

**SOUTH CENTRAL REGION**  
**WORKFORCE INVESTMENT BOARD PLAN**  
**Program Year 2005/2006**  
**Revised September 2010**

July 1, 2010 ushered in the Next Generation Career Center plan, thereby increasing the possibility of assisting more individuals in our region with employment and training information. The implementation of this new concept greatly affected our old 5- and 2-Year Plans. **Changes will be noted in red. Outdated information will be in smaller font.**

**I. Local Workforce Investment Board's Vision**

*State the local board's vision for the workforce investment region and how this vision meets, interprets and furthers the Governor's vision and the national direction.*

The vision of the South Central Region Workforce Investment Board (SCSCWIB) is to improve the quality of life in our area. By establishing a public/private partnership, we will ensure all citizens are afforded an environment that supports a market-driven workforce development system with clear goals and accountability. This system will be responsive, support lifelong skill development, establish a culture of continuous learning, and provide easy and universal access to information and services by job seekers and the business community. Ultimately, this system will provide customers with the knowledge and tools necessary to establish a world-class workforce for a world-class economy.

The South Central Workforce Investment Board has undergone dramatic changes and improvements in the last few years. The SCWIB and the Council of Chief Local Elected Officials (CCLEO) embraced the Division of Workforce Development's vision that workforce development should focus primarily on the needs of the businesses. By meeting the needs of business, we will serve the job-seeking customer better and improve economic development in our communities.

The SCWIB considers workforce development to be an integral part of economic development, that developing economic opportunity in the region means providing opportunity for both job seekers and employers. In order to identify key issues, goals, measures and action plans, the SCWIB developed a strategic plan to chart its course in serving our customers. We take this role very seriously and welcome the challenges it presents.

Another major change took place July 1, 2005, when the SCWIB became its own fiscal agent as a not for profit 501©3 entity. The SCWIB staff moved into a new office in West Plains and is responsible for the administration of the region's allocations.

The South Central Region SCWIB continues to implement our Regional Business Outreach and Marketing Plan to find effective ways to increase businesses' awareness and usage of the Career Center system. The plan provides the framework for the South Central Region Career Center system to more effectively market and deliver services to our business customer. By adjusting our focus to the needs of area businesses, we will inspire greater business usage of the system, thereby assisting partner agencies in reaching their individual performance measures. With cross marketing, open communication, timely and responsible reporting, and a customer focus, we will provide greater assistance to businesses utilizing the Career Center services and resources.

To summarize, the South Central SCWIB is firm in its belief that we must increase our efforts to attract and engage businesses in our workforce development initiative. We must strengthen the link with economic development and work to increase our efforts to help local businesses remain and thrive in our communities. Otherwise, why are we training and developing a workforce if there are no jobs available?

The Workforce Investment Board is eager to serve more employers and to have their endorsement of our workforce initiatives. We believe that employers have the best understanding of labor market needs and economic changes. By providing them with additional resources to help them, we believe local businesses will become more involved in the SCWIB's strategy and policy discussions and decisions. Strengthening our relationship with the business community will help ensure constant improvement in the way the South Central One-Stop delivery system provides services and meets the needs of our employers and job seekers.

## **II. Local Workforce Investment Priorities**

*Identify the workforce investment needs of businesses, jobseekers, and workers in the local area, and how those needs were determined.\**

### **Strategic Planning Process**

The SCWIB continues the policy of having all action items go before a specialized committee prior to being presented at the full board meeting. Each committee has public and private representation; input is obtained from each sector. This policy ensures that the region continues with the vision, mission, and strategic plan.

The SCWIB began the strategic planning process in the fall of 2001. The facilitated sessions were attended by SCWIB members, County Commissioners, staff, and other partners. The SCWIB identified its key issues and assigned them to ad hoc committees for development into action plans. In many respects, the strategic plan has the practical usefulness of a work plan. The SCWIB intends to use the plan to guide its work. The board will focus its committee work and full board work on the action plans. The SCWIB considers strategic planning to be only the starting point. As specific goals are achieved and key issues are resolved, they will be replaced by other issues deemed significant by the SCWIB.

Priority issues identified by the SCWIB during Strategic Planning sessions:

*Market and educate the community on the SCWIB's role: The SCWIB recognizes the need to market services to employers and job seekers and that clarifying the SCWIB's role will strengthen participation, support and utilization of services.*

*Broad-based collaboration and sharing of knowledge and resources: The SCWIB recognizes its role in the community as a convener of resources and services that meet the needs of employers and job seekers.*

*Identify and respond to barriers of job seekers: The SCWIB recognizes the need to provide job placement, job matching, job retention, skills training services, ie. on the job training; skills upgrade, adult education for the benefit of employers and job seekers.*

*Increase and diversify funding: The SCWIB intends to secure funds to support workforce development in the region.*

*Work with economic development and other job developers in providing jobs above the living wage with benefits.*

Results from research conducted by the South Central SCWIB (focus groups, surveys and direct employer contact) indicates a variety of needed core skills that are common to the majority of employers in the region, regardless of the type of business. This information is complemented with information provided by education entities and workforce providers.

Employer Needs: Information from a variety of employer sources repeatedly point to the needs identified below. Employers generally expect the following skills and attributes to be present at the time of hire:

Basic reading and math skills

- Positive work ethic (e.g., attendance and timeliness)
- Work maturity skills (e.g., following instructions, respect for supervisor co-workers, etc.)
- Ability to pass a drug test
- High school diploma/GED
- Oral and written communications skills
- Teamwork skills
- Problem-solving skills
- Trainable workforce

Job seekers and workers needs:

- Ability to pay for reliable transportation to obtain and keep a job
- Full-time (40-hour per week) jobs
- Good wages and benefits
- Job security
- Ability to progress with company

#### **Skills Gap Analysis Events**

The workforce development needs assessment of the region was conducted using two different strategies: 1) an examination of data provided by the Missouri Economic Research & Information Center (MERIC) and 2) focus groups with employers and other stakeholders which were held in Poplar Bluff on March 22, 2005 and West Plains on March 23, 2005. Private business representatives as well as individuals representing economic development, education, community-based organizations, service providers and the Workforce Investment Board were in attendance. While skills shortages and skills gaps were both addressed, participants in both locations focused mostly on skills gap issues such as the job readiness of employees and potential employees.

Participants in both locations indicated that companies need dependable workers who are trainable. Both groups expressed concerns about the lack of workforce readiness among applicants and new hires. They find it difficult to attract employees with a good work ethic, who possess so-called "soft skills" such as customer service skills and are willing to learn. A consensus opinion was "send me someone who wants to work and I'll train them".

The employer participants indicated that they are more interested in training workers who have already "proven to be dependable" rather than to invest time and money on "higher risk" new hires. They suggested that short term training programs for their employed workers provides a career path for them and opens up lower level positions for new hires.

Common concerns/comments from both locations:

- People don't understand the value of working
- Applicants lack basic skills such as business math & writing
- Applicants lack customer service skills
- Critical thinking skills are lacking
- Need people with a strong work ethic who are dependable, clean & sober.
- Applicant wage expectations exceed their earning power
- Aging workforce
- Businesses and job seekers need easy access to information and services

General recommendations made in both locations.

- SCWIB should identify and communicate where to get services in the region.
- SCWIB should help coordinate services to overcome the funding silos
- SCWIB should be involved with in-school intervention strategies early (elementary, high schools, colleges).
- SCWIB should be engaged with business service clubs, i.e.: Kiwanis

- SCWIB should base services on community needs; individual communities in the region have different needs and resources.
- SCWIB should offer work readiness programs for everyone.
- SCWIB should provide skills upgrading such as short term training for employed workers.
- Continue to offer skills training such as vocational training and OJT.
- Expand support services.

### **Regional Workforce Gap Analysis: Needs Assessment**

The Department of Economic Development provided a regional profile of the South Central Workforce Investment Area. The following data reflects current and future needs of businesses, jobseekers, and workers in our region:

1. Seven of our twelve counties had higher unemployment rates than both the state and national rates in July of 2004.
2. Poverty was significantly higher in the South Central WIA than the Missouri average in 2000. Individuals in the South Central WIA region have significantly lower wages and annual incomes than other regions in Missouri. Poverty is pervasive throughout the region.
3. Occupations with the largest number of annual openings include: retail sales workers, cashiers, and food preparation/serving workers. These occupations have many openings each year, but pay less than \$15,000/year.
4. A significant number of workers commute long distances to work.
5. The Educational Services sector has over 19% of its workforce over the age of 55. This means that in ten years, this sector may potentially have problems finding enough qualified workers when their older workers retire.
6. Most of the fast growing industries have low employment bases, pay low wages, and are not nationally competitive.
7. The highest demand jobs over the next ten years will require minimal skills or on-the-job training, thus not placing major strains on the local educational system.
8. The need for about 34 Registered Nurses each year over the next decade will require local educational institutions to expand or develop nursing programs to fill this need; or the South Central WIA will have to recruit nurses from outside the region.
9. The fastest growing occupations in the South Central WIA are related to postsecondary education, museum, and entertainment careers. Although some jobs require only a minimum of long-term on-the-job training, most of the fast growing occupations require a minimum of a master's or doctoral degree.

### **2000 Census Data**

Data shows that 40,922 adults over the age of 25 in our 12-county area do not have a high-school diploma or a General Education Degree (GED). The lack of education contributes to poverty in our region. Workers without at least a GED are doomed to low-wage jobs with a high possibility of being laid-off and little chance of advancement.

The South Central Workforce Investment Area is clearly a large, very rural area with a significant impoverished, uneducated population. The local needs of our jobseekers and businesses are unique and unrelated to those in the urban areas.

## **III. Local Structure**

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

The South Central Region consists of twelve counties in southern Missouri: Butler, Carter, Douglas, Howell, Oregon, Ozark, Shannon, Texas, Reynolds, Ripley, Wayne and Wright. It is the largest geographical region in the state and is sparsely populated with the exception of two Micropolitan Statistical Areas: Poplar Bluff in Butler County and West Plains in Howell County.

The South Central Region is projected to grow slowly over the next five years. The least populous of the regions, South Central is projected to have a median age of 42.8 by 2014 which would be the highest in the state. The average income measures in this area are about two-thirds of the national average,

Data shows that the population of the region is 203,955 with 4.6% minorities. The Median household income is \$25,606. The majority, nearly 51% of the region's population is female. Approximately 77% of the population is 18 years of age or older. According to the Missouri Economic Research and Information Center (MERIC) Economic Profile, poverty rate for the area is 18.5%, much higher than the 11.6% for the state as a whole. The unemployment rate during 2005 for the South Central Region was 6.2%, compared to the state average of 5.4%. The 2004 Census information indicates that 95.4% of the population is white, 1% is Hispanic and 1% is black or Asian.

	<b>2000 Population</b>	<b>July 1, 2008 Population</b>	<b>Est. Change</b>
<b>Butler</b>	40,867	41,383	<b>1.2%</b>
<b>Carter</b>	5,941	5,890	<b>-0.85%</b>
<b>Douglas</b>	13,084	14,438	<b>10.3%</b>
<b>Howell</b>	37,238	39,000	<b>4.7%</b>
<b>Oregon</b>	10,344	10,264	<b>-0.7%</b>
<b>Ozark</b>	9,542	9,227	<b>-0.3%</b>
<b>Reynolds</b>	6,689	6,388	<b>-4.4%</b>
<b>Ripley</b>	13,259	13,485	<b>1.7%</b>
<b>Shannon</b>	8,324	8,423	<b>1.1%</b>
<b>Texas</b>	23,003	24,598	<b>6.9%</b>
<b>Wayne</b>	13,259	12,652	<b>-4.5%</b>
<b>Wright</b>	17,995	18,443	<b>2.4%</b>

Publicly-funded technical schools:

- South Central Career Center – West Plains
- Poplar Bluff Technical Career Center – Poplar Bluff
- Current River Area Vocational Technical School
- Ozark Mountain Technical Center
- Texas County Technical Institute

State University:

- Missouri State University – West Plains

Community College:

- Three Rivers Community College

Major employers in this region include: Ozarks Medical Center; Systems & Electronics, Inc.; Briggs & Stratton Corp; Three Rivers Health Care; Gates Rubber Co.; Wal-Mart Super Center.

The largest employing industries in the South Central WIA include: farm, retail trade, state/local government, and construction. In terms of national competitiveness, the wood product manufacturing and farm sectors are most competitive while the wholesale trade sector is the least competitive. The fastest growing industries in the South Central WIA include: motion pictures, waste management, nonmetallic mineral production, and social assistance. Most of the fast growing industries have low employment bases, pay low wages, and are not nationally competitive. However, the nonmetallic mineral production manufacturing industry pays above average wages and is one of the area’s more nationally competitive industries. The highest paying industries in the South Central WIA include: federal civilian, beverage/tobacco production, utilities, and rail transportation.

**B. Describe the region’s economic condition, including the following information by County and the overall region**

- **Average personal income level: The regional average wage was \$523 per week in the 4th Quarter of 2009.**
- **Number and percent of working-age population living at or below poverty level:**

**SOUTH CENTRAL REGION POVERTY  
Percentage of Individuals below poverty level**

Butler	24,033	3,814	<b>18.86%</b>
Carter	3,495	754	<b>27.51%</b>
Douglas	7,469	1,199	<b>19.12%</b>
Howell	21,196	3,455	<b>19.47%</b>
Oregon	5,978	1,180	<b>24.59%</b>
Ozark	5,595	1,088	<b>22.70%</b>
Shannon	4,877	1,194	<b>32.42%</b>
Texas	13,142	2,503	<b>23.53%</b>
Reynolds	3,983	737	<b>22.70%</b>
Ripley	7,788	1,562	<b>25.09%</b>
Wayne	7,515	1,524	<b>25.44%</b>
Wright	10,097	1,942	<b>23.81%</b>
<b>South Central Region</b>	<b>115,168</b>	<b>20,952</b>	<b>18.19%</b>

(Data from US Census Bureau, 2006-2008 American FactFinder Data)

- *Unemployment rates for the last six years*

*NEW CHART: Revised September 2010*

<b>South Central Region - Unemployment Rates</b>						
<b>By County</b>	<b>2004</b>	<b>2006</b>	<b>2008</b>	<b>1st Qtr 2009</b>	<b>1<sup>st</sup> Qtr 2010</b>	<b>2<sup>nd</sup> Qtr 2010</b>
Butler	5.0%	5.5%	6.2%	8.0%	9.10%	8.0%
Carter	7.1%	6.0%	7.3%	11.8%	11.60%	9.5%
Douglas	6.9%	5.5%	6.7%	10.5%	9.10%	8.3%
Howell	5.3%	4.3%	5.6%	9.1%	9.90%	9.0%
Oregon	4.7%	2.0%	5.8%	8.9%	10.10%	8.9%
Ozark	5.4%	4.8%	6.0%	8.8%	9.20%	7.7%
Reynolds	8.8%	7.0%	7.6%	13.8%	15.30%	12.3%
Ripley	6.4%	5.9%	6.8%	9.1%	11.00%	9.9%
Shannon	8.3%	6.6%	7.8%	13.5%	14.50%	11.2%
Texas	8.1%	5.7%	6.7%	9.3%	10.20%	9.1%
Wayne	10.4%	6.6%	6.8%	9.7%	11.00%	9.9%
Wright	8.3%	5.2%	7.2%	10.8%	11.20%	9.7%

- *Major (over 50) lay-off events over the past three years and any anticipated layoffs*

<u>Company</u>	<u>Location</u>	<u># Affected</u>	<u>Date</u>
Arlee Fashions	West Plains -Thayer	56	3/06, 8/06, 12/06
Rowe Furniture	Poplar Bluff	490	3/06 & 11/06
Dairy Farmers of America	Cabool	120	6/06, 5/08 & 8/08
Hutchens Industries	Mansfield	219	8/06,10/07, 12/08
Axio/Edco	West Plains	80	3/07
Ozarks Medical Center	West Plains	80	3/07, 9/07, 7/08, 1/09
Invensys	West Plains	47	5/08 & 4/09
Nordyne	Poplar Bluff	271	10/08
Goody's	West Plains & Poplar Bluff	50	1/09
Regal Beloit	West Plains	119	12/08, 1/09, 2/09
Armstrong	West Plains	102	2/09
Briggs & Stratton	Poplar Bluff	120	2/09
Bunker Wood Products	Bunker	47	1/09, 4/09
Doe Run Mines	Reynolds County	not broken out	1/09

**How has the economic downturn impacted the region's economy?**

**South Central Region continues to have high unemployment rates above the state's average. There have been no major layoffs in 2010, due in part to the fact that so many businesses have shut down. There seems to be a slight increase in new job openings, but the region remains in abject poverty.**

Currently South Central Region and our neighbor Ozark Region have the two highest unemployment rates in the state. With so many large layoffs, and a large number of mid-size layoffs, a trickledown effect has been created to cause small retail business to suffer greatly or go out of business. The regional numbers on MERIC show that the population of employed and unemployed in one of our hub areas, West Plains, is increasing over the last couple of months. In speaking with our economic resources, it is speculated that young adults once on their own, have probably lost their jobs are moving back to their parents. This probability effect is impacting our economy with a small increase in population straining the competition for the open jobs and the resources available for dislocated workers.

*C. Describe the process used by the local board to provide an opportunity for public comment, including comment by representatives of businesses and labor organizations, and input into the development of the local plan, prior to submission of the plan. \**

*The revision of this plan was approved by the SCWIB's Planning and Evaluation Committee on September 8, 2010, and will be approved by the full board and CCLEO in the October meeting.*

The SCWIB will utilize our website at [www.SCWIB.org](http://www.SCWIB.org) . to post public notices. Proof of publication will be a copy of the website showing the public notice and the date of publication.

In some instances, a public notice will be put in the two major newspapers, apprising the public of the development and subsequent submission of a new Workforce Investment Board Plan. Individuals and organizations on our diversity list will be notified at that time. This public comment period shall consist of 30 days.

Input from local business representatives, and labor organizations were gathered at two Skills Gap Analysis Planning Meetings in March 2005 at West Plains and Poplar Bluff. Data from the report compiled by the Missouri Training Institute was utilized in revising the Plan.

The Workforce Investment Board's Planning and Evaluation Committee was requested to assist in the revision of the plan. The One-Stop Partners, DWD staff and local WIA Title I and Career Assistance Program (CAP) sub-contractors, and the regional DWD Business Representative contributed input and information as the plan was revised. The Council of Chief Local Elected Officials was given timely reports via e-mail, phone-calls and in meetings relating to the progress of the plan's development. The Workforce Investment Board approved the plan at the October 24, 2006, full-board meeting, and the CLEOs concurred.

*D. (A comprehensive one-stop center is defined in 20 CFR 662.100(c) as a physical center "that must provide the core services specified in WIA Section 134(d)(2) and must provide access to other programs and activities carried out by the one-stop partners.") Identify the local comprehensive one-stop center(s), including current mailing and street addresses, telephone and fax numbers and list them in Attachment 1 to the local plan.*

**(See Attachment 1)**

E. Identify the one-stop partners that are physically located at the comprehensive center(s) and the services provided by these partners and list them in Attachment 1 to the local plan.

(See Attachment 1)

F. (According to 20 CFR 662.100(d)(1), affiliate one-stop sites “can provide one or more partners’ programs, services and activities at each site.) Identify the local affiliate one-stop sites, including current mailing and street addresses, telephone and fax numbers and list them in Attachment 1 to the local plan.

(See Attachment 1)

G. Identify the one-stop partners that are physically located at the affiliated sites and the services provided by these partners and list them in Attachment 1 to the local plan.

(See Attachment 1)

IV. Economic and Labor Market Analysis

A. Identify the current and projected employment opportunities in the local area.\*

<b>Quarterly Census of Employment and Wages</b> <b>Top 10 High Growth Industries</b> <b>(2-digit sector)</b> <b>4th Quarter 2009</b>					
Industry	Number of Firms	Average Employment	Total Wages	Average Weekly Wage	Percentage Growth from Prior Year
48 - Transportation and Warehousing	242	1,549	\$12,616,156	\$627	0%
56 - Administrative and waste services	129	1,868	\$7,659,591	\$315	0%
61 - Educational services	17	199	\$1,076,127	\$416	0%
62 - Health care and social assistance	439	8,947	\$68,234,963	\$587	0%
54 - Professional and technical services	237	1,324	\$15,138,536	\$880	0%
81 - Other services, except public administra	1,524	2,495	\$8,219,918	\$253	0%
22 - Utilities	17	453	\$6,307,337	\$1,071	0%
44 - Retail Trade	768	8,584	\$46,730,381	\$419	-100%
42 - Wholesale trade	212	1,602	\$15,675,058	\$753	-100%
53 - Real estate and rental and leasing	138	473	\$4,390,576	\$714	-100%

(Date from MERIC, September 2010)

*B. Identify the job skills necessary to obtain current and projected employment opportunities.*

**V. Overarching Local Strategies**

**A. NEW** *Identify which of the DOL-approved waivers (except those approved for the Sumer Youth Programs only) the region will utilize and how this waiver(s) will support the local implementation of NGCC. For example, using the cost-allocation methodology, explain how affected program participants are being served and how transferring funds between Adult and Dislocated Worker will impact services accordingly.*

**South Central Region is utilizing the following DOL-approved waivers:**

- **Waiver of WIA Section 101(31)(B) to increase the employer reimbursement for on-the-job training. This assistance to employers is crucial to allow them to start hiring again and is going to greatly affect local economy.**
- **Waiver of the prohibition of 20 CFR 664.510 on the use of Individual Training Accounts for older and out-of-school youth. This enables youth to receive the same services available to adults.**
- **Waiver to permit the State to replace the performance measures at WIA Section 136(b) with the common measures.**

**B. Describe the local board's policy on providing apprenticeships. (Additional information regarding apprenticeships can be found in Addendum B to this planning guidance, as well as at [www.doleta.gov/atels\\_bat](http://www.doleta.gov/atels_bat)).**

The South Central Workforce Investment Board does not have a written policy on providing apprenticeships in the South Central Region. Based on the information provided by the state, the South Central Region does not have any approved apprenticeship programs within the service area.

**VI. Major Local Policies and Requirements**

**A. UPDATED** *Identify the local areas policy for supportive services and/or needs based payments to enable individuals to participate in Title I activities. This policy should address how resources and service coordination is managed in the local area and the procedures for referrals to services. In addition, this policy should identify:*

- *How such services will be funded when they are not otherwise available from other sources*
- *The services that may be provided*
- *Documentation required for requesting service*
- *The maximum dollar amount and length of time for each supportive service (i.e., transportation, childcare, etc.) or needs-based payments available to participants*
- *Identify the maximum dollar amount for all supportive services combined per participant*

- *Procedures established to justify an exception to the limits established above*

Revised August 24, 2010

## **SOUTH CENTRAL WIA SUPPORTIVE SERVICE PAYMENT(S) PROCESS**

*Supportive services for adults, youth and dislocated workers are defined in the Workforce Investment Act (WIA) sections 101(46) and 134(e)(2) and (3). They include services such as transportation, child care, dependent care, housing, and needs related payments that are necessary to enable an individual to participate in activities authorized under WIA Title I. Each customer is required to complete the "Deciding What is Right For You" form that addresses transportation, child care, monthly expenses, and supportive income within the home. All WIA Intensive and Training participants will attend a budgeting workshop prior to receiving any financial assistance or supportive services from the South Central Region. Participants will complete a "Request for Supportive Services" form listing the required supportive services. These forms in conjunction with the Individual Employment Plan (IEP) for Adults/Individual Service Strategy (ISS) for Youth will assist staff in determining what supportive service needs will be necessary for the customer to participate and complete planned activities. All Supportive Services will be submitted on the "Enrollment Data" form signed by the Skills Specialist and approved by the Team Leader and Functional Leader. *Clients enrolled in WIA Occupational Skills Training will be required to submit a copy of the FAFSA aid determination form .**

### Supportive Services for Adults and Dislocated Workers

*Supportive Services will be provided to individuals where such payments are necessary to enable the individual to participate in core, intensive, and training services under the Workforce Investment Act (WIA) or when individuals are unable to obtain supportive services through other programs providing such services. Documentation supporting the individual's need is to be based on results of the initial assessment, Deciding What is Right For You, IEP, and ongoing updates to the IEP. Supportive Services will be provided only when other resources for provision of required services cannot be located. Supportive services will be limited based on budgets and Functional Leader discretion, as well as customer need.*

Fuel allowance where needed within the limits below:

- \$0.25 per mile fuel allowance is allowed for customers traveling to WIA required activities;
- Distance will be determined using MapQuest or other standardized program from participant home address to WIA required activity location.
- A continuation of fuel allowance will be allowable under extreme circumstances where there is a lapse of 2 weeks between the last unemployment insurance check and the first paycheck from the new employer.

