



# South Central **WORKFORCE** *Investment Board*



## **REQUEST FOR PROPOSALS (RFP) FOR ONE-STOP OPERATOR SERVICES**

### **Release Date**

June 21, 2025

### **Proposal Deadline**

July 21, 2025, 10:00 AM Central Time

### **Pre-Proposal Conference (by Webex)**

July 1, 2025; 10:00 a.m. (Central)

### **Contract Period**

August 1, 2025 - June 30, 2026

### **Contact Person:**

**Jody James, Executive Director**  
**South Central Workforce Investment Board**  
408 Washington Ave, Suite 210  
West Plains, MO 65775  
[jjames@scwib.org](mailto:jjames@scwib.org)

### **Equal Opportunity- Equal Access**

South Central Workforce Investment Board is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.

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## RFP Release, Timeline and Questions

RFP Release Date	June 21, 2025
Non- Mandatory Pre-Proposal Conference Location: By Phone. Webex invitation provided to those who RSVP	July 1, 2025 10:00 AM Central
Deadline for Questions Submitted in Writing	July 1, 2025 10:00 AM Central
Responses to RFP Questions posed at Pre-Proposal Conference and in writing will be posted at <a href="http://www.scwib.org">www.scwib.org</a>	July 7, 2025 5:00 PM Central
RFP Due Date	July 21, 2025 10:00 AM Central
Review Panel Convenes	July 22, 2025
Review Panel/Executive Committee makes recommendation to SCWIB	July 22, 2025
SCWIB selects & approves contract for One Stop Operator	July 22, 2025
Contract negotiations complete	July 31, 2025
One Stop Operator Contractor(s) start date	August 1, 2025

**Questions:** Deadline for submission of written questions is July 1, 2025 at 10:00 AM Central Time. Answers will be posted at [www.scwib.org](http://www.scwib.org) no later than July 7, 2025. Questions must be sent by email in writing to [jjames@scwib.org](mailto:jjames@scwib.org)

### References:

Workforce Innovation and Opportunity Act (WIOA): <https://www.dol.gov/agencies/eta/wioa/guidance>

South Central Workforce Investment Board WIOA Local Plan: <https://www.scwib.org>

Financial Grants Management Guidelines for Workforce Programs:  
<https://www.doleta.gov/grants/resources.cfm>

**Solicitation:** The South Central Workforce Investment Board ("SCWIB"), in partnership with the Chief Local Elected Officials (CLEO), has responsibility for the planning and oversight of workforce development services under the Workforce Innovation and Opportunity Act (WIOA) in the 12-county South Central Workforce Investment Region. The Region is comprised of Butler, Carter, Douglas, Howell, Oregon, Ozark, Reynolds, Ripley, Shannon, Texas, Wayne, and Wright counties. The South Central Workforce Investment Board (SCWIB) hereby solicits proposals, using a competitive bid process, to qualified organizations to provide One-Stop Operator services for the South Central Workforce Region.

**Scope of Services:** The successful bidder will be the One-Stop Operator as required under WIOA at the direction of the South Central Workforce Investment Board. The One-Stop Operator will be required to work full-time (40 hours/week) from one, or a combination of both, Job Centers located in the South Central Region. Comprehensive Centers are in Poplar Bluff and West Plains.

**Contract Period:** August 1, 2025 - June 30, 2026 with an annual renewal option for an additional three (3) years at the South Central Workforce Investment Board's discretion.

The South Central Workforce Investment Board (SCWIB), provides a variety of workforce and economic development services and support to business and residents. These services include a broad range of activities which offer the region's workforce the skills, knowledge, and abilities needed to succeed in a growing and robust economy.

The SCWIB oversees the Workforce Development System for twelve (12) counties, which includes two (2) full service One-Stop Centers in West Plains and Poplar Bluff. On average, the system helped 1,250 job seekers secure employment and provided business services to 362 employers in Program Year 2023. The One-Stop Centers were developed to bring together employment and training services that work with all people in one place and make it easier for job seekers and employers to use these services. Businesses can utilize either of the centers for recruiting, hiring and retaining an outstanding workforce.

