



408 Washington Avenue, Suite 210, West Plains, Missouri 65775 ❖ Phone 417-257-2630 ❖ MO Relay 711

Board Meeting Minutes
1:00 p.m. Tuesday, April 28, 2026
Twin Pines Conservation Center, Winona, MO and Webex

CLEO members present: Ralph Riggs, Jesse Roy, and Zach Williams.

Board members present: Trent Courtney, Joan Wright, Jennifer Taylor, Ingrid McCallister, Diana Ball, Becky Brooks, Zora Mulligan, Lisa Aden, Steve Halter, Nicole Reese, and Robin Thomas

SCWIB staff and guests present: Jody James, Jackie Roberts, Leanna Eckhoff, MaryAnn Lawrence, Rebecca Fletcher, Jeanna Hunter, JoAnn Hughey, and Deanna Lorraine.

Call to Order: Becky Brooks, Board Chair, called the meeting to order.

Roll Call: Jody James completed the roll call, and it was established there was a quorum.

Approval of Minutes: Minutes were sent to members prior to the meeting. Diana Ball made a motion to approve the minutes as presented. Ingrid McCallister seconded the motion. Motion carried. CLEOs concurred.

Jody James introduced the guests attending the meeting. She welcomed JoAnn Hughey and Jeanna Hunter with JobCorps. She introduced Deanna Lorraine from the West Plains Job Center and Jackie Roberts from the South Central Workforce Investment Board (SCWIB).

Leanna Eckhoff presented the PY25 WIOA Performance report. There are currently 5 measures that are not being met. The WIOA Youth Credential Rate requirement is 90%, and we are currently at 86.67%. Becky asked to confirm that the requirement is not 100%, and Leanna confirmed that is only 90%. Leanna stated that she is working with staff to ensure that data is being entered properly to get full credit. She will keep Jody updated as the data is updated in the system. There is a possibility of a sanction if we miss the credential rate for WIOA Youth, so it is being monitored closely. Leanna presented the Quarterly Enrollment Report. The total enrollments have decreased this quarter, but she feels optimistic since we have hired additional staff at the job centers. There is an overall increase in Adult and Youth enrollments from last year. The Dislocated Worker enrollments have decreased, but those are impacted by the Quest grant which has ended. Leanna presented the Quarterly Services Report. There are currently no work experience or OJT contracts in any program, but she is working with staff to increase those enrollments. Leanna shared that there were no major issues found during the OWD Monitoring. Leanna has conducted the 3rd quarter compliance monitoring. There were a few minor comments, but they were resolved quickly. Becky asked if she is reviewing 100% of the enrollments. Leanna confirmed that she is currently reviewing all enrollments since we have hired new staff.

Rebecca Fletcher from OWD provided technical assistance virtually on WIOA Performance since our region failed to meet the WIOA Youth Performance Measures for a second year. She explained what WIOA performance is and how it is negotiated locally. There are 6 primary measures of performance, and we are required to meet 90% of the negotiated rates. She explained what the Credential Attainment performance measure is and how that performance rate is determined. The South Central Region missed performance in the Credential Attainment requirement for WIOA Youth in PY23 and PY24. The region is currently underperforming in PY25, which could lead to formal sanctions from the state. Becky asked if any sanctions have happened yet across the state. Rebecca stated that there have not been any sanctions issued on formula funds. Becky shared that the board is responsible for meeting performance regardless of who is managing the programs but is optimistic since the board decided to bring program operations back in house in PY24. Rebecca stated that staff turnover can also impact performance as well.

MaryAnn Lawrence with PowerNotes, LLC provided the One-Stop Operator update. She shared that we have started holding the required quarterly partner meetings. The first one was held in West Plains last week and we had partners join both in-person and by Webex. The partners reviewed and approved the MOU language during the meeting. She also shared that she provides monthly training for staff, which is also available to all partner agencies. There will be training provided in May focused on managing difficult and escalated customer interactions. She will continue working with the One-Stop Committee as they move through the job center recertification process next month.

Jody shared that Lisa Engelhardt was unable to attend the board meeting since she was attending the Missouri Association of Workforce Development (MAWD) conference. Jody will be presenting the financial reports in her absence. Jody shared that the OWD Fiscal monitoring was conducted onsite earlier this month. The monitor has not completed his final report, but the monitoring went very well. He did state that he would include two suggested policies that we should implement and suggested that we add the date a policy is revised to each of our policies. He has provided sample policies for Access to Records and Personally Identifiable Information (PII). We will review those policies and work to implement them by the July board meeting.

Jody presented the Financial Report for July 1, 2025 – March 31, 2026. The remaining FY25 funds in Adult have been expended this month. There are funds remaining in FY25 Dislocated Worker, which can be transferred to the Adult program. WIOA allows funds to be transferred between the Adult and Dislocated Worker programs. However, Youth funds are never transferrable. The board previously approved the transfer of up to \$150,000.00 from Dislocated Worker to Adult, and we have only needed to move \$100,000.00 so far. The report shows that there was \$44,040.79 remaining in FY25 Dislocated Worker, but we have spent some of those funds this month, so it is closer to \$26,000.00. We wanted to let the board know that we will be transferring additional funds to the Adult program, but it will not exceed the previously approved limit. The Wagner Peyser Services program is right on track. Those funds are used for staff in the Poplar Bluff Job Center who also provide all universal services. The West Plains Job Center has state staff to provide Wagner-Peyser services. These funds run from January 1, 2026, through December 31, 2026. The Quest program is completed and fully spent. The services were provided through September 2025, but we are still reporting follow-up through

September 30, 2026. This is the program that was mentioned by Leanna that impacted our total enrollments in the Dislocated Worker program. Those funds allowed us to serve more individuals. The Business Services funds run through June 30, 2026. These funds are used to cover time spent on business services for 6 full time staff. The Show-Me Heroes program has no expenses, but those funds are historically hard to spend. These funds are specifically set aside for veterans and their spouses. The Jobs League program ends in May, and we currently have one youth enrolled. They will work out their remaining work experience hours through the end of May, but we do expect to have roughly \$4,000.00 remaining at the end of the contract. Trent Courtney made a motion to approve the financial report. Jennifer Taylor seconded the motion. Motion carried. CLEOs concurred. Becky confirmed that no additional vote was needed to transfer the funds from Dislocated Worker to Adult since that was previously approved by the board.