If it is determined that there is an immediate need and the customer must have assistance before they travel to work, school, or an approved workshop or activity, a cash voucher system can be used to assist the customer. Staff will complete an Enrollment Data Form and it must be signed by the Functional Leader. An account will be set up with a local vendor and a voucher system will be used to charge gas for the customer. Each customer signs the ticket when they receive the gas for the travel. The vendor will bill the South Central Workforce Investment Board (SCWIB) for the services received. The WIA customer will complete and sign a Customer Fuel Reimbursement Sheet verifying that they received the gas and the SCWIB will pay the vendor directly. Amounts of prior approval will not exceed the limits listed above. If WIA funding budgets are cut, staff have the option of limiting fuel allowance as funding permits regardless of how far the customer is traveling. This includes assistance to customers who need assistance in getting to and from Adult Education and Literacy (AEL) classes on a daily basis due to the expense of fuel. Supportive services can be provided for customers attending AEL classes alone or if they are participating in conjunction with other services.

Assistance with meals can also be provided (up to \$6.00/meal) where needed up to three meals per day. Meals assistance will be provided on an as needed basis and must be approved by the Missouri Career Center Functional Leader before the service is provided. Limited assistance may be provided prior to a participant receiving a first full paycheck. A note in Toolbox and, if applicable, a hard copy in the customer's file must contain information regarding the situation and the need for the service.

Maximum allowable child care payments are: \$13.00 per day per child. Once the staff has determined there are no other child care services available, WIA can assist with child care cost (this includes 100% of the cost up to the approved limit above). If the individual is approved for day care assistance by Family Support Division (FSD), but is responsible for a co-pay, WIA can assist with the co-pay, if necessary, up to the approved limit above. All individuals approved for child care assistance must sign the Child Care Release form for any and all child care providers. Payment for child care will be made directly to the child care provider. All charges must be submitted on the Child Care Attendance Record. WIA will not assist with child care costs if the chosen child care provider lives with the participant. Maximum allowable dependent care is \$20.00 per day. See above procedures.

Where not provided by the employer or other local resources, and as funds permit, other limited financial assistance will be paid on any participant's behalf for emergency situations that would prohibit their participation or program completion. These may include:

- ❖ Vehicle repair required enabling a means of transportation for participation in training. Vehicle repairs can only be provided on vehicles owned by the participant or immediate family member of the participant. The vehicle must be the primary vehicle used by the participant to take part in allowable WIA activities. The participant must provide appropriate documentation for proof of ownership, or suitable justification must be entered into the note section of Toolbox and approved by the Missouri Career Center Functional Leader. If the cost of the vehicle repair exceeds more than \$100, the individual must provide at least two estimates before the service or payment is made. Exceptions can be approved by the Functional Leader. Any and all estimate documentation must be kept in the participant's file.

- ❖ Interview/work clothing assistance;
- ❖ Temporary shelter, housing assistance (housing assistance cannot exceed 90 days or a security deposit with 2 months of rent) per household per year (must complete the “Rental Agreement Verification” form); or emergency utility needs (left to the discretion of the Functional Leader);
- ❖ Limited medical assistance and medical examinations, where required;
- ❖ Testing and certification fees;
- ❖ Training-related expenses deemed necessary by NGCC staff or training site (on-the-job or in an educational setting);
- ❖ Vehicle insurance is an allowable cost for the authorized “primary” vehicle. Payments may be made for 6 months, but cannot exceed a total payment of \$300 per year;
- ❖ Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear.
- ❖ Reimbursement for Job Search activities is \$20 a day for a maximum of four weeks.

As funds permit, other limited financial assistance may be paid on any participant’s behalf for emergency situations that would prohibit their participation or completion of WIA services and are not listed under the Supportive Service Section. These include but are not limited to:

- ❖ Limited out-of-area job search allowance up to 90% of the cost (not to exceed \$800); of participant’s reasonable and necessary expenses incurred while looking for employment in another locality. There must be a reasonable expectation that the participant will be able to find employment in the new locality and was unable to find satisfactory employment within the commuting area.
- ❖ Relocation allowance with documentation of gainful employment through the Verification of Employment Process. Per DWD Issuance 22-01, reimbursement of 90% (not to exceed \$800) of participant’s reasonable and necessary expenses incurred in moving to another locality to accept employment. It must be certified that the participant was unable to find satisfactory employment within the commuting area.

All Supportive Services must be submitted to the SCWIB on the Enrollment Data Form signed by the staff and approved by the Functional Leader prior to payment. Supportive services may also include special services and materials for individuals with disabilities if such services are not provided by other resources. Other reasonable expenses required for participation in training may also be provided. All payments to the individual, or on behalf of the individual, must be submitted on the appropriate form, signed, dated and with appropriate documentation. See attached forms. Notes justifying supportive service payments will be placed in Toolbox for each individual customer.

#### Adult Needs Related Payments

Needs related payments are dependent on the availability of funding. To receive needs related payments, an adult must:

- (1) Be unemployed,
- (2) Not qualify for, or have ceased qualifying for, unemployment compensation; and
- (3) Be enrolled in a program of training services under WIA section 134(d)(4).

*The payment level for Adults must not exceed the greater of either of the following levels:*

- a. For individuals who were eligible for unemployment compensation, the payment may not exceed the applicable weekly level of the unemployment compensation benefit; or
- b. For individuals not qualifying for unemployment compensation as a result of the qualifying layoff, the weekly payment may not exceed \$150 per week.

To provide needs related payments for individuals who were eligible for unemployment compensation, the participant must provide documentation of their prior weekly benefits and exhausted status. Payments may be provided if the participant has been accepted in a training program that will begin within 30 calendar days. Notes justifying needs related payments will be placed in Toolbox for each individual customer. All needs related payments must be submitted for payment on the Customer Training Timesheet. See attached form. Needs related payments cannot exceed the total allowable funding amount for any one customer unless the Career Center staff submits a written request to the South Central Workforce Investment Board Finance Committee for approval or denial.

#### Dislocated Worker Needs Related payments:

Needs related payments are dependent on the availability of funding. To receive needs related payments, a dislocated worker must:

(1) Be unemployed, and;

- a. Have ceased to qualify for unemployment compensation or trade readjustment allowance under Trade Adjustment Act (TAA) or North American Free Trade Agreement-Transitional Adjustment Assistance (NAFTA-TAA); and
- b. Be enrolled in a program of training services under WIA section 134(d)(4) by the end of the 13<sup>th</sup> week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the 8<sup>th</sup> week after the worker is informed that a short-term layoff will exceed 6 months; or

(2) Be unemployed and not qualify for unemployment compensation or Trade Readjustment Assistance under TAA or NAFTA-TAA.

The payment level for Dislocated Workers must not exceed the greater of either of the following levels:

- a. For individuals who were eligible for unemployment compensation as a result of the qualifying dislocation, the payment may not exceed the applicable weekly level of the unemployment compensation benefit; or
- b. For individuals who did not qualify for unemployment compensation as a result of the qualifying layoff, the weekly payment may not exceed \$150 per week.

To provide needs related payments for individuals who were eligible for unemployment compensation, the participant must provide documentation of their prior weekly benefits and exhausted status. Payments may be provided if the participant has been accepted in a training program that will begin within 30 calendar days. Notes justifying needs related payments will be placed in Toolbox for each individual customer. All needs related payments must be submitted for payment on the Customer Training Timesheet. See attached form. Needs related payments cannot exceed total allowable funding amount for any one customer unless the Career Center staff submits a written request to the SCWIB Finance Committee for approval or denial. Where TAA/TRA co-enrollment occurs, Wagner-Peyser services will be integrated and considered first with only such supportive services allowable and necessary provided through WIA Dislocated Worker funds.

### Supportive Services for Youth

Supportive Services will be provided to individuals where such payments are necessary to enable the individual to participate in core, intensive, training and follow-up services under the Workforce Investment Act (WIA) or when individuals are unable to obtain supportive services through other programs providing such services. Documentation supporting the individual's need is to be based on results of the initial assessment, Deciding What is Right For You, Individual Employment Plan (IEP) or Individual Service Strategy (ISS) for Youth, and ongoing updates to the IEP or ISS. Supportive Services will be provided only when other resources for provision of required services cannot be located. Supportive services will be limited based on budgets and Functional Leader discretion, as well as customer need.

Fuel allowance where needed within the limits below:

- \$0.25 per mile fuel allowance is allowed for customers traveling to WIA required activities;
- Distance will be determined using MapQuest or other standardized program from participant home address to WIA required activity location.
- A continuation of fuel allowance will be allowable under extreme circumstances where there is a lapse of 2 weeks between the last unemployment insurance check and the first paycheck from the new employer.

If it is determined that there is an immediate need and the customer must have assistance before they travel to work, school, or an approved workshop or activity, a cash voucher system can be used to assist the customer. Staff will complete an Enrollment Data Form and it must be signed by the Functional Leader. An account will be set up with a local vendor and a voucher system will be used to charge gas for the customer. Each customer signs the ticket when they receive the gas for the travel. The vendor will bill the SCWIB for the services received. The WIA customer will complete and sign a Customer Fuel Reimbursement Sheet verifying that they received the gas and the SCWIB will pay the vendor directly. Amounts of prior approval will not exceed the limits listed above. If WIA funding budgets are cut, staff have the option of limiting fuel allowance as funding permits regardless of how far the customer is traveling. This includes assistance to customers in getting to and from Adult Education and Literacy (AEL) classes on a daily basis due to the expense of fuel. Supportive services can be provided for customers attending AEL classes alone or if they are participating in conjunction with other services. Assistance with meals can also be provided (up to \$6.00/meal), where needed, up to three meals per day. Meals assistance will be provided on an as needed basis, and must be approved by the Missouri Career Center Functional Leader before the service is provided. Limited assistance may be provided prior to a participant receiving a first full paycheck. A note in Toolbox and if applicable, a hard copy in the customers file, must contain the information on the situation and the need for the service.

Maximum allowable child care payments are: \$13.00 per day per child. Once the staff has determined there are no other child care services available, WIA can assist with child care cost (this includes 100% of the cost up to the approved limit above). If the individual is approved for day care assistance by Family Support Division (FSD), but is responsible for a co-pay, WIA can assist with the co-pay, if necessary, up to the approved limit above. All individuals approved for child care assistance must sign the Child care Release form for any and all child care providers. All payment for child care will be made directly to the child care provider. All charges must be

submitted on the Child Care Attendance Record. WIA will not assist with child care costs if the chosen child care provider lives with the participant. Maximum allowable dependent care is \$20.00 per day. See procedures above.

Where not provided by the employer or other local resources, and as funds permit, other limited financial assistance will be paid on any participant's behalf for emergency situations that would prohibit their participation or program completion. These may include:

- ❖ Vehicle repair required enabling a means of transportation for participation in training. Vehicle repairs can only be provided on vehicles owned by the participant or immediate family member of the participant. The vehicle must be the primary vehicle used by the participant to take part in allowable WIA activities. The participant must provide appropriate documentation for proof of ownership, or suitable justification must be entered into the notes section of the Toolbox and approved by the Missouri Career Center Functional Leader. If the cost of the vehicle repair exceeds more than \$100, the individual must provide at least two estimates before the service or payment is made. Exceptions can be approved by the Functional Leader. Any and all estimate documentation must be kept in the participant's file.
- ❖ Interview/work clothing assistance;
- ❖ Temporary shelter, housing assistance (housing assistance cannot exceed 90 days or a security deposit with 2 months of rent) per household per year (must complete the "Rental Agreement Verification" form); or emergency utility needs (left to the discretion of the Functional Leader);
- ❖ Limited medical assistance and medical examinations, where required;
- ❖ Testing and certification fees;
- ❖ Training-related expenses deemed necessary by NGCC staff or training site (on-the-job or in an educational setting);
- ❖ Vehicle insurance is an allowable cost for the authorized "primary" vehicle. Payments may be made for 6 months, but cannot exceed a total payment of \$300 per year;
- ❖ Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear.
- ❖ Reimbursement for Job Search activities is \$20 a day for a maximum of four weeks.

Supportive Service payments are allowed for WIA Youth participants as they attend AEL classes, leadership exercises, job search or placement workshops, and any additional activities tied to academic and occupational learning. Below are payments for regularly scheduled activities:

- ❖ AEL and TABE Post Test attendance incentive: (not to exceed a 12 month time frame without board approval). <1 hour = \$5, >1 hour up to and including 2 hours = \$10, >2 hours up to and including 3 hours = \$15, >3 hours up to and including 4 hours = \$20, >4 hours = \$25.
- ❖ Job search and placement workshops: \$20 payment for each day in class.
- ❖ Youth Leadership Forum: \$50 for a full-day event.
- ❖ \$100 Incentive payment for 20 hours of documented volunteer work for a not-for-profit organization within their community.
- ❖ \$100 Incentive payment for each enrollee who receives their High School Diploma or GED by the end of the 3<sup>rd</sup> Quarter after exit.

- ❖ \$100 Incentive payment for each enrollee who receives a certificate of completion or degree (AA, AS, BS, or BA) from a post-secondary educational program by the 1<sup>st</sup> Quarter after exit.
- ❖ 1<sup>st</sup> Quarter after exit - \$100 with documentation of meeting retention requirements such as attending post-secondary education or working.
- ❖ 2<sup>nd</sup> Quarter after exit - \$100 with documentation of meeting retention requirements such as attending post-secondary education or working.
- ❖ 3<sup>rd</sup> Quarter after exit - \$100 with documentation of meeting retention requirements such as attending post-secondary education or working.
- ❖ \$20 incentive for each mentoring session held within Youth Mentoring Project.

Additional Supportive Services for youth, as defined in WIA section 101(46), may include linkages to community services. The Functional Leader will determine payments for any activity not listed above. Supportive Services will not be provided for court ordered community service work. The amount of payment will be based on the activity.

All Supportive Services must be submitted to the SCWIB on the Enrollment Data Form signed by the staff and approved by the Functional Leader prior to payment. Supportive services may also include special services and materials for individuals with disabilities if such services are not provided by other resources. Other reasonable expenses required for participation in training may also be provided. All payments to the individual, or on behalf of the individual, must be submitted on the appropriate form, signed, dated, and with appropriate documentation. See attached forms. Notes justifying supportive service payments will be placed in Toolbox for each individual customer.

Old:

*Supportive services for adults, youth and dislocated workers are defined in the Workforce Investment Act (WIA) sections 101(46) and 134(e)(2) and (3). They include services such as transportation, childcare, dependent care, housing, and needs-related payments that are necessary to enable an individual to participate in activities authorized under WIA Title I. Each customer is required to complete the "Deciding What is Right For You" form that addresses transportation, childcare, monthly expenses, and supportive income within the home. This form in conjunction with the IEP will assist case managers in determining what supportive service needs will be necessary for the customer to participate and complete planned activities. Case managers will utilize community resources when and where available prior to providing WIA supportive services.*

### **Supportive Services for Adults**

*Supportive Services will be provided to individuals where such payments are necessary to enable the individual to participate in core, intensive, training and follow-up services under the Workforce Investment Act (WIA) or when individuals are unable to obtain supportive services through other programs providing such services. Documentation supporting the individual's need is to be based on results of the initial assessment, Individual Employment Plan (IEP), and ongoing case management updates to the IEP. Supportive Services will be provided only when other resources for provision of required services cannot be located. Supportive services will be limited based on program operator budgets and discretion as well as customer need.*

Transportation allowance/mileage where needed within the limits below:

- A \$5 mileage allowance is provided to customers traveling 25 miles or less round trip;
- A \$0.25 per mile is allowed if customers are traveling 26 miles or more;
- A continuation of mileage will be allowable under extreme circumstances where there is a lapse of 2 weeks between the last unemployment insurance check and the first paycheck from the new employer for a maximum of 90 days.

Assistance with meals can also be provided (up to \$6.00/meal) where needed up to three meals per day.

If it is determined that there is an immediate need and the customer must have assistance before they travel to work, school, or an approved workshop or activity, a cash voucher system can be used to assist the customer. An account will be set up with a local vendor and a voucher system will be used to charge gas for the customer. Each customer signs the ticket when they receive the gas for the travel. The vendor will bill the appropriate subcontractor for the services received. The WIA customer will sign a supportive service invoice verifying that they received the gas and the subcontractor will pay the vendor directly. Amounts of prior approval will not exceed the limits listed above. If WIA funding budgets are cut, program operators have the option of limiting transportation allowance as funding permits regardless of how far the customer is traveling. This includes assistance to dislocated workers who need assistance in getting to and from Adult Education and Literacy (AEL) classes on a daily basis due to the expense of transportation. Supportive services can be provided for customers attending AEL classes alone or if they are participating in conjunction with other services.

Meals assistance will be provided on an as needed basis and must be approved by the Program Operator Workforce Development Director before the service is provided. Limited assistance may be provided prior to a participant receiving a first full paycheck. A case history note in the Toolbox and hard copy in the customers file must contain the information on the situation and the supervisor who made prior approval for the assistance.

Maximum allowable childcare payments are as follows: \$13.00 per day for one child; \$16.00 per day for two children and \$20.00 per day for three or more children, not to exceed \$100 per week for three children. All individuals will be referred to the Family Support Division (FSD) for day care assistance before childcare is approved for WIA services. If the individual is denied services by the FSD, WIA can assist with childcare cost (this includes 100% of the cost up to the approved limits above). If the individual is approved for day care assistance by FSD but is responsible for a co-pay, WIA can assist with the co-pay if necessary up to the approved limits above. All individuals approved for childcare assistance must sign the Childcare Release form for any and all childcare providers. All payment for childcare will be made directly to the childcare provider. All charges must be submitted on the Workforce Development Childcare/Dependent Care Invoice. WIA will not assist with childcare costs if the chosen childcare provider lives with the participant.

Maximum allowable dependent care is \$20.00 per day.

Where not provided by the employer or other local resources, and as funds permit, other limited financial assistance will be paid on any participant's behalf for emergency situations that would prohibit their participation or program completion. These may include:

- ❖ Vehicle repair required enabling a means of transportation for participation in training. Vehicle repairs can only be provided on vehicles owned by the participant or immediate family member of the participant. The vehicle must be the primary vehicle used by the participant to take part in the allowable WIA activities. The participant must provide appropriate documentation for proof of ownership or suitable justification must be entered into the case history section of the Toolbox by the Program Director as approval. At that time, the waiver must be approved by the program director. If the cost of the vehicle repair exceeds more than \$100, the individual must provide at least two estimates before the service or payment is made; the Program Operator Workforce Development Director or immediate supervisor must approve any other exception(s). Any and all estimate documentation must be kept in the participant's file.
- ❖ Interview/work clothing assistance;
- ❖ Temporary shelter, housing assistance (housing assistance cannot exceed 90 days or a security deposit with 2 months rent); or emergency utility needs (left to the discretion of the program operator staff supervisor);
- ❖ Limited medical assistance and medical examinations, where required;
- ❖ Testing and certification fees;
- ❖ Training-related activities deemed necessary by Program Operator Workforce Development Staff or training site (on-the-job or in an educational setting);
- ❖ Vehicle insurance is an allowable cost for the authorized "primary" vehicle. Payments may be made for 6 months but cannot exceed a total payment of \$300 per year;
- ❖ Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear.

The Program Operator Workforce Development Director or immediate supervisor must approve all items above with the exception of Testing and Certification fees for AEL/GED services. Supportive services may also include special services and materials for individuals with disabilities if such services are not provided by outside resources. Other reasonable expenses required for participation in training may also be provided. All payments to the individual, or on behalf of the individual, must be submitted on the Supportive Service/Incentive Payment Invoice, signed, dated and with appropriate documentation. See attached Supportive Service/Incentive Payment Invoice for each program operator.

### **Adults Needs Related Payments**

Needs-related payments are dependent on the availability of funding. To receive needs-related payments, an adult must:

- (1) Be unemployed,
- (2) Not qualify for, or have ceased qualifying for, unemployment compensation; and
- (3) Be enrolled in a program of training services under WIA section 134(d)(4).

*The payment level for Adults must not exceed the greater of either of the following levels:*

- a. For individuals who were eligible for unemployment compensation, the payment may not exceed the applicable weekly level of the unemployment compensation benefit; or
- b. For individuals not qualifying for unemployment compensation as a result of the qualifying layoff, the weekly payment may not exceed \$150 per week.

To provide needs-related payments for individuals who were eligible for unemployment compensation, the participant must provide documentation of their prior weekly benefits and exhausted status. Payments may be provided if the participant has been accepted in a training program that will begin within 30 calendar days. All needs-related payments must be submitted for payment on the Supportive Service/Incentive Payment Invoice with needs-related payment listed for Program Type. In addition, the WIA Adult category will be checked below Program Type. See attached Supportive Service/Incentive Payment Invoice for each program operator. Needs-Related payments cannot exceed 26 weeks or \$4,050 for any one customer unless the program operator submits a written request to the Workforce Investment Board Finance Committee for approval or denial.

### **Supportive Services for Dislocated Workers**

*Supportive Services will be provided to individuals where such payments are necessary to enable the individual to participate in core, intensive, training and follow-up services under the Workforce Investment Act (WIA) or when individuals are unable to obtain supportive services through other programs providing such services. Documentation supporting the individual's need is to be based on results of the initial assessment, Individual Employment Plan (IEP), and ongoing case management updates to the IEP. Supportive Services will be provided only when other resources for provision of required services cannot be located. Supportive services will be limited based on program operator budgets and discretion as well as customer need.*

Transportation allowance/mileage where needed within the limits below:

- A \$5 mileage allowance is provided to customers traveling 25 miles or less round trip;
- A \$0.25 per mile is allowed if customers are traveling 26 miles or more;
- A continuation of mileage will be allowable under extreme circumstances where there is a lapse of 2 weeks between the last unemployment insurance check and the first paycheck from the new employer for a maximum of 90 days.

Assistance with meals can also be provided (up to \$6.00/meal) where needed up to three meals per day.

Reimbursement for Job Search activities is \$20 a day for a maximum of four weeks.

If it is determined that there is an immediate need and the customer must have assistance before they travel to work, school, or an approved workshop or activity, a cash voucher system can be used to assist the customer. An account will be set up with a local vendor and a voucher system will be used to charge gas for the customer. Each customer signs the ticket when they receive the gas for the travel. The vendor will bill the appropriate subcontractor for the services received. The WIA customer will sign a supportive service invoice verifying that they received the gas and the subcontractor will pay the vendor directly. Amounts of prior approval will not exceed the limits listed above. If WIA funding budgets are cut, program operators have the option of limiting transportation allowance as funding permits regardless of how far the customer is traveling. This includes assistance to dislocated workers who need assistance in getting to and from Adult Education and Literacy (AEL) classes on a daily basis due to the expense of transportation. Supportive services can be provided for customers attending AEL classes alone or if they are participating in conjunction with other services.

Meals assistance will be provided on an as needed basis and must be approved by the Program Operator Workforce Development Director before the service is provided. Limited assistance may be provided prior to a participant receiving a first full paycheck. A case history note in the Toolbox and hard copy in the customers file must contain the information on the situation and the supervisor who made prior approval for the assistance.

Maximum allowable childcare payments are as follows: \$13.00 per day for one child; \$16.00 per day for two children and \$20.00 per day for three or more children, not to exceed \$100 per week for three children. All individuals will be referred to the Family Support Division (FSD) for day care assistance before childcare is approved for WIA services. If the individual is denied services by the FSD, WIA can assist with childcare cost (this includes 100% of the cost up to the approved limits above). If the individual is approved for day care assistance by FSD but is responsible for a co-pay, WIA can assist with the co-pay if necessary up to the approved limits above. All individuals approved for childcare assistance must sign the Childcare Release form for any and all childcare providers. All payment for childcare will be made directly to the childcare provider. All charges must be submitted on the Workforce Development Childcare/Dependent Care Invoice. WIA will not assist with childcare costs if the chosen childcare provider lives with the participant.

Maximum allowable dependent care is \$20 per dependent per day.

