



South Central
WORKFORCE
Investment Board

Sub-State Monitoring Program File Review

Workforce Innovation and Opportunity Act
Adult, Dislocated Worker and Youth Programs

January 1, 2019 to December 31, 2019

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

Partner of  **americanjobcenter** network

Enrolled Individuals - By Office

WIOA Adult

Office	Total	% Total
POPLAR BLUFF JOB CENTER	33	92.00%
Winona	2	6.00%
Total New WIOA Adults January 1 to December 31, 2019	35	100.00%

WIOA Dislocated Worker

Office	Total	% Total
POPLAR BLUFF JOB CENTER	13	100.00%

WIOA Youth

Office	Total	% Total
Doniphan	5	25%
Piedmont	1	5%
Poplar Bluff Job Center	12	60%
Winona	2	10%
Total New WIOA Youth January 1 to December 31, 2019	20	100%

Enrolled Individuals - By Office

WIOA Adult

Office	Total	% Total
WEST PLAINS JOB CENTER	95	95.00%
Mountain Grove	5	5.00%
Total New WIOA Adult Janaury 1 to December 31, 2019	100	100.00%

WIOA Dislocated Worker

Office	Total	% Total
WEST PLAINS JOB CENTER	29	97.00%
Mountain Grove	1	3.00%
Total New WIOA Dislocated Workers Janaury 1 to December 31, 2019	30	100.00%

WIOA Youth

Office	Total	% Total
WEST PLAINS JOB CENTER	18	33.00%
Alton	7	13.00%
Ava	4	7.00%
Gainesville	2	4.00%
Houston	10	18.00%
Mountain Grove	14	25.00%
Total New WIOA Youth Janaury 1 to December 31, 2019	55	100.00%

Adult and Dislocated Worker Programs

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

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

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

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

South Central MO Community Action Agency provides services in Poplar Bluff since July 1, 2019

Ozark Action, Inc. provides services in West Plains

2019 Adult and Dislocated Worker File Review

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

Program Operator: Rescare for January 1 to June 30, South Central Missouri Community Action Agency July 1 to December 31.

This review included 100% of individuals provided with WIOA funded service between January 1, 2019 and December 31, 2019.

Total files reviewed 33.

Funded services provided:

Occupational Skills Training:	Adult: 21	Dislocated Worker: 8
Supportive Services:	Adult: 17	Dislocated Worker: 10
On-the-Job Training:	Adult: 1	Dislocated Worker: 0
Work Experience:	Adult: 4	Dislocated Worker: 0

Overall observations: (for final six months of the year)

1. Staff are not completing case notes to describe progress toward meeting training and employment goals.
2. Services are not always opened in the system when provided.
3. Case Managers are not completing the ITA correctly to identify all funding sources and the amount of WIOA funding to be provided.
4. Multiples of the same service being opened in MOJobs, resulting in incorrect reporting to US DOL.
5. Employment plan goals and objectives are not being closed when completed. Staff are having a difficult time writing appropriate goals and objectives for the employment plan. OWD provided technical assistance on April 1, 2020.
6. Services are not being closed in a timely manner when completed.
7. Closure tabs are not being completed when participant has completed all program services.
8. Measurable Skills gains are not being added to MOJobs-issuance 19-2017 issued 2/2/2018.
9. Credentials are not always being added to MOJobs.
10. Best Practice: Staff are actively working to provide services to justice involved individuals.

WIOA Adult and Dislocated Worker

PBJC	PY18-Q3	PY18-Q4	PY19-Q1	PY19-Q2
Carry Over	12	16	16	24
Enrolled	11	3	16	18
Served	23	19	32	42
Exited	7	9	8	18
In Program	16	10	24	24

ADULT DW ACTIVITY BY GRANT

- Region/Lwia: South Central Region
 - Office: DONIPHAN, ELLINGTON, PIEDMONT, POPLAR BLUFF JOB CENTER, VAN BUREN, WINONA
 - Date Type: by Actual Begin Date
 - Start Date: 1/1/2019
 - End Date: 12/31/2019

All Activities		Grant Description	Adult	Dislocated Worker	National Dislocated Worker Grant (NDWG)	Statewide Adult
001	Hold, waiting for activities or health/medical			1		
101	Orientation		31	12		
		MO Works Together (MO - National Health Emergency DWG)			6	
103	Provision of Information On Training Providers, Performance Outcomes		2			
107	Provision Of Labor Market Research		28	9		
		MO Works Together (MO - National Health Emergency DWG)			4	
114	ONET			2		
140	Referred to Other Services		1			
154	Career Guidance		7			
181	Supportive Service - Transportation Assistance		42	5		
182	Supportive Service - Medical		2	1		
184	Supportive Service - Temporary Shelter			2		
185	Support Service -Other		8	6		
		MO Works Together (MO - National Health Emergency DWG)			1	
203	Objective Assessment		3			
204	Interest And Aptitude Testing		9	4		
205	Develop Service Strategies (IEP/ISS/EDP)		29	12		
		MO Works Together (MO - National Health Emergency DWG)			5	
213	Comprehensive Assessment		32	12		
		MO Works Together (MO - National Health Emergency DWG)			4	
215	Short Term Pre-Vocational Services		3	1		
219	Work Experience		4			
220	Financial Literacy		2	2		
		MO Works Together (MO - National Health Emergency DWG)			1	
221	Workforce Preparation		3	2		
300	Occupational Skills Training - Approved Provider List (ITA)		21	10		
		Missouri Manufacturing Technician Program				1
		MO Works Together (MO - National Health Emergency DWG)			3	
301	On-The-Job Training		1			
325	Skills Upgrading and Retraining		1			
345	Job Readiness Training			1		
F03	Tracking Progress on the Job		1			
Total:			230	82	24	1