**Project Responsibilities: The One-Stop Operator:**

- Coordinates service delivery of required partners and service providers.
- Being primary provider of services within the centers.
- Coordinates service providers with the center and across the one-stop system.
- Coordinates service delivery in a multi-center area, including affiliated sites.
- Implement processes and schedules for reviewing and analyzing performance data internally and with partners, identifying areas to target for improvement, diagnosing causes of failure to meet performance standards, planning changes to improve performance, implementing changes and monitoring the results. Promptly develops solutions to address any identified problems in day to day operations and continues to apply corrective actions until performance meets standards.
- Identifies Center staffing needs.
- Produces monthly narrative with trends on customers served.
- Achieves contracted performance measures and deliverables established by SCWIB.
- Convenes weekly meetings of key Job Center supervisors.
- Plans and moderates weekly Job Center staff meetings and training events. Provide technical assistance when needed.
- Establishes a program of staff capacity building, within and across partners. Collects and analyzes appropriate data for quality assurance, equal opportunity, continuous improvement and reporting purposes. Facilitates the sharing and maintenance of data.
- Schedules team assignments and workflow.
- Coordinates vacations/unscheduled absences with the SCWIB Executive Director to ensure Center customer coverage.
- Provides constructive feedback to the Center staff regarding their duties.
- Coordinates presence and participation at Job Centers and access points.
- Assists with facility coordination and accountability with WIB, OWD, and relevant partners.

**Prohibited Functions:**

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

**Eligible Bidders:**

- Individuals, all public or private not-for-profit corporations, organizations, agencies, or private for-profit corporations and businesses, and not otherwise excluded may submit a proposal.
- WIB strongly encourages minority and women-owned businesses, socially and economically disadvantaged business enterprises, and small businesses to respond to this RFP, to participate as partners, or to participate in other business activity in response to this RFP.
- No individual or entity may compete for funds if any of the following apply:

The individual or entity has been debarred or suspended or otherwise determined to be ineligible to receive federal funds by an action of any governmental organization.

The individual or entity's previous contract(s) with WIB has been terminated for cause.

The individual or entity has not complied with an official order to repay the disallowed costs incurred during its conduct of services under any contract.

The individual or entity or its parent organization has filed for bankruptcy during the past five years.

The individual or entity has been convicted of a public entity crime pursuant to statutes.

The individual or entity developed or drafted work requirements for this RFP.

- As a condition to the award of financial assistance from the Department of Labor under Title I of WIOA, the grant applicant assures that it will comply fully with the nondiscrimination and equal opportunity provisions under all applicable local, state, and federal regulations.

**Limitations:** The SCWIB reserves the right to (a) reject any or all proposals, (b) to accept or reject any or all items in the proposal. SCWIB reserves the right to negotiate with the respondents(s) after proposals are reviewed, if such action is deemed to be in the best interest of the SCWIB.

**Local One-Stop Structure**

- Administrative Entity and Fiscal Agent: SCWIB
- Chief Elected Official Framework: Consortium of Presiding Commissioners
- Management System: One-Stop Operator
- Staffing System: Program and front-line staff are employed by the SCWIB.