Where not provided by the employer or other local resources, and as funds permit, other limited financial assistance will be paid on any participant's behalf for emergency situations that would prohibit their participation or program completion. These may include:

- ❖ Vehicle repair required enabling a means of transportation for participation in training. Vehicle repairs can only be provided on vehicles owned by the participant or immediate family member of the participant. The vehicle must be the primary vehicle used by the participant to take part in the allowable WIA activities. The participant must provide appropriate documentation for proof of ownership or suitable justification must be entered into the case history section of the Toolbox by the Program Director as approval. At that time, the waiver must be approved by the program director. If the cost of the vehicle repair exceeds more than \$100, the individual must provide at least two estimates before the service or payment is made; the Program Operator Workforce Development Director or immediate supervisor must approve any other exception(s). Any and all estimate documentation must be kept in the participant's file.
- ❖ Interview/work clothing assistance;
- ❖ Temporary shelter, housing assistance (housing assistance cannot exceed 90 days or a security deposit with 2 months rent); or emergency utility needs (left to the discretion of the program operator staff supervisor);
- ❖ Limited medical assistance and medical examinations, where required;
- ❖ Testing and certification fees;
- ❖ Training-related activities deemed necessary by Program Operator Workforce Development Staff or training site (on-the-job or in an educational setting);
- ❖ Vehicle insurance is an allowable cost for the authorized "primary" vehicle. Payments may be made for 6 months but cannot exceed a total payment of \$300 per year;
- ❖ Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear.

The Program Operator Workforce Development Director or immediate supervisor must approve all items above with the exception of Testing and Certification fees for AEL/GED services. Supportive services may also include special services and materials for individuals with disabilities if such services are not provided by outside resources. Other reasonable expenses required for participation in training may also be provided. All payments to the individual, or on behalf of the individual, must be submitted on the Supportive Service/Incentive Payment Invoice, signed, dated and with appropriate documentation. See attached Supportive Service/Incentive Payment Invoice for each program operator.

#### **Dislocated Workers Needs Related payments**

Needs-related payments are dependent on the availability of funding. To receive needs related payments, a dislocated worker must:

- (1) Be unemployed, and;

- a. Have ceased to qualify for unemployment compensation or trade readjustment allowance under Trade Adjustment Act (TAA) or North American Free Trade Agreement-Transitional Adjustment Assistance (NAFTA-TAA); and
- b. Be enrolled in a program of training services under WIA section 134(d)(4) by the end of the 13<sup>th</sup> week after the most recent layoff that resulted in a determination of the worker's eligibility as a dislocated worker, or, if later, by the end of the 8<sup>th</sup> week after the worker is informed that a short-term layoff will exceed 6 months; or

(2) Be unemployed and not qualify for unemployment compensation or Trade Readjustment Assistance under TAA or NAFTA-TAA.

*The payment level for Dislocated Workers must not exceed the greater of either of the following levels:*

- a. For individuals who were eligible for unemployment compensation as a result of the qualifying dislocation, the payment may not exceed the applicable weekly level of the unemployment compensation benefit; or
- b. For individuals who did not qualify for unemployment compensation as a result of the qualifying layoff, the weekly payment may not exceed \$150 per week.

To provide needs-related payments for individuals who were eligible for unemployment compensation as a result of the qualifying dislocation, it is required the participant provide documentation of their prior weekly benefits and exhausted status. Payments may be provided if the participant has been accepted in a training program that will begin within 30 calendar days. All needs-related payments must be submitted for payment on the Supportive Service/Incentive Payment Invoice with needs-related payment listed for Program Type. The Dislocated Worker category will be checked below Program Type. See attached Supportive Service/Incentive Payment Invoice for each program operator. Needs-Related payments cannot exceed \$6,050 for any one customer unless the program operator submits a written request to the Workforce Investment Board Finance Committee for approval or denial.

Where TAA/TRA co-enrollment occurs, Wagner-Peyser services will be integrated and considered first with only such supportive services allowable and necessary provided through WIA Dislocated Worker funds.

As funds permit, other limited financial assistance may be paid on any participant's behalf for emergency situations that would prohibit their participation or completion of WIA services and are not listed under the Supportive Service Section, include but are not limited to:

- ❖ Limited out-of-area job search allowance;
- ❖ Relocation allowance with documentation of gainful employment through the Verification of Employment Process. Per DWD Issuance 22-01, reimbursement of 90% (not to exceed \$800) of participant's reasonable and necessary expenses incurred in moving to another locality to accept employment. It must be certified that the participant was unable to find satisfactory employment within the commuting area.

### **Supportive Services for Youth**

*Supportive Services will be provided to individuals where such payments are necessary to enable the individual to participate in core, intensive, training and follow-up services under the Workforce Investment Act (WIA) or when individuals are unable to obtain supportive services through other programs providing such services. Documentation supporting the individual's need is to be based on results of the initial assessment, Individual Employment Plan (IEP), and ongoing case management updates to the IEP. Supportive Services will be provided only when other resources for provision of required services cannot be located. Supportive services will be limited based on program operator budgets and discretion as well as customer need.*

Transportation allowance/mileage where needed within the limits below:

- A \$5 mileage allowance is provided to customers traveling 25 miles or less round trip;
- A \$0.25 per mile is allowed if customers are traveling 26 miles or more;
- A continuation of mileage will be allowable under extreme circumstances where there is a lapse of 2 weeks between the last unemployment insurance check and the first paycheck from the new employer for a maximum of 90 days.

Assistance with meals can also be provided (up to \$6.00/meal) where needed.

If it is determined that there is an immediate need and the customer must have assistance before they travel to work, school, or an approved workshop or activity, a cash voucher system can be used to assist the customer. An account will be set up with a local vendor and a voucher system will be used to charge gas for the customer. Each customer signs the ticket when they receive the gas

for the travel. The vendor will bill the appropriate subcontractor for the services received. The WIA customer will sign a supportive service invoice verifying that they received the gas and the subcontractor will pay the vendor directly. Amounts of prior approval will not exceed the limits listed above. If WIA funding budgets are cut, program operators have the option of limiting transportation allowance as funding permits regardless of how far the customer is traveling. Individuals enrolled in WIA programs shall be eligible for transportation allowance/mileage only if they are traveling more than five miles one way to any required WIA activity. Supportive services can be provided for customers attending AEL classes alone or if they are participating in conjunction with other services.

Meals assistance will be provided on an as needed basis and must be approved by the Program Operator Workforce Development Director before the service is provided. Limited assistance may be provided prior to a participant receiving a first full paycheck. A case history note in the Toolbox and hard copy in the customers file must contain the information on the situation and the supervisor who made prior approval for the assistance.

Maximum allowable childcare payments are as follows: \$13.00 per day for one child; \$16.00 per day for two children and \$20.00 per day for three or more children, not to exceed \$100 per week for three children. All individuals will be referred to the Family Support Division (FSD) for day care assistance before childcare is approved for WIA services. If the individual is denied services by the FSD, WIA can assist with childcare cost (this includes 100% of the cost up to the approved limits above). If the individual is approved for day care assistance by FSD but is responsible for a co-pay, WIA can assist with the co-pay if necessary up to the approved limits above. All individuals approved for childcare assistance must sign the Childcare Release form for any and all childcare providers. All payment for childcare will be made directly to the childcare provider. All charges must be submitted on the Workforce Development Childcare/Dependent Care Invoice. WIA will not assist with childcare costs if the chosen childcare provider lives with the participant.

Maximum allowable dependent care is \$20.00 per day.

Where not provided by the employer or other local resources, and as funds permit, other limited financial assistance will be paid on any participant's behalf for emergency situations that would prohibit their participation or program completion. These may include:

- ❖ Vehicle repair required enabling a means of transportation for participation in training. Vehicle repairs can only be provided on vehicles owned by the participant or immediate family member of the participant. The vehicle must be the primary vehicle used by the participant to take part in the allowable WIA activities. The participant must provide appropriate documentation for proof of ownership or suitable justification must be entered into the case history section of the Toolbox by the Program Director as approval. At that time, the waiver must be approved by the program director. If the cost of the vehicle repair exceeds more than \$100, the individual must provide at least two estimates before the service or payment is made; the Program Operator Workforce Development Director or immediate supervisor must approve any other exception(s). Any and all estimate documentation must be kept in the participant's file.
- ❖ Interview/work clothing assistance;
- ❖ Temporary shelter, housing assistance (housing assistance cannot exceed 90 days or a security deposit with 2 months rent); or emergency utility needs (left to the discretion of the program operator staff supervisor);
- ❖ Limited medical assistance and medical examinations, where required;
- ❖ Testing and certification fees;
- ❖ Training-related activities deemed necessary by Program Operator Workforce Development Staff or training site (on-the-job or in an educational setting);
- ❖ Vehicle insurance is an allowable cost for the authorized "primary" vehicle. Payments may be made for 6 months but cannot exceed a total payment of \$300 per year;
- ❖ Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear.

The Program Operator Workforce Development Director or immediate supervisor must approve all items above with the exception of Testing and Certification fees for AEL/GED services. Supportive services may also include special services and materials for individuals with disabilities if such services are not provided by outside resources. Other reasonable expenses required for

participation in training may also be provided. All payments to the individual, or on behalf of the individual, must be submitted on the Supportive Service/Incentive Payment Invoice, signed, dated and with appropriate documentation. See attached Supportive Service/Incentive Payment Invoice for each program operator.

Supportive Service payments are allowed for WIA Youth participants as they attend AEL classes, leadership exercises, job search or placement workshops, and any additional activities tied to academic and occupational learning. The amount of payment will be based on the activity. Below are payments for regularly scheduled activities:

- ✓ AEL classes - \$25 maximum for the 5 hours in class each day. Not to exceed a 12 month time frame without board approval. \$5.00 per hour of attendance, for days less than 5 hours in class. TABE Post Test \$5.00 per hour of testing.
- ✓ Job search and placement workshops - \$12 payment for each day in class.
- ✓ Youth Leadership Forum - \$50 for a full-day event.
- ✓ \$100 Incentive payment for 20 hours of documented volunteer work for a not-for-profit organization within their community.
- ✓ \$25 Incentive payment for documented participation in a local community event. (Example: Pioneer Days in Mountain View; Hootin 'n' Hollerin in Gainesville; Poke Salad Days in Ava; Food, Fun and Forrest Days in Willow Springs; Black Walnut Days in Alton; Heritage Day in Koshkonong; Dogwood Days in Thayer, and Wilder Day in Mansfield.
- ✓ \$100 Incentive payment for each enrollee who receives their High School Diploma or GED by the end of the 3<sup>rd</sup> Quarter after exit.
- ✓ \$100 Incentive payment for each enrollee who receives a certificate of completion or degree (AA, AS, BS, or BA) from a post-secondary educational program by the 1<sup>st</sup> Quarter after exit.
- ✓ 1<sup>st</sup> Quarter after exit - \$100 with documentation of meeting retention requirements such as attending post-secondary education or working.
- ✓ 2<sup>nd</sup> Quarter after exit - \$100 with documentation of meeting retention requirements such as attending post-secondary education or working.
- ✓ 3<sup>rd</sup> Quarter after exit - \$100 with documentation of meeting retention requirements such as attending post-secondary education or working.
- ✓ \$20 incentive for each mentoring session held within Youth Mentoring Project.

The Program Operator Workforce Development Director or immediate supervisor must approve all items above with the exception of Testing and Certification fees for AEL/GED services. Supportive services may also include special services and materials for individuals with disabilities if such services are not provided by outside resources. Other reasonable expenses required for participation in training may also be provided. All payments to the individual, or on behalf of the individual, must be submitted on the Supportive Service/Incentive Payment Invoice, signed, dated and with appropriate documentation. See attached Supportive Service/Incentive Payment Invoice for each program operator.

Additional Supportive Services for youth, as defined in WIA section 101(46), may include linkages to community services. The Program Operator Workforce Development Director will determine payments for any activity not listed above. Supportive Services will not be provided for court ordered community service work.

All Supportive Service or Needs-Related Payments will be approved by the Program Operator Workforce Development Director or authorized staff before the fiscal agent makes payment.

Any additional request not listed above must be presented in writing to the Program Operator Workforce Development Director for consideration for approval.

Case history notes justifying supportive service payments will be placed in the Toolbox for each individual customer.

***Approved from April 27, 2009 Plan Mod:***

- Youth program maximum of childcare payments to mirror Adult and Dislocated Worker amounts
- Youth Support Services to pay \$5 per hour of attendance in AEL classes, as well as \$5 per hour in TABE post-testing
- Dependent care is \$20 per day for Adult, Dislocated Worker and youth programs;
- Transportation allowance/mileage rate for Adults to mirror the approved rate for Dislocated Worker
- Eligibility for transportation assistance to be the same for Adults as Dislocated Worker amounts
- In Adult and Dislocated Worker transportation allowances, change "traveling 25 miles or more" to "traveling 26 miles or more".

# Supportive Service/Incentive Payment Invoice and Attendance Sheet

Customer Name: \_\_\_\_\_ Toolbox Appid: \_\_\_\_\_

Weeks: \_\_\_\_\_ to \_\_\_\_\_ Activity: \_\_\_\_\_  
Start Date End Date

Please complete this form in **BLUE INK** for hours in attendance each day for the time period listed above. Do not use white out. To make changes: strike through with a single line, correct, all parties must initial the change. The entire form must be completed correctly, including signatures and submitted to the Skills Specialist before payment is issued.

	Date	Miles Driven	Hours Attended	Comments	<b>To Be Completed by Skills Specialist:</b> Testing/Certification Fees: \$ _____ Receipt Attached: Yes No Youth Incentive: (Purpose and \$) _____ \$ _____ Meals #days ___ x \$ ___ = \$ _____ Needs Related Payments: \$ _____ #weeks _____ x weekly \$ _____ Special Requirements \$ _____ Receipt Attached (Purpose & \$) _____ \$ _____ Fuel Reimbursement: #miles _____ x \$0.25 = \$ _____ Authorization of Reimbursement: <i>Upon review of this participant's attendance and progress, I authorize the above reimbursement to this customer. I have attached all necessary documentation for payment.</i> _____ Signature Date: _____
Saturday					
Sunday					
Monday					
Tuesday					
Wednesday					
Thursday					
Friday					
Saturday					
Sunday					
Monday					
Tuesday					
Wednesday					
Thursday					
Friday					
Total					

**Supervisor/Instructor Completes this Section:** I certify that the person named above was in attendance on the days indicated above.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Customer Certification

I certify that all information provided on this invoice is a true and accurate record of my participation in Workforce Development Activities. That all miles shown were incurred while participating in a Workforce Investment Act required activity. I understand that knowingly providing false information, including the falsification of signatures, may result in prosecution for fraud.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## **B. ITEM DELETED**

*C. Describe the criteria to be used by the local board, under 20CFR 663.600, to determine whether funds allocated to a local area for adult employment and training activities under WIA sections 133(b)(2)(A) or (3) are limited, and the process by which any priority will be applied by the One-Stop Operator.*

*The SCWIB has not changed its criteria as a result of the additional Recovery Act funding.*

In accordance with WIA Regulation 663.600, South Central Region has established that WIA funds for adult employment and training activities are limited. This determination was based on past experience under JTPA Title II-A, where funds were utilized for the economically disadvantaged with barriers to employment and the history of hard-to-serve populations being served through the funds available. Since the eligibility requirements for WIA Title I services are less restrictive than for JTPA Title II-A, it can be assumed that there will be an increase in the number of adults seeking services through WIA funds.

South Central Region concurs with the priority categories cited in the Act; namely, recipients of cash welfare and other low-income individuals. South Central Region recognizes the preferences allowed to veterans required by Title 38, United States Code 2002 and will apply those applicable laws according to priority. Where veterans and non-veterans are eligible for services, veterans shall receive priority.

South Central Region additionally recognizes that, though very small in proportion in the local area, there are pockets of racial and ethnic populations needing special focus, as well as persons with disabilities. Noting those special groups within South Central Region, programs and strategies will identify and take into consideration those needs in order to appropriately serve special populations. South Central Region will abide by all equal employment opportunity and affirmative action law and regulations.

Recognizing the priorities stated in the WIA, the South Central Region will make funds available as stated below. A minimum of 70% of Title I adult funds will be allocated to priority level I, and a maximum of 30% of Title I adult funds will go to priority level II

### Priority Level I

1. An individual who receives, or is a member of a family who receives cash public assistance;
2. An individual who receives, or is a member of a family who receives or has been determined within the six months prior to eligibility determination, eligible to receive food stamps;
3. A member of a family whose annualized income does not exceed the higher of (a) poverty guidelines established by the Office of Management and Budget, or (b) 70% of the lower living standard income level;

4. A member of a family whose annualized income does not exceed 125% of the lower living standard income level (the “working poor”);
5. A customer that does not meet the income criteria, but has a marginal income (\$500 above 125% guidelines for family size) for sustaining self-sufficiency and needs specific training to enter a career with high pay potential for the area.

#### Priority Level II

Currently employed workers who have received a core service as defined by the WIA may be considered in need of intensive services and training services in order to obtain or retain employment that allows for self-sufficiency. For the purposes of determining the eligibility of currently employed workers, “self-sufficiency” means identifying any of the following conditions that individually or collectively would impair an employed worker’s ability to achieve or maintain self-sufficiency:

- A need for additional training to learn skills to use new technologies and /or processes in order to retain current employment (Skill Acquisition)
- Conditions that require an employed worker’s company to retrain its workers to enable the company to be more competitive in the marketplace or to avoid company failure and loss of jobs in the community. (Job Retention)

The SCWIB’s joint Executive/Finance committee voted unanimously on August 21, 2006, to change our policy to say that services are provided only to participants who reside in or work in Missouri.

- D. **(UPDATED)** *Define the sixth eligibility criteria for youth, described in WIA section 101(13)(C)(iv) as “an individual who requires additional assistance to complete an educational program, or to secure and hold employment”. This eligibility criteria should include at a minimum the following: migrant youth, youth aged out of foster care at 18, youth of incarcerated parent, and youth with behavioral problems at school, family illiteracy problem(s), domestic violence, substance abuse, limited English proficiency, lacks occupational goals/skills, disabled, or has chronic health conditions.*

The required criterion for youth served are as follows:

1. Is age 14 through 21;
2. Is a low income individual as defined in the WIA section 101(25); and
3. Is within one or more of the following categories:
  - a. Deficient in basic literacy skills;
  - b. School dropout;
  - c. Homeless, runaway, or foster child;
  - d. Pregnant or parenting;
  - e. Offender;

- f. Is an individual (including a youth with a disability) who requires additional assistance to complete an educational program, or to secure and hold employment. **These individuals can be one of the following:**
- Migrant youth
  - Youth aged out of foster care at age 18
  - Youth of incarcerated parent
  - Youth with behavioral problem at school, family illiteracy problem(s), , limited English proficiency, lacks occupational goals/skills, disabled, or has chronic health conditions.
- g. Youth who reside in an economically depressed rural area with limited opportunity for gaining work maturity skills and/or career exploration in their chosen career field. (Proof of Address and MERIC info)
- h. Youth working in a job but considered underemployed, which is defined as:
- Working less than fulltime
  - Needs employment in education related field
  - Working for minimum wage with no benefits and no opportunity for advancement (Written justification for work barriers will be completed by the NGCC Team Specialist, approved by the NGCC Team Leader, and submitted to SCWIB for final approval.)

The sixth criterion referenced is item 3-f, above, has not been changed by NGJT. To document that an individual is eligible under 3-f, the Team Specialist will be required to document previous efforts to complete the educational program (or to secure and hold employment). It will be required that the applicant has been served in at least two other service strategies and has been unsuccessful in the education or employment goal. Documentation may consist of test results, job losses, Toolbox notes or signed statements from the other independent service provider sources. Examples of other providers include, but are not limited to, the juvenile justice system, education entities, and temporary assistance. If two independent providers have not worked with the youth, the referrals to two appropriate non-WIA providers will be made prior to enrollment in WIA OR must meet one of the following conditions:

1. Verification obtained from a professional source (doctor, teacher or other educational representative, licensed social worker, vocational evaluator, etc.) stating that the youth does require additional assistance either related to education or employment, OR
2. Documentation which verifies that the youth:
  - a. Has poor work history (been fired from 1 or more jobs within the last six months or has no work history), OR
  - b. Has a history or sporadic employment, such as “held 3 or more jobs within the last 12 months, and is no longer employed), OR
  - c. Has been actively seeking employment for the last 2 months, but remains unemployed.

For assisting the local SCWIB and program operators, South Central Region has elected to re-state in this Plan, the criteria for the five-percent of participants who may be individuals who do

not meet the minimum income (economically disadvantaged) criteria. The 5% “window” on youth that do not meet the minimum income criteria may be served if they are in one or more of the following categories defined in Section 129 (c) (5) of the WIA:

1. Individuals who are school dropouts;
2. Individuals who are basic skills deficient;
3. Individuals with education attainment that is one or more grade levels below the grade level appropriate to the age of the individuals;
4. Individuals who are pregnant or parenting;
5. Individuals with disabilities, including learning disabilities;
6. Individuals who are homeless or runaway youth;
7. Individuals who are offenders;
8. Individuals who face other serious barriers to employment identified by the local SCWIB, including:
  - a. Alternative School participants
  - b. Individuals who have participated in Job Corps
  - c. Youth who are not runaway, but who have been “kicked out”/rejected by their parents(s) and are living elsewhere.

Definitions: Unless otherwise defined by Division of Workforce Development, the following definitions will be applied in South Central Region:

Offender: One who has been subject to any stage of the criminal justice process or requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction.

Underemployed Out-of-School Youth: One who requires additional assistance to complete an education program or to secure or hold employment or who is employed in a low-wage, low-skill job, in a declining industry or who works less than thirty hours a week in any one job.

Deficient in Basic Literacy skills: Youth whose reading and math skills are tested at less than a 9.0 grade level, or, for 14- and 15-year olds, youth whose test results indicate a reading level of one or more grade levels below the grade level appropriate to the individual’s age. Deficiencies shall be documented by an approved standardized test approved by the SCWIB.

*E. Describe how veterans priority, as required by Public Law 107-288, will be incorporated into all programs.*

**Approved from April 27, 2009 Plan Mod:  
Veterans Priority change due to Issuance 09-2008**

Develop strategic policies to implement priority of service for the local One-Stop Career Centers and for service delivery by local preparation and training providers consistent with the Jobs for Veterans Act. These policies must establish processes to ensure that covered persons are identified at the point of entry so that they are able to take full advantage of priority of service. The processes must ensure that covered persons are aware of:

- 1) Their entitlement to priority of service;
- 2) The full array of employment, training, and placement services available under priority of service; and
- 3) Any applicable eligibility requirements for those programs and/or services. (Reference DWD Issuance 09-08, Priority of Service to Veterans, dated January 20, 2009.)

The processes for identifying covered persons will not require verification of the status of an individual as a covered person at the point of entry, unless they immediately undergo eligibility determination and enrollment in a program. A covered person may be enrolled and given immediate priority and then be permitted to follow-up subsequently with any required verification of his/her status as a covered person.

Because priority means the right of the covered person to take precedence over non-covered persons in obtaining services, Missouri will provide priority under the precept that:

- 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.

Policies must assure that covered persons accessing Career Center services or programs receiving DOL funding will be placed at the "head of the line" and be served by the next available person. However, they will not displace individuals already utilizing the resource.

Upon identification of an individual as a covered person, such individual will be provided with information regarding any applicable (statutory) eligibility requirements for those programs and/or services.

The following statements are examples that could be used in local plans to meet the notification requirement:

- “The requirement for notification about priority of service will be met by providing printed materials to the covered person if that material includes all required elements.”
- “Any service delivery point requiring attendance at an orientation before accessing service will include the required priority of service information as part of the orientation.”

“Veterans priority is a requirement in all programs funded wholly or in part by DOL. Priority will be measured in terms of enrollment in affected programs. Referral to the DVOP/LVER does not constitute priority of service.

For all programs with statutory requirements, veterans must meet the program eligibility requirements in order to obtain priority of service.

In the WIA Adult and Dislocated Workers Program, the current law requires that first priority for intensive and training services be given to public assistance recipients and low-income individuals when adult funds allocated to a local area are limited. In regard to veterans, the priority of provision of services is established as follows: First to be served will be public assistance recipients and low-income individuals who are also veterans. The second group to be served will be public assistance recipients and low-income non-veterans. Among participants who are not public assistance recipients or low-income individuals, veterans will receive priority over non-veterans.

Additionally, in those programs where targeting of groups are discretionary or optional priorities at the local level, veterans priority takes precedence over those optional or discretionary priorities. Veterans priority is applied in advance of the opportunities and services provided to the population group covered by the optional priority.

Provision of Information to Covered Individuals:

Each provider will provide information regarding priority of service to covered persons regarding benefits and services that may be obtained through other entities or service providers and ensure that each covered veteran or eligible spouse who applies to or is assisted

by any covered program is informed of the employment related rights and benefits to which the person is entitled.

#### Program Registration:

When there is a registration requirement associated with receipt of services for an impacted program or grant, collection of the individual's veteran status is required, MissouriCareerSource.com, Missouri's automated public labor exchange system, provides the opportunity for veterans to self-declare veterans status. In addition, Toolbox collects veterans data during intake and assessment."

