

JEFFERSON/FRANKLIN CONSORTIUM

TITLE I

WORKFORCE INNOVATION AND OPPORTUNITY ACT

FIVE YEAR PLAN

FOR

PROGRAM YEARS

2016 through 2020

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STRATEGIC ELEMENTS

I. Local Workforce Development Board's Vision

State the Board's vision for the LWDA and how this vision meets, interprets, and furthers the Governor's vision in the PY16–PY20 WIOA Missouri Combined State Plan.

The local Jefferson/Franklin Consortium Workforce Development Board (WDB) mission and vision meets, interprets and furthers the Governor's PY16-PY20 Workforce Innovation & Opportunity Act (WIOA) Missouri Combined State Plan and the President's national workforce goals for the WIOA. The Plan emphasizes the importance of a skilled workforce to support long-term economic growth. The Jefferson/Franklin Consortium places high importance in the collaboration of local workforce, education, and support services partners in order to meet the needs of the local labor market by providing job seekers with employment opportunities and businesses with a skilled trained workforce. The local WDB's vision and mission statements are as follows:

"The mission of the Jefferson/Franklin Consortium is to assist in the development of a skilled workforce that responds to the area's changing labor market needs."

"It is the vision of the Jefferson/Franklin Consortium to collaborate with partner agencies and other community entities to identify and secure resources to meet employer and job seeker education and training needs."

II. Local Workforce Development Board's Goals

Provide the Board's goals for engaging employers and preparing an educated and skilled workforce (including youth and individuals with barriers to employment). Include goals relating to the performance-accountability measures based on primary indicators of performance to support regional economic growth and economic self-sufficiency.

Jefferson/Franklin Consortium WDB has established a local planning committee to assist with the development of a strategic plan for preparing an educated and skilled workforce. The committee is comprised of representatives from the WDB, Missouri Job Centers in the cities of Arnold and Washington, educators, and the private sector. The committee's approach to addressing local workforce investment needs in the plan is to draw on the considerable knowledge and data already in existence. Among the items to be addressed are the review and analysis of current and projected workforce development needs and recommendations for change in the service delivery system as appropriate.

Performance measures are addressed at each WDB meeting providing an opportunity for questions, concerns, and comments regarding performance. Formative evaluation is used for services in progress to make changes "as needed" to support regional economic growth and economic self-sufficiency.

The priorities identified by the legislature and WDB are:

1. To expand access to employment, education, training, and support services for people with barriers to employment;
2. To coordinate workforce investment, education, and economic development efforts among multiple agencies;
3. To enhance the labor-market relevance of workforce investment, education, and economic development, providing workers with skills and credentials and providing employers with a skilled workforce.
4. To improve the structure of, and delivery of, services through the workforce-development system;
5. To boost the prosperity of workers and employers, the economic growth of communities, regions, and states, and overall U.S. global competitiveness;
6. To increase the employment, retention, and earnings of system participants, and to enlarge their attainment of postsecondary credentials, with the aim of improving workforce quality, reducing welfare dependency, increasing economic self-sufficiency, and meeting skill requirements of employers.

III. Local Workforce Development Board's Priorities

Identify the workforce development needs of businesses, jobseekers, and workers in the LWDA, and how those needs were determined.

A Jefferson/Franklin Region Needs Assessment was completed in the fall of 2015. The primary need for businesses in the Jefferson and Franklin region is to acquire workers who have skills and training that keep pace with technological changes. MERIC is showing these occupations in health care and advanced manufacturing. In addition, businesses are looking for applicants who have strong “soft skills.”

“Soft skills,” which include improved work ethic (including increased attendance), improved skills in developing interpersonal relationships, active listening, and conflict resolution skills.

The top requested basic skill was *Communication*, followed by *Organization*. *Communication* and *Organizational* skills were requested in nearly all of the pathway occupations, showing that these soft skills are important to have for all career paths.

(MERIC)

Business and economic development cannot succeed without a trained and skilled workforce. The job centers established in Jefferson and Franklin Counties and Workforce Investment activities, in Missouri, and nationwide, play an integral part in identifying and providing for local workforce development needs.

The needs of the Jefferson/Franklin Region are similar to the St. Louis City/County area. The metropolitan region is composed of four counties Franklin, Jefferson, St. Charles, St. Louis and the city of St. Louis. The region as a whole accounts for 38% of the state’s total employment. Among the top workforce employers compiled by the North American Industry Classification System (NAICS) Industry Sector in the St. Louis Workforce region: Health Care and Social Assistance, Retail Trade, Accommodation and Food Services Educational Services, Public Administration, and Manufacturing. Jefferson and Franklin counties largest employers include hospitals, county government, and educational services. Manufacturing and retail trade continue to be growth industries within the two county area.

IV. Economic, Labor Market, and Workforce Analysis

A. Economic Analysis

1. ***Describe the LWDA’s current economic condition, including the following information by county (if your LWDA includes more than one county) and the overall region:***

- ***Average personal income level;***
- ***Number and percent of working-age population living at or below poverty level;***
- ***Unemployment rates for the last five years;***
- ***Major layoff events over the past three years and any anticipated layoffs; and***
- ***Any other factors that may affect local/regional economic conditions.***

Jefferson and Franklin Counties have many workers employed at lower wage jobs when compared with average State of Missouri income. Less than 1% of employers in the two county area have 250 or more employees. Approximately ninety percent (90%) of businesses in the Jefferson and Franklin Region have fewer than twenty employees. Business types vary only slightly in each county. Many workers travel outside of the counties to work in St. Louis City/County.

2014 MERIC Info - Average Income

| | <u>Private Employment</u> | <u>Public & Private Employment</u> |
|---------------------|------------------------------|--|
| Jefferson County MO | \$32,364 or \$15.56 per hour | \$33,626 or \$16.17 per hour |
| Franklin County MO | \$36,780 or \$17.68 per hour | \$26,492 or \$17.54 per hour |
| State of Missouri | \$44,810 or \$21.54 per hour | \$44,346 or \$21.32 per hour |

Median Income

| | | | |
|---------------------|----------|-----------------|----------|
| Jefferson County MO | \$52,841 | Franklin County | \$47,530 |
|---------------------|----------|-----------------|----------|

Poverty negatively affects the development of our state. Problems range from larger economic factors such as wage inequality and unemployment to local problems such as inadequate public transportation and childcare resources. The Jefferson and Franklin Region, however, does have a lower poverty rate than the state average of 15.5%.

Jefferson County Population - 222,719
 Franklin County Population - 102,084

Poverty Rate - 11.2% or 24,944
 Poverty Rate - 12.5% or 12,760

(Info from Index mundi)

Unemployment data from 2010 through 2015 for the St. Louis Metropolitan Statistical Area (SMSA) is shown below:

| AREA | MONTH/YEAR | PER CENT AREA | PER CENT MO |
|------|--------------|---------------|-------------|
| SMSA | January 2010 | 9.9% | 9.8% |
| SMSA | January 2011 | 8.9% | 9.1% |
| SMSA | January 2012 | 7.6% | 7.2% |
| SMSA | January 2013 | 7.4% | 6.6% |
| SMSA | January 2014 | 7.0% | 6.4% |
| SMSA | January 2015 | 5.5% | 5.5% |

MERIC – LAUS

The latest unemployment (November 2015) for Jefferson County was 4% and for Franklin County 4.1%. *(MERIC)*

Many Jefferson and Franklin County workers commute to St. Louis county/city and are subject to factors that affect the regional area. Recent downsizing has also been experienced in the defense (Boeing) and telecommunications industries. U.S. Steel in Granite City, IL has initiated a lay-off of over 2, 000 workers “temporarily” and Express Scripts and Mercy Hospitals in the SMSA have recently announced downsizing plans.

Jefferson and Franklin Counties have youth and adults who face serious barriers to employment. These barriers include (but are not limited to): outdated skill set, basic skills deficient, school dropout, public assistance recipient, offender, physical/mental disabilities, homeless youth and adults, single parent, substance abuse, displaced homemaker, veteran, youth who have aged out of the foster care system, limited English language proficiency, long-term unemployed, transportation, and child care.

June 6, 2013
Jefferson City, MO

Gov. Nixon issued the following statement regarding Education Week’s 2013 *Diploma’s Count* report, released today, showing Missouri with the 8th highest graduation rate in the country. According to the report, over 80 percent of Missouri high school students graduated with a regular diploma in 2010, up 9.5% from 2000. This is the second year the state has been in the top 10 and the fourth consecutive year the state’s graduation rate has increased.

An increasing graduation rate is good news for Missouri, but there continues to be a large population (near 20%) of high school drop-outs who do not have a high school diploma (*ages 16-24 census*). There is a considerable percentage of aged 25+ in the region who do not have a high school diploma. This adds to the need for action to serve all without a high school diploma. Many employers today will not hire an individual without a high school diploma or equivalency and many require post-secondary certificates or degrees. The Jefferson/Franklin Job Centers partner with Jefferson College and East Central College to provide AEL services to those in need.

Adult and juvenile offenders may utilize The Second Chance program offered through the Missouri Job Centers. This program provides funding for the safe and successful reintegration of adult and juvenile offenders into the community upon their release through employment services, substance abuse treatment, housing, family programming, and mentoring services. Youth Build offers an alternative education program for young people who have a high school diploma, GED, or Hi-Set (HSE – high school equivalency certificate) including leadership development, financial literacy, academic enhancement, technical skills training in construction, community service, and support. Even with all these support mechanisms, reintegration is hard for most released offenders.

The flood of December 2015/January 2016 negatively impacted local and regional economies. Parts of Missouri turned into a vast lake with water up to the rooftops in some towns. Two rivers west of St. Louis crested at historic levels. Sewer plants were disabled and hundreds were forced from their homes. A number of individuals and businesses in Jefferson and Franklin Counties and the St. Louis Area lost everything. Major interstate highways (I-55, I-70, I-44) were shut down as flood waters stopped all travel (including over the road trucking) for many individuals for a number of days. State and local roads were closed and some continue to be closed due to the flooding damage. Negative effects continue to be felt as flooded out homes and businesses may or may not be repaired. Individuals became unemployed due to businesses closing temporarily and lost wages during that time. Those who lost homes continue to struggle to get to their jobs while having no place to live. Federal disaster aid was quick to arrive on the scene but even with this welcomed help it will still take time to make repairs or rebuild.

The above mentioned are several factors that negatively impact local/regional economic conditions. Through the Missouri Job Centers, services are provided to help individuals deal with these negative conditions. The services offered create a positive solution to these factors.

B. Labor Market Analysis

1. Existing Demand Industry Sectors and Occupations

Provide an analysis of the industries and occupations for which there is existing demand.

Real-Time Labor Market Analysis

In 2012 MERIC began using a new tool to assess current, or real-time, demand for occupations throughout the state. The tool, provided by Burning Glass Technologies, captures online job advertisements and aggregates those jobs by occupation and industry codes. While on-line advertisements do not represent all job openings, as other informal networks are also used, it does provide a broad picture of hiring activity and serves as one measure of current labor demand.

Industrial Demand

Industry demand analysis from February 2015 through January 2016 showed that General Medical and Surgical Hospitals was a top job advertisement. Building Materials and Supplies Dealers; Depository Credit Intermediation; and General Freight Trucking also had a high number of job advertisers. A few of the industries, such as Restaurants and Department Stores, have high turnover rates so the large number of job advertisements can reflect the need to refill positions rather than to add new jobs.

Top Ten Real-Time Labor Demand Industries by Online Job Ads

| Industry | Job Postings |
|---|--------------|
| General Medical and Surgical Hospitals | 827 |
| Building Material and Supplies Dealers | 363 |
| Restaurants and Other Eating Places | 254 |
| Depository Credit Intermediation | 180 |
| Department Stores | 161 |
| General Freight Trucking | 152 |
| Insurance Carriers | 152 |
| Colleges, Universities, and Professional Schools | 143 |
| Pharmaceutical and Medicine Manufacturing | 131 |
| Management, Scientific, and Technical Consulting Services | 89 |

Source: Burning Glass Technologies (February 1, 2015-January 31, 2016)

Occupational Demand

Job analysis highlights the top ten occupations Jefferson and Franklin County employers advertised for in the past year. Truck Drivers were in the greatest demand, followed by Registered Nurses; Retail Salespersons; and Customer Service Representatives. First-Line Supervisors of Retail Sales Workers and Sales Representatives followed.

Real-Time Labor Market Analysis provides a snapshot of current labor demand that is particularly helpful to current job seekers interested in who is hiring and for what occupations. MERIC has developed products, like the Real Time Labor Market Summary, using this tool. The Labor Market Summary provides both a regional and statewide snapshot of data found in

job ads and is published every other month. MERIC and DWD will continue to explore how this data can inform workforce and economic development efforts to meet the needs of businesses around the state.

Top Ten Real-Time Labor Demand Occupations by Online Job Ads

| Occupation | Job Postings |
|--|--------------|
| Heavy and Tractor-Trailer Truck Drivers | 686 |
| Registered Nurses | 459 |
| Retail Salespersons | 394 |
| Customer Service Representatives | 234 |
| First-Line Supervisors of Retail Sales Workers | 212 |
| Sales Representatives, Wholesale and Manufacturing | 157 |
| Laborers and Freight, Stock, and Material Movers, Hand | 131 |
| Stock Clerks and Order Fillers | 115 |
| Cashiers | 114 |
| Nursing Assistants | 113 |

Source: Burning Glass Technologies (February 1, 2015-January 31, 2016)

2. Emerging Demand Industry Sectors and Occupations

Provide an analysis of the industries and occupations for which demand is emerging.

Industry

MERIC develops long-term employment projections based on industry trends and staffing patterns as a combined projection for the four Workforce Development Regions located in the St. Louis area, including St. Louis County, St. Louis City, St. Charles County and the Jefferson/Franklin Consortium. Since the counties are part of the MSA, we know that the economies, workforce, and commuting patterns of the region are intertwined. The table below describes the industries projected to have the most job openings from 2012 to 2022 based on both growth and replacement needs.

For the 2012-2022 time period, the top net change for industry employment in the St. Louis Region are projected to be Administrative and Support Services (19,693); Professional, Scientific and Technical Services (12,065); Ambulatory Health Care Services (8,412); and Specialty Trade Contractors (7,727).

Greater St. Louis Region 2012-2022 Industry Projections

| Title | Employment | | Change | |
|--|------------|-----------|-----------|---------|
| | 2012 | 2022 | 2012-2022 | |
| | Estimated | Projected | Numeric | Percent |
| Administrative and Support Services | 58,171 | 77,864 | 19,693 | 33.85% |
| Professional, Scientific, and Technical Services | 58,283 | 70,348 | 12,065 | 20.70% |
| Ambulatory Health Care Services | 42,742 | 51,154 | 8,412 | 19.68% |
| Specialty Trade Contractors | 28,614 | 36,341 | 7,727 | 27.00% |
| Food Services and Drinking Places | 81,246 | 87,112 | 5,866 | 7.22% |
| Hospitals | 67,822 | 73,427 | 5,605 | 8.26% |
| Educational Services | 79,768 | 84,273 | 4,505 | 5.65% |
| Social Assistance | 20,816 | 24,776 | 3,960 | 19.02% |
| Construction of Buildings | 9,206 | 12,581 | 3,375 | 36.66% |
| Insurance Carriers and Related Activities | 20,788 | 23,500 | 2,712 | 13.05% |

Source: MERIC Employment Projections

Industry employment trends offer insight on the industries that are growing over time in a given area. During the 5 year period, the highest employment growth is in the industries of Social Assistance; Professional, Scientific and Technical Services; Merchant Wholesalers; Plastics and Rubber Products Manufacturing; Motor Vehicle and Parts Dealers; Specialty Trade Contractors; and Food Services and Drinking Places.