Jody James provided the Executive Director's Report. She shared that Wright County has completed the process to become certified as a Work Ready Community. She thanked Zach Williams for his support. All twelve counties within the South Central Region are now certified Work Ready Communities.

Jody provided an update on the status of the EDA Grant – Critical Minerals and Mining with Rolla S&T. This grant would provide tuition assistance, and it has entered Phase 2. We expect to hear whether it has been awarded by the end of May. The grant was written for \$800,000.00 and would span over 4 years. If awarded, our region would receive a portion of those funds and only six of our twelve counties would be included. Jody attended the Delta Regional Authority pre-application workshop. She did not identify a new population that we could serve, so we will not be submitting a grant proposal.

Jody updated the committee about the current board vacancies. The required seat for Vocational Rehabilitation is being temporarily filled by Robin Thomas. The new Area Supervisor position should be filled by the July board meeting and that individual will replace Robin. There are currently three vacancies for private businesses in Howell and Oregon counties. All recommendations for board members must be submitted by the County Commissioner and then approved by the full board.

Jody gave an update on the status of operating the WIOA programs in-house. She referenced the reports presented by Leanna and stated that we have steady enrollments. We are currently focused on recruiting youth for the summer paid work experience program (WEP).

Jody provided an update on the current staffing pattern. We are currently fully staffed at the Poplar Bluff Job Center. There is currently one opening at the West Plains Job Center for an Employment Specialist. Jackie Roberts was hired at the SCWIB administrative office this month as the Special Projects Coordinator.

Jody shared an update on our One-Stop Operator. MaryAnn has visited both job centers and has been providing monthly training to our staff. She has extended an offer to all partner agencies to attend those training opportunities as well.

Jody stated that it is time to look at putting the WIOA programs back out for bid. We are currently the only region operating our programs in house in the state of Missouri. She asked for feedback from the board. Becky stated that she feels like our enrollment numbers have increased and that we have been able to spend more money on our clients. Zach Williams stated that he has enjoyed having the programs run in house and feels like staff are on top everything. Jody shared that the performance report that was presented by Rebecca Fletcher for PY23 was the first year that we didn't meet the Youth credential rate and the programs were being operated by a third party. That was when the board decided to terminate the contract and pull the programs back in house. Jody stated that we will put the programs out to bid and review submissions during the July board meeting; if that is what OWD requires. The board was in favor of keeping the WIOA programs internal.

Jody shared that the committee responsible for the Job Center Recertification is currently scheduled to conduct their onsite visit at the West Plains Job Center on May 14, 2026, and at the Poplar Bluff Job Center on May 15, 2026.

Jody shared that the Two Year Plan Modification has been posted on the SCWIB website. The public comment period ended yesterday, and we did not receive any comments. Jody will submit the final version to OWD before the deadline on April 30, 2026. That state will have an opportunity to provide feedback before finalizing the modification.

Jody asked the board to consider changing the amount of the monthly health stipend that staff receive. We are struggling to remain fully staffed at both job centers, so she has been reviewing the current benefit package. We do not offer staff health insurance but do currently provide a monthly health stipend of \$500.00 for full-time staff. This amount has been the same since 2013. The Executive Committee voted to approve increasing the health stipend from the current rate of \$500.00 to \$750.00 per month. Jody stated that she will research the cost of providing health insurance for staff, but the price was roughly \$1,100.00 per staff member each month when she last checked. Becky asked if we could request proof that the funds were being used toward the purchase of health insurance. The health stipend is currently listed as taxable wages, so we cannot request that proof. Jennifer Taylor asked if we had considered looking at group coverage with other regions around the state. Zora Mulligan stated that the Missouri Chamber insurance plan has recently changed, so it may be worth looking at their offerings. Becky made a motion to increase the monthly health stipend for full-time staff to \$750.00 effective May 1, 2026. Joan Wright seconded the motion. Motion carried. CLEOs concurred.

Jody provided the One-Stop Committee update. The last meeting held on April 14, 2026, did not have any members in attendance. Mary Ann's earlier update covered all updates regarding the committee. The main priority for the committee is to complete the Job Center Recertification process by the deadline on May 31, 2026.

Joan Wright provided the Inclusion and Youth Committee updates. We had two guests from JobCorps attend the meeting. We discussed the current staffing patterns at the job centers and upcoming recruitment for the Youth summer work experience program. Deanna Lorraine provided updates about hiring events and career fairs. The two committees plan to separate once the new supervisor position is filled by Vocational Rehabilitation.

As there was no other business, Jennifer Taylor made a motion to adjourn. Trent Courtney seconded the motion. Motion carried and the meeting adjourned.

Next Meeting Date: Tuesday – July 28, 2026
1:00 p.m. at Twin Pines Conservation Center – Winona, MO