All Career Center partners have been provided with a copy of the TEGL 5-03 and will provide Veterans with priority of services. All Veterans are referred to the Veterans Representatives for services and referrals to partner services. All future funding mechanisms reference the law's requirements and of their obligation to design service delivery strategies accordingly.

#### *F. Identify the funding limit for Individual Training Accounts (ITAs).*

**Recovery Act funded projects have increased the funding limits for ITAs. Ensure that the plan reflects this change. Also, will this increased amount revise the limit for regular WIA formula funds?**

**At the August 24, 2010 full board meeting, the board and CCLEO determined that the total funding limit would be \$3,400 for participants enrolled prior to July 1, 2010, and \$2,500 for participants enrolled on or after July 1, 2010.**

*Approved from April 27, 2009 Plan Mod:*

Waive cap on ARRA training limit from \$6,050 to \$10,000 for adults and dislocated workers for the ARRA funds only and to that authority be given to Tana Holder, Executive Director, for her review and approval for any training over that amount. Also, to make an exception to our WIA policy that would permit the training cap for adult and dislocated workers to exceed the \$6,050 per year to cover us in the event we had expended greater than the \$6,050 on any individual, for the ARRA funds, in case they do not come through, subject to availability of funds.

This will not affect the limit for regular WIA formula funds.

The South Central Workforce Investment Board's most recent revision to their Individual Training Account policy was approved at the August 5, 2003 meeting, and establishes a limit of no more than \$4,050 per person for Adult and Youth program participants and \$6,050 per person for the Dislocated Worker program, per year for training/ tuition. The board also stipulated that, if awarded, the PELL grant must be used first.

On June 13, 2006, the joint Executive/Finance Committees set a limit on the amount of training services for the adult and youth programs should not exceed the current amount of the full PELL Grant.

#### **G. UPDATED Describe how the local region will ensure that the full array of one-stop services are available to all individuals with disabilities, so that these services are**

*fully accessible. In particular, identify those resources that are available in the region's Products & Services Box to assist in the provision of these services.*

*All are available in our region's Products and Services Box.*

In each full service Career Center we have the following Assistive Technology equipment:

- Ubi-Duo
- Amplified telephone
- TTY with printout
- Hands-free speaker phone with headset
- 19"-21" large monitor
- Screen reader software Window Eyes
- Screen magnification software Zoom Text
- Trackball
- Alternative keyboard
- Height adjustable table
- Tape recorder
- Electronic enlarging
- Portable assistive listening device (FM system)
- Captioning display

The Vocational Rehabilitation office is readily available to provide any assistance we need in providing all customers the full array of services.

The South Central Region will provide a Disability Program Navigator to assist individuals with disabilities to navigate through existing programs and serve as a disability specialist. This individual will be housed at the Missouri Career Centers.

At the time of this revision, June 09, we no longer have a DPN.

**H. UPDATED** *Describe how the local region will ensure that the full array of one-stop services are available to all individuals with limited English proficiency. In particular, identify those resources that are available in the region's Products & Services Box to assist in the provision of these services.*

The South Central Region has access via telephone and/or computer to Interpreter services through Language Select Telephone Interpreting Services. The Next Generation Career Centers have staff available to assist in connecting customers to an interpreter. The website for Language Select is [www.languageselect.com](http://www.languageselect.com).

**I. UPDATED** *Describe how the local region promotes integration of services through dual enrollment processes beyond the automatic dual enrollment of the NGCC initiative .*

The South Central Region promotes integration of services through dual enrollment processes. All Trade Act affected workers, Veterans, and Job Corps participants, as well as any other customers that might be eligible for dual enrollment, are referred to WIA services. At the time of this revision, June 09, PFS is no longer funded.

The following procedures still apply as of September, 2010.

### **TAA/WIA Co-Enrollment Procedures**

1. Company or workers file Trade Act petition with USDOL.
2. Workers receive notice of Trade Act certification and are advised to contact their local Missouri Career Center office.
3. The worker is instructed to call the Regional Claims Center (RCC) at 1-800-320-2519 to file a TRA claim for a determination of individual TAA eligibility. RCC staff takes information necessary to file the claim, and advises the worker to schedule an appointment with the local TAA coordinator within 5 days. Individual eligibility is determined by Division of Employment Security based on documentation received from the affected employer, and may take 15-30 days for a final determination to be made.
4. At the time the worker calls to schedule a local Missouri Career Center appointment, the TAA coordinator will inform worker to bring in driver's license, birth certificate and social security card as part of eligibility for services offered through WIA Dislocated Worker program. TAA and WIA will be seeing the customer the same day. TAA coordinator completes an initial reemployment plan for TAA. At that time, information will be given about TAA benefits, and discusses career options and training. The customer signs the completed reemployment plan and Training Justification and Request for Obligation of Funds (TRA-13) in order to maintain timeliness of application for TRA weekly benefits and possible training. The customer is informed that he/she must be enrolled in training, or have a waiver of the training requirement issued, within 8 weeks of the petition certification or 16 weeks of the last day of employment, whichever is later, in order to maintain entitlement to **all** available benefits.
5. If the customer indicates a desire or need for training, options are discussed in depth, including possible remedial education (GED or AEL refresher classes) and skills training. Assessment tools, such as TABE, WorkKeys and CHOICES, may be utilized as deemed appropriate for the individual. The TRA-13 will be held until a coordinated decision for training is made by TAA/WIA.
6. The WIA application packet is given to the customer if it was not mailed at the time the appointment was made. The customer is informed of the importance, and possible benefits, of co-enrollment and strongly encouraged to dually enroll. WIA may provide supportive services not covered by TAA such as transportation allowances not covered by TAA, childcare, clothing, uniforms, tools,

car repairs, etc. Case notes will be made in Toolbox summarizing customer's wants/needs by TAA. The customer will be walked over to a WIA caseworker for an assessment.

7. Ideally, the customer will have completed most of the WIA application packet prior to the scheduled appointment at the Local Missouri Career Center. If the application is not completed at time of appointment, the customer has the choice to fill it out then or return it later. The case manager will provide an orientation to WIA services and complete the assessment the same day. WorkKeys or a TABE assessment may be administered if appropriate to the customer. If the customer indicates a desire for WIA services, the case manager will engage the participant in a WIA activity. Case notes will be made in Toolbox.

8. If training is requested and determined to be appropriate, the TAA coordinator and WIA case manager will meet to discuss the customer's needs, desired training, goals, barriers and current labor market conditions. The decision to approve appropriate training will be made as a coordinated effort among the TAA coordinator, WIA case manager and the customer\*\*. In an effort to ensure all suitable resources and services have been explored for the individual, the TAA Coordinator and WIA case manager will jointly seek additional input from the Occupational Skills Training Committee which may enhance case management services.

(\*\*Note: The customer applying for Occupational Classroom Training has always obtained (2) labor market survey sheets from (2) employers as part of their Career Readiness and Labor market research by WIA. Customers now will have the choice of completing CHOICES, MERIC or (2) Employer Survey Letters as part of the Career Readiness and labor market research as long as it lists job duties, pay and that it is high in demand.

9. The WIA case manager and TAA coordinator provide joint case management. The TAA coordinator will process weekly requests for TRA allowances and monitor all TAA funding allocations throughout the training period. The TAA coordinator and case manager will conduct periodic follow-up contacts, monitor progress, and assess ongoing needs to ensure successful completion of the training activity.

10. Upon completion of training, the WIA case manager and the TAA coordinator will provide core services until customer is successfully employed. WIA will continue to provide follow-up services after employment as part of their WIA process.

11. For those customers who do not participate in classroom or on-the-job (OJT) training, the TAA coordinator will monitor any waivers that have been issued and/or process TRA weekly claims, as well as systematic and sustained job search activities for TRA recipients. TAA and WIA staff will work together to provide services such as case management, job search, workshops, OJT, and job development.

12. The TAA coordinator will process requests for relocation allowances, job search allowances, ATAA benefits, TAA-OJT, and information regarding Health Care Tax Credits.

13. The TAA coordinator and WIA case manager will meet on a monthly basis at an agreed upon location to discuss the individual's progress.

14. It is acknowledged that not all customers' needs will fit exactly into this process. Extenuating circumstances will be treated on a case by case basis and flexibility will be utilized such as emergency skilled training meetings, whatever it takes to help the customer complete the task at hand and gain employment as long as all TAA and WIA mandated regulations are met. *Revised July 20, 2006*

***I. List the local credentials that the board has approved, to include: issuing entity, requirements to earn credential, and the expiration date (if any) of the credential.***

The South Central Workforce Investment Board will adhere to all certification changes consistent with DWD Issuance 03-06.

- K. Provide your region'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 under the NGCC initiative.

At the August 24, 2010 full board meeting, the board and CCLEO determined that the total funding limit would be \$3,400 for participants enrolled prior to July 1, 2010, and \$2,500 for participants enrolled on or after July 1, 2010.

The process for determining who will receive training under the NGCC initiative is based on need, determined through an assessment process.

## **VII. UPDATED Integration of One-Stop Service Delivery**

**Include as ATTACHMENT 10 the current Regional NGCC Plan, as well as any local policies that were revised due to NGCC.**

**There were no local policies revised due to NGCC. Please see Attachment 10**

- A. *Describe the one-stop delivery system in the local region, including:*
1. *A description of how the local 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;\**

The SCWIB has designated DESE to administer the functions in determining eligible training providers, listed in WIA section 122. DESE will coordinate all training provider initial and subsequent eligibility applications; make determinations of training provider/program eligibility; ensure the State list is current; that all training providers and each program on the list is approved; collect and verify performance and cost information; and make a training provider/program consumer report available.

The State list of eligible providers will be made available through the One-Stop system. Additionally, a consumer reports system will be developed for customers to understand the options available to them in choosing from among several programs of training service. To the extent available, information will include overall performance, performance for significant customer groups, performance of specific provider sites, current information on employment and wage trends and projections, and duration of training programs.

The Functional Leader may submit a request to the Planning and Evaluation Committee of the Workforce Investment Board to limit enrollment or exclude certain courses of study from being provided. This request will be based on the local job market, projected job openings in the field, if training providers do not demonstrate good placement performance within fields related to a particular course of study, or if more appropriate training in the customers chosen field is available in a shorter time frame at a comparable cost such as On-the-Job Training instead of educational training. The Planning and Evaluation Committee will make a recommendation to the full SCWIB for final disposition.

**The West Plains and Poplar Bluff One-Stop Missouri Career Centers have been certified as Level I comprehensive sites.**

SCWIB oversight will consist of a combination of activities that review the following elements:

1. Are the performance standards negotiated with the Governor being met? For other than those services under the SCWIB auspices, do those services appropriately complement local SCWIB-sponsored services in their performance?
2. Are programs under the Board's auspices delivered in compliance with Federal and State law and regulations and policies?
3. What are the numbers of individual job seekers, workers and employers who access the system and are the numbers appropriate to the geography? What are the benchmarks?
4. For programs under the Board's auspices, are planned numbers being achieved?
5. What is the level of knowledge of customers about our workforce system services and is this knowledge increasing?
6. What is the level of customer satisfaction (both job seeker and employer) with workforce services provided through the One-Stop system?
7. To what extent is the system capacity growing?
8. How does the One-Stop system of services meet the criteria of: Universality? Accountability? Integration? Customer focus?

The One-Stop system will utilize customer satisfaction and continuous improvement elements of the Enterprise quality improvement criteria and process for performance excellence. Customer satisfaction will be measured through customer satisfaction surveys. The survey(s) was developed by a committee appointed by the One-Stop Interagency Team and used in the local area after the conclusion of participation in workforce investment activities. The evaluation process is as follows: the SCWIB Staff Director will review the survey results, apprise the One-Stop Operators of any necessary action, and make any recommendations to the SCWIB for approval. Program design and services will be altered to meet customer needs while remaining compliant with WIA regulations. Categories of effort, which will be adapted for South Central Region cultural environment and WIA structure include: (a) Leadership; (b) Strategic Planning; (c) Customer and Market Focus; (d) Information and Analysis; (e) Human Resource Development and Management; (f) Process Management; and (g) Business Results.

***3. Describe how all partner agencies will strengthen their integration of programs and services so that it provides a more seamless system;***

*As of July 1, 2010, there is increased staffing at the Career Centers who are functionally led by one administrator versus several. The staff training is greatly improved.*

The full-service Missouri Career Centers in West Plains and Poplar Bluff are designed so that staff are officed in proximity to other staff who share common functions, rather than those who share a common employer. Identification badges reference them as Career Center staff rather than as employees of a particular state agency or other organization. **Weekly** staff meetings are joint meetings of all staff who are housed at the Career Center, not by agency or organization. Orientation, greeting and reception, resource room assistance are functions cooperatively shared by all partner staff. This creates a mindset and attitude among the staff that they are part of a workforce development system. This promotes and creates a seamless process in serving our customers.

The South Central Workforce Investment Board hosts an event called "Team Spring Training." All One-Stop Partner staff are invited to a fun and informative event which focuses on disseminating information about other organizations and educational entities. This results in a more effective referral system among partners. (This event may occur when funding is available.)

***4. UPDATED A copy of each memorandum of understanding (between the local board and each of the one-stop partners) concerning the operation of the one-stop delivery system***

*in the local area.\* Include as Attachment 8 an updated copy of the MOU with current signatures and dates. Also, include as an addendum to the MOU each Career Center's negotiated cost-sharing worksheet that includes the line items' dollar amounts and percentage rates for DWD and the WIB. Please note that the WIB can move no more than 10% of each original line item amount without having to re-negotiate with DWD. However, the total budget amount should not be exceeded.*

*Career Centers must ensure that equal access to employment and training services are provided to the farmworkers and agricultural employers in their regions. The workforce Investment Act of 1998 provides the framework for agricultural services delivery through Parts 668 & 669 (applicable to the 167 Grantee, which is currently UMOS – the United Migrant Opportunity Services) and the Wagner-Peyser Migrant Seasonal Farmworker program. Therefore, the MOU must include UMOS and should address how the region will avoid duplicating employment and training services to this population.*

South Central Region will enter into a separate MOU with United Migrant Opportunity Services

**See Attachment 8 for revised MOU and UMOS MOU)**

**B. The expectation is that the local region will involve business, organized labor, local public officials, community-based organizations, WIA providers and other stakeholders in the development and review of this plan. Describe the plan development process, including how input for the plan was obtained by all the partners involved in the MOU.**

The SCWIB Planning and Evaluation Committee met on September 8, 2010 to develop and review this plan. The committee has private sector, public sector, education and chief local elected officials represented. The full board will approve the plan at the meeting October 26, 2010.

Stakeholders involved in the development include:

- Employer and business representatives (both SCWIB members and others)
- Chambers of Commerce
- AFL-CIO representative
- Council of Chief Local Elected Officials
- Community-Based Organizations who participate in workforce development collaborations including; community action agencies, disabilities services providers, economic development organizations, minority-serving organizations, senior service providers, etc.
- WIA Title 1 Service providers
- Representatives from partner state agencies including; Family Support Division,-UMOS, Vocational Rehabilitation, etc.
- Educators from K-12, community colleges, and universities

The planning timeline is depicted below:

Skills Gap Analysis Planning Meeting.....	March 22, 2005
Skills Gap Analysis Planning Meeting.....	March 23, 2005
Chief-Elected Officials Meeting.....	June 14, 2005
Initial Local Plan meetings with DWD/ subcontractors.....	May & June 2005
Workforce Investment Board meeting.....	June 14, 2005

Planning & Evaluation Committee meeting.....	July 8, 2005
Post public notice of plan's availability for comment/ review.....	July 29, 2005
Distribute plan for public comment/ review.....	August 3, 2005
Workforce Investment Board meeting.....	August 23, 2005
Post public notice of availability for comment/ review.....	September 15, 2006
Planning & Evaluation Committee Review prior to .....	October 4, 2006
Joint Executive/Finance Committee meeting prior to.....	October 4, 2006
Full SCWIB Meeting.....	October 24, 2006
Council of Chief Local Elected Officials meeting .....	October 24, 2006

**VIII. Administration & Oversight of Local Workforce Investment System**

**A. *Identify the one-stop operator(s) for the comprehensive and affiliate one-stop centers in the region.***

As approved by the SCWIB and the CCLEO at the August 24, 2010 meeting, the One-Stop Operator is the Division of Workforce Development for both comprehensive Centers.

The Scope of Work is categorized by a written agreement with the One-Stop Operator and addresses expected performance measures.

The system of One-Stop Centers throughout South Central Region broadens total partner cooperation, co-location and integration in a universal, electronically connected delivery system which is a critical method for access throughout South Central Region. The One-Stop operators and center coordinators (now functional managers) were certified by the SCWIB with the concurrence of the CCLEOs under an agreement between the local board and a consortium of One-Stop partners that includes at least three or more of the required partners identified. These partners are Division of Workforce Development, WIA Title I, and Unemployment Insurance. All partners within the consortium will provide core services under the Workforce Investment Act that will be made available at the One-Stop Centers.

**B. *Identify the members of the local workforce investment board, the organization or business they represent, and the area (i.e. business, education) in Attachment 2 to the local plan.***

**See Attachment 2**

**C. *Include a copy of the local workforce investment board's current by-laws in Attachment 3 to the local plan.***

The South Central Workforce Investment Board By-Laws were most recently revised and approved on September 9, 2010 by the Business Committee.

**See Attachment 3.**

**D. NEW *Include a copy of the Chief Local Elected Officials' (CLEO) agreement that specifies the respective roles of the individual chief elected officials as Attachment 4, and include the name, jurisdiction, and official title of each member, if not included in the agreement. Also, include any CLEO bylaws that are in effect. (The CLEO membership should be reviewed after each county and/or municipal election for any changes. If there are changes in the CLEO membership, a new CLEO agreement will need to be signed and submitted to DWD within 90 days of the date of the election.***

**See Attachment 4**

*E If applicable, include a copy of the region's Performance Improvement Plan (PIP) for any sanctions they have been given, as well as an update on the effectiveness of the PIP's strategies. The PIP should be included as an attachment to this plan.*

Not applicable; the South Central Region has met or exceeded all performance measures since the implementation of the Workforce Investment Act.

**IX. Service Delivery**

**A. One-Stop Service Delivery Strategies**

***UPDATED*** Describe how the local region is assisting customers in making informed choices based on quality workforce information and accessing quality training providers. Customers are assessed regarding their interests and they may on their own or with staff assistance research the options for training in those areas.

The South Central Workforce Investment Board has approved eligible training providers identified by DESE. Local program operators provide customers with information from the Missouri Education and Career Hotlink. The customer is able to use this information in making an informed choice that will assist them in meeting their employment goal to become self sufficient. We plan to research other credentialing and to implement WorkKeys in the future.

**B. Adults and Dislocated Workers**

- 1. Provide a description and assessment of the type and availability of all adult and dislocated worker employment and training activities in the local area. Include the adult and dislocated worker training activities that are being provided through the Recovery Act Funds***

***Please refer to the Next Generation Career Center Plan, Attachment 10, pages 11 through 22***

*By increasing the amount of tuition (see below) and including the additional ARRA funding, we plan to serve a significant increase in Adults and Dislocated Workers than in prior years.*

**Tuition Amounts for South Central Region                      June, 2009**

**Formula Funds**

Dislocated Worker	\$6050.00 per year for up to 3 years
Adult	Equal PELL grant maximum amount per year for up to 2 years
Youth	Equal PELL grant maximum amount per year for up to 2 years

**ARRA Funds**

Dislocated Worker	\$10,000 *
Adult	\$10,000 *
Youth	\$10,000 *

\*Anything over \$10,000, must be approved by SCSCWIB Executive Director

**Southern Region Multi-Industry NEG**

Dislocated Workers	\$13,000 of NEG funds
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Adult Employment and Training Activities

South Central Region will provide a continuum of services for adults at the core, intensive services and training levels. Workforce services will be provided through a consortium of partners. The full service One-Stops in Poplar Bluff and West Plains will provide 40-hour per week, five-day per week availability of all core services and some of the intensive services, and can be accessed through any of the affiliate sites either on-site or electronically. To a large extent, intensive services will be offered off-site throughout the counties composing South Central Region, and DESE-approved training will be provided at specialized education locations

Core services will be available to all persons accessing the system. Core services include:

1. Outreach, intake (including worker profiling) and orientation to the information and other services available through the delivery system, including job registration;
2. Determination of individual eligibility for services;
3. Initial assessment of skill levels, aptitudes, abilities, interests, career exploration and supportive service needs;
4. Job search and placement assistance, resume development, career counseling where appropriate;
5. Provision of employment statistics information and labor market information such as job vacancy listings, job skills necessary to obtain jobs, local in demand occupations, earnings, and skill requirements; job referral and placement;
6. Provision of performance information and program cost information on eligible providers of training services;
7. Provision of information regarding local area performance on the local performance measures;
8. Provision of accurate information relating to the availability of supportive services available in the local area;
9. Provision of information regarding filing claims for unemployment compensation;
10. Assistance in establishing eligibility for welfare-to-work activities and programs of financial aid assistance for training and education programs;
11. Follow-up services, including counseling regarding the workplace, for WIA participants who are placed in unsubsidized employment for not less than 12 months after the first day of the employment; and
12. Other core services as determined by a partner agency's governing legislation.

Intensive services will be available to:

- a. Customers who are unemployed, have had at least an initial assessment, and are determined by the appropriate partner to be in need of more intensive services to obtain employment; and
- b. Customers who are employed, have had at least an initial assessment, and are determined by the appropriate partner to be in need of more intensive services to obtain or retain employment that leads to self-sufficiency.

Intensive services include:

1. Comprehensive and specialized assessments of the skill levels;

2. Development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the individual's employment goals;
3. Group counseling;
4. Individual counseling and career planning;
5. Case management for selected participants and/or customers seeking training services
6. Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training; and
7. Other intensive services as determined by a partner agency's governing legislation.

Training services are available to those customers who

- a. have failed to find or retain employment through intensive services;
- b. who after assessment and case management, have been determined to be in need of training services and to have the skills and qualifications to successfully participate in the selected program of training;
- c. who select training that is directly linked to employment opportunities in the local area or in an area in which they are willing to relocate;
- d. who require assistance in addition to any other grant assistance available; and
- e. who are determined to be eligible in accordance with the South Central Region priority system described in this Plan.

Training services may include:

- a. Occupational Classroom Training, including training for nontraditional employment;
- b. On-the-job training;
- c. Programs that combine workplace training with related instruction (this may include a combination of classroom and employer-based training; it may also include cooperative education programs for eligible youth);
- d. Training programs operated by the private sector;
- e. Skill upgrading and retraining;
- f. Entrepreneurial training;
- g. Job readiness training
- h. Adult education and literacy activities;
- i. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

Dislocated Worker Employment and Training Activities:

South Central Region will provide a continuum of services for dislocated workers at the core, intensive services and training levels. These were previously delineated in the above section describing adult employment and training activities and the One-Stop system.

Core services will be available to all persons accessing the system.

Intensive services will be available to

- a. Customers who are unemployed, have had at least an initial assessment, and are determined by a the appropriate partner to be in need of more intensive services to obtain employment; and
- b. Customers who are employed, have had at least an initial assessment, and are determined by the appropriate partner to be in need of more intensive services to obtain or retain employment that leads to self-sufficiency.

Training services are available to those customers who

- a. have failed to find or retain employment through intensive services;
- b. who after assessment and case management, have been determined to be in need of training services and to have the skills and qualifications to successfully participate in the selected program of training;
- b. who select training that is directly linked to employment opportunities in the local area or in an area in which they are willing to relocate;
- d. who require assistance in addition to any other grant assistance available; and
- e. who are determined to be eligible in accordance with the South Central Region priority system described in this Plan.

Training services may include:

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- c. Programs that combine workplace training with related instruction (this may include a combination of classroom and employer-based training; it may also include cooperative education programs for eligible youth);
- d. Training programs operated by the private sector;
- e. Skill upgrading and retraining;
- f. Entrepreneurial training;
- g. Job readiness training
- h. Adult education and literacy activities;
- i. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

2. ***Include a description of the local individual training account (ITA) system and the procedures for ensuring that exceptions to the use of ITAs, if any, are justified under WIA section 134(d)(4)(G)(ii) and 20 CFR 663.430.***

Our system of providing participants ITAs for training has not changed with the NGCC model. All training in the South Central Region, except On-the-Job Training (OJT), is provided with an ITA.

*How has the Recovery Act projects affected these exceptions and will this become part of the regular WIA programs' operation?*

*There have been no changes to the ITA system.*

Individual training accounts (ITAs) will be utilized as the method for funding classroom occupational skills training costs. Based on reasonable and best cost for training in a particular course of study (considering factors of living costs incurred as a result of schooling, transportation, tuition and fees), the Title I Operator(s) **NGCC staff** will provide a training voucher which will provide a maximum amount available for tuition and for related education costs (e.g., books, fees). The voucher amount will be reduced by the amount of other funds available to the participant. The voucher will also have an expiration period. identified by the Title I Operator(s).