The relationship of the 2012-2022 Greater St. Louis Regional industry projections to the Jefferson/Franklin Consortium’s industry employment is evident in the data. Employment in seven of the top ten industries with the highest projected for growth in the region are growing in Jefferson and Franklin Counties according to the 5 year census data, such as Educational Services; Food Services and Drinking Places; Administrative and Support Services; Specialty Trade Contractors; Ambulatory Health Care Services; Social Assistance; and Professional, Scientific and Technical Services.

Occupations

The long-term occupational projections for the Greater St. Louis Region show that the top job openings are in the Food and Retail Service Industries. The definition of *Total Openings* is the projected new growth along with replacement needs. Cashiers, for example, shows a total projected employment of 24,416 for 2022, only 196 more than the 2012 estimate of 24,220 jobs. This means of the 10,667 job openings over 10 years, 10,471 are replacement openings due to turnover while only 196 are new. Total openings are important to job seekers while new jobs indicate where new training needs may be found.

In addition to *Total Openings*, several occupations are projected to grow much faster than the overall region and have a large number of openings (at least 1,000 over 10 years). Personal Care Aides, Market Research Analysts, Computer Systems Analysts, and Construction Laborers are expected to grow by 24 percent or more. Rounding out the fastest growing, larger occupation in the top ten are Carpenters, Computer User Support Specialists, Medical Secretaries, Landscape Workers, Security Guards, and Application Software Developers.

Greater St. Louis Region Top Ten Long-Term Occupation Projections Sorted by Total Openings

| Occupation | 2012 Estimated Employment | 2022 Projected Employment | Growth Openings | Replacement Openings | Total Openings |
|---|---------------------------------|---------------------------------|--------------------|-------------------------|-------------------|
| Combined Food Preparation and Serving Workers | 27,087 | 30,373 | 3,286 | 10,343 | 13,629 |
| Retail Salespersons | 30,726 | 32,328 | 1,602 | 10,510 | 12,112 |
| Cashiers | 24,220 | 24,416 | 196 | 10,471 | 10,667 |
| Waiters and Waitresses | 20,082 | 20,744 | 662 | 9,662 | 10,324 |
| Customer Service Representatives | 21,504 | 24,731 | 3,227 | 5,851 | 9,078 |
| Registered Nurses | 29,548 | 32,676 | 3,128 | 5,729 | 8,857 |
| General and Operations Managers | 20,881 | 23,323 | 2,442 | 3,906 | 6,348 |
| Office Clerks, General | 22,735 | 24,280 | 1,545 | 4,776 | 6,321 |
| Laborers and Freight, Stock, and Material Movers | 13,750 | 15,432 | 1,682 | 4,259 | 5,941 |
| Janitors and Cleaners, Except Maids and Housekeeping Cleaners | 15,744 | 18,118 | 2,374 | 2,963 | 5,337 |

Source: MERIC Employment Projections

3. Employers' Employment Needs

Identify the job skills necessary to obtain current and projected employment opportunities. With regard to the industry sectors and occupations, provide an analysis of the employment needs of employers. Describe the knowledge, skills, and abilities required, including credentials and licenses.

Long-Term Projections – Jobs by Education Level

Occupations typically requiring short-term OJT are expected to account for the largest portion of 2022 employment change in the St. Louis Region. Occupations requiring short-term OJT are projected to experience the highest number of increased employment at over 36,000, or 8.4 percent growth. Employment in occupations requiring moderate-term OJT is also expected to grow by approximately 22,000, or 11.3 percent.

Increased employment is also anticipated for occupations requiring a bachelor's degree. Employment for this education level is projected to increase by nearly 22,000, or 10.5 percent. Occupations requiring an associate's degree or some post-high school training will increase by over 14,000 workers.

As estimated for the year 2022, 64 percent of workers in the St. Louis Region will be employed in occupations that require no formal postsecondary education (includes short-term OJT to work experience in a related occupation). Workers in occupations that require just a bachelor's degree will account for over 19 percent of the total employment in 2022.

Top Occupations by Education Level

The 2012-2022 long-term occupations projections were used to identify the top ten occupations based on total openings and level of education or training needed. Top occupations requiring short to moderate-term training include service and support sector occupations. Healthcare, Driver and Education occupations dominate the top new openings requiring at least long-term training or as much as an Associate's degree. The top occupations requiring a bachelor's degree or higher include Management, Education, Information Technology and Business and Financial occupations.

Greater St. Louis Region Top Ten Long-Term Occupation Projections Sorted by Total Openings

| Occupation | 2012 Estimated Employment | 2022 Projected Employment | Growth Openings | Replacement Openings | Total |
|--|---------------------------------|---------------------------------|--------------------|-------------------------|--------|
| Now - Typically requires short-term on-the-job training | | | | | |
| Combined Food Preparation and Serving Workers | 27,087 | 30,373 | 3,286 | 10,343 | 13,629 |
| Retail Salespersons | 30,726 | 32,328 | 1,602 | 10,510 | 12,112 |
| Cashiers | 24,220 | 24,416 | 196 | 10,471 | 10,667 |
| Waiters and Waitresses | 20,082 | 20,744 | 662 | 9,662 | 10,324 |
| Customer Service Representatives | 21,504 | 24,731 | 3,227 | 5,851 | 9,078 |
| Office Clerks, General | 22,735 | 24,280 | 1,545 | 4,776 | 6,321 |
| Laborers and Freight, Stock, and Material Movers | 13,750 | 15,432 | 1,682 | 4,259 | 5,941 |
| Janitors and Cleaners, Except Maids and Housekeeping Cleaners | 15,744 | 18,118 | 2,374 | 2,963 | 5,337 |
| Personal Care Aides | 12,481 | 16,191 | 3,710 | 893 | 4,603 |
| Secretaries and Administrative Assistants | 18,287 | 20,015 | 1,728 | 2,201 | 3,929 |
| Next - Typically requires an associate's degree or long-term training | | | | | |
| Registered Nurses | 29,548 | 32,676 | 3,128 | 5,729 | 8,857 |
| Nursing Assistants | 14,721 | 16,245 | 1,524 | 2,800 | 4,324 |
| Heavy and Tractor-Trailer Truck Drivers | 10,868 | 12,254 | 1,386 | 1,738 | 3,124 |
| Computer User Support Specialists | 5,814 | 7,019 | 1,205 | 914 | 2,119 |
| Licensed Practical and Licensed Vocational Nurses | 4,768 | 5,504 | 736 | 1,164 | 1,900 |
| Hairdressers, Hairstylists, and Cosmetologists | 4,735 | 5,015 | 280 | 1,109 | 1,389 |
| Medical Assistants | 4,085 | 4,619 | 534 | 779 | 1,313 |
| Teacher Assistants | 5,025 | 5,145 | 120 | 1,140 | 1,260 |
| Preschool Teachers, Except Special Education | 2,554 | 2,650 | 96 | 717 | 813 |
| Medical Records and Health Information Technicians | 1,935 | 2,229 | 294 | 511 | 805 |
| Later - Typically requires bachelor's degree or beyond | | | | | |
| General and Operations Managers | 20,881 | 23,323 | 2,442 | 3,906 | 6,348 |
| Accountants and Auditors | 10,990 | 12,325 | 1,335 | 3,253 | 4,588 |
| Computer Systems Analysts | 6,161 | 7,675 | 1,514 | 968 | 2,482 |
| Elementary School Teachers, Except Special Education | 6,608 | 7,124 | 516 | 1,454 | 1,970 |
| Secondary School Teachers, Except Special and Career/Technical Ed | 6,782 | 6,867 | 85 | 1,843 | 1,928 |
| Software Developers, Applications | 6,437 | 7,457 | 1,020 | 825 | 1,845 |
| Middle School Teachers, Except Special and Career/Technical Ed | 5,797 | 6,257 | 460 | 1,276 | 1,736 |
| Lawyers | 6,055 | 6,657 | 602 | 969 | 1,571 |
| Computer Programmers | 4,420 | 4,785 | 365 | 1,154 | 1,519 |
| Market Research Analysts and Marketing Specialists | 3,398 | 4,404 | 1,006 | 466 | 1,472 |

Source: MERIC Employment Projections

C. Workforce Analysis

Describe the current workforce, including individuals with barriers to employment, as defined in section 3 of WIOA¹. This population must include individuals with disabilities among other groups² in the economic region and across the LWDA.

Geographic Change

With the most recent census, St. Louis and Kansas City remain the largest population centers for Missouri and show some shifting of populations further out from the urban core. The overall population for the four Workforce Development Areas in the St. Louis MSA has increased by over 58,000. The population in Jefferson and Franklin Counties has increased by over 28,000.

Minority Population Growth

Missouri experienced population increases in the Black and Hispanic or Latino minority groups during the 2000's. In Jefferson County, the Black population increased by nearly 33 percent, but decreased by 3 percent in Franklin County. In 2010, the Black population numbers just over 2,600 in Jefferson and Franklin Counties, representing approximately 1 percent of the total population of each county. By comparison, the Missouri and U.S. Black populations represent larger percentages of the total population at 11.6 and 12.6 percents, respectively.

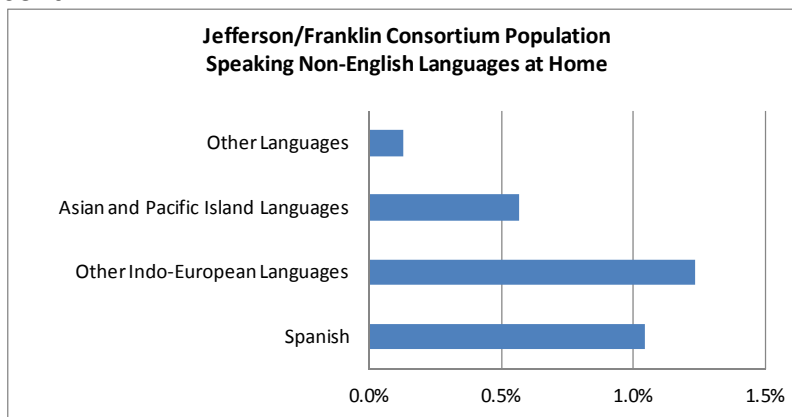
The Hispanic or Latino population in the Jefferson/Franklin Consortium increased. The minority group numbers just over 4,800 in the Consortium, an increase of 106 percent in Franklin County and 70 percent in Jefferson County from the year 2000. The Hispanic population represents 1.4 percent of the total population of Franklin County and 1.6 percent in Jefferson County. In comparison, 3.5 percent of Missouri's total population was Hispanic or Latino in 2010 and 16.3 percent in the U.S.

Limited English Proficiency

According to the 2010-2014 American Community Survey 5-Year Estimates, 3.0 percent (5,991) of Jefferson/Franklin Consortium's population age 18-64 spoke a language other than English at home. The most common non-English languages spoken in Jefferson and Franklin County homes were Other Indo-European Languages (1.2 percent); Spanish (1.0 percent); Asian and Pacific Island Languages (0.6 percent); and Other Languages (.1 percent).

The total percentage of the population speaking languages other than English at home is lower in the Jefferson/Franklin Consortium than in Missouri. Statewide, 6.6 percent of the population, or 244,947, speak non-English languages at home. In Missouri, the most common non-English language is Spanish (2.7 percent), followed by Other Indo-European languages (1.9 percent), Asian and Pacific Island Languages (1.4 percent) and Other Languages (.5 percent).

The percentage of individuals speaking languages other than English at home across the nation is much higher than the state average. In the U.S., 13.6 percent of the population speaks Spanish at home. Residents speaking Other Indo-European languages and Asian and Pacific Island languages total 3.7 percent each, while those speaking Other Languages are 1 percent.

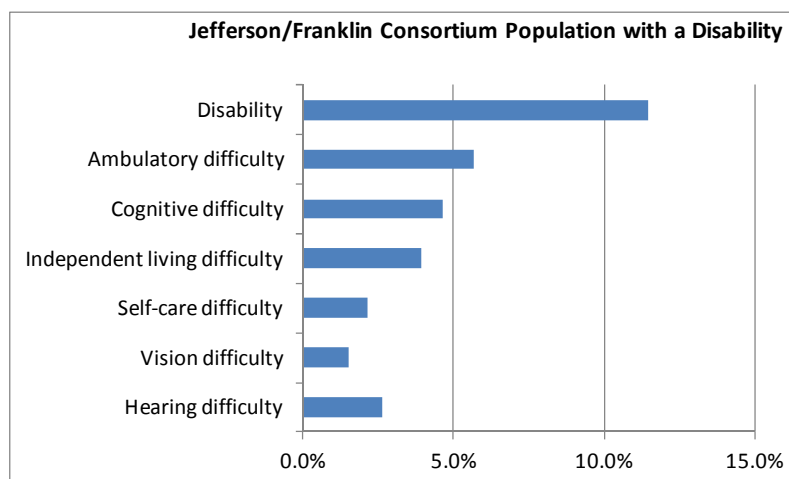


Individuals with Disabilities

According to the American Community Survey 2010-2014 estimates, 11.5 percent, or 23,072 Jefferson and Franklin County residents age 18-64 had a disability. Ambulatory difficulty was the most prevalent disability type at 5.7 percent of the county population. About 4.7 percent of the population had a cognitive difficulty, followed by 3.9 percent with an independent living difficulty.

The overall percentage of individuals with disabilities was lower in Jefferson and Franklin Counties than the state, but higher than the nation in most categories. Statewide, 12.4 percent of residents of the same age group had a disability. Missourians with an ambulatory difficulty was the highest at 6.6 percent, followed by cognitive difficulty (5.4 percent) and independent living difficulty (4.4 percent).

In the U.S., 10.2 percent of the population had a disability. Nationwide, individuals with ambulatory difficulty total 5.2 percent, while 4.3 percent have cognitive difficulty and 3.6 percent have independent living difficulty.



This includes:

1. Employment and Unemployment

Provide an analysis of current employment and unemployment data and trends in the LWDA.

During the recession, the number of Missourians employed in the Jefferson/Franklin Consortium decreased, while the number of unemployed increased to a high of 12.4 percent. Over time, employers have become more confident in hiring workers, increasing total employment to nearly 165,000 at the end of 2015. The unemployment rate has decreased to a low of 3.8 percent in December 2015, below the Missouri unemployment rate of 3.9 percent and the US at 4.8 percent. These numbers, queried from Local Area Unemployment Statistics (LAUS), includes include all employment, including self-employed workers.

Even with the low unemployment rate statewide, Missouri still has pockets where the unemployment rate is high. The brighter news is that unemployment has decreased in every county during the past year. In Franklin County, the unemployment rate decreased by 1.0 percent from September 2014 to September 2015. In Jefferson County, the unemployment rate decreased by 1.1 percent for the same 1 year period.