2019 Adult and Dislocated Worker File Review

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

Program Operator: Ozark Action, Inc.

This review included 100% of individuals provided with WIOA funded service between January 1, 2019 and December 31, 2019. Total files reviewed 87.

Funded services provided:

On-the-Job Training (OJT)	Adult: 21	Dislocated Worker: 5
Occupational Skills Training:	Adult: 72	Dislocated Worker: 17
Supportive Services:	Adult: 51	Dislocated Worker: 17
Work Experience:	Adult: 4	Dislocated Worker: 0

Overall observations:

1. Activities were allowed to system close. This is not allowable under state and federal law.
2. Employment plan goals and objectives are not being closed when completed. Staff are having a difficult time writing appropriate goals and objectives for the employment plan. OWD provided technical assistance on April 1, 2020.
3. Closure tabs are not being completed when services are completed for the participant.
4. Case Managers are not completing the ITA correctly to identify all funding sources and the amount of WIOA funding to be provided
5. Measurable Skills gains are not being added to MOJobs-issuance 19-2017 issued 2/2/2018.
6. Several files did not have documentation of identified barriers.
7. For OJT, staff were not completing the required Mid- and End point monitoring.
8. For OJT, staff opened the same training service multiple times, this resulted in false reporting to the US Department of Labor on the number of training services provided to the individual.
9. Best Practice: Staff are using braided funding to assure that the individual has all the services required for success.
10. Best Practice: Staff are working on a regular basis in county office to reduce the travel required by the participant.

WIOA Adult and Dislocated Worker

WPJC	PY18-Q3	PY18-Q4	PY19-Q1	PY19-Q2
Carry Over	51	73	60	69
Enrolled	44	29	38	20
Served	95	102	98	89
Exited	22	42	29	45
In Program	73	60	69	44

ADULT DW ACTIVITY BY GRANT

- Region/Lwia: South Central Region
 - Office: ALTON,AVA,GAINESVILLE,HOUSTON,MOUNTAIN GROVE,WEST PLAINS JOB CENTER
 - Date Type: by Actual Begin Date
 - Start Date: 1/1/2019
 - End Date: 12/31/2019

All Activities		Grant Description	Adult	Dislocated Worker	National Dislocated Worker Grant (NDWG)	Statewide Adult
001	Hold, waiting for activities or health/medical		3			
101	Orientation		104	29		
		MO Works Together (MO - National Health Emergency DWG)			13	
103	Provision of Information On Training Providers, Performance Outcomes		69	19		
		MO Works Together (MO - National Health Emergency DWG)			11	
107	Provision Of Labor Market Research		96	27		
		MO Works Together (MO - National Health Emergency DWG)			11	
118	Outreach and Intake		68	14		
		MO Works Together (MO - National Health Emergency DWG)			10	
140	Referred to Other Services		3			
154	Career Guidance			1		
180	Support Service - Child/Dependent Care		3	4		
181	Supportive Service - Transportation Assistance		284	102		
		MO Works Together (MO - National Health Emergency DWG)			12	
182	Supportive Service - Medical		2			
185	Support Service -Other		3	1		
200	Individual Counseling		1			
205	Develop Service Strategies (IEP/ISS/EDP)		97	27		
		MO Works Together (MO - National Health Emergency DWG)			13	
213	Comprehensive Assessment		96	28		
		MO Works Together (MO - National Health Emergency DWG)			13	
219	Work Experience		4			
220	Financial Literacy		1			
221	Workforce Preparation	MORAP 2018				6
238	DRJP Safety Course	MO42-Spring 2017 Storms and Flooding			12	
240	DRJP Supportive Services	MO42-Spring 2017 Storms and Flooding			37	
300	Occupational Skills Training - Approved Provider List (ITA)		75	17		
		MO Works Together (MO - National Health Emergency DWG)			9	
301	On-The-Job Training		25	7		
314	Apprenticeship - Approved Provider List ITA	MORAP 2018				12
316	DRJP Employment	MO42-Spring 2017 Storms and Flooding			11	
330	NDWG Temporary Employment	MO Works Together (MO - National Health Emergency DWG)			2	
Total:			934	276	154	18

Youth Program

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

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

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

There are 14 required WIOA Youth program elements: Tutoring, study skills, drop-out prevention; Alternative secondary school; Work Experience; Occupational Skills Training; Workforce Preparation; Leadership Development; Supportive Services; Adult Mentoring; Follow-up Services; Comprehensive Guidance and Counseling; Financial Literacy; Entrepreneurial Skills Training; Labor Market Information; and Postsecondary Preparation Activities.