New: Cost of pre-requisite training may be provided to Dislocated Workers; it is mandatory that the entire course of study be completed in three years or less.

In South Central Region, it will be required that a funded course of study result in a certificate or degree outcome. A participant must be able to test into the course of study to obtain a WIA voucher. The maximum training program shall be 104 weeks. Participants will have a choice of course or program study once the Title I Operator(s) make available information about eligible programs, good placement performance and cost information.

Good placement performance determination will be based on past performance for WIA and NAFTA/TAA customers until DESE has information available on eligible training providers.

The SCWIB has designated DESE to administer the functions in determining eligible training providers, listed in WIA section 122. DESE will coordinate all training provider initial and subsequent eligibility applications; make determinations of training provider/program eligibility; ensure the State list is current; that all training providers and each program on the list is approved; collect and verify performance and cost information; and make a training provider/program consumer report available.

The State list of eligible providers will be made available through the One-Stop system. Additionally, a consumer reports system will be developed for customers to understand the options available to them in choosing from among several programs of training service. To the extent available, information will include overall performance, performance for significant customer groups, performance of specific provider sites, current information on employment and wage trends and projections, and duration of training programs.

The Title I Operator(s) may submit a request to the Planning and Evaluation Committee of the Workforce Investment Board to limit enrollment or exclude certain courses of study from being provided. This request will be based on the local job market, projected job openings in the field, if training providers do not demonstrate good placement performance within fields related to a particular course of study, or if more appropriate training in the customers chosen field is available in a shorter time frame at a comparable cost such as On-the-Job Training instead of educational training. The Planning and Evaluation Committee will make a recommendation to the full SCWIB for final disposition.

A training provider is entitled to an appeal if it can demonstrate that the Operator did not consider all the facts or that the Operator decision is not consistent with the facts regarding job

openings, placements, provider performance and/or training costs. In the case that a participant makes an appeal to the SCWIB, the role of the SCWIB will be to evaluate the information provided to determine if certain courses will or will not be excluded.

When an appeal is made, the Title I Operator shall also provide a written explanation of the facts as to why it made the decision in question. This shall be provided to the Planning and Evaluation Committee for its deliberation.

Training costs not covered by Individual Training Accounts (ITAs) will be covered by Employer Contracts (e.g. customized training or on-the-job-training), at no cost (e.g. AEL training), or Title I allocated funds set-aside for additional training purposes (e.g. entrepreneurial or employer based training services). Training services in South Central Region will be covered by ITA contracts, free to customers or a combination of any of the three, depending on the request for service. If circumstances arise in which other training contracts become needed, they will be provided in accordance with Section 663.430 of the WIA Regulations.

For on-the-job training and customized training, contracts will be developed with the employer to procure the employer-based training required for designated employees. It is not anticipated that there will be any other exceptions to the use of ITAs, however, if this should become necessary, it will be consistent with Section 663.430 of the WIA Regulations.

***3. Provide a description of how Wagner-Peyser Reemployment Services (Worker Profiling) will be delivered on a weekly basis between DWD and partner staff.***

**All Profilers are referred to the Skills or Employment Team. They are dually enrolled in WIA Adult, and Dislocated Worker services and have access to the Product Box and various workshops.**

Wagner-Peyser Reemployment Services (Worker Profiling) are provided on a weekly basis between DWD and partner staff. All Worker Profiling enrollees are referred by DWD staff to the WIA service provider. DWD does weekly call-in letters, conducts enrollments and orientations and refers to the service providers for WIA orientation and possible enrollment.

***C. Rapid Response***

***UPDATED Describe how the local board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities, as appropriate.\* Specifically identify the services (not programs) that may be provided to dislocated workers in the region under NGCC.***

**Under the NGCC model, Rapid Response activities will be coordinated with the statewide Rapid Response Team. The main objective will be to market the services available at the Career Centers .**

The dislocation of workers carries a top priority for service in South Central Region. South Central Region is responsible for designating an individual (or individuals) to act as the Rapid Response Coordinator. A dislocated worker unit will be established locally, consisting of One-Stop partners such as the Division of Workforce Development (Wagner-Peyser Representative), Title I Operator (for Dislocated Worker Program), Division of Employment Security (State Unemployment Insurance Program, local

economic development representative, and other local partners as deemed appropriate. For both State Rapid Response and local response, South Central Region will provide a wide array of services to dislocated customers to assist their early re-entry into employment.

For dislocations of fifty employees or more, the Rapid Response Coordinator will provide the contact for the State Rapid Response Team. He/she will consult with and assist any workforce reduction personnel established by Division of Workforce Development as a result of a mass lay-off or plant closing. The Rapid Response Coordinator will facilitate coordination, assistance and services for affected workers as well as ongoing monitoring of overall response activities. The Rapid Response Coordinator will be available to assist Dislocated Worker Units in any state level rapid response effort in South Central Region. If the Rapid Response Coordinator cannot attend, other knowledgeable staff will be assigned to present information.

Upon hearing of a mass layoff or plant closing in South Central Region, DWD Rapid Response Supervisors will be notified immediately, so DWD can assume the lead role in setting up services. South Central Region will work cooperatively with DWD Rapid Response Supervisors to ensure that quality customer service is provided to dislocated workers. If unions are involved, South Central Region will coordinate with the State AFL-CIO unit for applicable services.

If under fifty employees are affected, the Rapid Response Coordinator will

- contact the company to explain worker re-entry services,
- schedule informational meeting(s) for employees,
- present information and services,
- address questions and concerns,
- determine customer needs,
- coordinate with Missouri State Labor Council, local Division of Workforce Development staff and other applicable agencies,
- maintain contact with community agencies, employers, Chambers of Commerce and other social service organizations,
- coordinate delivery of services to dislocated workers living in other WIAs,
- make available basic readjustment and retraining services, and
- Keep DWD at the state level updated of activities.

Additional duties of the local Rapid Response Coordinator includes:

- working with the business/employer contact;
- coordinating Rapid Response meetings consisting of services offered thru the Missouri dislocated worker program;
- ensuring that the complete array of community service providers' information is available to meet the needs that occur during a lay off or closure;
- assisting with completion of customer surveys;
- scheduling Career Option and Fast Trac workshops;
- contacting media to inform laid-off workers of community meetings, if necessary, or follow policy and procedures set up;
- entering data into Toolbox with layoff information for quarterly reports
- sending follow-up letters to dislocated workers

Partner Agencies of South Central Region will assist, when possible, in economic development activities by providing a supportive role to economic development initiatives. In particular, this will occur in cases following a major dislocation of workers.

## **D. Youth**

**1. *Provide a description and assessment of the type and availability of youth activities in the local area, including an identification of successful providers of such***

***activities.\* (This should include the local board's policy on partnering with and prioritizing services for serving youth most in need, such as out of school youth, those at risk of dropping out, youth in foster care, those aging out of foster care, youth offenders, children of incarcerated parents, homeless youth, and migrant and seasonal farm worker youth.)***

18 – 21 year olds are integrated in to the NGCC system to extend possibilities of continued funding and for increased services. For the 14 – 17 year olds, services haven't changed. NGCC staff provide assistance instead of specific Youth Program Providers.

*TEGL 3-04 identified youth in foster care (particularly those aging out of foster care), youth in the juvenile justice system, children of incarcerated parents, migrant youth, Native American and Indian youth, and youth with disabilities as those youth most in need of services.)*

*How will the Recovery Act funding affect the delivery of year-round services?*

*There have been no changes.*

South Central Region will establish youth activities in compliance with Section 129 of the Act and will serve youth ages 14-21 who are income eligible. Where present through other local organizations, services will be coordinated and referrals provided to maximize the total dollars available through Title I of the Act for youth service activity. Such programs and activities include but are not limited to: mentoring and citizenship activities in the community, Job Corps, Division of Youth Services, Talent Search, A+ programs, and Resources for Missouri, Inc. All youth participants of WIA Title I will be registered and EEO data collected.

Section 129 includes the following purposes:

1. To provide, to eligible youth seeking assistance in achieving academic and employment success, effective and comprehensive activities, which shall include a variety of options for improving educational and skill competencies and provide effective connections to employers;
2. To ensure on-going mentoring opportunities for eligible youth with adults committed to providing such opportunities;
3. To provide opportunities for training to eligible youth;
4. To provide continued supportive services for eligible youth;
5. To provide incentives for recognition and achievement to eligible youth; and
6. To provide opportunities for eligible youth in activities related to leadership, development, decision-making, citizenship, and community service.

The required criterion for youth served are as follows:

1. Is age 14 through 21;
2. Is a low income individual as defined in the WIA section 101(25); and
3. Is within one or more of the following categories:
  - g. Deficient in basic literacy skills;
  - h. School dropout;
  - i. Homeless, runaway, or foster child;
  - j. Pregnant or parenting;
  - k. Offender;
  - l. Is an individual (including a youth with a disability) who requires additional assistance to complete an educational program, or to secure and hold employment.

The WIA youth service providers will form linkages with local education and youth providers to effectively coordinate and utilize existing services of related programs to complement and better serve youth enrolled in WIA in a comprehensive service strategy.

At least thirty percent of the total youth dollars will be spent on out-of-school youth who meet the criteria. Summer activities will be one of the 10 required program elements. All summer employment opportunities will include direct linkages to academic and occupational learning.

Program design in Workforce Investment South Central Region shall include the following:

1. Outreach to the eligible population within all counties of the Workforce Investment Area.
2. Intake and eligibility determination for all applicants.
3. Information to applicants and participants, including:
  - a. Referral to the full array of applicable or appropriate services available through the local board or other eligible providers or one-stop partners, including those receiving funds through the WIA Youth Program;
  - b. Referral to appropriate training and educational programs that have the capacity to serve the participant or applicant either on a sequential or concurrent basis; and
  - c. Referral of eligible applicants who do not meet enrollment requirements of particular programs or who cannot be served to further assessment, as necessary, and referral to appropriate programs for tutoring, study skills training, and instruction leading to school completion.
4. Objective assessment of the academic levels, skill levels, and service needs of each participant, including a review of basic skills, occupational skills, prior work experience, employability, interests, aptitudes (including interests and aptitudes for nontraditional jobs), supportive service needs, and developmental needs. Recent assessments by another provider may be used as deemed appropriate where the participant has applied for or accessed another education or training program.
5. Provision of a service strategy for each participant including an employment goal (including, if appropriate, nontraditional employment), appropriate achievement objectives and appropriate services for the participant taking into account the assessment conducted (see #4, above). A new service strategy for a participant will not be required if the provider determines it appropriate to use a recent service strategy developed for the participant under another education or training program.
6. Preparation for postsecondary educational opportunities, in appropriate cases.
7. Provision of strong linkages between academic and occupational learning.
8. Preparation for unsubsidized employment opportunities, in appropriate cases.
9. Effective connections to intermediaries with strong links to the job market and to local and regional employers.
10. The South Central Region Workforce Investment Board will approve and update, as needed, the WIA Payment Services Outline document, which outlines the local policy on supportive services payments to WIA customers.

Program elements shall include, as necessary (and not otherwise available through other local entities serving youth), the following:

1. Tutoring, study skills training, and instruction, leading to completion of secondary school, including dropout prevention strategies.
2. Alternative secondary school services, as appropriate.
3. Summer employment opportunities that are directly linked to academic and occupational learning.
4. Paid and unpaid work experiences, as appropriate, including internships and job shadowing.
5. Occupational skill training, as appropriate.
6. Leadership development opportunities, which may include community service and peer-centered activities encouraging responsibility and other positive social behaviors during non-school hours, as appropriate and not otherwise available to participants through similar/complementary programs that are otherwise available in the community.
7. Supportive services necessary to successful completion of the program outlined in the service strategy.
8. Adult mentoring for the period of participation and a subsequent period, for a total of not less than 12 months (utilizing existing mentoring programs that are otherwise available in the community to the extent possible).
9. Follow-up services for not less than 12 months after the completion of participation, as appropriate.

10. Comprehensive guidance and counseling, which may include drug and alcohol abuse counseling and referral, as appropriate.

Youth services are provided by two agencies: Ozark Action, Inc. (OAI) is a community action agency in West Plains, MO that serves our six western counties. South Central Missouri Community Action Agency provides services in our six eastern counties. Both agencies provide services for youth, adult, dislocated workers and participants in the Career Assistance Program (CAP).

South Central Region Program Operator staff work closely with partnering agencies to identify youth in need of WIA services. These agencies include but have not been limited to the following: Family Support Division (referrals through CAP and children in Foster Care), Division of Youth Services, local Juvenile Offices, local school systems (working with school counselors to identify youth at risk for WIA services), and AEL Centers (working hand-in-hand with AEL instructors to recruit AEL students for WIA services). In all instances, where services can be coordinated to better serve the youth, the WIA customers are considered dual enrollments. This provides better customer service, case management and a reduction in WIA costs as costs are shared between the agencies.

Program Operator staff meet with the youth identified within the county of residence for easy customer access. Depending on the other agency working with the youth in question, program operator staff may meet with youth at the FSD office, AEL Center, or at a subcontractor branch office.

***2. UPDATED Provide a description of any innovative service delivery projects for youth currently operating in the region. Describe the local board's involvement in the projects, and the board's efforts to continue involvement and funding for the continuation of these projects. (Examples include In-School classroom opportunities such as Jobs for Missouri's Graduates, Work Experience or Internship opportunities (SPYC), Diploma Equivalency Classes (GED), Youth-focused Career Fairs, Youth Offender Collaborations, Youth Build, I can Learn, Cisco, etc)***

South Central Region's most innovative project for Youth continues to be the highly successful Jobs for Missouri's Graduates classes in Mountain View and Willow Springs. This region was among the few to embrace Youth into the NGCC model.

We were notified in June 09 that we were going to retain our two JMG sites in Willow Springs and Mountain View; our funding was decreased by \$9,700, however.

The Next-Generation Jobs Team was provided by ARRA starting April 09 and ending in September 09. South Central region implemented the Greening Missouri Youth project with the funding. Eligible 16 to 24 year old high school and college students or graduates were selected to participate as interns in manufacturing, healthcare and bioscience companies. They completed a four-day workshop/class that prepared them to manage a "green" project in the host facility, focusing on energy/cost reduction. The project was carried out over 8 weeks at the host facility. The company received the results of the project at the conclusion of the 8 weeks. Because of the project, our impoverished region will have a head start on the Green Jobs Act 2007 once it is active.

South Central is currently providing a pilot program that is similar to the old Civilian Conservation Corp and utilizes the youth in the Division of Youth Services (DYS) facility. This will be in collaboration with the Department of Conservation, the Division of Youth Services (DYS), the Gentry Residential Facility in Cabool, the SEARS Center in Poplar Bluff, the 37<sup>th</sup> Judicial District, and the SCSCWIB. The Department of Conservation provided personnel, transportation, and liability insurance. The youth in the project are paid and well supervised. It is a six week program for the youth, and eight weeks for the coordinator to set up and do reports after the program ends. It teaches work ethics, teamwork, leadership skills, and instills pride in the participants.

The South Central Youth Council has decided that they should become more involved and knowledgeable about what the providers of services are doing and how well they are completing their required tasks. To accomplish this, the council has put in place an activity of monitoring the youth files on a quarterly timetable. At this time, 12 to 18 files are reviewed per monitoring session. These are randomly picked files, being careful to pick files that haven't been reviewed recently.

A timeline graph type of review is used when monitoring the files. It starts with the registration and goes up to the current date. All important dates, events, or situations are shown on the time line. That is, all that are recorded in the file. This seems to be the largest area of concern in that all important events or happenings are not always documented.

The timeline shows a very clear picture of what is occurring in the life of a particular youth. It points out the activities that are put in place for this youth, and it shows the shortcomings of what is not taking place. The monitoring committee puts forth an effort to point out the good efforts where they are taking place. The committee feels this only fair, and it also shows that the monitoring is being done in an effort to improve the providers' efforts and not just a fault-finding process.

After the monitoring, the findings are presented to the director of the provider group for their consideration and comments. In some cases, some concerns can be addressed at that point and in other cases, the issues may have to be looked into or discussed with staff members.

To date, the Youth Council is pleased with the results of the monitoring activities. They feel that the providers have become more accountable in their delivery of services, and the providers now realize that the council is an oversight group to actually oversee their activities.

The monitoring of files will be an on-going activity and is well worth the time and effort that it takes to do. The monitoring results in more accountability on the behalf of the providers. In some cases the provider implemented some of the ideas that came about through the monitoring and discussion at the council meetings.

In June, 2005, the SCWIB Executive Committee recommended that we move ahead with plans to implement the Jobs for American Graduates (JAG) model in two of our school districts. Alternative Opportunities/Lakes Country will serve as Program Coordinator. The Youth Council Coordinator will act as liaison between the school sites, the program coordinator and the SCWIB. Two-JAG sites were developed at the Mountain View/Birch Tree school district and the Willow Springs School district. As of October 2006, the project is in its second year and is highly successful. The SCWIB is anxious to keep the existing sites, as well as expand to West Plains and Poplar Bluff.

In order to better prepare the youth of the South Central Region to obtain more highly skilled, better paying jobs, the South Central Workforce Investment Board (SCSCWIB), the SCSCWIB Youth Council Coordinator, and the 37<sup>th</sup> Judicial Circuit-Juvenile Division will work together to develop a Mentoring Project. A pool of qualified individuals will serve as mentors to at-risk youth and will assist those young people in preparing for and obtaining employment. The Mentoring Project will bring strategic public and private partners together in a cooperative venture not currently being offered to the youth of our region. (At the time of this revision, June 09, the Mentoring Project has been completed.)

The Mentoring Project will recruit and train a pool of mentors, each of whom will be matched with a young person identified as being at-risk. Each mentor will counsel, advise, and provide direction to the youth he or she is working with. In simple terms, the mentor will be a coach and a friend.

The Mentoring Project will recruit 28 individuals to act as mentors and will match them with 28 young people, ages 16 to 21. It is anticipated that the combination of one-on-one mentoring and training will enable the youth to gain the work readiness skills needed for successful employment. It is also the goal of the project to assist youth in advancing in their field of employment or their chosen profession.

## **E. Business Services**

**1. NEW Each region should form and maintain an integrated Business Services Team that is dedicated to all career centers within the region and whose mission is to connect businesses to a skilled workforce. Each Business Services Team should have a plan that guides TEAM members. Business marketing and outreach activities of team members should be defined and clearly outlined. The Business Services Team Plan should also outline the Team's purpose(s), goals, policies and procedures to ensure a seamless delivery of services, avoid duplication and ensure feedback to the region's career centers.**

**See Attachment 9**

South Central region has implemented a Business and Employer Services Team (BEST. Meetings of the team are held on an as need basis. Regular reports are sent to the DWD Business Representative for compilation and tracking of the businesses marketed to and what service information was provided at each contact. The BEST tracking spreadsheet assures each contact is added in Toolbox. With the distance of our region, email and phone are used on a regular basis to communicate any relevant partnering activity. Marketing goals are set on an annual basis and these goals have been met and exceeded since the BEST implementation.

The SCWIB has presented the primary partner agencies with business outreach training, and is now in the process of presenting such training to the secondary partners. This includes explaining the “big picture”; the single point of contact, how coordination and functioning as a system not only benefits the customers, but allows all partners to more easily achieve their performance goals. We cover the how and why of entering business contacts in Toolbox. We have developed certain tools to assist the staff with outreach efforts. We provide these tools (Resource Guides, Cheat Sheets, and Input Forms) in these training sessions, review their contents, and explain how to best use them.

All business outreach staff members are trained to provide access to all Career Center system business services. They do this not by being experts in all areas, but by simply listening to the business customer’s needs and knowing in what areas our system can be of assistance. With the help of the above mentioned outreach tools, they can easily contact the appropriate person to deliver that assistance.

We offer a Job Order Fax-In Form to business customers as an alternative to utilizing MissouriCareerSource.com or placing a job order over the phone to Career Center staff. While this may seem unnecessarily simple, we have seen both existing and new business customers take advantage of this option.

Our Division of Workforce Development’s Business Representative has developed strong relationships within our region’s economic development community, as well as DED’s Division of Business Development and Trade. This has resulted in reliable leads to businesses moving to the area, as well as existing businesses that are expanding, having challenges, or even facing layoffs.

***2. Describe the region’s commitment to businesses and how the training needs of businesses will be addressed, including implementing incumbent worker and On-the-Job Training programs. Include a description of how these services will not duplicate and will coordinate with Missouri’s incumbent worker and industry training programs.***

The SCWIB is currently working toward starting a consortium targeting aerospace/machining industries in our region. We have a pocket of several small businesses who need help training their workers, thereby averting layoffs.

Our board became aware of the need for OJT in our region, and met this need with the development and implementation of the Employed Worker Training (EWT) Program. This allows our region’s businesses to apply for reimbursement of up to fifty percent of employee wages during a specified training period. Eligible projects must fall into the following categories: Job Retention (If training is shown to be a critical part of a comprehensive plan to retain at-risk jobs), new technology/retooling (when new technology and/or retooling of a facility will increase the company’s competitiveness as well as the marketable skill of the employee), Career Pathways (Where training will allow an employee to move into a higher level position, creating a lower level vacancy to be filled)

Our EWT program is designed to minimize the possibility of duplicating both state and WIA training programs. There is currently very little chance of any duplication due to the lack of OJT assistance provided through state programs. However, we coordinate with Division Workforce Development Assistant Director, Amy Deem, to ensure we are all aware of what businesses are applying for, or approved to receive training assistance. EWT applications are only approved if state assistance is unavailable. The South Central Region will actively coordinate with DWD Central Office Business Relations staff to avoid duplication of incumbent worker (Classroom & OJT) and other industrial training programs.

As stated earlier, however, we no longer have funding for this project and it is temporarily tabled.

Thanks to the Skills Gap Initiative Consortium effort, we were presented with a clear picture of our business community’s challenges with the lack of “soft skills” in the labor pool. One of our Career Centers has worked with a local business, assisting them in the development of a community program to teach these skills to prospective applicants. The Career Center also helps promote these classes by posting registration dates for job seekers benefit.

The SCWIB was awarded \$250,000 for the Skills Gap Implementation Project and we are now implementing a program that delivers GED/Soft Skills classes, on-site, at participating businesses. The Workplace Initiative/Skills Enhancement (WISE) project provides Workplace Essential Skills and GED Connections for twelve counties in south central Missouri. The Adult Education and Literacy Programs (AEL) formed a working partnership with employers throughout the area to provide classes within the business or a nearby location. The class curriculum consists of GED preparation and/or Workplace Essential Skills.

#### ***F. Innovative Service Delivery Strategies***

***Describe how the region will support the Missouri Re-entry Process (MRP) 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.***

***In addition, include innovative service strategies for individuals receiving Unemployment Insurance, other unemployed individuals, and individuals with disabilities***

The South Central Region program operators currently provide services to ex-offenders on a regular basis as this group meets the eligibility criteria. At this time, there are not special circumstances for this targeted group. Employers are identified through the employer application process and working relationships established over the years.

Each offender referred from a Missouri Department of Corrections (DOC) Transitional Housing Unit (THU) will be provided an initial appointment with designated Career Center staff upon receipt of such referral. The initial appointment will consist of an assessment and referral to appropriate services and/or programs.”

Each offender referred from the District 13 office of Probation and Parole Officer will be provided an appointment for a job skills workshop upon receipt of such referral. The workshop gives targeted information to help ex-offenders reenter the workforce. The workshop will address barriers to employment, behavior and social skills, and job seeking skills specific to those with past criminal convictions.

Staff of the Missouri Career Center serve on the Steering Committee of the local Missouri Reentry Process Board. In this capacity, staff are able to access and provide input into the employment-related needs of offenders and to suggest potential solutions to those needs. Staff input helps to implement and maintain a holistic approach to the basic needs of offenders without our community. An essential task of the committee is to schedule and conduct a quarterly Resource Fair at which local service providers meet jointly to directly assist and/or provide referrals to partner agencies in addressing the basic need of offenders and their families. The Missouri Career Center participates in all Resource Fairs sponsored by the Missouri Reentry Process Board.

In an effort to better address the needs of non-traditional patrons, the South Central Workforce Investment Board, and the Missouri Career Center, have partnered to establish three access points in outlying areas of the service region. An access point is a neighborhood faith-based or community organization where job seekers can go in their own neighborhoods or communities to look for jobs, and receive assistance with direct referrals for services, online job searching, resume preparation, unemployment information, and related services, under the guidance of trained personnel. This partnership is under the auspices of the SHARE Network, which is a United States Department of Labor initiative designed to link community and faith-based organizations with the local workforce community in partnership to better address the social and economic needs of job seekers.