2. Labor Market Trends
Provide an analysis of key labor-market trends, including across existing industries and occupations.

Industry Employment Trends

Industry and labor market trends are best described through the combined Workforce Development Regions that together make up a large part of the St. Louis Metropolitan Statistical Area (MSA). The combined St. Louis Region experienced overall employment of 1.8 percent from 2009 to 2014, which was slightly lower than the statewide employment growth of 2.2 percent. Industries with the largest employment growth were Administrative and Support Services (34 percent), Social Assistance (49.2 percent), and Hospitals (17 percent). Three industries experienced employment loss: Specialty Trade Contractors (-16.8 percent); Merchant Wholesalers, Durable Goods Manufacturing (-6.9percent); and Educational Services (-6.4 percent). Other industries outside of the top ten with employment growth were Insurance Carriers and Related Activities (14.8 percent) and Credit Intermediation and Related Activities (17 percent).

| NAICS Sector | 2009 Employment | 2014 Employment | Change | Percent Change |
|---|------------------|------------------|---------------|----------------|
| Total Region Employment | 1,023,113 | 1,041,597 | 18,484 | 1.8% |
| Food Service and Drinking Places | 84,749 | 89,067 | 4,318 | 5.1% |
| Educational Services | 91,408 | 85,548 | -5,860 | -6.4% |
| Administrative and Support Services | 68,900 | 79,914 | 11,014 | 16% |
| Hospitals | 55,363 | 64,753 | 4,414 | 17% |
| Ambulatory Health Care Services | 42,262 | 46,538 | 9,390 | 10.1% |
| Management of Companies and Enterprises | 39,903 | 45,392 | 4,276 | 13.8% |
| Social Assistance | 20,145 | 30,061 | 5,489 | 49.2% |
| Specialty Trade Contractors | 35,134 | 29,217 | -5,917 | -16.8% |
| Nursing and Residential Care Facilities | 25,427 | 27,414 | 1,987 | 7.8% |
| Merchant Wholesalers, Durable Goods | 27,897 | 25,977 | -1,920 | -6.9% |

Industry Wage Trends

The St. Louis Region saw overall wage growth of 10.6 percent, or more than \$4,300, from 2009 to 2014, slightly higher than the statewide growth of 9.4 percent. Industries with the largest wage growth were Credit Intermediation and Related Activities (32 percent), Chemical Manufacturing (24 percent), and Management of Companies and Enterprises (21.4 percent). The industries with the highest wages in 2014 were Wholesale Electronic Markets and Agents (\$82,032), Management of Companies and Enterprises (\$79,524), and Chemical Manufacturing (\$74,424).

| NAICS Sector | 2009 Wages | 2014 Wages | Change | Percent Change |
|--|-----------------|-----------------|----------------|----------------|
| 5. Overall Region Average Wage | \$41,040 | \$45,384 | \$4,344 | 10.6% |
| Wholesale Electronic Markets and Agents | \$74,784 | \$82,032 | \$7,248 | 9.7% |
| Management of Companies and Enterprises | \$65,520 | \$79,524 | \$14,004 | 21.4% |
| Chemical Manufacturing | \$60,060 | \$74,424 | \$14,364 | 24% |
| Professional, Scientific, and Technical Services | \$59,592 | \$67,752 | \$8,160 | 13.7% |
| Credit Intermediation and Related Activities | \$48,936 | \$64,632 | \$15,696 | 32% |
| Insurance Carriers and Related Activities | \$60,192 | \$64,008 | \$3,816 | 6.3% |
| Merchant Wholesalers, Nondurable Goods | \$53,676 | \$59,028 | \$5,352 | 10% |
| Merchant Wholesalers, Durable Goods | \$51,972 | \$57,288 | \$5,316 | 10.2% |
| Construction of Buildings | \$49,356 | \$56,364 | \$7,008 | 14.2% |
| Ambulatory Health Care Services | \$51,348 | \$55,824 | \$4,476 | 8.7% |

Industry Clusters

The St. Louis Region's highly concentrated industries are divided between service and manufacturing, according to the location quotient indicator. The location quotient (LQ) indicator describes how concentrated an industry is in a region in relation to the nation, with 1.00 being the national average. The most concentrated service industries in the St. Louis Region were Data Processing, Hosting, and Related Services; Management of Companies and Enterprises; and Wholesale Electronic Markets and Agents. The most concentrated production/manufacturing industries were Food Manufacturing; Transportation Equipment Manufacturing, and Chemical Manufacturing.

| NAICS Sector | 2009 Location Quotient | 2013 Location Quotient |
|---|------------------------|------------------------|
| Data Processing, Hosting and Related Services | 2.19 | 2.05 |
| Management of Companies and Enterprises | 1.59 | 1.55 |
| Wholesale Electronic Markets and Agents | 1.44 | 1.50 |
| Truck Transportation | 1.48 | 1.39 |
| Food Manufacturing | 1.39 | 1.35 |
| Hospitals | 1.16 | 1.32 |
| Transportation Equipment Manufacturing | 1.28 | 1.28 |
| Telecommunications | 1.17 | 1.22 |
| Chemical Manufacturing | 1.08 | 1.20 |
| Machinery Manufacturing | 1.24 | 1.18 |

The industry demand is consistent with occupational job postings seen in the Top Ten Real-Time Labor Demand Occupations by Job Ads data found in Section IV.B.1. In this table, the highest number of job ads is for Registered Nurses. Information Technology positions, such as Computer Occupations and Software Developers, are also in demand, and would be employed in Data Processing, Hosting and Related Services; Management of Companies; and Telecommunications. With a concentration of manufacturers, occupations such as Sales Representatives, Wholesale and Manufacturing; Customer Service; and Truck Drivers are also heavily advertised.

3 .Education and Skill Levels of the Workforce

Provide an analysis of the educational and skill levels of the workforce.

The total population of the Missouri workforce is 2,594,137, and the Jefferson/Franklin Consortium is home to about 85,500, or 3.2 percent of the state's workforce. The workforce demographic numbers are queried from census data, and include only workers employed by firms in Missouri (self-employed individuals not included). The age group for workforce is defined as 14 years or more.

The population of the workforce in the state is aging. In Missouri, 22 percent of the workforce is age 55 or more for both the male and female populations. In Jefferson and Franklin Counties, the percentage is lower. In the Consortium, 20 percent of females and 21 percent of males are age 55 or more.

The educational attainment rate for the Jefferson/Franklin Consortium is the same as the average for Missouri. In Jefferson and Franklin Counties, as well as Missouri, 88 percent of the workforce has a high school diploma or higher. The number of workers who have not obtained a high school diploma is 12 percent in the Consortium and statewide.

4. Skill Gaps

Describe apparent "skill gaps."

Analysis of the skills and education gaps that employers have identified is an important step in determining what training issues need to be addressed. National business surveys point to skills gaps that have negatively impacted the economy, such as a 2015 manufacturing survey that indicated 6 out of 10 positions remain unfilled due to talent shortage, even with a large number of unemployed manufacturing workers available for hire³. MERIC has developed target industry competency models, conducted business surveys, and recently acquired a real-time labor market skills demand tool that provides valuable insight into the needs of Missouri employers.

MERIC conducted Industry Competency Model analysis for many of the state's targeted industry sectors, such as Energy, Information Technology, Transportation, and Life Sciences. In doing so, the reports revealed that workers will need to enhance their existing skills sets to meet the demands of new and evolving technologies used in these growing industry sectors, and employers seek a good skill mix of both technical and soft skills in their workers. Interdisciplinary knowledge is a key ingredient to success, especially in high-tech sectors. Proficiency in rules and regulations was also rated as highly important and necessary for work in today's complex business environment.

The Industry Competency Model reports also highlighted issues related to the overall aging of the workforce. The imminent retirement of a large segment of workers across the targeted sectors could result in a shortage of this specialized labor pool. The ability to produce a sustainable pipeline of skilled workers will be important for the success of these sectors and the economy as a whole.

³ The skills gap in U.S. manufacturing 2015 and beyond. Deloitte Consulting and the Manufacturing Institute, 2015. Complete report at www.themanufacturinginstitute.org

Each year MERIC staff assist the St. Louis Community College to survey hundreds of companies in the St. Louis MSA regarding workforce issues⁴. In 2015 the survey found that 57 percent of businesses identified a “shortage of workers with knowledge or skills” as the main barrier to expanding employment, followed by “economic conditions” at a distance second of 35 percent. The top shortcomings of job applicants were mostly soft skills such as poor work ethic (#1), lack of critical thinking (#2), and lack of communication or interpersonal skills (#3). Lack of general business or industry knowledge rounded out the top four. These shortcomings are consistently the top issues business identify in this survey and mirror the “soft skills” challenge that can be seen across the country in various business surveys. This very large business survey, while limited to the St. Louis MSA, is a good proxy for the issues other businesses face throughout the state. Furthermore, the importance of soft skills revealed in these surveys can be seen in online job ads that consistently rank these skills as a top desire for applicants.

MERIC analyzes the real-time job ads for workforce regions, which are one representation of job demand, versus the supply of job seekers in the state’s workforce development system and develops a report each year highlighting results⁵. In 2015 the St. Louis region had the largest labor supply and demand gaps in Science and Technology, Business and Sales, and Health Care and Related occupations. For example, Science and Technology job ads accounted for nearly 21 percent of all postings but less than 5 percent of job seekers were looking for employment in these occupations. These gaps represent opportunities for job seekers, who can get training, to apply for occupations that are in higher demand.

Jefferson/Franklin Consortium employers indicate through job advertisements the basic and specialized skills needed to be successful in their business. While these needed skills do not necessarily point to gaps, it does provide a snapshot of skill demand and reinforces some of the findings from earlier surveys and competency model analysis. MERIC researchers analyzed over 7,510 online job advertisements from February 1, 2015 to January 31, 2016 using a tool from Burning Glass Technologies, to determine what skills were in greatest demand over the year.

When considering all occupations, common skills are listed the most in job advertisements and show that basic business fundamentals of communication, organization and customer service are the most cited. Writing and planning complete the list of top five common skills.

Analysis of specific occupational clusters shows more targeted skill needs in jobs related to healthcare, information technology, finance, engineering and manufacturing. Many of these occupational clusters relate to the industries Missouri has targeted for economic growth.

Basic skills cover a broad range of topics, such as reading and writing, applied math, logic flows, information gathering, ethics, etc., and mainly relate to the educational efforts of primary

⁴ State of the St. Louis Workforce 2015. St. Louis Community College Workforce Solutions, August 2015. Available at: <http://www.stlcc.edu/Workforce-Solutions/St-Louis-Workforce/>

⁵ Missouri Labor Supply & Demand Analysis. Missouri Economic Research and Information Center, February 2015. Available at: https://www.missourieconomy.org/pdfs/statewide_labor_supply_n_demand_analysis.pdf

and secondary schools, institutions of higher learning, and workforce training programs. From the workers' standpoint, many of these skills are hopefully gained through education and early work opportunities as a younger person however evidence from skills gap analysis suggest this is still a challenge. Partnerships by educators, businesses, workforce and economic developers should continue to focus efforts on this issue as these basic skills form the foundation for successful, occupation-specific training to follow.

Specific occupational skills are learned through longer-term employment in an industry which provides training or through the more formal education of apprenticeships, community colleges, or four-year universities. Attaining these skills, outside of business experience and training, presents some challenges to job seekers, particularly those who have been unemployed for a long time period, and to educational institutions. Job seekers need affordable, flexible training alternatives, especially if the person needs to work while gaining new skills. Education providers work to keep up with industry trends and technology while also needing to adapt to new, cost-effective learning methods. As with basic skill development, stakeholders in a healthy, growing economy must also partner to meet the needs of both workers and business.

Missouri's opportunities for long-term economic growth will increasingly depend on a well educated, flexible workforce that responds quickly to changing business needs. Targeted efforts to prepare workers start at a young age, are honed through higher education and work experience, and are sustained by a culture and ability to embrace life-long learning. Taking bold, and sometimes difficult, steps to equip Missouri's workforce for success will be one of the strongest economic development tools a state can have in retaining and attracting the industries of the future.

MERIC, the WIOA agency leadership and the Sector Strategy research will strive to incorporate real-time feedback from employers about the current status of labor market information in each region and for the state.

D. Workforce Development, Education and Training Activities Analysis

Describe the workforce development services and activities, including education and training in the LWDA, to address the education and skill needs of the workforce.

Include education and training activities of the core programs and mandatory and optional One-Stop Delivery System partners.

Office of Job Training Programs, serving as staff to the Local Workforce Development Board (WDB), with Chief Elected Official (CEO) and WDB approval, provides continuous improvement, technical assistance, management information system, fiscal management, substate monitoring (Attachment #9 – Sub-State Monitoring Plan), and overall maintenance of the Jefferson/Franklin Consortium one-stop delivery system. OJTP shall serve as the CEOs' and WDB's liaison with One-Stop partners/memorandums of understanding (Attachment #3) to assure a quality one-stop delivery system in Jefferson and Franklin Counties.

Eligible adults, youth and dislocated workers are able to use Individual Training Accounts at qualified educational institutions. Through the Training Provider Search Tool on

www.jobs.mo.gov, customers are required to comparatively evaluate costs, location, and performance of individual programs offered by education providers. The advice and guidance available through the One-Stop system provide the assistance customers need in making informed choices when choosing a training provider.

NGCC Skills Team members will utilize the region's Products and Services Box to assist customers with quality workforce information and accessing quality training providers. Team members will utilize a variety of products as appropriate from Education and Training, Occupational Information, Training Assistance and Providers, and Financial Assistance to allow customers the opportunity to make a customer centered informed choice in choosing a training provider.

Adult, Dislocated Workers, and Youth in the Jefferson/Franklin region have available a full array of employment and training activities. All basic and individualized career services and training service activities are provided through Wagner Peyser, WIOA and the appropriate One-Stop partner staff.

Basic career services include unemployment compensation assistance, financial aid information, initial assessment, referral to other programs, labor exchange services, and labor market information, and outreach and intake.

Individualized career services include comprehensive assessment, individual employment plan, group counseling, individual counseling, short-term prevocational services, out-of-area job search assistance and relocation assistance, internships and work experiences, career planning, financial literacy, workforce preparation, English language acquisition, and follow-up services.

Training services include occupational skills training, on-the-job training, incumbent worker training, transitional jobs, workplace training and cooperative education, skills upgrading and retraining, entrepreneurial training, job readiness training, adult education and literacy, customized training WIOA pre-apprenticeship and registered apprenticeship.

The Arnold and Washington Job Centers offer a variety of workshop topics continually throughout each month including job search preparation, basic computer skills and financial planning. Customers receive an orientation of the National Career Readiness Certificate (NCRC) at the point of Welcome team membership and are referred for remediation or the WorkKeys assessment as appropriate. Customers are encouraged to utilize products such as the Optimal Resume program and Talify to improve the way employers and job seekers match their skills and strengths with a specific job.

1. The Strengths and Weaknesses of Workforce Development Activities
Provide an analysis of the strengths and weaknesses of the workforce development services and activities identified above.