**Timelines Overview:**

Beginning on June 21, 2025, the RFP will be available for download from the South Central Workforce Investment Board website at [www.scwib.org](http://www.scwib.org). If you have difficulty downloading the proposal please contact SCWIB RFP designee, Jody James, Executive Director at 417-257-2630 or by email at [jjames@scwib.org](mailto:jjames@scwib.org)

**A non-mandatory Pre-Proposal Conference will be held on July 1, 2025 from 10:00 am to 11:00 am CST for prospective bidders. Please RSVP at [jjames@scwib.org](mailto:jjames@scwib.org) by email no later than 4:00 pm CST by June 30, 2025 to receive a Webex invitation.**

**The Pre-Proposal Conference will be conducted by Webex. An invitation will be provided to those who RSVP by the specified date.**

**All questions pertaining to the RFP must be submitted in writing as follows:**

- **Contact Jody James at [jjames@scwib.org](mailto:jjames@scwib.org)**

**The final date for written questions to be submitted is July 1, 2025 (by 10:00 a.m. CST). All questions and answers will be posted on Jul 7, 2025 (by 5:00 p.m. CST) at [www.scwib.org](http://www.scwib.org). Phone and/or text queries are unacceptable.**

Selected RFP respondents will be notified of the SCWIB's decision in writing after July 22, 2025. Funds will be available August 1, 2025.

**Submission of Proposals**

To be considered for this contract(s),

- **One (1) signed and completed original proposal, and**
- **Five (5) signed and completed copies of the proposal, and**
- **One (1) electronic version of the proposal, on a flash drive, must be received at the SCWIB's office either by mail or in-person no later than 10:00 a.m. CST on Monday, July 21, 2025. Proposals submitted via email or fax will not be considered.**

**All responses must be addressed to:**  
South Central Workforce Investment Board  
WIOA One-Stop Operator RFP; PY25  
Attention: Jody James, Executive Director

Narrative should completely, but concisely, answer each RFP element expressed on the next page as it pertains to each category of service proposed.

Page count is not mandated in the proposal, but keep in mind that the proposal document should be user-friendly in comprehension for volunteer reviewers.

## Proposed Elements:

- Format and Completeness: Points may be deducted if the proposal submitted does not follow the prescribed format or if other forms are not satisfactorily completed.
- Previous WIOA or Related Experience: Describe all experience you have related to WIOA, or other federal or state programs and legislation.
- Qualifications of Proposed One Stop Operator: Provide the qualifications including Knowledge, Skills, and Abilities of the person who will perform the duties of the OSO.
- Staff Management: Explain any qualifications you have regarding supervision, hiring, performance evaluations of employees.
- Compliance/Quality Assurance Experience: Detail all experience relating to monitoring, auditing, reviewing of federal, state, or local laws and regulations.
- Customer Service Vision: Provide an outline of how to improve integration and collaboration for businesses, job seekers, and youth services.
- Provide the following documents related to your company/organization as a whole: Organizational Chart, Voluntary Self-Identification form used for current employees, Staffing analysis as it relates to minority and non-minority groups.
- Provide copies of your company/organization policies covering the following areas: Harassment/Discrimination, Retaliation, Accommodations (disability and religious).
- Complete a budget page which includes One Stop Operator salary, fringe, travel and supplies.

## Evaluation Process

A Review Panel assembled by the SCWIB will evaluate proposals as described in the following table:

Criterion	Points
Cover Page (1- page limit)	0
Table of Contents (1-page limit)	0
Executive Summary (1-page limit)	0
Overall quality of the Proposal	20
Qualifications & Experience of the respondent(s) in Providing One-Stop Operator Services	20
Fiscal Management Processes and Risk Management	20 20
Line-item budget and justification of total cost	20