***2. (NEW) Explain the region's strategies for increasing the number of participants receiving Career Readiness Certificates, as well as increasing the participation in and awarding of credentials for GED (i/e/ provide space and extended evening and/or weekend hours), OJT and short-term training, and strategies for encouraging local employers and eligible Unemployment Insurance recipients to participate in WorkReadyMissouri.***

Participants are encouraged to use the WIN assessment. WorkKeys is offered so that customers may obtain a National Career Readiness Certificate.

#### **G. Strategies for Faith-based and Community-based Organizations**

*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' clients and customers to the services offered by the one-stops in the state. Outline efforts for conducting outreach campaigns to educate faith-based and community organizations about the attributes and objectives of the demand-driven workforce investment system. Indicate how these resources can be strategically and effectively leveraged in the local workforce investment area to help meet the objectives of WIA. (For more information, reference DOL's tool, *Making It Real: Strategies for State Agencies and Local Workforce Boards to Increase Partnerships with Faith-Based and Community Organizations.*)*

**South Central Region Policy  
for Working with Faith-Based (FBO)  
and Community-Based (CBO) Organizations under Executive Order 13279  
October 30, 2006**

President George W. Bush implemented Executive Order 13279 in 2001. This executive order required federal agencies to review and revise their policies to ensure that faith-based and community-based organizations are able to apply and compete equally with other eligible organizations for federal financial assistance. In response to this executive order, DOL implemented several changes to its regulations, including 29 CFR part 2, subpart D. DOL developed the Training and Employment Guidance Letter (TEGL 1-05, dated July 6, 2005) which establishes the new rules to allow the use of WIA Title I financial assistance for religious training and employment activities. On October 12, 2005, the Missouri Training and Employment Council (MTEC) approved a policy that encourages local Workforce Investment Boards to partner with faith-based organizations to provide services, when appropriate.

The Division of Workforce Development (DWD), which is the official grant recipient for the state of Missouri's WIA Title I funding allocation, released the approved policy as Issuance 02-06 on July 28, 2006. This issuance acknowledges that Title 1 funds can be used to employ or train participants in religious activities, as long as this assistance is provided *indirectly*. Indirect financial assistance occurs when participants are given a genuine and independent private choice among training providers or program options and can freely elect, from among such options, to receive training in religious activities when these activities satisfy the requirements of the program. Individual training accounts and other types of support that provide participants with real choices would meet this requirement. To ensure that a genuine and independent private choice is provided, each participant must be offered at least one option to which the participant has no religious objection. As a reminder, training services must be provided in a manner that maximizes an informed consumer choice. In addition, an organization must not be favored for, or denied recognition as, an eligible provider of services (including training) solely on account of religion.

The South Central Region, with this policy statement, adopts this principle of inclusion for FBOs and CBOs, and requires that all of their subcontractors adhere to the practice described herein. DWD will be responsible for monitoring compliance with this policy and providing training on the provisions of 29 CFR part 2, subpart D, which defines the responsibilities of faith-based organizations and other entities that receive or administer DOL support under current law, including state and local governments.

Faith Based and community based organizations are represented within the Workforce Investment Board’s structure; these board members bring the knowledge and resources available within the 12-county area to the table for improved quality service and resources. The SCWIB, One-stop partners and program operators continue to utilize Faith Based and Community Based organizations to address additional needs that participants may have outside of those served through SCWIB funding.

The Houston Food Pantry is run by the Catholic Church. As individuals come to the Food Pantry for assistance, they are given the Umbrella Flyers the SCWIB produced **Menu of Services**, which shows services available in the region. Other examples include:

- Butler County: United Rescue Mission
- Carter County: The Free Store
- Shannon County: TRS Shannon Co. Food Pantry
- Wayne County: Four Corners Food Pantry, Wappapello Methodist Church, Clearwater Ministerial Alliance Food Pantry.

We refer our clients to any Community Based Organization that might be able to provide services we cannot provide.

**X. Local Administration**

*A. Identify the local levels of performance negotiated with the Governor and chief elected official to be used to measure the performance of the local area and to be used by the local board for measuring the performance of the local fiscal agent (where appropriate), eligible providers, and the one-stop delivery system in the local area.\**

**South Central Region Performance Measures**

	<u>PY09 Negotiated Performance</u>	<u>PY09 Actual Performance</u>	<u>PY10 Negotiated Performance</u>
<b>WIA Adult</b>			
Entered Employment	84%	80.3%	65%

Retention	83%	96.5%	83%
Average Wage	\$9,455	\$13,246	\$11,000

**WIA Dislocated Worker**

Entered Employment	89%	87.5%	65%
Retention	89%	101.9	89%
Average Wage	\$13,016	\$14,005	\$12,000

**WIA Youth**

Entered Employment			
Or Education	63%	70.74%	62%
Degree/Certificate	43%	39.35%	43%
Literacy/Numeracy	35%	32.13%	35%

**Wagner/Peyser**

Entered Employment	65%	59%	65%
Retention	81%	78.7%	81%
Average Earnings	\$10,143	\$11,461	\$10,143

**South Central SCWIB Performance Goals for PY09**

**WIA Adult**

Entered Employment	84%
Retention	77%
Average Earnings	\$7,800

**WIA Dislocated Worker**

Entered Employment	91%
Retention	84%
Average Earnings	\$9,548

**WIA Youth**

Placement	62%
Attain Degree	43%
Literacy/Numeracy	35%

**Wagner/Peyser**

Entered Employment	63%
Retention	77%
Average Earnings	\$8,500

We will be negotiating two replacement measures in the near future. The Adult Earnings Average and the Dislocated Worker Earnings Average are replacing the former "Earnings Increase" measures so those must be negotiated. All the other performance measures still apply and were negotiated prior to PY'05 for both PY'05 and PY'06. See Attachment 7.

**B. An identification of the entity responsible for the disbursement of grant funds described in section 117(d)(3)(B)(i)(III), as determined by the chief elected official or the Governor under section 117(d)(3)(B)(i).\***

The Council of Chief Local Elected Officials in South Central Region has selected the South Central Workforce Investment Board as the grant recipient and fiscal agent for funds received in the local area under the WIA.

Ozark Action, Inc. had served in this position since July 1, 2000. The change in fiscal agent took place July 1, 2005.

The fiscal agent shall, under direction of the CCLEO and the SCWIB, budget funds from the WIA Title I allocation to allow for services by the Title I Operator(s) including

- a. Multiple core service elements in the full service sites and at Title I Operator affiliate locations throughout South Central Region;
- b. A broad range of intensive services as provided in the Act;
- c. A mix of training services to be expended through individual training accounts of participants with eligible training providers, together with on-the-job training contracts and customized training contracts as appropriate;
- d. Supportive services for participants;
- e. Administrative funds (not to exceed 10% from WIA funds) for (1) costs of performing the fiscal agent role; (2) administrative costs for staff support to the SCWIB and its committees and for monitoring of compliance and performance; and (3) administrative costs necessary to implement the Title I Operator services and the Title I Operator share of costs associated with operation of the full service One-Stop Centers.

**C. *A description of the competitive process used to award the grants and contracts in the local area for activities carried out under subtitle I of WIA, including the process to procure training services for youth (reference DWD Issuance 03-02) and any that are made as exceptions to the ITA process.\* Please update only if the region's process has changed from their current plan's response.***

Per the SCWIB's financial policy, SCWIB staff will formally advertise Competitive Bid-Purchases exceeding \$25,000. Procurements of this nature require the following guidelines:

Advertisement to the public must be in at least two newspapers of general circulation, selected to provide the best coverage for the area. In addition, written notifications to prospective bidders will be considered in an attempt to solicit the receipt of three or more bids. Advertisements are documented by a tear sheet and affidavit of publication.

The SCWIB Website ([www.scwib.org](http://www.scwib.org)) may be utilized instead of newspapers, when appropriate.

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.

A formal Request for Proposal (RFP) or Request for Bid (RFB) must be prepared. 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.

An RFP 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, allowability, 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.

The distribution of the RFP (RFB) will be made to anyone responding to the advertisement or the written solicitation. Distribution shall be made no sooner than the date and time named in the bid solicitation. The RFP should be distributed to known vendors (exceeding three if possible) in an attempt to get as many bids as possible.

For all procurements over \$50,000, a pre-bid conference (electronic or in-person) shall be held with the prospective bidders to answer questions and to clarify issues within the RFP. The time and place of the pre-bid conference is to be named in the advertisement and the RFP. Questions may be posed in person, in writing prior to the opening of the pre-bid conference, or participation by telephone. The questions and answers are formally recorded, and a written copy is distributed to all prospective proposers, both present and non-present. Prior to and after the close of pre-bid conference, no questions may be answered regarding the bid solicitation.

An evaluation team of at least three members is formed prior to the public opening. For all procurements over \$50,000, the Chief Local Elected Official (CLEO), or a designee of the CLEO, must be assigned to the team. 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 Chairperson of the SCWIB shall be done in writing and retained. The evaluation team for program RFPs should be made up of members of the SCWIB's Board of Directors.

The time and date of the public opening shall be named in the advertisement and the bid solicitation. The solicitation 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 bid solicitation may also be determined non-responsive, if so stated in the RFP (RFB).

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 container/envelope it was sent in, should be retained with the log as part of the permanent file.

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

The bids are copied and distributed to the members of the evaluation team. The team should read all bids before meeting as a group. A meeting shall be scheduled to evaluate the bids. Each team member shall evaluate the proposals independently. 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.

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.

The evaluation team must make a contract award(s) recommendation based on their evaluation. The team may recommend that no award be made if it is in the best interest of the program. The award recommendation is made to the full Board of Directors.

The Board of Directors shall consider the recommendations of the evaluation team and shall vote on the recommendations made. For all procurements over \$50,000, the CLEO, or a designee of the CLEO, should poll the Region's county commissioners for consensus. Contract awards on 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.

The successful and non-successful bidders are notified in writing of the award utilizing a Letter of Intent to Contract. The letter must be mailed within the time constraints outlined in the RFP (RFB). The bidder must be notified in writing if further negotiations are required prior to the contract being let.

A contract is prepared for signature for the program year or other term outlined in the RFP. Contracts may be extended for an additional one-year period if: the bidder requests an extension; upon approval of the Board; funds are available; and the sub-contractor (bidder) performs successfully under the terms of the contract.

Youth activities, which are required to be bid out, will be bid using a Request for Proposal designed by members of the Youth Council and SCWIB Program Operations Committee. The requirements for youth activities, performance standards and outcomes will be specified in the proposal inviting offers. The Career Assistance Program (CAP) **The MWA program** will also be bid out, if required.

***D. Describe how the region is working towards eliminating duplicative administrative costs to enable increased training investments.***

Through the NGCC process, the WIB office processes client payments. Contracts are for staffing only, eliminating administration fees.

The South Central Workforce Investment Board is operating as its own fiscal agent and projects to greatly reduce the administrative costs. It will be at the SCWIB's discretion, with the state's approval, as to where the excess admin money will be spent. There are many new training projects being researched. \$47,940.55 of PY05 FY06 Admin dollars was put back into the Career Assistance Program. \$7,550 was given to the Adult Education and Literacy Program to continue operations in Butler County.

In February 2009, \$20,000 was transferred from CAP admin funds to CAP program funds.

In PY08/FY09, the SCWIB only took 8.5% admin instead of the allowed 10%

***E. UPDATED Identify how the local region ensures that services are not duplicated. In particular, explain how the NGCC initiative has impacted this issue.***

Functional leadership ensures no duplication of services.

We ensure that services are not duplicated through regular communication, both electronically in ToolBox, and in person. The SCWIB hosts a Team Training event when funding is available that focuses on sharing information about available services among all One-Stop partners. A Resource Directory has been developed as a result of this training and continues to be updated.

***F. UPDATED Establish and define the local policy and procedure for Complaint and Grievance in accordance with the WIA Act 20 CFR 667.600 and 20 CFR Part 37.70, Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Investment Act of 1998. Both policies should be***

*incorporated into the MOU and disseminated throughout the region for all workforce development professionals to understand and implement. This should adhere to federal, as well as state complaint and grievance guidance.) Include a copy of this policy as Attachment 4 to the local plan.*

**See Attachment 4.6**

The complaint and grievance procedure is included as **Attachment 4.6** It is made available as a brochure to all WIA Title 1 customers.

**G. *Include the Planning Budget Summaries for PY 2009 and FY 2010.***

Planning Budget Summaries for PY09 and FY2-10 are included as **Attachment 5.7**.

**See Attachment 5.7**

## Attachment 1

### *III. D- E : Full-Service One-Stop Career Centers, One-Stop Partners located at the Career Centers and the services provided.*

#### **Missouri Career Center – West Plains**

**3417 Division Drive, Suite 1**

**West Plains, MO 65775-5789**

**Telephone: (417) 256-3158**

**Fax: (417) 256-8059**

- Division of Workforce Development
  - Wagner-Peyser programs
  - Veterans Title 38 programs
  - Trade Adjustment Assistance
  - Job Corps
- Family Support Division
- Division of Vocational Rehabilitation
- Division of Employment Security
  - Unemployment Insurance
- WIA Title I
- MWA
- Experience Works
- Workforce Investment Board – Rapid Response
- FSD/Child Support Enforcement
- Adult Education and Literacy

#### **Poplar Bluff Career Center**

**1903 Northwood Drive, Suite 2**

**Poplar Bluff, MO 63901-2425**

**Telephone: (573) 840-9595**

**Fax: (573) 840-9594**

- Division of Workforce Development
  - Wagner-Peyser programs
  - Veterans Title 38 programs
  - Trade Adjustment Assistance
  - Job Corps
- Family Support Division
- Division of Vocational Rehabilitation
- Division of Employment Security

## Unemployment Insurance

- WIA Title I
- MWA
- Experience Works
- Adult Education and Literacy

Services provided by partners at the Missouri Career Centers in the South Central Region include:

For job seeking customers:

Financial aid, job opening information, skills assessment, job seeking skills workshops, job training programs, career exploration, unemployment insurance phone bank, customer resource area, family support services, job placement, school and training information.

For business customers:

Job placement, labor market information, financial incentives, internet posting of job orders and resume retrieval, interviewing/testing of applicants, business workshops, customized training and employed worker training.

### **NGCC Outreach Sites:**

#### **Douglas County**

Douglas County Courthouse  
304 B NW 12<sup>th</sup> Avenue  
Ava, MO 65608  
Phone: (417) 683-5018 or (417) 683-1108  
Fax: same

#### **Howell County - Mountain View**

120 Oak St.  
Mountain View, MO 65548  
Phone: (417) 934-0595

#### **Oregon County**

Oregon County Courthouse Basement  
P.O. Box 248  
Alton, MO 65606  
Phone: (417) 778-1944  
Fax: same

#### **Ozark County**

18 Court Square  
Gainesville, MO 65655  
Phone: (417) 679-3883  
Fax: same

**Texas County**

16798 Oak Hill Drive Suite 400  
Houston, MO 65483  
Phone: (417) 967-2036 or (417) 967-1563  
Fax: same

**Wright County**

608 E. State Street  
Mountain Grove, MO 65711  
Phone: (417) 926-5570  
Fax: same

**Butler County**

419 Oak St.  
Poplar Bluff, MO 63901  
Phone: (573) 785-7695  
573-785-5385

**Carter County**

707 Main Street  
Van Buren, MO 63965  
Phone: (573) 323-8662  
Fax: 573-323-8942

**Reynolds County**

150 North Main  
Ellington, MO 63638  
Phone: (573) 663-2855  
Fax: 573-663-7567

**Ripley County**

Rt. 2, Box 16  
Doniphan, MO 63935  
Phone: (573) 996-7631  
Fax: 573-996-7651

**Shannon County**

P. O. Box 6

302 North Ash Street  
Winona, MO 65588  
Phone: 573-325-8277  
Fax: 573-325-8270

**Wayne County**

102 South Main  
Piedmont, MO 63957  
Phone: (573) 223-2475  
Fax: 573-223-2798

Services Offered at NGCC Outreach Sites:

Wagner/Peysers  
Community Services Block Grant (CSBG)  
Energy Assistance, LIHEAP  
Emergency Food & Shelter Program (EFSP)  
Emergency Shelter Grant (ESG), Back-to-School Fair  
Missouri Housing Trust Fund Program  
HUD  
Weatherization  
Workforce Investment Act Adult, Youth and Dislocated Worker services  
Missouri Work Assistance program services  
Youth Summit  
Head Start  
Commodities  
Back-to-School Fair  
Southern Missouri Transportation System (SMTS)

Ava: Community Services Block Grant (CSBG), Energy Assistance, LIHEAP, Emergency Food & Shelter Program (EFSP), Emergency Shelter Grant (ESG), Missouri Housing Trust Fund Program, Youth Summit, HUD, Weatherization, Head Start, Workforce Investment Act Adult, Youth and Dislocated Worker Services, and Career Assistance Program Services.

Doniphan: Community Services Block Grant (CSBG), HUD, Weatherization, Head Start, Workforce Investment Act Adult, Youth and Dislocated Worker Services, and Career Assistance Program Services.

Ellington: Community Services Block Grant (CSBG), HUD, Weatherization, Workforce Investment Act Adult, Youth and Dislocated Worker Services, and Career Assistance Program Services.

Gainesville: Community Services Block Grant (CSBG), Energy Assistance, LIHEAP, Emergency Food & Shelter Program (EFSP), Emergency Shelter Grant (ESG), Back-to-School Fair, Missouri Housing Trust Fund Program, HUD, Weatherization, Workforce Investment Act Adult, Youth and Dislocated Worker Services, and Career Assistance Program Services.

Hartville: Community Services Block Grant (CSBG), Energy Assistance, LIHEAP, Emergency Food & Shelter Program (EFSP), Emergency Shelter Grant (ESG), Back-to-School Fair, Missouri Housing Trust Fund Program, Commodities, HUD, Weatherization, Workforce Investment Act Adult, Youth and Dislocated Worker Services, and Career Assistance Program Services.

Houston: Community Services Block Grant (CSBG), Energy Assistance, LIHEAP, Emergency Food & Shelter Program (EFSP), Emergency Shelter Grant (ESG), Back-to-School Fair, Missouri Housing Trust Fund Program, Youth

- Summit, HUD, Weatherization, Workforce Investment Act Adult, Youth and Dislocated Worker Services, and Career Assistance Program Services.
- Mtn. Grove: Community Services Block Grant (CSBG), Energy Assistance, LIHEAP, Emergency Food & Shelter Program (EFSP), Emergency Shelter Grant (ESG), Back-to-School Fair, Missouri Housing Trust Fund Program, Youth Summit, HUD, Weatherization Workforce Investment Act Adult, Youth and Dislocated Worker Services, and Career Assistance Program Services.
- Mtn. View: Community Services Block Grant (CSBG), Energy Assistance, LIHEAP, Back-to-School Fair, Missouri Housing Trust Fund Program, HUD, Weatherization, Head Start, Workforce Investment Act Adult, Youth and Dislocated Worker Services, and Career Assistance Program Services.
- Piedmont: Community Services Block Grant (CSBG), HUD, Weatherization, Head Start, Southern Missouri Transportation System (SMTS), Workforce Investment Act Adult, Youth and Dislocated Worker Services, and Career Assistance Program Services.
- Poplar Bluff: Community Services Block Grant (CSBG), HUD, Weatherization, Workforce Investment Act Adult, Youth and Dislocated Worker Services, and Career Assistance Program Services.
- Van Buren: Community Services Block Grant (CSBG), HUD, Weatherization, Head Start, Workforce Investment Act Adult, Youth and Dislocated Worker Services, and Career Assistance Program Services.
- West Plains: Community Services Block Grant (CSBG), Energy Assistance, LIHEAP, Back-to-School Fair, Missouri Housing Trust Fund Program, Youth Summit, HUD, Weatherization, Head Start, Workforce Investment Act Adult, Youth and Dislocated Worker Services, and Career Assistance Program Services.
- Willow Springs: Community Services Block Grant (CSBG), Energy Assistance, LIHEAP, Back-to-School Fair, Missouri Housing Trust Fund Program, HUD, Weatherization, Workforce Investment Act Adult, Youth and Dislocated Worker Services, and Career Assistance Program Services.
- Winona: Community Services Block Grant (CSBG), HUD, Weatherization, Head Start, Workforce Investment Act Adult, Youth and Dislocated Worker Services, and Career Assistance Program Services.

## Attachment 2

### SOUTH CENTRAL WORKFORCE INVESTMENT BOARD ROSTER

TOTAL BOARD MEMBERS = 26

PRIVATE SECTOR MEMBERS = 12

Revised September, 2010

Donna Clark, Business, Fortis Plastics LLC	Steve Halter, Private Economic Development, Poplar Bluff Chamber of Commerce
Mitchell Terry, Business, Big Springs Store	Johnny Murrell, Public Economic Development, S.C. Council of Govts.
Douglas County vacant	Mrytle Little, Labor, Alton Public Schools
Garland Barton, Business, Finmeccanica/DRS	Margaret Miller, Labor, I.A.M., #2782
Bill Reeves, Business, Warm Fork Woodlands	Brenda Smith, Education, West Plains R-VII Schools
Bill Cook, Business, T.M.R., Inc.	Bud Joyner, Education, Three River Community College
Randy English, Business, Randy English Agency, LLC	Dennis Lancaster, Education, MSU-West Plains
Warren Bland, Business, Town & Country	Donna Frey, Wagner-Peyser, Vet Title 38, TAA, Div. of Workforce Development <b>Functional Leader, One Stop Operator</b>
Mike Ennis, Business, Eminence Mfg., Inc.	Darrell Deken, Family Support Division
James Bukowski, Financial Services	Vacant, Vocational Rehabilitation
Scott Hurt, Business, Fine Laboratories, Inc.	Anne Hutchison, Title V – CBO, Experience Works
Cindy Peterson, Business, Peterson Gravel & Redi-Mix Inc.	Bryan Adcock, Title I-CBO-CSBG-HUD, Ozark Action, Inc.
Butler County, Vacant	Robert McKiernan, Div. of Employment Security, Springfield Regional Claims Center
Walker Cole, Business, Caterpillar	

**Attachment 3**

**Pending completion of signatures**  
**ATTESTATION FOR REVIEW OF BY-LAWS**

The following local board members attest by their signatures that they have reviewed and understand the board's current by-laws:

\_\_\_\_\_  
Garland G. Barton, Chair      Date

\_\_\_\_\_  
James Bukowski      Date

\_\_\_\_\_  
Bill Reeves      Date

\_\_\_\_\_  
Cindy Petersen      Date

\_\_\_\_\_  
Donna Frey      Date

\_\_\_\_\_  
Mitch Terry      Date

\_\_\_\_\_  
Bill Cook      Date

\_\_\_\_\_  
Brenda Smith      Date

\_\_\_\_\_  
Mrytle Little      Date

\_\_\_\_\_  
Robert McKiernan      Date

\_\_\_\_\_  
Johnny Murrell      Date

\_\_\_\_\_  
Randy English      Date

\_\_\_\_\_  
Scott Hurt      Date

\_\_\_\_\_  
Steve Halter      Date

\_\_\_\_\_  
Darrel Deken      Date

\_\_\_\_\_  
Myrtle Little      Date

\_\_\_\_\_  
Bud Joyner      Date

\_\_\_\_\_  
Margaret Miller      Date

\_\_\_\_\_  
Warren Bland      Date

\_\_\_\_\_  
Mike Ennis      Date

\_\_\_\_\_  
Dennis Lancaster      Date

\_\_\_\_\_  
Bryan Adcock      Date

\_\_\_\_\_  
Walker Cole      Date

\_\_\_\_\_  
Donna Clark      Date

**Note: Changes in red are pending full board approval at the October 26, 2010 meeting**

**BYLAWS  
of the Workforce Investment South Central Region  
WORKFORCE INVESTMENT BOARD**

**ARTICLE I: NAME**

This volunteer policy and oversight body shall be the Workforce Investment Board (SCWIB) for the area described as Workforce Investment South Central Region under the federal Workforce Investment Act of 1998. (For clarity, the Workforce Investment Act is referenced in these Bylaws as “the Act” and the Area, as South Central Region.)

**ARTICLE II: PURPOSE OF THE BOARD**

The purpose of the SCWIB is to provide for the governance of workforce development activities for programs ascribed to it under the Act and for development of policy, administration, operation and activities of the Act, in agreement with the Council of Chief Local Elected Officials (CCLEO) in South Central Region.

The Board is empowered to organize itself, elect officers, adopt bylaws and do all those things authorized by the Act and other State and Federal statutes in partnership with, and, where the law requires, under the direction of the CCLEO.