The primary expectation of the local Jefferson/Franklin Consortium's workforce system is to be a seamless, integrated one-stop delivery system. It includes an expectation for a system that is based on a demand-driven workforce. The local goal is that a full spectrum of community assets will be available and used in the one-stop service delivery system that supports human capital solutions for business, industry, and local individual customers. The Jefferson/Franklin

region will implement the American Job Center Brand in accordance with TEGE 21-11, Change 1 to further the branding process for the region.

The strengths of the Jefferson/Franklin Consortium is the implementation of a One-Stop delivery system, which has a high degree of workforce development service integration. Comprehensive One-Stop Center Services are available at Missouri Job Centers located in Arnold (Jefferson County) and Washington (Franklin County). In addition, two affiliated sites have been established at the following locations: East Central College in Union and Jefferson College in Hillsboro. Other One-Stop partners currently include Family Support Division (Arnold and Washington), Four Rivers Career Center, Jefferson Franklin Community Action Corporation, Division of Aging, Division of Vocational Rehabilitation/Rehabilitation Services for the Blind, Department of Labor and Industrial Relations, migrant and seasonal farm workers, Missouri Veterans Commission, and Jefferson County Community Partnership.

A designated individual at each of the two Comprehensive One-Stop Career Centers (Arnold and Washington) will serve as the established “single point of contact “for local Jefferson and Franklin County employers in job matching between employers and the unemployed or those wanting to upgrade their employment status.

Weaknesses in the Workforce Development System are dependent upon external factors. Jefferson and Franklin counties do not have public transportation in many locations. It does little good to train an individual and get them job ready if they do not have adequate transportation to get to the job. While both counties have addressed this barrier, it continues to be a weakness in the system for Jefferson and Franklin Counties.

In addition, child care is a barrier that prevents some from becoming dependable employees. The Missouri Department of Social Services does provide childcare financial assistance for those who qualify. Household income for some may be just above the income level for assistance but not enough to help pay the costs for most child care businesses. Childcare costs averages for each county are shown below:

| County | Infant CC | 13/24 months | 25/36 months | 37 months/5 years |
|-----------|-----------|--------------|--------------|-------------------|
| Franklin | \$139 | \$136 | \$109 | \$103 |
| Jefferson | \$169 | \$169 | \$138 | \$130 |

If a person earns \$12 per hour for a 40-hour week = \$480 per week or \$1,920 per month, childcare costs using the average shown for infant childcare in Jefferson County would be \$676 per month or 35% of the monthly salary. Many jobs do not start inexperienced employees out at \$12 per hour compounding the problem. Childcare costs are a barrier for some.

2. Local Workforce Development Capacity

Provide an analysis of the capacity of local entities to provide the workforce development services and activities to address the identified education and skill needs of the workforce and the employment needs of employers in the LWDA.

The capacity of our local entities to provide workforce development service and activities has been challenging over the past seven years due to budget cuts at all levels and for all services. The Jefferson/Franklin Region works closely with partners to make sure services continue to be provided. Staffing levels allow for work processes to be completed because of the close relationships formed with the partners. The best example of this is the 2008-2009 recession when unemployment was 10% in the Jefferson/Franklin Region. Arnold and Washington Job Centers handled a significant increase in traffic by implementing the NGGC model which provided services in a timely manner. Co-location of partner staff trained in the NGGC model helped to increase the number of employees available to service customers.

Continuous assessment of services delivered is achieved through weekly meetings with all Job Center staff. These meetings provide an opportunity to discuss what works and what doesn't work so that changes can be made to become more efficient. Training sessions are held to help staff become more familiar with model practices. Jefferson/Franklin Consortium and its partners work to identify the education and skill need of the workforce and employers in the region.

OPERATIONAL ELEMENTS

V. Local Structure

A. LWDA Profile

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

The geographical workforce investment area is Jefferson and Franklin counties of Missouri which is a part of the St. Louis metropolitan area. The Missouri Job Centers are located in the largest communities within the region, Arnold in Jefferson County – population of 21,134 and Washington in Franklin County – population of 13,982 (*citydata.com*). Jefferson and Franklin counties are suburbs of St. Louis with both urban and rural communities.

The major employers in the area are represented by healthcare, manufacturing and public school districts.

Local community colleges are Jefferson College, Hillsboro (Jefferson County), and East Central College, Union (Franklin County).

MERIC census data reflects Jefferson County population at 219,480 (2011) with a per capita income of \$33,917 (2010) and Franklin County population at 101,938 (2011) with a per capita income of \$34,762 (2010). Diversity population is at less than 4% of total population.

The most recent data indicates that growth trends for both Jefferson and Franklin Counties have been less than the 7% projected in the past.

The St. Louis Metropolitan region is composed of four counties and the city of St. Louis with the region as a whole accounting for 38% of the state's total employment. Among the top workforce employers by North America Industry Classification System (NAICS) Industry Sector in the St. Louis Workforce region: Health Care and Social Assistance, Retail Trade, Accommodation and Food Services, Educational Services, Public Administration and Manufacturing. Jefferson and Franklin counties largest employers include hospitals, county government and educational services. Manufacturing and retail trade continue to be growth industries within the two county area.

Workforce demographics indicate that male and female workers are equally distributed with the majority of workers being 30 to 54 years of age. The educational attainment for most workers – 17% (Quick census facts) includes some level of post-secondary education. It is anticipated that the Jefferson/Franklin county labor force population will continue to seek training to acquire the skills needed to obtain long term gainful employment in the workforce. In addition to the local community colleges in each county, the St. Louis Metropolitan region offers educational institutions to meet the skill development needs of the Jefferson/Franklin region's population.

B. Local Workforce Development System

Describe the workforce development system in the LWDA. Identify the programs that are included in that system and how the Board will work with the entities carrying out core programs and other workforce development programs. Describe how the Board plans to support alignment to provide services, including programs of study authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq). Include a list of all standing committees.

The workforce development system in the Jefferson/Franklin region is designed to provide universal access to meet the diverse needs of the business and career seeking customers. Strategies are in place to provide the services and activities needed to meet the needs of all customers accessing the workforce development system. Strategies for marketing and outreach; orientation; assessment; service coordination; service delivery and business services enhances the system and improves the quality of the services and performance outcomes to increase employment, credential attainment, retention and earnings of customers.

Partnerships with entities that serve individuals with diverse backgrounds or individuals experiencing barriers to employment are established through the One-Stop System MOU and provide outreach to all customers in the workforce region. These partnerships include the core program partners; Wagner-Peyser, Adult Education and Literacy, Vocational Rehabilitation, and Temporary Assistance for Needy Families, as well as community-based partners with shared goals and interests that lead to sharing information, energies and resources. Partner staff is trained in local resources and services available across programs in order to better coordinate service activities and accessibility at multiple points in a seamless system. Cross training allows for a streamlined orientation process, to ensure that all appropriate and eligible customers are able to access the relevant services. Partners provide an array of assessment

approaches to capture the skills and abilities of customers with barriers to employment, while businesses assist in determining the skills essential to the job market. Employer customers are primary customers of the workforce system and partners agree on the specific services they provide to businesses, and presented as a unified business services package to increase responsiveness, innovation and utilization of the system for employer customers.

The local board has expertise in the engagement and alignment of education, economic development and business to prepare current and future workers and build a talent pipeline to fill the skill gaps critical to meeting industry needs. Programs of study in fields such as healthcare, technology, and advanced manufacturing under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq) is an important source of talent for employers to fill skilled positions within their companies. Career and technical programs in the region are aligned with college and career readiness standards and also the needs of employer, industry and labor. An integrated, job-driven workforce system in Jefferson/Franklin region reinforces the partnerships necessary to engage employers and enable individuals to succeed in postsecondary education, earn industry-recognized credentials and advance along a career path.

The Jefferson/Franklin LWDA currently has a Youth Standing Committee in place and plans to add standing committee for Individuals with disabilities.

C. Local Facility and Partner Information

- 1. Identify the One-Stop partners that are physically located at each of the comprehensive (full service) center(s) in the LWDA, and the services provided by these partners and list them in Attachment 1 to the Plan.**

See Attachment 1

- 2. 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 Plan.**

See Attachment 1

- 3. Identify the local affiliate sites, including current mailing and street addresses, telephone and fax numbers and list them in Attachment 1 to the Plan.**

See Attachment 1

- 4. Identify the one-stop partners that are physically located at each of the affiliated sites and the services provided by these partners and list them in Attachment 1 to the Plan.**

See Attachment 1.

VI. Local Strategy Implementation

Describe the Board's goals and strategies for operation, innovation and improvement under WIOA (20 CFR 679.560). WIOA Required Strategies - Please include strategies addressing:

1. *Career Pathways*

The development of career pathways is essential for providing individuals with the education and training opportunities that lead to credential attainment, employment, increased earnings and career advancement. Career planning activities provides individual or group counseling in employment, education and career opportunities. Labor market information is a strong component in developing career pathways by exploring the number and types of available jobs, future demand, job characteristics and the training and skills requirements. Career planning allows the customer to explore educational opportunities to enter or advance in a specific occupation or occupational cluster through occupational skills training, on-the-job training, transitional jobs, work experiences and internships, and pre-apprenticeship and registered apprenticeship activities. The goal is to assist individuals in planning a career path that provides the necessary sequence of steps in education and training that will meet the needs of the chosen industry sector.

2. *Employer Engagement*

Employer engagement and collaboration is vital for creating work-based learning opportunities for job seekers and fulfilling the specific needs of individual employers. The region's business services team involves the core partners in a collaborative system to achieve employer commitments to offer work-based learning, hiring new graduates with in demand credentials, and to participate in state and local economic development programs. Direct consulting with businesses will encourage involvement with workforce development so that education and training programs are designed to meet the current and future hiring needs which will ultimately result in employment opportunities for the region's job seekers.

3. *Business Needs Assessment*

The workforce system must provide a talent pipeline to meet the current and future hiring needs of employers. The Jefferson/Franklin WDB provides a leadership role in coordinating the integration of services across programs to ensure that the local system is job-driven and matches the employers with skilled workers. The business services team members engage business and industry to identify the skills and competencies needed by employers and the training and credentials required to meet their individual employment needs. Real time labor market data provides information needed in assessing the skills, skill clusters, education, experience levels, certifications, work activities and job openings of employers. Career pathways and sector strategies will address the needs of businesses and improve the quality of workforce investment, education, and economic development efforts.

4. Alignment and Coordination of Core Program Services

WIOA core program services are integrated to improve efficiency in service delivery, to increase economic self-sufficiency and to meet the skill requirements of employers. Meeting the specific needs of individuals with barriers to employment requires the alignment of programs to provide individuals with the resources needed to move beyond adult basic education, succeed in postsecondary education, earn industry-recognized credentials and advance along a career path. Partnering with agencies and organizations that serve specific populations will help coordinate wrap-around services and supportive services for individuals with barriers to becoming successful in meeting their employment goals. Training activities for the one-stop career center and partner staff provide them with the knowledge needed to work with diverse populations and the ability to inform customers of the full array of available resources, including community-based resources. The region's One-Stop partner MOU further enhances the range of coordinated and streamlined services to shared customers. Alignment and coordination of core program services is necessary for the region to offer a unified service delivery system to job seeker and employer customers.

5. Outreach to Jobseekers and Businesses

Effective outreach strategies for jobseekers and businesses are accomplished through quality service delivery and better customer service. Job center staff provides information about current and projected job openings and wages to assist customers in making informed decisions in developing career goals. Job center customers will be informed of quality training programs and how to access the services needed to improve their employment opportunities through skill upgrading, skill validation and credentialing. Established referral mechanisms with partners will reach out to diverse populations including individuals with employment barriers. Services will focus on employment retention and maintaining success by encouraging on-going education, skills upgrading while employed to improve career advancement. The region's business services team identifies the needs of targeted sectors and provides the businesses with labor market information that will contribute to human resource planning. Employers are encouraged to provide work based learning opportunities specifically for populations with barriers. Customized recruitment services provide employers with easy access to individuals with the skills and talent needed for business growth. Collaboration among partners provides additional resources to meet the needs of the region's business communities.

6. Access – Improvements to Physical and Programmatic Accessibility; Customer Service Training

The One-Stop system provides physical and programmatic accessibility to ensure that individuals with disabilities and limited English proficiency customers have the same access to one-stop programs, services and benefits that are provided to all job center customers. The Jefferson/Franklin Methods of Administration (MOA) provides assurance of universal access and compliance with Section 504 of the Rehabilitation Act of 1973 by documenting the policies and procedures for providing accessibility including: notice and communication in alternate languages and format, interpreter services, assistive technology equipment, and other reasonable accommodations requested. Customer service training and available resources are vital for providing meaningful access. Staff training in areas such as disability etiquette,

diversity, accommodations, requirements of the law, and partner agency resources allow for good customer service in the most efficient and effective manner. The local Equal Opportunity officer provides technical assistance and guidance to further improve services for job center customers.

7. Assessment

Assessment is an important component of workforce preparation activities to determine the skill levels and service needs of the customer. Assessment activities are conducted through individual counseling, online assessment questionnaires or in collaboration with core partners. The customer's skills, interests and abilities are assessed and counseling is provided to assist the customer in making educational decisions and developing an employment plan to advance their skills levels, attain credentials and prepare for career advancement.

8. Support Services

Support services are necessary to allow individuals the opportunity to participate in education and employment activities so they can find good jobs and stay employed. Career assistance activities provide an assessment of the customer's needs, including barriers that need removed or reduced in order to be successful in obtaining their education and career goals. The employment plan is developed and service strategies are implemented to include the needed support services. Job center staff assists the customers by providing core partner contact information and community-based resources. Access to these services and on-going support is necessary to remove or reduce the identified barriers.

ADMINISTRATION

VII. Assurances

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 Plan, prior to submission of the Plan.

Public Notices are posted on the Jefferson/Franklin Consortium website (www.jeff-frankjobs.com) and/or may be made in local county newspapers notifying of access to review and comment on the local plan and to involve as many business, organized labor, local public officials, community-based organizations, service providers, partner agencies and other groups representing the diversity of the population in the development and review of the plan.

This public notice includes written notification of the availability of the plan and will be posted with sufficient time to provide a thirty (30) day period for comment prior to the submission of the plan.

The members of the Local Workforce Development Board, Youth Committee, partner agencies, members of the public, including representatives of business, labor, and diverse population group organizations, are offered an opportunity for comment.

One-Stop Partners are involved in developing the local plan and participate in delivery of services, as detailed in the Memorandum of Understanding.

VIII. Local Policies and Requirements

A. SUPPORTIVE SERVICES—*Please include as Attachment 2, the Board’s policy for Supportive Services to enable individuals to participate in Title I activities. This policy must address the requirements in DWD Issuance 12-2010, “Statewide Supportive Services Policy.”*

See Attachment 2

ADULT—*Describe the criteria to be used by the Board to determine whether funds allocated to a LWDA for Adult employment and training activities under WIOA sections 133(b)(2) or (b)(3) are limited, and the process by which any priority will be applied by the One-Stop Operator.*

Jefferson/Franklin Consortium has determined that funds for adult and dislocated worker employment and training activities are limited. If funding becomes limited, priority shall be given to recipients of public assistance and other low-income individuals for training services. Priority ranking does not mean that only those prioritized may be served, but they must be given first consideration.

