
Internship Or Work Experience Received	13	75	99	21	86
Received supportive services	6	61	79	18	73
Received Services that provided LMI info	9	42	53	11	44