### **Additional Assurances:**

- This RFP alone is not a guarantee to award contracts. SCWIB reserves the right to reject any and all proposals.
- All contracts are subject to an annual allocation award to SCWIB and contract with the State of Missouri Department of Higher Education and Workforce Development which is based upon an appropriation from the U.S. Department of Labor.
- Entity should complete appropriate registrations prior to start of contract, such as E-Verify
- Award and Finalization: When a selection decision is made, SCWIB will list the awarded entity on its website as [www.scwib.org](http://www.scwib.org)
- Upon selection and notification, SCWIB and the successful Contractor will finalize a contract; no contract is effective until signed by the Board Chair and Chief CLEO.
- The proposer(s) will fully comply with the applicable requirements of the Acts under which funds are received. It will comply with applicable directives issued by DHEWD. The successful Contractor also assures that it will comply with other federal statutes applicable to the resulting agreement. The successful Contractor agrees to make records available to federal, state and/or local agents to monitor program compliance including monitoring for WIOA Section 188 Nondiscrimination and Equal Opportunity Regulations (29 CFR Part 38).
- The successful Contractor will comply with Missouri's Department of Higher Education and Workforce Development Statewide Confidentiality and Information Security Plan Policy.
- The Contractor will assure to complete an annual audit under the Uniform Guidance, 2 CFR Parts 200 and 2900 or another applicable circular, or a program-specific audit conducted by an independent auditor.
- The Contractor shall agree to retain records pertinent to all grants and agreements, including financial, statistical, property, and supporting documentation for a minimum of three (3) years beyond the final date of receipt of funds for the program year; the acceptance of the audited financial statements by the Missouri Office of Workforce Development; and the resolution of any litigation, audit, or claim; and until written notification by the SCWIB that the records can be destroyed.
- All bidders must read and complete the attached acknowledgment portion of the Equal Opportunity is the Law Notice and WIOA Grievance Procedures. Bidders will sign as a "Recipient" on the acknowledgment form.

**General Conditions:**

- This RFP is not to be construed as a purchase agreement or contract, or as a commitment of any kind.
- SCWIB reserves the right to correct any error(s) and/or make changes to this solicitation, as it deems necessary. It will provide notifications of such changes to all proposers recorded in the official record as having received or requested an RFP.
- SCWIB reserves the right to accept or reject any or all proposals received as a result of this request, to negotiate with all qualified proposers, or to cancel in part or in its entirety this RFP if it is in the best interest of SCWIB to do so.
- SCWIB shall not be liable to the selected proposer(s) for any costs incurred or performances rendered by the proposer before the commencement of a contract or after termination of the contract.
- SCWIB reserves the right to request additional information, clarification of, or explanation for any aspect of a response to this RFP.
- All costs directly or indirectly related to preparation of a response to the RFP or any oral presentation required to supplement and/or clarify a proposal which may be required by SCWIB shall be the sole responsibility of and borne by the proposer.
- Proposals must conform to all relevant federal, state and local regulations and policies.
- SCWIB specifically reserves the right to vary the provisions set forth herein at any time prior to execution of a contract where such a variance is deemed to be in the best interests of SCWIB, and to act otherwise as is deemed necessary at their sole discretion.
- All proposals and their accompanying attachments become the property of SCWIB upon their submission. Materials submitted will not be returned. All proposals are subject to the Public Information Act.
- This is a negotiated procurement utilizing the Competitive - Request for Proposal method. As such, the award does not have to be made to the proposer submitting the lowest priced proposal, but rather the proposer, as determined by the RFP evaluation process having the most responsive proposal satisfying SCWIB requirements. The parties to the proposed contract will be SCWIB and the entity selected as a result of this solicitation, to be executed by an official of the entity duly authorized to legally bind the firm to contractual terms and conditions. SCWIB shall not be a party to any subcontract or third party contract that the contractor requires to perform under the proposed contract. The contractor shall be solely responsible for satisfying the deliverables and performance standards.
- The contractor will be required to maintain books, records and documents that properly and sufficiently represent expenditures of funds provided by SCWIB under the proposed contract and shall maintain performance records and any and all records relative to the contract. The contractor shall provide access to any and all such records, developed by or in the possession of the contractor, in relation to the proposed contract to SCWIB.
- SCWIB reserves the right to make unilateral amendments if the contract amount of client funds change and/or if it is in the best interest of SCWIB. In such cases, no additional solicitations of proposals are necessary.
- SCWIB reserves the right to de-obligate, reduce, or cancel contract funding if SCWIB does not receive adequate funding from the Missouri Office of Workforce Development, U.S. Department of Labor, or other funding sources.