This local area of partners/service providers concur with the priority categories cited in the Act; namely recipients of cash welfare and other low-income individuals. Therefore, priority will be restricted to individuals who meet one or more of the following criteria:

1. Receives, or in the past six months has received, or is a member of a family that is receiving or in the past six months has received, assistance through the supplemental nutrition assistance program established under the Food and Nutrition Act of 2008 (the program of block grants to States for temporary assistance for needy families program under part A of Title IV of the Social Security Act), or the supplemental security income program established under Title XVI of the Social Security Act, or the State or local income-based public assistance;
2. Is in a family with total family income that does not exceed the higher of: (1) The poverty line; or (2) 70 percent of the lower living standard income level;
3. Is a homeless individual (as defined in the Violence Against Women Act of 1994, or a homeless child or youth as defined in the McKinney-Vento Homeless Assistance Act;
4. Receives or is eligible to receive a free or reduced price lunch under the Richard B. Russell National School Lunch Act;
5. Is a foster child on behalf of whom State or local government payments are made;
6. Is an individual with a disability, whose own income meets the income requirement of clause 2, but who is a member of a family whose income does not meet this requirement.

C. YOUTH—WIOA section 129(a)(1)(B)(VIII) establishes that an eligibility criteria for Out-of-School Youth (OSY) is “a low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.” Please explain how the Board will define, identify, document, and serve youth participants meeting this eligibility criteria.

WIOA section 129(a)(1)(C)(VII) establishes that an eligibility criteria for In-School Youth (ISY) is “an individual who requires additional assistance to complete an educational program or to secure and hold employment.” Please explain how the Board will define, identify, document, and serve youth participants meeting this eligibility criteria.

The Workforce Development Board (WDB) determined that utilizing the following definition for the In School Youth (ISY) eligibility criteria and Out of School Youth (OSY) eligibility criteria is needed to allow additional youth to qualify for WIOA services when the other criteria cannot be met for eligibility.

Economically disadvantaged ISY who are not in the following: basic skills deficient, English language learner, offender, homeless, a runaway, in foster care or has aged out of the foster care system, pregnant/parenting, or disabled may qualify for services using the criterion of “Is an individual who requires additional assistance to enter or complete an educational program or to secure and hold employment”, one of the following conditions must be met:

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

No more than 5% of the In-School Youth may be made eligible under the “Needs Additional Assistance” criteria.

Economically disadvantaged OSY who are the recipient of a secondary school diploma or its recognized equivalent and is not basic skills deficient or an English language learner may qualify for services using the criterion of “Is an individual who requires additional assistance to enter or complete an educational program or to secure and hold employment”, one of the following conditions must be met:

1. Verification obtained from a professional source (doctor, teacher, vocational evaluator, etc.) stating that the youth requires additional assistance either related to education or employment, or
2. Documentation which verifies that the youth:

- a) Has a poor work history (been fired from 1 or more jobs within the last six months, OR has a history of sporadic employment, such as “has held 3 or more jobs within the last 12 months, and is no longer employed, or
- b) Has been actively seeking employment for the last 2 months, but remains unemployed.

D. VETERANS—Describe how veteran's priority, as required by Public Law 107-288, will be incorporated into all programs.

Veteran’s priority will be incorporated into all one-stop partner programs within the local workforce development system. The region shall operate in accordance with the Veterans’ Priority Provisions established by the Jobs for Veterans Act (38 USC 4215) and TEGL 10-09. Priority of service is given to veterans and spouses of certain veterans for the receipt of employment, training, and placement services. The covered person is identified at the point of entry so that covered persons are able to take full advantage of priority of service. When adult funds are limited, the first priority for training services is given to public assistance recipients and low-income individuals who are also veterans (and eligible spouses). In all other groups of participants, veterans (and eligible spouses) will receive priority over non veterans.

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

- (1) The covered person receives access to the service or resource earlier in time than the non covered person; or
- (2) 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.

The requirement for notification about priority of service will be met by ensuring that the covered person(s) is 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 (statutory) eligibility requirements for those programs and/or services.

E. INDIVIDUAL TRAINING ACCOUNTs (ITAs)—Identify the funding limit for ITAs.

The amount and duration for individual training accounts (ITAs) is determined on an individual basis through an assessment and review of the customer’s circumstances. The cost of the training provider, the type of training and other sources of financial assistance such as pell grants and scholarships are considered when deciding the dollar amount available for an individual’s ITA. Generally, an ITA is for \$4000 or less and will fund a training program of two years or less in duration. Limits and durations can be waived with approval.

F. INDIVIDUALS WITH DISABILITIES—Describe how the Board will ensure that the full array of One-Stop services is available and fully accessible to all individuals with disabilities. In particular, identify those resources that are available in the Board's Products & Services Box to assist in the provision of these services.

The Jefferson/Franklin region offers workforce development services at the One-Stop Comprehensive centers located in Arnold and Washington. The One-Stop centers provide physical and programmatic accessibility of facilities, programs, services, technology and materials for individuals with disabilities to ensure that the full array of one-stop services are available to all job center customers.

Communication mechanisms within the job centers ensure that individuals with disabilities are receiving the same information as effectively as any other customer.

The availability of auxiliary aids and services allow customers with visual, hearing, physical, and cognitive disabilities the communication access to products and services box.

Assistive Technology equipment in each job center includes: the Ubi Duo, amplifier for telephone, Relay 711 service, hands-free speaker phone, 19"-21" large monitor, screen reader software (Window Eyes), screen magnification software (Zoom Text), Trackball, alternative keyboard, height adjustable table, tape recorder, electronic CCTV magnifier, and Portable Assistive Listening Device (FM System). Sign language interpreter services may be provided to individuals upon request to enhance communication with hearing impaired individuals.

Staff training is important in the effectiveness of providing services when a customer discloses their disability and may need accommodations to address their individual needs. Training is provided in order for staff to be knowledgeable of the assistive technology and other resources needed for individuals with disabilities to be successfully employed. Strong partnerships have been established with the Division of Vocational Rehabilitation, Next Step for Life (Jefferson County) and Missouri Goodwill Industries (Franklin County). These agencies continue to be a resource for job center customers with disabilities and are available for assistance for improved workforce services.

G. ONE-STOP SERVICES—Describe how the Board will ensure that the full array of One-Stop services is available to all individuals with limited English proficiency. In particular, identify those resources that are available in the Board's Products & Services Box to assist in the provision of these services.

The Arnold and Washington job centers facilitate meaningful access for individuals with limited English proficiency (LEP) through established procedures, staff training, resources and other materials. All individuals with limited English proficiency due to national origin or other language barriers will have access to all one-stop services regardless of their ability to speak, read, write or understand English. Language barriers must be removed so LEP customers are able to communicate and understand the information and services being provided through the job center.

LEP individuals will be advised of available, competent, confidential language interpretation services and be provided written materials translated into languages other than English as needed. Oral interpretation and written translation of both hard-copy and electronic documents would be provided as appropriate in non-English languages.

The region's language access policy ensures awareness within the workforce system so that LEP individuals in need of language assistance services will receive reasonable notice of the availability of such services. Notice through language service posters will inform individuals of their right to free interpreter services and will invite them to identify themselves as individuals needing language assistance. All staff is knowledgeable of the language assistance services and the procedures to access these services so LEP customers may be served effectively and receive the same access to programs, services and benefits that the workforce system provides to all job center customers.

H. NEXT GENERATION CAREER CENTER MODEL (NGCC)—*Describe how the Board promotes integration of services through co-enrollment processes, beyond the automatic co-enrollment of the NGCC model.*

Service integration is promoted within the Next Generation Career Center (NGCC) model through co-enrollment processes. NGCC team members are knowledgeable of the partner programs available through the one-stop system. Automatic co-enrollment and streamlined eligibility processes has enhanced the integration of services for career and training services. Co-enrollment offers streamlined delivery of services, provides immediate entry into the workforce system and maximizes the resources available to customers. NGCC customers will benefit from the coordination of products and services within the NGCC model through integration of one-stop partner services. Team members have access to toolbox which enhances communication and tracks the use of products and referrals to all services.

After automatic co-enrollment into WIOA Adult and/or Dislocated Career services, the customer is referred to the Skills or Jobs Team to determine the continued services that will be provided. An employment plan is developed with the customer to identify employment goals, achievement objectives and the appropriate combination of services for the customer to achieve the employment goals.

A dislocated worker may be enrolled into the Trade Adjustment Assistance program or a Dislocated Worker Grant program as they are approved. Trade eligible customers are identified as early as possible during their first visit to the Career Center, either at the receptionist desk or during the career services registration. Customers may benefit from training assistance, transportation allowance and other supportive services offered through these additional program enrollments. Customers who enter and complete a training program will return to the NGCC to prepare for job search and access products such as workshops and staff assisted services.

WIOA emphasizes priority of service to adults with barriers to employment. WIOA core programs serve a diverse population of individuals with barriers such as individuals with disabilities, need of adult education and literacy services, ex-offenders, low-income individuals, long-term unemployed and single parents. NGCC customers are often referred and then co-enrolled into WIOA core programs such as Adult Education and Literacy, Vocational Rehabilitation and the Missouri Work Assistance (TANF) program. Tuition assistance, transportation, child care, assistive technology, work experiences and internships, employment and education related fees, career readiness preparation, and case management support are the types of assistance provided to NGCC customers who are co-enrolled in partner programs and are receiving the benefits of service integration.

Co-enrollment provides individuals with the support services needed to build a career pathway to self-sufficient employment and career progression.

I. TRAINING EXPENDITURE RATE / LOCAL CRITERIA FOR TRAINING RECIPIENTS—*Provide your Board'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.*

The Jefferson/Franklin Region plans to expend approximately 50% of available funding for participant training.

NGCC Skills Team members will assist each customer to identify their skills, aptitudes, and interests by conducting appropriate assessments through career ready 101, workshops, ONET and My Next Move. Assessment results will be utilized to address the customer's needs in the area of education and employment. An Individual Employment Plan will be developed to establish career goals and detail specific plans for skill development activities and career pathways to support the customer. Training will be provided to customers who need to improve and gain new skills that are in demand with area employers.

J. TITLE II: ADULT EDUCATION AND LITERACY (AEL)—*Provide a description of how the Board will coordinate workforce development activities with the Missouri Department of Elementary and Secondary Education (DESE) Title II provider(s) of AEL in the LWDA. Include a description of the alignment-review process for DESE Title II applications as required by WIOA section 108(b)(13).*

The Adult Education and Literacy (AEL) program provides classes to improve an individual's skills in basic math, reading, writing, social studies and science. WIOA 108(b)(13) mandates a model that integrates education, training, and career pathways. Career pathways include education offered concurrently with and in the same context as workforce preparation and training for an occupation. Under WIOA Title II, adult education providers must offer integrated education and training either alone or in partnership with other programs. Postsecondary Career & Technical Education (CTE) is a critical partner for AEL to meet this requirement. Jefferson College and East Central College are the AEL providers in the region and work closely with their CTE departments to meet this requirement.

The Arnold and Washington Job Centers coordinate workforce development activities with the AEL program through the WIOA Adult, Dislocated Worker, and Youth program service providers. The WIOA service providers attend the AEL orientation to provide an overview of the WIOA services and Next Generation Career Center (NGCC) products. Individuals are provided with applications for the WIOA programs and AEL instructors encourage students to bring eligibility items needed for WIOA eligibility. WIOA programs offer financial assistance to obtain the HISET and provide opportunities for establishing a career pathway through further assessment and referral to training programs that will support their education and employment goals. The Jefferson/Franklin Workforce Development Board supports the following:

- A local AEL Director will be appointed to the WDB. AEL Directors will be asked to present info/updates regarding the AEL services offered.

- The local AEL program will have a referral process in place for the purpose of enrolling candidates in appropriate related services, such as a Youth or an Adult program.
- The local AEL program will provide a point person for the purpose of coordinating communication between core partners.
- Core partners will refer clients to AEL or contact the AEL program when needed.
- Core partners will exchange client information for the purpose of promoting progression along the client's individualized plan.
- Core partners will exchange client information for the purpose of reporting and meeting target goals.

K. TITLE IV: VOCATIONAL REHABILITATION/REHABILITATIVE SERVICES FOR THE BLIND (VR/RSB)—Title IV of the Rehabilitation Act includes both VR/RSB programs. *Describe how the Board will coordinate workforce development activities with these programs. Boards are encouraged to develop a subcommittee on disability services. Describe the partnership with these agencies as this subcommittee is developed.*

The Next Generation Career Center (NGCC) model supports service integration and has established co-enrollment processes to better serve customers that may benefit from the services provided by Vocational Rehabilitation (VR) and Rehabilitation Services for the Blind (RSB). Co-enrollment with WIOA core partners provide individuals with the support services needed to enter a career pathway and become self sufficient.

When job center customers disclose that they have a physical or mental impairment that has caused difficulties with working, NGCC staff may see the need for additional services through VR/RSB and the customer is co-enrolled into both WIOA core programs. NGCC staff will provide the customer with the contact information and how to apply for VR/RSB services. The Questionnaire for VR services and the Health Assessment forms may be provided to the customer to complete prior to the first VR meeting. The job center will provide initial assessment and enrollment into WIOA career services. Career exploration, work readiness activities and labor market information will be provided to assist the customer in making informed choices when they are establishing career goals. The Work Opportunity Tax Credit (WOTC) information provides another resource to assist with finding employment. WIOA funds may also be available to assist with vocational training or on-the-job training. VR staff shall provide guidance and counseling and determine the appropriate VR services such as Ticket to Work, supported employment or vocational training. Both partners work in collaboration to assist the customer with job development and placement.

Customers who are visually impaired or blind may access job center services utilizing the available assistive technology equipment. They will receive all of the services offered by the job center such as assessment, career exploration work readiness, training opportunities and labor market information. A referral may be made to RSB to provide additional assistance in job placement and provide the additional support necessary for the customer to become productively employed.

WIOA youth programs may co-enroll high school students with a disability who are age 16-21 and are enrolled with VR to prepare for the transition from school to post-high school employment, education, specialized training and independence. Co-enrollment will provide more opportunities to improve workplace skills through work based learning experiences and career readiness activities. Participation in postsecondary education will be promoted allow students to become employed in high-demand jobs and careers, including science, technology, engineering, and mathematics (STEM) careers. WIOA co-enrollment in core partner programs further enhances employability for individuals with disabilities to obtain, maintain or advance in employment.

L. APPRENTICESHIPS—*Describe the Board’s policy on providing apprenticeships.*

Jefferson/Franklin Consortium Workforce Development Board’s policy is to advance partnerships between businesses, employer and industry associations, labor management organizations, State and local workforce development agencies and programs, community colleges and community leaders/economic development agencies to train workers and build a skilled workforce through structured on-the-job learning experiences.

Apprenticeship representatives are included as members of the Board to provide support and promotion of work-based learning and to meet employers needs for skilled workers. Every effort will be made to encourage outreach to business and academic institutions to advance apprenticeship sponsorships and to encourage and educate all partner staff in the benefits of apprenticeship sponsorship. There are employers throughout the region who sponsor apprenticeship training programs and understand the value of apprenticeship programs in meeting industry needs.