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

MO has a waiver from USDOL that requires a minimum of 50 percent of State and Local youth funding be used for out-of-school youth

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

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

2019 Ozark Action, Inc. WIOA Youth File Review

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

Reviewed all youth provided WIOA funded services from January 1 to December 31, 2019

Total files: 55

Individual Funded Services Provided:

Occupational Skills Training: 19

Supportive Services: 30

Work Experience: 23

Youth Incentives: 42

Overall Program Observations:

1. Work Experience participants regularly exceed total hours allowed on training plan.
2. Staff are having a difficult time writing appropriate goals and objectives for the Individual Service Strategies (ISS). OWD provided technical assistance on April 1, 2020.
3. Not all barriers are being addressed on the ISS.
4. Case Managers are not completing the ITA correctly to identify all funding sources and the amount of WIOA funding to be provided.
5. Case notes will at times be written on the wrong record in MOJobs.
6. Not all 14 program elements are being addressed. The same services are used for almost all youth.
7. Best Practice: Youth Case Managers review the other's files at eligibility and while providing services to assure accuracy and correctness.

WIOA Youth

OAI	PY18-Q3	PY18-Q4	PY19-Q1	PY19-Q2
Carry Over	21	36	36	37
Enrolled	18	12	13	12
Served	39	48	49	49
Exited	3	12	12	7
In Program	36	37	37	42

Youth Activity by Grant

- Ozark Action, Inc. - Actual Begin Date - Start Date: 1/1/2019 - End Date: 12/31/2019

All		Youth
418	Alternative Secondary School (AEL)	37
415	Alternative Secondary School Services	1
413	Develop Individual Service Strategy	55
401	Education for Workplace Preparation	1
434	Financial Literacy Education	22
436	Labor Market Information	66
412	Objective Assessment	56
431	Postsecondary Preparation and Transition	2
420	Scholars - identifier	2
F15	SS-Housing Assistance	1
480	Support Service - Child/Dependent Care	48
482	Support Service - Medical	1
481	Support Service - Transportation Assistance	30
485	Support Service -Other	26
406	Tutoring, Study Skills, and Dropout Prevention	10
487	WIOA Youth Incentive Payment	262
425	Work Experience - Paid	31
416	Youth Occupational Skills Training - Approved Provider	20
Total:		671

2019 SCMCAA WIOA Youth File Review

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

Reviewed all youth provided WIOA funded services from January 1 to December 31, 2019

Total files: 20

Individual Funded Services Provided:

Occupational Skills Training: 17

Supportive Services: 25

Work Experience: 10

Youth Incentive: 11

Overall Program Observations:

1. Case Managers are not completing the ITA correctly to identify all funding sources and the amount of WIOA funding to be provided.
2. Staff are not adding Measurable Skills Gains and Credentials to MOJobs.
3. Wagner-Peyser enrollments are not being completed.
4. Services are being allowed to system close.
5. Not all 14 required WIOA Youth program elements are being provided. Staff are using the same services for all youth.
6. Staff are having a difficult time writing appropriate goals and objectives for the Individual Service Strategies (ISS). OWD provided technical assistance on April 1, 2020.
7. Not all barriers are being addressed on the ISS.
8. No new youth were enrolled in October, November or December. Only three total new youth were enrolled for the quarter July, August and September.

WIOA Youth

SCMCAA	PY18-Q3	PY18-Q4	PY19-Q1	PY19-Q2
Carry Over	18	18	18	13
Enrolled	4	12	3	0
Served	22	30	21	13
Exited	4	12	5	6
In Program	18	18	13	7

Youth Activity by Grant

- SCMCAA - Actual Begin Date - Start Date: 1/1/2019 - End Date: 12/31/2019

All		Youth
411	Adult Mentoring	6
418	Alternative Secondary School (AEL)	7
413	Develop Individual Service Strategy	22
434	Financial Literacy Education	10
436	Labor Market Information	17
410	Leadership Development Opportunities	1
412	Objective Assessment	21
F15	SS-Housing Assistance	3
480	Support Service - Child/Dependent Care	2
483	Support Service - Temporary Shelter	25
481	Support Service - Transportation Assistance	14
485	Support Service -Other	7
487	WIOA Youth Incentive Payment	11
425	Work Experience - Paid	13
416	Youth Occupational Skills Training - Approved Provider	18
430	Youth Occupational Skills Training - Non-Approved Providers	1
Total:		178