- The proposed contract will be governed by and construed in accordance with the laws of the state of Missouri.
- The successful contractor shall indemnify and hold harmless SCWIB, its officers, employees, agents, attorneys, representatives, successors and assigns from any and all claims, demands, costs, expenses (including attorney's fees and expert witness fees), liabilities and losses of whatsoever kind or character arising out of or in connection with any act or omission of Contractor or its officers, employees, or agents, during the term of this contract. The contractor shall assume on behalf of SCWIB and the indemnified parties described above, and conduct with due diligence and in good faith, the defense of any and all such claims whether or not SCWIB is joined therein, even if such claims are groundless, false, or fraudulent.
- The successful contractor shall agree in the event of any dispute, claim, question, or disagreement arising from or relating to this contract or the breach thereof, the parties hereto shall use their best efforts to settle the dispute, claim, question, or disagreement. To this effect, they shall consult and negotiate with each other in good faith and, recognizing their mutual interests, attempt to reach a just and equitable solution satisfactorily to both parties. If they do not reach such a solution within a period of 60 days, then, upon notice by either party to the other, all disputes, claims, questions, or differences shall be finally settled by Missouri-specific arbitration.

#### **Appeals:**

- Proposers/bidders who wish to appeal a decision must use the following process:
- Upon receipt of status notice, proposers must inform the Board, in writing, within five (5) days of the date of notification, of their appeal. A request for an appeal should be emailed to Jody James at [jjames@scwib.org](mailto:jjames@scwib.org) Appellants must include the following information in their appeal correspondence.
- Identify the solicitation being protested.
- State the grounds for the protest, including a description of any alleged acts or omissions by the entity that forms the basis for the protest.
- Provide any written information that the protestor believes is relevant to the grant award.
- Provide the basis for the protestor's interest in the award.
- Provide desired remedies, if any.

## RISK ASSESSMENT

### Name of Agency Completing This Form:

Assertion	Response	Evaluation/ Risk
<b>Management/Staffing</b>		
1. What is the turnover percentage of key management? Identify changes in management, administration, and program during the past three years.		
2. Has any member of the Board, Executives, or Management been placed under investigation or been party to an investigation/indictment in the past three years?		
3. What has been the percentage of staff turnover in the past three years?		
4. What are the minimum qualifications for all program staff members?		
5. Are background checks completed on all employees?		
6. Is there regular training offered to staff, including professional development? If so, what is the frequency?		
7. Are participants utilized in the office setting? If so, do they sign confidentiality statements?		
<b>Administrative/Program</b>		
8. Does the organization have written monitoring policies and procedures?		
9. Is there a monitoring schedule?		
10. Are there written monitoring reports? If so, when are they submitted?		
11. Are written reports reviewed? Who is responsible for signing off on the reports?		
12. How are policies and procedures communicated to staff?		
13. Do monitoring policies and procedures include action taken on findings and non-compliance?		
14. Is there an EEO/Affirmative Action Plan?		
<b>Performance in Other Areas</b>		
15. Are there outstanding monitoring issues?		
16. Are there monitoring issues that tend to be continuous problems?		
17. Have there been any disallowed costs in the past three years? If so, please describe.		
18. Has there been any corrective/performance improvement plans in the past three years? If so, what is the status of the plan?		
19. Are negotiated measures being met?		
20. Are program enrollments on target with goals?		