Career pathways for youth will be developed through pre-apprenticeship and apprenticeship programs with WIOA youth programs supporting and expanding opportunities through the state Eligible Training Provider List. Promoting work based learning will build the work skills and establish pathways to higher levels of employment and income. Utilizing apprenticeship as a workforce strategy contributes to higher employment, retention, earnings and credential attainment.

IX. Integration of One-Stop Service Delivery

Describe the One-Stop Delivery System in the LWDA, including:

A. ASSESSMENT OF ONE-STOP PROGRAM AND PARTNERS—*A description of how the 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 primary expectation of the local Jefferson/Franklin Consortium’s one-stop delivery system is to improve job and career options for workers and job seekers through an integrated, job-driven public workforce system. The local goal is that a full range of community resources will be available and used in the one-stop service delivery system that supports solutions for business, industry, workers and job seeker customers. It includes an expectation for a system that links diverse talent to businesses. The

Jefferson/Franklin region will implement the America's Job Center (AJC) brand in accordance with TEGL 21-11, Change 1 to further the branding process for the region.

Jefferson/Franklin Consortium has a one-stop delivery system which has a high degree of workforce development service integration. Comprehensive One-Stop Center services are available at Missouri Job Centers located in Arnold (Jefferson County) and Washington (Franklin County). In addition four affiliated sites have been established at the following locations: East Central College in Union, Jefferson College in Hillsboro, Four Rivers Career Center in Washington, and Jefferson/Franklin Community Action in Hillsboro. One-Stop partners include Adult Education and Literacy, Division of Vocational Rehabilitation, Rehabilitation Services for the Blind, Family Support Division, Department of Labor and Industrial Relations, Missouri Agricultural Employment Services, Jefferson County Community Partnership and Next Step for Life.

Through a competitive bid process, the Workforce Development Board and the Chief Elected Officials have designated MERS/Missouri Goodwill Industries, Inc. as Jefferson/Franklin Consortium One Stop Operator. Title I of the Workforce Innovation and Opportunity Act (Adults, Dislocated Workers, and Youth) shall be implemented by contracted service providers and one-stop partners through memorandum of understandings.

The WDB is currently involved in the NGCC process to assure a consistent level of quality service delivery in the system at the Missouri Job Centers in Arnold and Washington. With the NGCC process, an emphasis is placed on the Functional Leader position within the region. The functional leader makes decisions for service delivery issues and performance management. The goal is to reduce duplicative management structure and integration strategies. The main areas of responsibility include daily oversight, personnel, financial, WDB representation, partner relations, facilities, community relations, One-Stop communications and programmatic services such as intake, case management, resource room, business services, etc.

B. ALIGNMENT AND DATA INTEGRATION—Describe how all partner agencies will strengthen their integration of services so that it provides a more seamless system; and include:

Office of Job Training Programs, serving as staff to the Local Workforce Development Board, with CEO and WDB approval, shall provide continuous improvement, technical assistance, management information system, fiscal management, substate monitoring and overall maintenance of the Jefferson/Franklin Consortium one-stop delivery system. OJTP shall serve as the CEOs' and WDB's liaison with one-stop partners and memorandums of understanding to assure a quality one-stop delivery system in Jefferson and Franklin Counties.

The one-stop partners managerial responsibilities for the one-stop system are recognized through their involvement in the development of the local plan submitted to the WDB/CEOs and their involvement in making sure such a plan meets the performance outcomes/goals of the one-stop delivery system in Jefferson/Franklin Consortium.

Management and operations of programs and services in each Comprehensive One-Stop Career Center and affiliate sites will be the responsibility of the partners in each location.

The partners will individually provide career services as reflected in the attachment to each partner's memorandum of understanding. Training services will be contracted with the fiscal agent, the Office of Job Training Programs, Jefferson/Franklin Counties Inc. Competitive procurement will be utilized when required. A separate financial agreement will be utilized for any partner providing cash contributions to assist the Title I Operator in the management and operation of the WIOA programs/centers as outlined in MOU/Resource Sharing Agreement.

It is the intent in the Jefferson/Franklin Consortium one-stop delivery system to have at least one comprehensive physical center at either the Missouri Career Center Arnold or Washington office. To supplement the comprehensive center the network of affiliate sites (listed in above paragraph) can assist in providing partners' programs, services, etc. This network of one-stop partners will be linked either physically or technologically to the comprehensive center to assure individuals are provided information on the availability of career services for all partners in Jefferson and Franklin Counties. Each partnering agency shall serve as the specialized center that address individual specific needs such as DWD addressing dislocated worker needs, community action addressing low-income housing, family support addressing public assistance, community college addressing education, etc. The memorandum of understanding has been signed between the Jefferson/Franklin Consortium WDB and the one-stop partners and shall be the basis and outline for each agency's specific services. The MOU is subject to modification at any time and at a minimum, shall be reviewed annually.

- 1. MEMORANDUMS OF UNDERSTANDING (MOU)—***A copy of each MOU between the Board and each of the One-Stop partners (or one “umbrella” MOU for the same purpose) concerning the operation of the One-Stop Delivery System in the LWDA. Include as Attachment 3 an updated copy of the MOU with current signatures and dates; if available for Plan submission (DWD requires the MOU to be submitted to the State by July 1, 2016). Missouri Job Centers must ensure that equal access to employment and training services are provided to the farm workers and agricultural employers in their LWDA's. See DWD Issuance 12-2015 https://jobs.mo.gov/sites/jobs/files/dwdissuance12-2015_12232015.pdf. (See Infrastructure Cost Sharing note in section 3 on page 9.)*

See Attachment 3

- 2. MIGRANT AND SEASONAL FARM WORKERS / AGRICULTURAL EMPLOYMENT SERVICES** *WIOA section 167 provides the framework for agricultural services delivery. National Farmworkers Jobs Program (NFJP) services and grants are implemented at 20 CFR Part 685, as proposed. The current Section 167 Grantee, UMOS—United Migrant Opportunity Services, must be included in the MOU as the NFJP partner. The Plan should address how the LWDB will cooperate with UMOS and the State Agricultural Employment Services office to provide employment and training services to this population.*

A memorandum of understanding (MOU) has been signed between the Jefferson/Franklin Consortium Workforce Development Board and the one-stop partners of the one-stop delivery system which includes an agreement with United Migrant Opportunity Services

(UMOS) and the State Agricultural Employment Services office. The MOU is subject to modification at any time and at a minimum, shall be reviewed annually.

Outreach may be conducted to assess and identify the needs of the employers and farmworkers in Jefferson and Franklin counties. NGCC staff will be cross trained in order to identify migrant seasonal farmworkers at the point of intake and provide adequate staff assistance to retrieve agricultural and non-agricultural job order information. NGCC staff will understand the limited English proficiency (LEP) plan to ensure MSFWs equal access to all services to include employment and training opportunities. Duplication of services will be eliminated as MSFWs will be identified during the Welcome Team process and then will be guided to the appropriate skills or jobs team to access the product box. Referral mechanisms between all one-stop delivery partners shall address the individual needs of all customers.

3. **COST-SHARING AGREEMENT - *Include as Attachment 4 the negotiated cost-sharing worksheet agreement for each Missouri Job Center that includes the line items' dollar amounts and percentage rates for DWD and the Board. (Note: Although the WIOA statutory deadline for finalized infrastructure cost-sharing agreements is July 1, 2016, DOL has used its administrative authority to extend that deadline to July 1, 2017, Nevertheless, an interim infrastructure cost agreement, which may be short of specificity, is still a required component of the LWDB One-Stop MOUs due to DWD on July 1, 2016.)***

See Attachment 4

- C. **PLANNING PROCESS AND PARTNERS—*The expectation is that the Board will involve business, organized labor, local public officials, community-based organizations, WIOA service 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.***

One-Stop Partners are involved in developing the local plan through meetings and participation in the delivery of services, as detailed in the Memorandum of Understanding (MOU). The local WDB and Youth Standing Committee are also involved in the plan development process. Public Notices are made in local newspapers and posted on the website notifying of access to review and comment on local plan to involve as many business, organized labor, local public officials, community-based organizations, WIOA service providers other stakeholders, members of the public, including representatives of diverse population group organizations.

This public notice includes written notification of the availability of the plan and will be posted with sufficient time to provide a thirty (30) day period for comment prior to the submission of the plan.

X. Administration and Oversight of the Local Workforce Development System

- A. Identify the One-Stop Operator(s) for the comprehensive One-Stop Centers and affiliates in the LWDA, and state the method used to designate and certify the One-Stop Operator(s).**

Through a competitive bid process the Jefferson/Franklin Consortium Workforce Development Board, and Chief Elected Officials have agreed to designate MERS/Missouri Goodwill Industries, Inc. as Jefferson/Franklin Counties One Stop Operator.

- B. Identify the members of the Board, the organization or business they represent, and the category (i.e., business ,labor, adult education and literacy, vocational rehabilitation, Wagner-Peyser DWD, higher education, economic development, TANF, Other) in Attachment 5 to the Plan. The certification/recertification form submitted for the certification process may be used.**

See Attachment 5

- C. The Board must review its by-laws annually and complete the “Local Workforce Development Board’s ATTESTATION FOR REVIEW OF BY-LAWS” form included near the end of this document. *Include the Board’s current by-laws and the completed attestation form (copy is included in this guidance) as Attachment 6 to the Plan.***

See Attachment 6

- D. *If the LWDA includes more than one unit of local government, the Chief Elected Officials (CEO) may develop a CEO agreement; however, it is not mandatory under WIOA law. If the LWDA is including a CEO agreement, please specify the respective roles of the individual CEOs and include the agreement as Attachment 7. Also, include any CEO by-laws that are in effect. (The CEO membership should be reviewed after each county and/or municipal election, as applicable, for any changes. If there are changes in the CEO membership, or leadership, a new CEO agreement will need to be signed and submitted to DWD by the first day of June following the election.)***

See Attachment 7

- E. *Include as Attachment 8 to the Plan, the Conflict of Interest Policy for Board members, staff, and contracted staff to follow (reference [DWD Issuance 15-2011](#), “Transparency and Integrity in Local Workforce Investment Board Decisions” or successive issuances).***

See Attachment 8

F. Include the sub-state monitoring plan, as defined in [DWD Issuance 15-2010](#), as Attachment 9 to the Plan.

See Attachment 9

PROGRAM ACTIVITIES

XI. Service Delivery

A. One-Stop Service Delivery Strategies

Describe how the LWDA is assisting customers in making informed choices based on quality workforce information and accessing quality training providers. In particular, identify those resources that are available in the Board's Products & Services Box to assist in the provision of these services.

The local WIOA system is customer-focused to help customers access the tools they need to make informed choices and accessing quality training providers. Customers who are interested in a career change or skills upgrade training are offered a variety of assessment tools to assist in determining the appropriate training. Career exploration and financial aid workshops are provided through the Missouri Career Centers. On line resources are available for customers to access additional assessment tools and labor market information such as Missouri Connections, KeyTrain, and ONET. The Missouri Economic Research and Information Center (MERIC) offers assessment and career exploration to match customers with Missouri-specific occupational and educational information. Other resources for career and occupational information is offered through the Bureau of Labor Statistics and the U.S. Department of Labor's Career One-Stop.

Eligible adults and dislocated workers are able to use Individual Training Accounts at qualified educational institutions. Through the Training Provider Search Tool on www.jobs.mo.gov, customers may comparatively evaluate costs, location, and performance of individual programs offered by education providers. The advice and guidance available through the one-stop system provide the assistance customers need in making informed choices when choosing a training provider.

NGCC Skills Team members will utilize the region's Products and Services Box to assist customers with quality workforce information and accessing quality training providers. Team members will utilize a variety of products as appropriate from Education and Training, Occupational Information, Training Assistance and Providers, and Financial Assistance to allow customers the opportunity to make a customer centered informed choice in choosing a training provider.

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 LWDA. Please include how the Board uses products and services, such as workshops, assessment products (KeyTrain, WorkKeys/National Career Readiness Certificate [NCRC], Talify, etc.) and jobseeker skills products (such as Optimal Résumé, etc.), to engage customers and assist with their re-employment efforts.**

Adult and Dislocated Worker customers in the Jefferson/Franklin region have a full array of career services and education and training activities available through the local workforce system. All career and training services are provided through Wagner Peyser, Workforce Innovation and Opportunity Act and the One-Stop partner staff.

Basic Career Services include Unemployment Compensation assistance, financial aide information, initial assessment, referral to other programs, labor exchange services, labor market information and outreach and intake.

Individualized Career services include comprehensive assessment, individual employment plan, group counseling, individual counseling, short-term prevocational services, out-of-area job search assistance and relocation assistance, internships and work experiences, career planning, financial literacy, workforce preparation, English language acquisition, and follow-up services.

Training services include occupational skills training, on-the-job training, incumbent worker training, transitional jobs, workplace training and cooperative education, skills upgrading and retraining, entrepreneurial training, job readiness training, adult education and literacy, customized training, WIOA pre-apprenticeship and registered apprenticeship.

The Next Generation Career Center product box offers key products to engage customers and assist with their re-employment efforts. Staff assisted job search helps identify career goals, skill sets and develop an effective jobs.mo.gov registration for job matching assistance. Customers receive an orientation during career services registration about the WorkKeys assessments as well as the requirements for obtaining the National Career Readiness Certificate (NCRC). Career Ready 101 remediation helps job seekers build the basic workplace skills that all jobs require and prepare for a NCRC. Assessments are utilized to determine job seeker career goals and areas for skill development. Missouri Connections, KeyTrain, WIN Initial Assessment and O*Net provide a means to measure a job seeker's skills, knowledge, abilities, strengths and interests. Workshops are offered to help customers prepare for and conduct an effective job search and achieve basic computer skills. Customers are encouraged to utilize the optimal resume program to develop a professional resume and Talify to improve the way employers and job seekers match with a specific job. Classroom occupational skill training and on-the-job training opportunities are available through the Trade Adjustment Assistance (TAA)/Trade Readjustment Assistance (TRA) and Workforce Innovation and Opportunity Act (WIOA) programs.

Adults and dislocated workers, age 18 or older, will have basic and individualized career level services and training services available to them under WIOA.

2. Include a description of the local ITA system and the procedures for ensuring that exceptions to the use of ITAs, if any, are justified.

Basic career services are available to all individuals through self-service and staff assisted service provided primarily through a One Stop delivery system. Common intake costs will be allocated by the appropriate One Stop partner. A limited array of basic career services will be available at affiliate offices. Information about the basic career services will be available at all partner offices.

Individualized career services may be provided to help adult and dislocated worker customers who are unemployed and need services to obtain or retain employment. Adults and dislocated workers who are employed, but who are determined by the One-Stop Center to be in need of individualized career services to obtain or retain employment that allows for self-sufficiency are also eligible to receive services. Self-sufficiency will be defined as employment that pays at least the lower living standard income level (LLSIL) for adults and wages

that are at least 70% of the dislocated worker's pre-layoff wage. Determining self-sufficiency eligibility for individuals with disabilities or other special needs populations may require consideration of higher income needs based on the individual circumstances.