**ARTICLE III: ORGANIZATION OF THE BOARD**

**Section 1.** The Board shall consist of members appointed by the CCLEO, from within South Central Region. The Board shall meet the certification requirements of the Governor of Missouri, which will be confirmed every two years or as otherwise established by the State.

**Section 2.** The Board shall consist of a minimum of twenty-two (22) members as appointed by the CCLEO. As required by the Act, members shall have optimum policy and/or hiring authority. At least 51% of the Board shall be from the private sector. Public sector representatives and One-Stop Partners will compose up to 49% of the Board.

**Section 3.** Future appointments from any of the groups listed, whether to fill vacancies or expand the membership, must be approved by the CCLEO prior to appointment.

**Section 4.** Approximately one-half of the Board shall be appointed (or re-appointed) each year. Subsequent appointments will be for two (2) year periods. Approximately one-half of the Board terms will expire on June 30 of each year. The CCLEO will submit a slate of appointees for (re) appointment prior to April 1 of each year. Should a vacancy occur during a term of office, appointments will be made for the duration of that term.

**Section 5.** No paid, elected county official may serve on the Board.

**Section 6.** Board members representing the One-Stop Operators and/or providers or contractors of core, intensive and/or training services for the SCWIB, and who, by virtue of

either their direct employment or Board membership affiliations, are prohibited from voting on any matter which would provide direct financial benefit to that member or 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.

**Section 7.** Failure by any member to attend three (3) consecutive regular meetings will warrant a vote by the Board to declare that member's place vacant.

#### *ARTICLE IV: MEETINGS*

**Section 1.** All meetings of the Board and its Committees shall be held in accordance with Chapter 610 R.S. MO 1978 (the Missouri Sunshine Law) and subsequent revisions thereto.

**Section 2.** The time and place of the regular meetings shall be determined by a majority vote of the Board members present.

**Section 3.** Other (e.g. conference call) meetings of the Board may also be called by the Chairperson at such time and place and for such purposes as the Chairperson shall designate.

**Section 4.** Other meetings of the Board shall be called upon written request of one-third of the members of the Board filed with the Secretary, which request shall designate the time and place and the purpose of the meeting. The business of any meeting shall be limited to the stated purposes of that meeting.

**Section 5.** Written notice of regular and other meetings of the Board shall be given to each member at least five days prior to the date of the meeting. The notice shall include a copy of the agenda for the meeting. Notice may be waived in writing by a member. Notice shall be deemed to be duly given when mailed by ordinary mail, postage prepaid, to each member of the Board at his/her last known address as appears on the records of the SCWIB.

**Section 6.** Board members, with the exception of One-Stop partners, may be compensated for mileage and conference/training expense in conjunction with the conduct of SCWIB business through funds to the local area from Title I of the Act. One-Stop partners will follow their normal channels of expense reimbursement for job-related duties within their funding systems.

**Section 7.** Each member of the Board shall have one vote on all matters voted upon, and all members may vote on any question, except as restricted in Article III, Section 6 of this document. Any member may name, with prior written notice to the Workforce Investment Board, an individual to carry that member's proxy vote at any meeting. A member shall not name an individual to carry that member's proxy vote at subsequent meetings nor more than one third (1/3) of all meetings conducted during any previous twelve months. The named proxy cannot be a current SCWIB member. Private sector proxies must come from the same county as the SCWIB member naming the proxy. Public sector proxies must come from the same agency as the SCWIB member naming the proxy. A slate of designated proxies must be submitted to the CCLEO for approval prior to July 1 of each year.

**Section 8.** A quorum for the transaction of business at any regular or other meeting shall consist of at least 50% of the current membership, ~~and at least half of the private sector appointees must be present.~~ Every decision of a majority of the members present and voting at any meeting at which there is a quorum shall be valid as the binding act of the Board.

**Section 9.** The minutes of each meeting shall be prepared and distributed to the Board members at least five days prior to the next meeting. Each Chief Local Elected Official shall also receive a copy of the minutes at least five days prior to the next meeting. The minutes of each meeting and any correction thereof, duly adopted, shall be signed by the Chairperson and Secretary.

## **ARTICLE V: OFFICERS**

**Section 1.** The officers of the Board, to be chosen by the members, shall be a Chairperson, Vice-Chairperson, Secretary and Treasurer. The Chairperson and Vice-Chairperson must be from the Private Sector members of the Board. The Secretary and Treasurer may be any member of the Board.

**Section 2.** In addition, there shall be such assistant officers and staff positions as the Board shall, from time to time, deem necessary to carry out the responsibilities of the Board.

**Section 3.** All officers shall be elected by the Board having received fifty percent or more of the votes cast and shall serve for a term of one year, or in the event of resignation(s), until their successors are elected and shall have qualified. There shall be no limit on the number of consecutive terms that an officer may serve.

**Section 4.** Any officer elected by the members of the Board may be removed by the affirmative vote of a two-thirds (2/3) majority of the members present and voting at any regular or special meeting of the Board.

**Section 5.** Any vacancy occurring in any office shall be filled for the un-expired term thereof by the members in the same manner as any election of officers.

**Section 6.** The Chairperson shall preside at all meetings of the Board. He or she shall execute all instruments for and on behalf of the Board.

**Section 7.** The Vice-Chairperson shall, in the absence of the Chairperson, perform the duties and exercise the powers of the Chairperson.

**Section 8.** ~~The Secretary shall review all recorded minutes of the Board which are prepared by Workforce Investment Board staff. The Secretary shall also record the minutes in all closed session meetings of the Board. The Secretary shall cause to be recorded all of the proceedings of the meetings of the Board in a book to be kept for that purpose. He or she shall give a minimum of five days notice of all meetings of the Board for which such notice is required. The Secretary shall provide for the safe keeping of all documents of the Board.~~

**Section 9.** The Treasurer shall review regular Board financial reports prepared by the fiscal agent and may review other periodic financial documents as necessary to satisfy the Board that finances are within budget and that the financial system and expenditures are in compliance with applicable regulations.

**Section 10.** All officers, employees, and representatives of the CCLEO who handle funds, or who are custodians of property, shall be bonded in an amount to be determined jointly by the Board and the CCLEO, or as prescribed by law.

**Section 11.** All checks drawn against funds of the Workforce Investment Act shall be approved within the financial management policies of the fiscal agent as approved by the Board and the CCLEO.

## ARTICLE VI: COMMITTEES

**Section 1.** The Executive Committee shall consist of the Chairperson, Vice-Chairperson, Secretary and Treasurer together with the Chair and Vice-Chair of the CCLEO, who shall serve as ex-officio. The Executive Committee shall have and possess such powers, duties and functions as are set out herein and shall have authority to act on behalf of the SCWIB when the SCWIB is not in session.

**Section 2.** There shall be a Youth Council, appointed by the Board, with concurrence of the CCLEO. The Youth Council shall be responsible to provide input to the development of the Youth Plan and to review and recommend Youth Operators. The Youth Council shall be composed of representatives from among the following:

- (a) members of the Board with special interest or expertise in youth policy;
- (b) representatives of youth service agencies, including juvenile justice and local law enforcement;
- (c) representatives of local public housing authorities;
- (d) parents of eligible youth seeking assistance under the Act;
- (e) individuals, including former participants and representatives of organizations that have experience relating to youth activities;
- (f) representatives of Job Corps, as appropriate; and
- (g) other individuals as the chairperson of the SCWIB in cooperation with the CCLEO, determines to be appropriate.

**Section 3.** There shall be a Finance Committee responsible to review the SCWIB and sub-contractor budgets as well as to advise on financial matters such as transfers of allocations, SCWIB staff salaries, and other fiscal matters. The Finance Committee will assist the Fiscal Manager with the yearly budget. There shall be a minimum of five members and at least two CLEOs serving on the Finance Committee.

**Section 4.** There shall be a Planning and Evaluation Committee responsible to advise and assist staff in the development of the Plan for the workforce development system as well as to advise on eligible training providers and their performance. There shall be a minimum of five members serving on the committee.

**Section 5.** There shall be a Program Operations Committee, responsible to study, evaluate and advise on contracting, performance measurement, evaluation and approval of training providers and oversight of the outcomes for service delivery provided through the One-Stop operator(s) and the One-Stop system. There shall be a minimum of five members on the committee.

**Section 6.** There shall be an Ethics Committee, responsible to make recommendations if complaints or grievances are lodged against a member of the SCWIB staff or sub-contractor staff. There shall be a set number of three members on the committee: one business sector representative, one public sector representative, and one CLEO.

**Section 7.** There shall be a Business Committee, responsible to review how the SCWIB operates and make recommendations. It shall be comprised of a minimum of five members, the majority coming from the private sector

**Section 8.** There shall be such other committees as the Chairperson of the Board, with the approval of the membership, shall from time to time designate. The members of any said committees shall be appointed by the Chairperson and shall have such authority and perform such duties as the members shall designate by resolution. To the extent feasible and practical, the geography of the WIA shall be represented in Committee composition.

#### **ARTICLE VII: AUDIT**

The fiscal records under the auspices of the Board and CCLEO shall be audited annually under the Single Audit Act of 1996 or under such other requirements of government circulars and auditing standards as might apply.

#### **ARTICLE VIII: AMENDMENTS**

The Bylaws of the Board may be amended by the 2/3 majority vote of the members present and voting at any regular meeting of the Board, or at any special meeting thereof at which a quorum is present, provided that the proposed amendments have been properly announced and have been provided to the members at least ten (10) days in advance of the meeting.

#### **ARTICLE IX: PARLIAMENTARY AUTHORITY**

Meetings of the Board shall be conducted according to procedures contained in Robert's Rules of Order, Revised, unless such procedures are in conflict with the Board's Bylaws, in which case the Board's Bylaws shall prevail.

#### **ARTICLE X: CCLEO AND SCWIB RESPONSIBILITIES AND AGREEMENT**

**Section 1.** The CCLEO shall be invited to all SCWIB meetings. No decision shall be made that affects the local plan, budget, contracting, selection of One-Stop operators and One-Stop system, or establishment of performance measures without consultation and concurrence of the CCLEO.

**Section 2.** The CCLEO is responsible under the Act for

- Consulting with the Governor on designation of the local area
- Serving as local grant recipient of funds, or, designating an entity to serve as local grant recipient or fiscal agent
- Retaining ultimate fund liability
- Approving budget developed by SCWIB
- Agreeing on Board's selection of One-Stop operators and Boards Memorandum of Understanding with the One-Stop operators
- Jointly with the Board, appointing a Youth Council.

**Section 3.** The SCWIB is responsible for

- Developing an annual budget, with approval of the CCLEO

- Selecting One-Stop operators, with agreement of the CCLEO
- Developing a Memorandum of Understanding with One-Stop partners, with agreement of the CCLEO
- Appointing a Youth Council in cooperation with the CCLEO
- Identifying eligible training providers (OJT, classroom, etc.)
- Identifying eligible providers of intensive services, if not provided by the One-Stop operator(s)
- Selecting eligible youth providers, on recommendations of the Youth Council through a competitive bid process
- Assisting the Governor in developing the statewide employment statistics system under the Wagner-Peyser Act
- Coordinating workforce activities with economic development strategies and developing other employer linkages with such activities
- Promoting participation of private employers in the workforce system and ensuring effective provision of activities to assist employers to meet their hiring needs
- Determining its administrative support requirements and the personnel to be retained.

**Section 4.** The SCWIB and CCLEO are jointly responsible for

- Developing and submitting a local plan to the Governor (one-year and five-year as instructed)
- Conducting oversight of programs including youth activities, employment and training activities and the One-Stop system.
- Negotiating local performance measures with the Governor.

**Section 5.** The SCWIB and CCLEO may establish additional agreements about the implementation of the Workforce Investment Act in South Central Region. It shall be the responsibility of the Executive Committee to negotiate the agreements with the person(s) designated by the CCLEO. Upon completion of the tentative agreements, approval of the agreement by the SCWIB must be sought at a meeting in which the proposed agreement has been properly announced.

## Attachment 4

**Pending Completion of Signatures**  
**SOUTH CENTRAL REGION**  
**INTERGOVERNMENTAL COOPERATION AGREEMENT**  
**September, 2010**

THIS AGREEMENT, made and entered into this 30th day of September, 2010, by and between the political jurisdictions of Butler, Carter, Douglas, Howell, Oregon, Ozark, Reynolds, Ripley, Shannon, Texas, Wayne and Wright Counties, Missouri, hereafter referred to as "The Council of Chief Local Elected Officials" (CCLEO) sets forth the policy and procedures for nomination and appointment of members to the South Central Workforce Investment Board (SCWIB) for South Central Region. We understand that this document is subject to modification based on federal or state policy and/or local considerations determined by the CCLEO.

### **Selection of the Workforce Investment Board**

It is agreed that the nominations and appointment process shall be conducted in compliance with the Workforce Investment Act of 1998 (WIA) and all State Regulations. It is further agreed that the CCLEO will have responsibility for the appointment of the initial membership and the filling of any vacancies thereafter.

Pursuant to the provisions of the WIA and in consideration of the mutual covenants hereinafter stipulated, the parties agree as follows:

1. The WIA will be implemented by the Board serving South Central Region, which encompasses the twelve counties enumerated in paragraph one above.
2. The Board will be composed of individuals with optimum decision-making or hiring authority in their organizations.
3. Representatives on the Workforce Investment Board must work within South Central Region, if at all possible.
4. The WIA requires that private business representatives must compose the majority of the Board. To that end, each presiding commissioner in the twelve-county area will solicit private sector nominees from general purpose business organizations.
  - a. One private sector appointment will be made by each presiding commissioner, for a total of twelve seats.
  - b. One of the two economic development seats shall be filled by a person representing private economic development, which seat shall count towards the private sector majority requirement.

- c. If necessary to retain at least 51% private sector composition, other private sector appointments will be made “at large” from among the Counties. The CCLEO, in making the appointments, will consider parity in County representation to the extent possible while encouraging participation by major business influences.
5. Public sector representatives shall include individuals who can represent each of the thirteen required One-Stop Partners and other required public sector interests of education, labor, community-based organizations and economic development. Where possible, nominees who can represent multiple elements within the public sector requirements will be named to public sector seats so as to accommodate a working Board size that also facilitates and encourages full participation of private business interests.
    - a. The first public sector representative shall be the second of the two required economic development seats, which shall be a person representing public economic development and whose nomination shall be solicited from among local economic development entities.
    - b. Two seats shall be held by labor representatives, nominated by the AFL-CIO.
    - c. Two seats shall be held by community based organizations (CBOs), who shall additionally come from the One-Stop Partners.
      - 1) One CBO seat shall be held by the Title V/Older Worker One-Stop Partner.
      - 4) One CBO seat shall be held by an entity representing Title I programs under the WIA, together with the Community Services Block Grant and Housing and Urban Development if provided by the CBO.
    - d. Two seats shall be held by individuals representing education, which shall be nominated by organized groups of local or regional consortiums within South Central Region. Selection of the education representatives shall be representative of the eastern and western areas in South Central Region. Education representatives shall additionally represent the One-Stop Partner required members of adult education/literacy and the Carl Perkins Act. Representatives may come from local education agencies, school boards, vocational education, community colleges and other higher education institutions.
    - e. One rehabilitation seat shall represent the Vocational Rehabilitation One-Stop Partner.
    - f. One welfare seat shall represent the Welfare-to-Work One-Stop Partner.
    - g. One public employment service seat shall represent Wagner-Peyser, Trade Act-NAFTA, Job Corps and Title 38 Veterans programs.
    - h. If present in the local area and unable to be represented by another partner, the following partners will also be named a seat if they meet the decision-making criteria provided in the Act: (1) Unemployment Insurance; (2) Housing and Urban Development; (3) Federal Veterans Programs.

6. All appointments to the Board shall be made by a majority of assenting votes of the CCLEO. The method of SCWIB appointments shall be as follows:

a. Private sector members shall be appointed/re-appointed through the following process:

- 1) Staff assigned to work with the CCLEO and the SCWIB will notify the Chairperson of the Board and the Chairperson of the CCLEO whenever a vacancy or expiration of term has occurred.
- 2) The CCLEO Chair will contact the CCLEO members in the counties where the vacancies exist.
- 3) The CCLEO members in those respective counties will contact the local "general purpose business organizations" to request that they make nominations for the who are responsible for securing nominations from other specialized business organizations.
- 4) The local business organizations will submit a slate of nominees for business sector vacancies to the CCLEO.
- 5) The CCLEO will appoint Board Members from the submitted list of nominees.
- 6) Assigned staff will complete the paperwork required to seat the member and maintain documentation required by the Governor for bi-annual certification of the Board.
- 7) In the event that additional private business members must be added to retain the private business interest majority of the Board, the seats shall be at large. Appointments by the CCLEO will consider geographic representation of the total SCWIB membership, together with a representation of businesses in the labor market area that reflect employment opportunities of the area (see also 6-b-4).

(b) Public sector members shall be appointed/re-appointed through the following process:

- 1) Staff assigned to work with the CCLEO and the SCWIB will notify the Chairperson of the Board and the Chairperson of the CCLEO whenever a vacancy or expiration of term has occurred.
- 2) The CCLEO Chairperson will inform the CLEOs of the vacancy and the elements of required representation for the seat. The CCLEO shall solicit nominations for that vacancy from the appropriate representative organizations. The CCLEO will identify the representative agencies within their respective counties and will send written requests soliciting nominations. All nominations received should be transmitted on the representative's official letterhead.
- 3) The CCLEO will submit at least one nomination for each public sector vacancy to be filled.
- 4) The CCLEO shall select the appropriate appointment from the submitted nomination

slate. In the event that an individual cannot be found to fill all the representation requirements, the CCLEO will necessarily increase the size of the Board by the required amount to meet the representation requirements (see 6-a-7).

- 5) Assigned staff will complete the paperwork required to seat the member and maintain documentation required by the Governor for bi-annual certification of the Board.
7. Board members shall be appointed for a term of two (2) years. Subsequent appointments will be for two (2) year periods. Terms will expire on June 30 of each year. The CCLEO will submit a slate of nominees for appointment by April 1 of each year. Should a vacancy occur during a term of office, appointments will be made for the duration of that term.

### **Relationship between the CCLEO and the South Central Workforce Investment Board**

The South Central Workforce Investment Board (SCWIB) is empowered to organize itself, elect officers, adopt bylaws and do all those things authorized by the WIA in partnership with, and, under the direction of the CCLEO. The CCLEO shall meet jointly with the SCWIB and concurrence of a majority of the CLEOs present at any regular or specially called meeting is required for all actions of the SCWIB that represent: local policy, the local plan, selection and requirements of the One-Stop operators and system, or receipt and expenditure of funds. The CCLEO may impose other requirements for its concurrence at its discretion.

1. **Local Plan.** The CCLEO shall review and approve as a body, the local workforce plan developed by the South Central Workforce Investment Board through the action taken by those CLEOs present at the WIB meeting in which the plan is presented and acted upon. Further, the CCLEO may appoint one or more members to serve on the WIB Committee responsible to develop the plan.
2. **Designation and Certification of One-Stop Operators.** The CCLEO must concur with the designation of One-Stop Operators and the system for One-Stop implementation through full-service and satellite Centers throughout the area.
3. **Promulgation of a Memorandum of Understanding with One-Stop Operators.** The CCLEO must concur with any decisions of the Workforce Investment Board as it pertains to the development and execution of the Memorandums of Understanding with One-Stop Operators and the Next Generation Career Center One-Stop system in South Central Region.
4. **Oversight of the Next Generation Career Center One-Stop Delivery System.** The CCLEO will participate as a full partner with the South Central Workforce Investment Board in monitoring activities of the WIA, inclusive of youth activities, employment and training activities and the Next Generation Career Center One-Stop system. An Independent Monitor will be contracted to conduct monitoring as determined necessary and on the behalf of the SCWIB and CCLEO. In addition, the SCWIB and CCLEO may appoint such joint oversight bodies as deemed necessary and prudent for the proper implementation and outcomes required by the WIA.
5. **Approval of SCWIB Budget.** The budget for all funds entrusted to the SCWIB shall require the approval of the CCLEO.

6. **Appointment of Youth Council.** CCLEO concurrence on the composition of the Youth Council appointed by the SCWIB will be required.
7. **Negotiation of Local Performance Measures with the Governor.** CCLEO concurrence on the performance standards proposed to the Governor by the SCWIB is required.

### **Conflict of Interest**

Board members representing the One-Stop Operators and/or providers or contractors of core, intensive and/or training services for the SCWIB, and who, by virtue of either their direct employment or Board membership affiliations, are prohibited from discussion or voting on any matter which would provide direct financial benefit to that member or organization or that would otherwise affect the distribution of funds among the providers of workforce services. These provisions should not be construed to prohibit local SCWIB members from training or employing WIA participants. Abstentions shall be reflected in the minutes.

### **Open Meetings Compliance**

The CCLEO stipulates that the SCWIB will be bound by Chapter 620 RSMO with respect to the Open Meeting and Records Law.

### **Local Grant Recipient for Funds Allocated to the Local Area**

South Central Workforce Investment Board shall serve as grant recipient and administrator of funds allocated to the local area for workforce development services.

1. The CCLEO recognizes its ultimate liability for misuse of grant funds. As a last resort, unallowable funds will be apportioned to each unit of general local government based on the extent to which each County gained or would have gained from the service disallowed (e.g., number of participants paid, educated or otherwise served, who resided in that County at the time of enrollment in workforce training).

**Assurances**

The signatories hereto stipulate that they will mandate compliance with Affirmative Action requirements under Title VI of the Civil Rights Act of 1964 as amended, and with appropriate Executive Orders; and that they will insure that the Board will not abridge the equal opportunity rights of any individual by reason of race, color, creed, age, sex, handicap or national origin.

The Presiding Commissioners of the counties named in the opening paragraph of this document have affixed their signatures below in agreement with the stipulations herein.

---

The Honorable Ed Strenfel  
Butler County

---

The Honorable Gene Oakley  
Carter County

---

The Honorable James Linder  
Douglas County

---

The Honorable Larry Spence  
Howell County

---

The Honorable Leo Warren  
Oregon County

---

The Honorable David Morrison  
Ozark County

---

The Honorable Donald Barnes  
Reynolds County

---

The Honorable William Kennon  
Ripley County

---

The Honorable Tony Orchard  
Shannon County

---

The Honorable Don Shelhammer  
Texas County

---

The Honorable Brian Polk  
Wayne County

---

The Honorable Rex Epperly  
Wright County

## Attachment 5

### Youth Council of the South Central Workforce Investment Board

Lisa Aden – Youth Council Chair.  
Ripley County Caring Comm. Part.  
209 W. Highway Street  
Doniphan, MO 63935  
573-996-7980  
[lisaaden@gmail.com](mailto:lisaaden@gmail.com)

Jody James - Secretary  
Ozark Action Inc.  
710 E. Main Street  
West Plains, MO 65775  
417-256-6147 Fax 417-256-0333  
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417-256-3158 Fax 417-256-8059  
[donna.frey@ded.mo.gov](mailto:donna.frey@ded.mo.gov)

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West Plains High School  
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West Plains, MO 65775  
417-256-6150 ext 220  
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Juvenile Justice Officer 37th District  
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417-256-2432 Fax 417-256-0520  
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417-256-7121 Ext 221 Fax 417-926-7202  
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Larry Long  
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[jimmcgee@shc-ems.com](mailto:jimmcgee@shc-ems.com)

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Penny Fowler, Director  
Current River Career Center  
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573-686-2011 Fax 573-785-1971  
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Ozark Foothills Reg. Plan. Comm.  
Collaborative Coordinator  
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573-785-6402 Fax 573-686-5467  
[foothillfamilies@ofrpc.org](mailto:foothillfamilies@ofrpc.org)

## **Attachment 6**

### **Complaint and Grievance Policy**

**(The policy cannot be electronically provided. A hard copy is with the original Plan.)**

PLANNING BUDGET SUMMARY

Local Workforce Investment Area (LWIA):South Central

Program Year Source of Funds: **PY' 10**

Non-Administration Transfer From Title I-B Adult to Dislocated Worker: \$ \_\_\_\_\_  
 Non-Administration Transfer From Title I-B Dislocated Worker to Adult: \$ \_\_\_\_\_

<b>WORKFORCE INVESTMENT ACT</b>	<b>Original</b>	<b>Revised</b>
<b>LOCAL ALLOCATIONS:</b>	<b>Allocation</b>	<b>Allocation</b>
		<b>with Transfer(s)</b>
Title I-B Adult	\$ 102,722.00	\$ _____
Title I-B Youth	\$586,806.00	\$ _____
Title I-B Dislocated Worker	\$ 97,024.00	\$ _____
<b>GRAND TOTAL LOCAL WIA ALLOCATIONS</b>	<b>\$ 786,552.00</b>	<b>\$ _____</b>

(for transfers, fill in both Original and Revised Allocation columns above for all funding)

<b>TITLE I-B ADULT:</b>	<b>AMOUNT</b>
<b>Use whole numbers - minimums must be rounded up and maximums rounded down</b>	
Local Administration (Maximum 10%)	10272
Program Services (Minimum 90%)	\$ 92,450.00
Transfer from Adult to Dislocated Worker	\$ -
<b>GRAND TOTAL TITLE I-B ADULT</b>	<b>\$ 102,722.00</b>

<b>TITLE I-B DISLOCATED WORKER:</b>	<b>AMOUNT</b>
<b>Use whole numbers - minimums must be rounded up and maximums rounded down</b>	
Local Administration (Maximum 10%)	9702
Program Services (Minimum 90%)	\$ 87,322.00
Transfer from Dislocated Worker to Adult	
<b>GRAND TOTAL TITLE I-B DISLOCATED WORKER</b>	<b>\$ 97,024.00</b>

<b>TITLE I-B YOUTH:</b>	<b>AMOUNT</b>
<b>Use whole numbers - minimums must be rounded up and maximums rounded down</b>	
Local Administration (Maximum 10%)	58680
Program Services In School Youth	\$132,000.00
Program Services Out of School Youth	\$132,000.00
Summer Employment Opportunities In School Youth	\$132,000.00
Summer Employment Opportunities Out of School Youth	\$132,126.00
Total Program Services (Minimum 90%)	\$528,126.00
<b>GRAND TOTAL TITLE I-B YOUTH</b>	<b>\$586,806.00</b>

**GRAND TOTAL (must equal Grand Total Local WIA Allocations above)** \$ 786,552.00

**NOTE:** 1) In accordance with 20 Code of Federal Regulations (CFR) Part 664.320 (a), the total of the Title I-B Youth line items "Program Services Out of School Youth" and "Summer Employment Opportunities Out of School Youth" MUST be a Minimum of 30% of the amount shown on the line item "Total Program Services".  
 2) A separate Planning Budget Summary form must be prepared for each Program Year (PY) and Fiscal Year (FY) source of funds.