## FISCAL MANAGEMENT QUESTIONS

### Name of Agency Completing This Form:

Answer the following questions regarding your fiscal management system.	
1. Do you have a copy of/access to the WIOA Law, Federal Regulations and subsequent amendments?	YES, NO OR N/A
2. Does your accounting system provide you with adequate information to prepare a monthly financial report? (Such a report must be derived from a balance sheet and income and expense statements).	YES, NO OR N/A
3. Does your accounting system provide control and accountability over all funds received, property and other assets?	YES, NO OR N/A
4. Can your accounting system provide financial reports on an accrual basis?	YES, NO OR N/A
5. Does your accounting system provide for identification of receipt and expenditure of funds separately for each funding source?	YES, NO OR N/A
6. Are your accounting records maintained in such a manner as to facilitate the tracking of funds to source documentation of the unit transaction?	YES, NO OR N/A
7. Does your accounting system have the capability to develop procedures for determining the allowability and allocability of costs in accordance with the provisions of WIOA regulations?	YES, NO OR N/A
9. Has the bank in which you would deposit State and Federal funds insured the account(s) or put up collateral or both, which is equal to the largest sum of money which would be in such bank account(s) at any one point in time during the contract period?	YES, NO OR N/A
10. Do you make monthly reconciliation of your bank accounts?	YES, NO OR N/A
11. Are these reconciliations made by the same person who performs the record keeping for receipts, deposits and disbursement and transactions?	YES, NO OR N/A
12. Do you record daily your cash receipts and disbursement transactions?	YES, NO OR N/A
13. Are there individuals or positions in your organization which have, as one of their duties, the receipt, distribution or handling of money covered under bond?	YES, NO OR N/A
14. Is there a person who is responsible for the recording of all financial transactions?	YES, NO OR N/A
15. Does your organization have an Equal Opportunity (EO) Policy?	YES, NO OR N/A
16. Does your organization have any legal judgments, claims, arbitration proceedings, lawsuits, or other legal proceedings pending against the organization, its owners, or principles?	YES, NO OR N/A
17. Does your organization have a Complaint or Grievance process?	YES, NO OR N/A
18. Is there a person who is responsible for the receipt of all purchased goods?	YES, NO OR N/A

It is against the law for this recipient of Federal financial assistance to discriminate on the following bases:

- Against any individual in the United States, on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or,
- against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual's citizenship status or participation in any WIOA Title I-financially assisted program or activity.

The recipient must not discriminate in any of the following areas:

- Deciding who will be admitted, or have access, to any WIOA Title I - financially assisted program or activity;
- providing opportunities in, or treating any person with regard to, such a program or activity; or
- making employment decisions in the administration of, or in connection with, such a program or activity.

Recipients of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.

### **WHAT TO DO IF YOU BELIEVE YOU HAVE EXPERIENCED DISCRIMINATION**

If you think that you have been subjected to discrimination under a WIOA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

**Danielle Smith, State Equal Opportunity Officer**

Missouri Department of Higher Education and Workforce Development - Office of Workforce Development  
301 W. High Street  
PO Box 1087  
Jefferson City, MO 65102  
[danielle.smith@dhewd.mo.gov](mailto:danielle.smith@dhewd.mo.gov)  
Phone: (573) 751-2428 | Fax: (573) 751-4088  
Missouri Relay Services at 711

**The Director, Civil Rights Center (CRC)**, U.S. Department of Labor, 200 Constitution Avenue NW., Room N-4123, Washington, DC 20210 or electronically as directed on the CRC Web site at [www.dol.gov/crc](http://www.dol.gov/crc).

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above).

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you may file a complaint with CRC before receiving that Notice. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient).

If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

The Missouri Department of Higher Education and Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri Relay Services at 711.

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I have read this form and understand that I have a right to file discrimination or programmatic complaint if I feel that my rights were violated by the WIOA Title I financially assisted program or activity.

**I acknowledge receipt of copies of the following Notice of Rights**      **Date** \_\_\_\_\_

1. Equal Opportunity Notice and Acknowledgement
2. WIOA Program Complaint and Grievance Notice and Acknowledgement

**This information was provided in the following language/format**

☐ English      ☐ Spanish      ☐ Other Language (Specify) \_\_\_\_\_  
☐ Alternate Format (Specify) \_\_\_\_\_

*[Staff Note: Indicate the correct line by checking one box below, appropriate to the individual, before presenting for a signature]*

☐ **Participant Name** \_\_\_\_\_  
Print Name      Signature

☐ **Recipient** \_\_\_\_\_  
Organization Name      Print Name/Title      Signature

☐ **Applicant for Employment** \_\_\_\_\_  
Print Name      Signature

☐ **Employee** \_\_\_\_\_  
Print Name      Signature

**Participant** means the individual or individuals intended by Congress to receive aid, benefits, services, or training from a recipient.