Individuals may receive training services after an interview, assessment or evaluation determines that the individual requires training to obtain employment or retain employment. The decision to provide additional career services may be made on a case-by-case basis at the local level depending on the needs of the participant. The initial assessment, which results in a determination of a need for individualized career services, will be documented in the participant's case file. WorkKeys assessments may be administered to determine the participant's workplace skill levels. Combining the information about skills levels required for jobs, the assessment information will assist participants in making better career and educational decisions.

Individualized career services may be WIOA funded for registered individuals, supplemented by partners for co-enrolled individuals, or provided solely by partners for individuals who are not appropriate for WIOA or who are more appropriate for other programs. Most career services will be available at the one-stop center directly through the partners or through contracts with service providers. Individualized career services are intended to identify obstacles to employment through a comprehensive assessment or individual employment plan in order to determine specific

Basic Career Services:

- ◆ Unemployment Compensation Assistance
- ◆ Financial Aid Information
- ◆ Initial assessment
- ◆ Referral to Other Programs
- ◆ Labor Exchange Services
- ◆ Labor Market Information
- ◆ Outreach and Intake

Individualized Career Services:

- ◆ Comprehensive Assessment
- ◆ Individual Employment Plan
- ◆ Group Counseling
- ◆ Individual Counseling
- ◆ Short-term Prevocational Services
- ◆ Out-of-area Job Search Assistance and Relocation Assistance
- ◆ Internships and Work Experiences
- ◆ Career Planning
- ◆ Financial Literacy
- ◆ Workforce Preparation
- ◆ English Language Acquisition

services needed, such as counseling and career planning, referrals to community services, and if appropriate, referrals to training.

Individuals who have met the eligibility requirements for training services and are unable to obtain or retain employment through career services may receive training services consistent with the individual employment plan developed during individualized services. Individuals will be determined to be in need of training services by a One-Stop Center or service provider partner. The participant's case file will contain a determination of need for training services. Individuals can select a program directly linked to employment opportunities either in the local area or an area to which the individual is willing to relocate in order to receive training services.

Training services may be limited to individuals who are unable to obtain other grant assistance or require assistance beyond the amount available under other grant assistance programs. coordination arrangements include consideration of all available sources of funds, excluding loans, in determining an individual's overall needs for WIOA funds. The exact mix of funds is determined based on the available funding for either training or supportive services costs, with the goal of ensuring that the costs of the training program are fully paid and that necessary supportive services are available so that the training can be completed successfully.

Training services do not have to be paid with WIOA funds. The basic and individualized career services could be paid for by Wagner-Peyser and the training services could be paid for by Pell Grants and Vocational Rehabilitation. WIOA might only be paying for case management.

If adult funding becomes limited, priority shall be given to recipients of public assistance and other low-income individuals for training services. Priority ranking does not mean that only those prioritized may be served, but they must be given first consideration.

Training services will be provided in a manner that maximizes informed customer choice in selecting an eligible training provider. Training will be available through providers listed on statewide eligible training provider list.

Staff may arrange for the availability of partner resources through a referral process. Adult and dislocated workers, who have been determined to need training, may access WIOA funded training with an Individual Training Account (ITA). Adult Education & Literacy (AEL) services will be offered in combination with other training activities.

Customers (who have been determined as eligible for training services) will work with a NGCC staff member to ensure that the training selected is related to occupations that have been determined to be "in-demand" in the local area, or are in demand in another area to which the customer is willing to relocate. Once that determination has been made, customers will be enrolled in the training of their choice, by the approved provider of their choice, subject to fund availability.

Each One-Stop Center shall have available the following information:

Training Services:

- ◆ Occupational Skills Training
- ◆ On-the-Job Training
- ◆ Incumbent Worker Training
- ◆ Transitional Jobs
- ◆ Workplace Training and Cooperative Education
- ◆ Skills Upgrading and Retraining
- ◆ Entrepreneurial training
- ◆ Job readiness training
- ◆ Adult education and literacy activities
- ◆ Customized training
- ◆ WIOA Pre-Apprenticeship
- ◆ Registered Apprenticeship

- 1) The State list of eligible providers of training services with a description of the programs/training services available,
- 2) Performance information and performance cost information relating to the eligible providers of training services, and
- 3) Any restriction on the duration or amount of ITA's established by the WDB.

The WDB may impose limits on ITA's. Contracts for services will be used instead of ITA's for on-the-job training or customized training upon a commitment by an employer, or group of employers, to retain participants after successful completion of training. The WDB can also use contracts for training if they have determined that there are an insufficient number of eligible providers in the local area to accomplish the purpose of an ITA system. Programs offered by Community-Based Organizations (CBO) or other private organizations with demonstrated effectiveness for special participant populations that face multiple barriers to employment may also be contracted for services.

Supportive services may be provided to individuals who are participating in training services and who are unable to obtain supportive services through other programs providing such services. Supportive services will only be provided if necessary on a documented as-needed limited basis.

3. Provide a description of how Unemployment Insurance claimants will be provided reemployment services, including how Worker Profiling and Re-employment Services (WPRS) will be delivered on a weekly basis between the DWD and partner staff.

The Division of Workforce Development assists unemployment insurance (UI) claimants with Worker Profile Reemployment Services in the Arnold and Washington career centers. The Division of Employment Security notifies the UI profile customer that they are required to report to the career center. UI claimants complete the career services registration and receive a profile orientation, assessment and the reemployment services appropriate to the claimant's needs. An employment plan is developed with a career center staff member and the customer is referred to the Employment Team or Skills Team to receive the services needed to become re-employed. The Wagner Peyser Reemployment services include staff assisted job search, workshops, assessment, resume development assistance, National Career Readiness Certificate (NCRC) and labor market information through the Product Box. Individuals may be enrolled in the WIOA Adult or Dislocated Worker program for individualized career services and/or training services, when appropriate.

4. Describe the Board's strategies for promoting and increasing the number of participants in work-based learning and On-the-Job Training (OJT).

The Jefferson/Franklin region's Business Services Team works collaboratively to promote training and hiring incentives such as On-the-Job Training (OJT) to employers and job seekers. Team members engage employers to identify skills and the current and future hiring needs that will allow individuals to engage in productive work. The business team informs small and medium-sized businesses about industry and occupational trends, wages and the enhancements to their business such as cutting waste, help with training employees, reducing turnover and increasing profits. Real time labor market information is used to acquire workforce information such as job openings and employment projections data to identify employer partners and guide jobseekers.

Marketing efforts are accomplished on a daily basis through face to face meetings with employers, chamber of commerce meetings, civic organizations, mailings, press releases and networking with One-Stop partner agencies. Job seekers are informed of employment and training opportunities during career services enrollment/orientation and through contact with One-Stop partners who provide training and employment support. The Toolbox system is utilized as a common database to record employer and job seeker contacts and the services provided allowing efficiency of marketing and recruitment efforts of the team and avoiding duplication of outreach efforts.

5. Explain the Board's strategies for increasing the attainment of credentials, degrees, and certificates by participants in your LWDA and any accommodations you have made to make attainment easier (i.e., collocation of AEL centers, extended hours, etc.). In addition, please describe the Board's approach to ensuring every Missouri Job Center customer has the opportunity to take the WorkKeys assessments and obtain a NCRC. This should include how the Board collaborates with the local community college(s) in the LWDA to provide space and/or proctoring services for WorkKeys assessments on an as-needed basis.

The region continually strives to increase the number of credentials, degrees and certificate attainment by all job center customers. WIOA Adult, Dislocated Worker, Youth, National Emergency Grant (NEG) and Trade Adjustment Assistance (TAA) programs offer participants the opportunity to earn a certificate through vocational and technical education, community colleges, proprietary schools and all other institutions of higher education. These educational institutions offer short-term training to include stackable credentials and/or degrees with an emphasis in industry-recognized credentials. Job center staff educate customers on labor market needs to guide job seekers to training opportunities that will lead to the attainment of marketable credentials in the labor market area.

Jefferson College and East Central College offer short term occupational skill certifications in Welding, Machining Technology and Industrial Engineering Technology. These programs accelerate learning to shorten classroom time and allow individuals to develop opportunities for work-based learning and paid internships. The college's training programs offer short term industry certification which enhances completion rates by partnering with employers and other community entities.

Pre-apprenticeship and registered apprenticeship work-based training programs provide credentials in industry identified occupational skill sets. The apprentice earns a "completion of registered apprenticeship" certificate, an industry issued, nationally recognized credential that validates proficiency in an occupation. The region will continue to expanding apprenticeship training opportunities for youth completing high school and for women to enter non-traditional careers.

The Arnold and Washington Job Centers have established co-enrollment processes with Adult Education and Literacy (AEL) programs to assist customers with preparation for the HISET/high school equivalency. The AEL classes are offered on-site through Jefferson College and East Central College or through MOlearns online study program. AEL program services have been a

strong partner of the job center and their programs are marketed to customers allowing individuals to obtain their HISET credential.

NGCC team members are knowledgeable of the Work Keys assessment and the benefits it provides to both job seekers and employers. NGCC team members will promote the National Career Readiness Certificate (NCRC) as a tool to assist customers in skill improvement and skill attainment. After the customer completes the Career Ready 101 Assessment, a team member offers the opportunity to access the NCRC through the product box. The Career Ready 101 program will be utilized to provide remediation to individuals to improve their skill levels and assist them in achieving the NCRC. Referral mechanisms are in place for NGCC team members to refer customers for Work Keys testing and NCRC attainment.

The Work Ready Community initiative in Jefferson and Franklin counties continues to increase the number of credentials obtained as the goals for NCRC attainment are being met in all of the customer categories. The Business Services team educates employers during outreach activities of the benefits of hiring individuals with the NCRC. The Business Services team works in collaboration with the skills and jobs teams which will assist in increasing the number of customers who will receive the NCRC.

C. Employment Transition Team

Describe how the Board coordinates with the LWDA's Employment Transition Team Coordinators to ensure that information and services are delivered in a seamless fashion, including how pre-layoff services are coordinated and provided. In addition, please provide a description of the proactive measures that are taken to identify potential layoffs in the LWDA, how information is shared with LWDA's Employment Transition Team Coordinators and how layoff aversion strategies are coordinated. See [DWD Issuance 07-2015, "Statewide Employment Transition Team Policy," Oct. 21, 2015.](#)

The Employment Transition Team (ETT) program is operated by the Division of Workforce Development (DWD) in coordination with the local Workforce Development Board (WDB). DWD Workforce Coordinators are responsible for coordinating and overseeing ETT services within the region. Local coordination contacts are made with a WDB representative, Arnold and Washington Career Center functional leaders, regional business services team, Union Representatives and community groups.

DWD's Workforce Coordinators take the lead role in responding to layoff events. DWD provides on-site services or in-person ETT services to any layoff affecting twenty-five (25) or more employees. Employment Transition Team services will be planned and delivered as soon as possible by contacting the employer immediately after receiving notification of the layoff event. An assessment of the employer's layoff schedule, the potential for averting the layoff, and the background and probable assistance needs of the affected workers shall be developed. Review of re-employment prospects for workers in the local community and available resources will also be assessed to meet the short and long-term needs of the affected workers.

The method used to quickly respond to a current or projected permanent closure or mass layoff, shall be to activate the local employment transition team consisting of the following partners: the One Stop Operator, local Missouri Career Center offices, Unemployment Insurance, local economic development and/or union representative as needed, and other representatives designated as appropriate.

The employment transition team will coordinate an employee meeting to provide informational packets that include the ETT programs and services brochure, Division of Employment Security (DES) UI Benefits fact sheet, the Missouri Economic Research Information Center (MERIC) regional Real Time Labor Market Summary and any local flyer or brochure. ETT participants complete a Partial Registration Form and Survey.

A labor management committee or Transition Team, voluntarily agreed to by the employee's bargaining representative and company management may be established to prepare a strategy for assessing the employment and training needs of the affected workers. A transition committee comprised of representatives of the employer, the affected workers and the local the community devise an implementation strategy that responds to the reemployment needs of the workers.

D. Youth

WIA Youth Councils are not continued under WIOA. WIOA allows for redesignation of an existing Youth Council as a Youth Standing Committees if its membership and expertise meets the WIOA requirements [(WIOA sec. 107(b)(4)(C)]. Please document whether the Board will designate a Youth Standing Committee. If a Youth Standing Committee is not designated, then the Plan needs to state that the Board is not using a Standing Youth Committee. Whether the Board retains responsibility and oversight of Youth services or a Standing Committee is established, the Board should describe how the Board or Youth Standing Committee will meet the requirements of 20 CFR 681.100–681.120, as proposed.

- 1. Describe the composition of the Youth Standing Committee (if designated) and its participation in the design of Youth services in the LWDA; the development of the Plan relating to Youth services; its role in the procurement of Youth service providers and recommending eligible Youth providers to the Board, ensuring the 14 elements are a part of the services planned and conducting oversight with respect to eligible Youth providers of Youth activities and the procurement of Youth service providers. [\(See DWD Issuance 16-2014, "WIOA Standing Youth Committees Requirements," July 1, 2015.\)](#) Also, provide information regarding the Youth Standing Committee meetings, such as any core agenda items that would be included, and the planned meeting schedule (i.e., the first Tuesday of every quarter, etc.).***

The Jefferson/Franklin region Youth Committee under the authority of the local WDB play a lead role in guiding youth policy as required under the Workforce Innovation and Opportunity Act. Members are appointed to the Youth Committee by the WDB with input and consultation of the local elected official(s). Youth Committee members have a special interest or expertise relating to programs for youth. The standing Youth Committee include: Members of the WDB

representing business and education, local juvenile justice agency, community based organizations/public housing authority, parent(s) of eligible WIOA youth, former youth participant(s), Adult Education and Literacy, Vocational Rehabilitation, Temporary Assistance for Needy Families representation.

The Youth Committee planned meetings are held bi-annually with other meetings called as necessary. The core agenda items direct how WIOA youth services are to be delivered within the region to ensure the fourteen elements are a part of the planned services. The Youth Committee provides input for the development of the local plan and members are notified of the review and comment period prior to the submission to the Division of Workforce Development. The members of the Youth Committee are involved in the procurement of youth service providers and concur with eligible WIOA youth providers approved by the WDB. Conducting oversight of youth providers, youth activities and youth service providers will continue to be a major role for the Youth Committee in the Jefferson/Franklin region. Meetings consist of multiple reporting mechanisms by WIOA youth providers, community youth agencies and core program partner staff to keep the Youth Committee members informed of all youth activities that are occurring within the region and assist in the direction of helping in-school and out-of-school youth prepare meaningful career pathways for successful entry into the workforce.

2. ***Provide a description and assessment of the types and availability of Youth activities in the LWDA, including an identification of successful providers of such activities. This description should include:***
 - a. ***How the Youth activities in the LWDA are developed to ensure the 14 program elements are available within the LWDA;***
 - b. ***The actual services provided by the LWDA for Youth, the element they represent, and how they fit within DOL's themes (see TEGl 05-12) for the emphasis on serving Youth within a comprehensive Youth development approach;***
 - c. ***The process for identification of Youth service providers;***
 - d. ***The evaluation of service providers for performance and impact (please provide details on frequency and criteria);***
 - e. ***The providers of the Youth services in the LWDA, including the areas and elements they provide;***
 - f. ***How year-round services are provided to Youth 14–24 years of age that are still in high school or out of school;***
 - g. ***An example of the flow of services for a Youth in the LWDA (please include all aspects, including intake, objective assessment process, assessment, coordination of services, follow-up, etc.);***
 - h. ***The procedures for serving Youth that are most in need (homeless, disabled, offenders, etc.); and***
 - i. ***The identification of the partnerships and describe the coordination of services with other agencies within the LWDA.***

The region has a competitive bid/procurement process for the selection of service providers for youth programs under Title I of the Workforce Innovation and Opportunity Act as detailed in Attachment 12. The Consortium of East Central College and Jefferson College is the youth

service provider for the Jefferson/Franklin region. Evaluation of program activities/services and performance outcomes are reviewed quarterly by the WDB and staff to the WDB for compliance with the contractual scope of work.