PLANNING BUDGET SUMMARY

Local Workforce Investment Area (LWIA):South Central

Program Year Source of Funds: **FY' 11**

Non-Administration Transfer From Title I-B Adult to Dislocated Worker: \$ \_\_\_\_\_  
 Non-Administration Transfer From Title I-B Dislocated Worker to Adult: \$ \_\_\_\_\_

<b>WORKFORCE INVESTMENT ACT</b>	<b>Original</b>	<b>Revised</b>
<b>LOCAL ALLOCATIONS:</b>	<b>Allocation</b>	<b>Allocation</b>
		<b>with Transfer(s)</b>
Title I-B Adult	\$ 489,086.00	\$ _____
Title I-B Youth	\$0.00	\$ _____
Title I-B Dislocated Worker	\$ 257,661.00	\$ _____
<b>GRAND TOTAL LOCAL WIA ALLOCATIONS</b>	<b>\$ 746,747.00</b>	<b>\$ _____</b>

(for transfers, fill in both Original and Revised Allocation columns above for all funding)

<b>TITLE I-B ADULT:</b>	<b>AMOUNT</b>
<b>Use whole numbers - minimums must be rounded up and maximums rounded down</b>	
Local Administration (Maximum 10%)	48908
Program Services (Minimum 90%)	\$ 440,178.00
Transfer from Adult to Dislocated Worker	\$ -
<b>GRAND TOTAL TITLE I-B ADULT</b>	<b>\$ 489,086.00</b>

<b>TITLE I-B DISLOCATED WORKER:</b>	<b>AMOUNT</b>
<b>Use whole numbers - minimums must be rounded up and maximums rounded down</b>	
Local Administration (Maximum 10%)	25766
Program Services (Minimum 90%)	\$ 231,895.00
Transfer from Dislocated Worker to Adult	
<b>GRAND TOTAL TITLE I-B DISLOCATED WORKER</b>	<b>\$ 257,661.00</b>

<b>TITLE I-B YOUTH:</b>	<b>AMOUNT</b>
<b>Use whole numbers - minimums must be rounded up and maximums rounded down</b>	
Local Administration (Maximum 10%)	_____
Program Services In School Youth	_____
Program Services Out of School Youth	_____
Summer Employment Opportunities In School Youth	_____
Summer Employment Opportunities Out of School Youth	_____
Total Program Services (Minimum 90%)	_____
<b>GRAND TOTAL TITLE I-B YOUTH</b>	<b>_____</b>
<b>GRAND TOTAL (must equal Grand Total Local WIA Allocations above)</b>	<b>\$ 746,747.00</b>

**NOTE:** 1) In accordance with 20 Code of Federal Regulations (CFR) Part 664.320 (a), the total of the Title I-B Youth line items "Program Services Out of School Youth" and "Summer Employment Opportunities Out of School Youth" MUST be a Minimum of 30% of the amount shown on the line item "Total Program Services".  
 2) A separate Planning Budget Summary form must be prepared for each Program Year (PY) and Fiscal Year (FY) source of funds.

**Pending completion of signature page  
MEMORANDUM OF UNDERSTANDING**

**FOR ONE-STOP SYSTEM SERVICES  
IN SOUTH CENTRAL REGION WORKFORCE INVESTMENT AREA  
Revised September, 2010**

This Memorandum of Understanding (MOU) is entered into in the spirit of cooperation and collaboration by the South Central Workforce Investment Board, hereafter referred to as "the SCWIB" and the One-Stop Delivery System signatory partners, hereafter referred to as "the One-Stop Partners." The SCWIB and the One-Stop Partners agree as follows:

I. Purpose of Memorandum of Understanding

The purpose of this Memorandum of Understanding (MOU) is to establish a viable framework in which the SCWIB and the One-Stop Partners will be able to provide Next Generation Career Center One-Stop services for employers, their employees, those seeking employment, employment skills or training, and other interested parties within the local area, utilizing the Next Generation Career Center model implemented July 1, 2010.

The purpose of the One-Stop system in the South Central Region is to create a seamless system of service delivery that will enhance access to the individual programs' services while improving long-term employment outcomes for customers receiving assistance.

The objective of the parties is to provide these services in the most efficient manner possible, and to meet all performance measures established by the SCWIB, the Missouri Workforce Investment Board, the Missouri Division of Workforce Development, and the United States Department of Labor.

II. Mission Statement

West Plains and Poplar Bluff: To promote business growth in a global economy by cultivating a skilled workforce through diverse services offered by workforce professionals.

III. Vision Statement

West Plains: Building workforce excellence for tomorrow's quality careers.

Poplar Bluff: Leading the way towards a skilled workforce and rewarding careers.

#### IV. Partners

The One-Stop Partners in this Agreement, **providing full-time, on-site services** in the full service sites located in Poplar Bluff and West Plains are:

1. Missouri Division of Workforce Development (Wagner Peyser, Trade Act, Veterans Title 38 Programs)
2. WIA Staffing - South Central MO Community Action Agency in Poplar Bluff
3. WIA Staffing - Ozark Action, Inc. in West Plains

The following One-Stop Partners agree to make core services available at the full-service One-Stops, either through partial co-location, electronic connection or print materials:

<b>Poplar Bluff</b>	<b>West Plains</b>
Missouri Division of Vocational Rehabilitation	Missouri Division of Vocational Rehabilitation
Three Rivers Community College	Missouri State University - WP
Poplar Bluff Technical Career Center	South Central Career Center
Adult Education & Literacy	Adult Education & Literacy
Title V: Experience Works	Title V: Experience Works
Missouri Family Support Division (FSD).	Missouri Family Support
Unemployment Insurance	Division (FSD).
UMOS (via separate MOU)	Unemployment Insurance
	UMOS (via separate MOU)

While all facilities meet ADA requirements, services have been made more accessible to persons with disabilities through installation of a variety of assistive equipment at the full-service One-Stops. This includes: TDD, 19-inch computer monitor, ZoomText software to enlarge print on screen and large print lettering for keyboards. Ubi-duos are available at each comprehensive One-Stop site. Each Next Generation Career Center has video conferencing equipment which is provided by the Veterans program.

#### V. Structure and Management

The parties to this Agreement will work as Partners to provide One-Stop workforce development services. One-Stop Partners, in conjunction with the Functional **Leaders**, will maintain responsibility for the supervision of its respective staff, equipment, finances and management information systems (MIS). The Functional Leaders will oversee daily operation of the One-Stop Career Centers, in conjunction with the Regional Leadership Team.

VI. Services to be Provided

The services that will be delivered through the One-Stop system are listed in the Next Generation Career Center Plan under 'CUSTOMER FLOW PROCEDURES' for each team.

VII. Definition of Relationships/Roles

The Workforce Investment Act clearly identifies the One-Stop system as the service delivery system for programs funded under the Act and its One-Stop Partner programs.

The Division of Workforce Development will be the One-Stop Operator at both comprehensive Centers.

The SCWIB designates the Functional Leaders for the One-Stop Career Centers to provide operating guidance on all One-Stop programs.

The One-Stop Partners will work jointly to provide core, intensive and training services. In addition, each One-Stop Partner will retain responsibility for respective reporting, monitoring, MIS, and audit resolution systems

The following parties, on and off-site, are involved in the administration and delivery of the One-Stop system:

- (a) South Central Workforce Investment Board;
- (b) Chief Local Elected Officials (CLEO);
- (c) One-Stop Partners
- (d) Functional Leaders, One-Stop Operators and Regional Leadership Team

The South Central Workforce Investment Board acts as its own fiscal agent.

VIII. Parties to the Agreement

Parties to this Memorandum of Understanding include:

- (a) South Central Workforce Investment Board (SCWIB)
- (b) Chief Local Elected Officials (CLEOs)
- (c) One-Stop Partners
- (d) Functional Leaders, One-Stop Operator, and Regional Leadership Team

It has been agreed among the One-Stop Partners that, where there are multiple managerial officials within a Partner agency/institution, the official representative of that agency/institution will be the signatory official.

IX. Referral method for individuals between the One-Stop Partners

The primary principle of the referral system is the provision of a seamless delivery of services to all customers. The triage approach will be used throughout the One-Stop system in which key entry information will be obtained from customers to refer them to appropriate resources. A One-Stop referral form/passport will be used to track customer referrals utilizing the NGCC model.

X. Performance Goals and Standards

The One-Stop Partner(s) will understand and respect each One-Stop Partner(s) individual services and outcome expectations. Each One-Stop Partner will work collaboratively to ensure that individual business practices and outcomes jointly achieve the objectives as outlined in the 2-Year Plan

It is agreed that the NGCC System will strive to deliver a standard of quality service for its customers, employees, and partners. All customers will receive prompt and courteous service designed to assist them in achieving their educational and/or job placement goals.

XI. Service and System Operating Costs: See MOU Attachment A

XII. Indemnification and Liability

Each One-Stop Partner to this Agreement will assume liability for its actions and the actions of its agents under this Agreement. Each One-Stop Partner shall hold harmless, defend and indemnify all other One-Stop Partners to this Agreement from and all claims for damages, including costs and attorney fees resulting in whole or in part from the One-Stop Partner or its agent's activities under the Agreement.

XIII. Non-Discrimination

All Partners will comply with the local policy and procedure for Complaint and Grievance in accordance with the WIA Act 20 CFR 667.600 and 20 CFR Part 37.70, Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Investment Act of 1998.

All parties to this Agreement certify that they are equal opportunity employers. All agree that they will not discriminate in their employment practices or services on the basis of gender, age, race, color, creed, religion, national origin, disability or veterans status, or on the basis of any other classification protected under State or Federal law. The parties hereby certify that they have in place, policies and procedures to address these issues, and that such policies and procedures have been disseminated to their employees and otherwise posted as required by law. The parties further certify that

they are currently in compliance with all applicable State and Federal laws and regulations regarding these issues.

XIV. Duration of the MOU

This Agreement will be effective July 1, 2010 through June 30, 2011.

XV. Modification Process

At the end of each year's MOU duration, there will be a review to ensure compliance to the agreement and consider any modifications.

One-Stop Partner(s) may request in writing an amendment to the MOU through the SCWIB. The SCWIB may amend the MOU whenever the board determines it is appropriate or necessary. Any modifications to this Agreement, to be valid, must be in writing, signed and dated under the conditions agreed upon by all the One-Stop Partners, and attached to the original Agreement. If any provision of the Agreement is held invalid, the remainder of the Agreement shall not be affected.

XVI. Signature Page

_____ Leo Warren, Chair Council of Chief Local Elected Officials	_____ Date	_____ Garland G. Barton, Chair South Central Workforce Investment Board	_____ Date
--	---------------	---	---------------

Other Parties to the Agreement:

_____	_____	<u>Director, Division of Workforce Development</u>	_____
Julie Gibson	Date	Title	Agency/Institution

_____	_____	<u>Area Director Sup 1, Family Support Division</u>	_____
Darrel Deken	Date	Title	Agency/Institution

_____	_____	<u>Supervisor, Division of Vocational Rehabilitation</u>	_____
Janet Childers	Date	Title	Agency/Institution

_____	_____	<u>Director, South Central Career Center</u>	_____
Brenda Smith	Date	Title	Agency/Institution

_____	_____	<u>President, Three Rivers Community College</u>	_____
Dr. Devon Stephenson	Date	Title	Agency/Institution

_____	_____	<u>Executive Director, Ozark Action Inc.</u>	_____
Bryan Adcock	Date	Title	Agency/Institution

_____	_____	<u>State Director, Experience Works</u>	_____
Diane Chambers	Date	Title	Agency/Institution

Poplar Bluff Career Center

Staff #	Exp Works	CAP	DWD	WIA	Total	Staff %	Exp Works	CAP	DWD	WIA	Total
July	0.5	0	9	5	14.5	July	0.03	0.00	0.62	0.34	1
August	0.5	0	9	5	14.5	August	0.03	0.00	0.62	0.34	1
September	0.5	0	9	5	14.5	September	0.03	0.00	0.62	0.34	1
October	0.5	0	9	5	14.5	October	0.03	0.00	0.62	0.34	1
November	0.5	0	9	5	14.5	November	0.03	0.00	0.62	0.34	1
December	0.5	0	9	5	14.5	December	0.03	0.00	0.62	0.34	1
January	0.5	0	9	5	14.5	January	0.03	0.00	0.62	0.34	1
February	0.5	0	9	5	14.5	February	0.03	0.00	0.62	0.34	1
March	0.5	0	9	5	14.5	March	0.03	0.00	0.62	0.34	1
April	0.5	0	9	5	14.5	April	0.03	0.00	0.62	0.34	1
May	0.5	0	9	5	14.5	May	0.03	0.00	0.62	0.34	1
June	0.5	0	9	5	14.5	June	0.03	0.00	0.62	0.34	1

DWD does not include Annie or 2 RES staff

Career Center Cost

	DWD Budget	Additional	Total	Exp Works	CAP	DWD	WIA		Total
Office Supplies	\$2,324.00	\$2,875.00	\$5,199.00	\$179.28	\$0.00	\$3,226.97	\$1,792.76	\$0.00	\$5,199.00
Telephone	\$2,846.00	\$1,000.00	\$3,846.00	\$132.62	\$0.00	\$2,387.17	\$1,326.21	\$0.00	\$3,846.00
Postage	\$718.00	\$500.00	\$1,218.00	\$42.00	\$0.00	\$756.00	\$420.00	\$0.00	\$1,218.00
Postage Machine	\$495.00	\$0.00	\$495.00	\$17.07	\$0.00	\$307.24	\$170.69	\$0.00	\$495.00
Memberships	\$410.00	\$0.00	\$410.00	\$14.14	\$0.00	\$254.48	\$141.38	\$0.00	\$410.00
Copier	\$2,352.00	\$0.00	\$2,352.00	\$81.10	\$0.00	\$1,459.86	\$811.03	\$0.00	\$2,352.00
Rent/Utilities	\$51,928.15	\$6,130.00	\$58,058.15	\$2,002.01	\$0.00	\$36,036.09	\$20,020.05	\$0.00	\$58,058.15
Subs/Publications	\$85.00	\$0.00	\$85.00	\$2.93	\$0.00	\$52.76	\$29.31	\$0.00	\$85.00
Advertising	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Funct Leader DWD	\$59,916.00	\$0.00	\$59,916.00	\$0.00	\$0.00	\$49,916.00	\$10,000.00	\$0.00	\$59,916.00
	\$121,074.15	\$10,505.00	\$131,579.15	\$2,471.14	\$0.00	\$94,396.58	\$34,711.43	\$0.00	\$131,579.15

West Plains Career Center

Staff #	DES	VSO	CAP	DWD	WIA	Total	Staff %	DES	VSO	CAP	DWD	WIA	Total
July	0	0	0	7	4	11	July	0.00	0.00	0.00	0.64	0.36	1
August	0	0	0	7	4	11	August	0.00	0.00	0.00	0.64	0.36	1
September	0	0	0	7	4	11	September	0.00	0.00	0.00	0.64	0.36	1
October	0	0	0	7	4	11	October	0.00	0.00	0.00	0.64	0.36	1
November	0	0	0	7	4	11	November	0.00	0.00	0.00	0.64	0.36	1
December	0	0	0	7	4	11	December	0.00	0.00	0.00	0.64	0.36	1
January	0	0	0	7	4	11	January	0.00	0.00	0.00	0.64	0.36	1
February	0	0	0	7	4	11	February	0.00	0.00	0.00	0.64	0.36	1
March	0	0	0	7	4	11	March	0.00	0.00	0.00	0.64	0.36	1
April	0	0	0	7	4	11	April	0.00	0.00	0.00	0.64	0.36	1
May	0	0	0	7	4	11	May	0.00	0.00	0.00	0.64	0.36	1
June	0	0	0	7	4	11	June	0.00	0.00	0.00	0.64	0.36	1

DWD does not include Donna or 1 RES staff

Does not include DES Auditor or the VSO.

Career Center Cost

	DWD Budget	Additional	Total	DES	VSO	CAP	DWD	WIA	Total
Office Supplies	\$2,558.00	\$2,665.00	\$5,223.00	\$0.00	\$0.00	\$0.00	\$3,323.73	\$1,899.27	\$5,223.00
Telephone	\$6,713.00	\$1,400.00	\$8,113.00	\$0.00	\$0.00	\$0.00	\$5,162.82	\$2,950.18	\$8,113.00
Postage	\$828.00	\$504.00	\$1,332.00	\$0.00	\$0.00	\$0.00	\$847.64	\$484.36	\$1,332.00
Postage Machine	\$495.00	\$0.00	\$495.00	\$0.00	\$0.00	\$0.00	\$315.00	\$180.00	\$495.00
Memberships	\$170.00	\$0.00	\$170.00	\$0.00	\$0.00	\$0.00	\$108.18	\$61.82	\$170.00
Copier	\$1,994.00	\$0.00	\$1,994.00	\$0.00	\$0.00	\$0.00	\$1,268.91	\$725.09	\$1,994.00
Rent/Utilities	\$58,860.00	\$3,672.00	\$62,532.00	\$0.00	\$0.00	\$0.00	\$39,793.09	\$22,738.91	\$62,532.00
Subs/Publications	\$60.00	\$0.00	\$60.00	\$0.00	\$0.00	\$0.00	\$38.18	\$21.82	\$60.00
Advertising	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Funct Leader DWD	\$77,778.00	\$0.00	\$77,778.00	\$0.00	\$0.00	\$0.00	\$67,778.00	\$10,000.00	\$77,778.00
	\$149,456.00	\$8,241.00	\$157,697.00	\$0.00	\$0.00	\$0.00	\$118,635.55	\$39,061.45	\$157,697.00

**Pending Completion of Signature Page**

**Memorandum of Understanding**

**South Central Workforce Investment Board  
and  
United Migrant Opportunity Services**

This Memorandum of Understanding (MOU) is entered into in the spirit of cooperation and collaboration by the South Central Workforce Investment Board (SCWIB) representing the South Central Region Next Generation Career Center (NGCC) One-Stop System and United Migrant Opportunity Services (UMOS). The content describes how their combined efforts will be utilized to better serve the Migrant and Seasonal Farmworker (MSFW) population in the South Central Region. It is understood that the development and implementation of this MOU will require mutual trust and teamwork between the two parties to accomplish their program goals.

Each organization will serve as an outreach site for one another, will provide written and verbal information and referral materials regarding programs offered by the Next Generation Career Center (NGCC) services and UMOS, and will maintain linkages including, but not limited to the following:

SCWIB, through the NCGG model, will provide core services to MSFWs including but not limited to eligibility determinations, outreach, intake, orientation to information and other services available through the one-stop delivery system, initial assessment of skill levels, aptitudes, abilities and supportive service needs, job search and placement assistance, career counseling if appropriate, information on job vacancy listings and skills needed to obtain the jobs as well as information relating to local occupations in demand and the earnings and skill requirements for such occupations. Intensive services that may be provided include comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include (a) diagnostic testing and use of other assessment tools; (b) in-depth interviewing and evaluation to identify employment barriers and appropriate employment goals; (c) development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the employment goals (d) group counseling; (e) individual counseling and career planning; (f) case management for participants seeking training services and (g) short-term prevocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training.

SCWIB, through the NGCC model, shall operate an outreach program in order to locate and to contact MSFWs who are not being reached by the normal intake activities conducted by the local offices.

SCWIB, through the NGCC model, will refer applicants to UMOS on job openings available to their MSFW clients through our One-Stop Career Centers,

SCWIB, through the NGCC model, coordinate efforts with UMOS to refer clients to each other on openings they qualify for, including training openings that could be used as On-the-Job training sites,

UMOS will refer applicants to South Central Region Career Centers through the NGCC model for placement in job openings or any other core services provided by DWD for the MSFW population,

UMOS will refer clients to SCWIB through the NGCC model who wish to file a complaint under the Employment Service Complaint System (20 CFR 658),

UMOS will provide on a quarterly basis (by e-mail or verbal) an estimate of the number staff days used to perform outreach,

Oversight of this MOU will be the responsibility of the SCWIB Compliance Manager and Division of Workforce Development and will expire June 30<sup>th</sup> of each year.

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South Central Workforce Investment Board

By: \_\_\_\_\_ Date \_\_\_\_\_  
Garland G. Barton, Chair

United Migrant Opportunity Services (UMOS)

By: \_\_\_\_\_ Date \_\_\_\_\_  
Steven Borders, Director

**Attachment 9**

**BUSINESS SERVICES TEAM PLAN**

The Next Generation Career Center staff has a well-established rapport with local employers defined by geographic location and years of service. The business outreach efforts are coordinated by the Business Employer Services Team (BEST). This team is made up of the DWD Business Services Representative, the DWD LVER's, the Employment and Skills Team Leaders from each Career Center and the NGCC Functional Leaders. The placement of these key personnel allows for optimum coverage of and the immediate response to the employers within our twelve county regions.

The goal of BEST is to advance the South Central Workforce Development System as a business-driven system by providing research, development, coordination and implementation of business and employer services. They work with economic development partners to support the attraction, retention and expansion of business that provide jobs to the region. They gather business intelligence and compile skills gap data provided to the NGCC Employment and Skills Teams to assure a business-driven approach to occupational and educational skills training services. This staff also provides company showcasing and promoting with employer service related products such as customized recruitment events. They will also market workforce programs that provide well trained job seekers to the employers. The LVER in each center will supplement this service delivery through outreach in accordance with the Jobs for Veterans State Grant, 2010-2014.

Business services will be marketed and delivered through a primary point of contact system. This means that, regardless of how the business customer comes in contact with our system, that single, primary point of contact will provide access to all system services. The Employment Team, including the LVER, enters and manages job orders for employers in the job matching computer system. The job order information combined with the DWD and SCWIB Business Services information will keep a continual flow of updated employment Product Box tools available to job seekers. The Employment and/or Skills Teams will facilitate employer specific assessments that screen for hiring purposes and administer skill, aptitude and interest reviews for matching job seekers with job orders. To ensure that qualified applicants are referred to employers' job openings, the Employment and/or Skills Team members will conduct a structured interview with the job seeker to learn the work history and to clarify skills, educational level, personal strengths and barriers. The interview will focus on the assistance needed for skills development or employment services needed toward defining and achieving their specific job/career goals. The Employment Team will provide OJT and work experience information to employers and coordinate the contracting of job seekers with the Skills Team and their pool of job seekers wanting OJT's and work experience. The Skills Team will take the employer skills gap data combined with the individual skills review data to set up classroom training services that enables an employment outcome at the completion of training.

This collaboration, communication and interaction of staff and their duties behind the scenes will assure a seamless transition between job seeker and employer.