**Recipient** means entity to which financial assistance under Title I of WIOA is extended, directly from the Department or through the Governor or another recipient (including any successor, assignee, or transferee of a recipient).

**Applicant for employment** means a person or persons who make(s) an application for employment with a recipient of Federal financial assistance under WIOA Title I.

For additional information about Missouri Office of Workforce Development services, contact a Missouri Job Center near you. Locations and additional information are available at [jobs.mo.gov](http://jobs.mo.gov) or 1-888-728-JOBS (5627).

The Missouri Department of Higher Education and Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri Relay Services at 711.



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## Program Complaints and Grievances Acknowledgement

WIOA regulations require each state to establish a procedure for grievances and program complaints received from participants being served by the workforce system. To seek a formal resolution, you must first file your complaint locally. This process is intended to allow for a resolution of the issue at the most local level. You must start the process by submitting your complaint within your local workforce system, either through your local One-Stop Job Center or local workforce development board. You have up to one year to file a grievance. The Office of Workforce Development encourages informal resolution prior to the filing of a written complaint. If the complainant is not satisfied with the attempt at informal resolution, he or she should be encouraged to complete a General WIOA Complaint Form.

The complainant should be allowed sufficient time and technical assistance to provide a complete and clearly written explanation on his or her complaint form. If the complainant is unable to write, staff may transcribe his or her words onto the form; staff shall take care not to alter the language of the complainant. When a written complaint is received, the employee taking the complaint should review it immediately to insure completeness. Care should be taken to assure the following information has been provided, especially if the complaint is not received on the General WIOA Complaint Form.

### The grievance should include the following

1. Full name, telephone number and address of the person making the complaint;
2. Full name and address of the respondent; and
3. Statement of the facts (including dates) that constitutes the alleged violation(s)
4. A statement of how you would like the matter to be resolved (e.g. if the agency finds in your favor what you would like to see happen or to receive);
5. Any applicant, employee, participant, service provider, program recipient, or other interested party may file a complaint alleging a violation of local WIOA programs, agreements or LWB policies and activities.

### You may file your grievance with the Local Workforce Board Grievance Officer at

NAME/TITLE Lisa Engelhardt, EO/Fiscal Officer  
ADDRESS 1 408 Washington Avenue, Suite 210  
ADDRESS 2 West Plains, MO 65775  
PHONE/FAX (417) 257-2630  
EMAIL lengelhardt@scwib.org

Within 60 calendar days of filing your grievance, WIOA requires the local area to provide a formal hearing, if the issue is not resolved informally prior to the hearing. If you find the local hearing decision unsatisfactory, or if the local area does not respond to you in the allotted 60 days, you will have the opportunity to file a request for review by the State. At the State level, WIOA requires an opportunity for an informal resolution and hearing to be completed within 60 calendar days of the filing. If the State does not respond within the 60 days, or either party wants to appeal, WIOA allows for a formal appeal to the U.S. Department of Labor (DOL). Federal appeals must be made within 60 calendar days of the receipt of the decision being appealed. DOL will make a final decision no later than 120 days after receiving a formal appeal. DOL will only investigate grievances and complaints arising through the established procedures. WIOA does not allow for federal intervention until the formal procedure has been followed.

**Retaliation:** No OWD employee, recipient or sub-recipient may discharge, intimidate, retaliate, threaten, coerce or discriminate against any individual because the individual has filed a discrimination complaint or otherwise participated in the investigation of a discrimination complaint.

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