Youth Program design emphasizes services in career exploration and guidance, support for education and credential attainment, occupational skills training opportunities in in-demand industries, and entering employment along a career path. Strategies include preparation for post secondary educational opportunities, linkages between academic and occupational learning, work readiness/preparation for employment, and connections to intermediary organizations that provide strong linkages to the job market and employers.

A youth applicant will participate in pre-enrollment activities such as initial assessment to determine if the WIOA youth services are suitable for the individual. The determination is made to enroll youth into the WIOA program when the youth's need for employment and training services match the WIOA services available.

An out-of-school youth (OSY) applicant is determined eligible for WIOA when not attending school at the time of enrollment and meeting one of the following conditions: School dropout, within age of compulsory school attendance, recipient of secondary school diploma, who is low income and basic skills deficient or an English language learner, subject to the juvenile or adult justice system, homeless, runaway, in foster care or has aged out of the foster care system, pregnant or parenting, an individual with a disability or a low income youth who needs additional assistance to enter or complete an educational program or to secure or hold employment.

An in-school youth (ISY) applicant is eligible based on low income and documentation of at least one of the following: Basic skills deficient, English language learner, offender, homeless, runaway, in foster care or has aged out of the foster care system, pregnant or parenting disabled or needs additional assistance to enter or complete an educational program or to secure or hold employment.

Every youth completes an objective assessment to evaluate the basic skills, occupational skills, prior work experience, employability, interests, aptitudes, supportive service needs and developmental needs of the participant. The objective assessment identifies the career pathway for the youth participant. The objective assessment results are used to develop a corresponding individual service strategy (ISS).

The ISS is a plan to meet the Youth's specific training and employment goals. The youth participant works with the youth service provider staff to identify the short-term and long-term employment goals, achievement objectives, including educational goals and appropriate services for the participant. The ISS will address all youth needs and barriers that were identified during the completion of the objective assessment. The ISS is regularly reviewed and updated as appropriate when the youth participant's educational and career goals have changed or have been achieved. During ISS review, case managers document the youth's progress, activities completed, and any other accomplishments.

After the completion of participation, the youth shall receive follow-up services for not less than 12 months. The purpose of follow-up services will be to provide support and guidance to assist youth in retaining employment and educational achievements, advancement opportunities, and personal development.

Year round case management services are provided to out-of school youth or in-school 14-24 years of age by utilizing the fourteen program elements of the WIOA Youth program. To increase a youth's employability skills, the fourteen elements are grouped around four major themes presented in the Department of Labor's Youth Program Guidance.

Improving Educational Achievement

1. **Tutoring, study skills training, instruction and evidence-based drop-out prevention and recovery strategies** provided by local public high schools and Division of Youth Services. Services include instruction in computer lab and study skills to increase basic skill levels and complete high school education. Instruction may be one-on-one or in a group setting to assist youth in completion of secondary education and skill gains.
2. **Alternative secondary school services** provided by community college Adult Education and Literacy programs or the MOlearns online study program. Services are provided in alternative school setting to earn a High School equivalency or increase basic skill levels and skill gains.

Preparing for and Succeeding in Employment

3. **Paid and unpaid work experiences** provided by the youth service provider. Work Experience provides summer employment opportunities and other employment opportunities available throughout the school year, pre-apprenticeship programs, internships and job shadowing and on-the-job training opportunities that have academic and occupational education as a component of work experience.
4. **Occupational Skills Training** provided in cooperation with public or private educational institutions. Occupation specific training in occupational areas that are aligned with in-demand industry sectors and leads to recognized postsecondary credentials.
5. **Education offered concurrently with and in the same context as workforce preparation** provided in cooperation with public or private educational institutions and include activities and training for a specific occupation or occupational cluster.
6. **Entrepreneurial skills** provided by economic development small business agency or state and local assistance programs. Activities to learn the basic knowledge needed for starting and operating a small business.
7. **Labor Market Information (LMI)** provided by the youth service provider, job center staff or partner agency. Labor market and employment information provides current in-demand industry sectors and occupations available for career counseling and exploration services.

Providing Adequate Support in Completing Learning and Employment Goals

8. **Supportive Services** provided by local community resources and agencies.

Services may include transportation, child care assistance, housing, uniforms, tools and equipment, basic needs, ie., clothing, medical care, and emergency food as necessary to enable youth to participate in Title I of WIOA.

9. **Adult Mentoring** provided by local community resources and agencies. Services include structured activities with responsible adults to offer the youth guidance, support and encouragement. Workplace mentoring may also be included. Mentoring must last for a duration of at least 12 months.
10. **Follow-up Services** provided by the youth service provider. Services to support all youth after the completion of participation up to a minimum of 12 months to ensure the success in employment or education. The need for WIOA follow-up services is documented in Toolbox.
11. **Comprehensive Guidance and Counseling** provided by youth service provider, local high schools and partner programs. Services and activities are individualized to include career and academic counseling, drug and alcohol abuse counseling, mental health counseling and referrals to partner resources as needed.
12. **Activities that help Youth prepare for and transition** provided by the youth service provider, local high schools and career/technical programs. Services to assist youth in preparing for and transitioning to post-secondary education and training.
13. **Financial literacy** provided by community resources and agencies. Activities to provide the participant with the knowledge and skills needed to achieve long-term financial stability.

Developing the Potential of Youth as Citizens and Leaders

14. **Leadership Development** provided by youth service provider, community partners, and public high schools. Services and activities are to develop youth as citizens and leaders, including community service learning projects and peer-centered activities to encourage responsibility and other positive social behaviors.

The Jefferson/Franklin region recognizes the importance of collaboration with core partner programs and local agencies to prioritize services in order to strengthen partnerships, to leverage resources and opportunities to serve the region's "most in need" youth, such as school dropout, youth at risk of dropping out, youth offenders, homeless youth, youth in foster care, those aging out of foster care, pregnant or parenting youth, individuals with disabilities, children of incarcerated parents, and youth in Agricultural Employment Services. A memorandum of understanding (MOU) has been signed between the Jefferson/Franklin Consortium Workforce Development Board and the One-Stop Partners of the One-Stop delivery system in recognition of the importance of agency linkage, coordination, and cooperation in effectively providing services through an integrated system to better serve youth in need of services. The Consortium of East Central College and Jefferson College has been a successful provider of youth activities and has established strong collaboration with core partner programs and local agencies.

- 3. Provide a description of any innovative service-delivery projects for OSY currently operating in the LWDA or a project the Board is planning to implement. Describe the Board's involvement in the projects, and the Board's efforts to continue involvement and funding for the continuation of these projects.**

The Jefferson/Franklin Consortium youth service provider works in collaboration with core program partners to develop youth-focused opportunities. Youth will have the opportunity to participate in leadership activities, career exploration while developing a career pathway, and assistance in preparing for post-secondary education, such as applying for financial aid and selecting a training institution. Work Experience and internship opportunities may be offered to further assist youth in developing work readiness skills. Youth projects include partnering with community resources to offer workshops and training such as financial budgeting and planning (University of Missouri Extension), leadership development (Jefferson Franklin Community Action Corp.), and parenting topics, specifically child abuse awareness (Jefferson County Community Partnership). Local resources are leveraged through existing and new partnerships.

Community outreach is a key component of this effort. Project outcomes include youth with leadership abilities, knowledge of financial aid assistance, handling personal finances, parenting skills, certified basic skills, computer literacy, and marketable job skills to enter an expanding industry with advancement opportunities.

The Workplace Essentials program is a new initiative to prepare Out of School Youth for the job market by exposing them to a wide variety of skills and resources necessary to become efficient and professional members of any workplace team in many fields. Participants may be AEL students, WIOA youth participants, Missouri Work Assistance (MWA), and NGCC customers. The program is approved on the Eligible Training Providers List as a non-credit certificate course.

Participants must have basic computer skills and will learn new skills or upgrade current skills in Word, Excel, Power Point and Outlook. Essential skills are developed in ethics, problem solving, communication, customer service, business and report writing, file and project management. The program will evaluate Reading, Language and Math levels to improve basic skills or obtain a high school equivalency and prepare for the NCRC certificate. Workplace Essentials is designed to enhance administrative skills, to teach new skills to those looking to change careers or to provide a solid foundation for those entering the job market and developing a career path for advanced employment.

E. Business Services

- 1. Describe how the Board coordinates and provides comprehensive and integrated workforce system services to businesses, including the development and delivery of innovative workforce services and strategies to meet the workforce needs of area employers. Explain the collaboration with Missouri Job Center Jobs Teams to facilitate recruitment and meet business**

demand. In addition, describe how the Board coordinates with economic development.

An integrated Business Services Team has been established to work closely with the Skills and Jobs Teams in the Arnold and Washington Job Centers. The region's Business Outreach and Marketing plan is aligned with the NGCC model and the focus on connecting employers with a skilled workforce in Jefferson and Franklin counties. Business marketing and outreach activities include determining the needs of the businesses and deciding what products and services should be offered. The plan outlines the region's mission for providing personalized assistance to businesses for recruitment services and workforce information. Local economic developers and chambers of commerce will assist with targeting and meeting the workforce needs of new or expanding businesses.

The Missouri Toolbox system is used to coordinate information and outreach contacts with businesses. Toolbox case notes reflect what services were provided at the time of the business contact. Program partners make inquiries in toolbox to determine if a particular employer has been contacted prior to making their own contact. If there is a question of the contacts made, program staff communicates through the telephone and/or email to avoid businesses receiving multiple contacts. The goal is for all job opening information to be entered into the toolbox system by all program partners. Data input into toolbox should be done at the time of service or within one day of contact with a business. Toolbox is the best method of coordinating business contacts. All staff will review toolbox activities prior to contacting a business to avoid duplication of services. The Jefferson/Franklin region will actively coordinate with DWD Central Office Business Relations staff to avoid duplication of incumbent worker (Classroom & OJT) and other industrial training programs.

Businesses in high growth, high demand industries require a skilled workforce. Many companies need assistance finding qualified workers and training incumbent workers. On-the-job training and customized training programs will help workers increase their skills. Employed workers may be trained in areas that relate to the introduction of new technologies, new products, or service procedures. The training provided will allow upgrading to new jobs that require additional skills, workplace literacy or other appropriate purposes. Employers will be committed to retaining the employed workers who have received customized training. WIOA and DWD staff will work in partnership with the local community colleges to develop specific customized and classroom training programs, funded through state funds. WIOA on-the-job training staff will notify the Division of Workforce Development's Customized Training Unit prior to OJT contract approvals to avoid any potential duplication with the state's training funds.

- 2. Describe the Board's sector-strategy initiative. Missouri has partnered with the consulting firm Maher & Maher, a specialized change management and workforce development consulting firm, to provide guidance during the launch year and to establish a foundation to achieve transformative system change. Include a summary of the work the Board has conducted with Maher and Maher. Describe how the Board will be collaborating and aligning resources of all partners, public and private, toward developing a talent pipeline. Describe how that alignment will create meaningful career pathways for workers***

possessing skill levels serving important regional industries. Describe how system services will be framed by industry sectors that are data driven, regionally designed, and guided by employers and how these strategies will be sustained. Include the methods the Board will be using to inform and engage key public and private stakeholders in the development of sector-strategies.

The Missouri Sector Strategies project conducted by Maher and Maher offers a talent development consultant to facilitate focused discussion on building regional workforce partnerships between workforce development, economic development and education. Analysis of the regional area's data determined that Advanced Manufacturing is the initial sector strategy for building a framework and a regional implementation plan. The development of an asset map defines each local region's economic factors as a potentially viable economic region; targets the advanced manufacturing sector's key occupations to guide and focus on future workforce development resources; highlights key challenges for developing talent in manufacturing and identifying strategies to build and convene a sustaining manufacturing industry sector partnership in the region. The goal for the regional team is to align the local workforce areas around advanced manufacturing to provide businesses the talent they need and develop career pathways to enhance job seekers career opportunities. Creating a sector approach in the advanced manufacturing sector establishes the groundwork to develop additional sector strategies in the areas of Financial Services and Healthcare.

The Jefferson/Franklin region collaborates and aligns resources of all partners; advanced manufacturing employers, workforce development, economic development, education, labor and community organizations to focus on workforce needs and align education and training resources, program and services around shared goals to build talent pipelines. Jefferson College and East Central College have workforce development centers for business and industry and have mechanisms in place to solicit ongoing feedback from industry partners, not just during periodic meetings and surveys. The community colleges hold community events to convene a network of large and small employers within the advanced manufacturing sector. Industry partners help define the necessary skills, competencies and commit resources to support education by providing internships and hiring qualified students who complete programs. Unions and industry associations have advice on curriculum and program design and utilize the community colleges for the education components needed for pre-apprenticeship or apprenticeship programs. Career and Technical programs have been offered through the MoSTEMWINS grant to address current and emerging skills gaps such as electronics technician, precision machining technology, computer integrated manufacturing and welding. The Jefferson/Franklin region is certified as Work Ready Communities with manufacturing companies endorsing the initiative for building and maintaining a skilled workforce. Jefferson and Franklin counties have economic development organizations and chambers with established working relationships with the local board, workforce development and education. These entities have a common focus, but defined roles in order to serve industry and workers and to jointly address regional growth strategies, including education and training issues.

Labor market and economic data provides information about current and projected job openings and employment projections to strategically identify employer partners. Labor projections of the regional labor market provide the information needed for skills gap analyses. The regular use of both traditional and real-time data sources identify the region's most competitive and important industries, growth occupations and skill needs.

Labor market data will be customized and engage key stakeholders in a demand-driven workforce system for human resource planning for businesses and information needs of economic development partners. Coordination with state, regional and local economic development partners in recruiting, retaining and expanding businesses increases the opportunities for a vital local economy. The Jefferson/Franklin region's business services team represents partnerships that engage industry partners by determining local and regional hiring needs and designing work-based learning activities that are responsive to those needs such as on-the-job training, internships, and pre-apprenticeships and Registered Apprenticeship as training paths to employment.

Partnerships with K-12, community colleges/career and technical education, adult education and literacy, and Missouri job centers support the alignment of customers and a bridge from secondary and post-secondary education to raise skill levels, credential attainment, employment and career advancement. Working relationships with community-based organizations reach populations that are currently underrepresented and may have barriers to employment that require adequate support services. Title I WIOA Youth Adult and Dislocated worker programs outreach to diverse populations and assess skills needs and skill gaps to explore opportunities in sector industries. The use of labor market information indicating number and types of available jobs, future demand, job characteristics, training and skills requirements assist customers in making informed career and training decisions that result in pathways that result in a job. Sector strategies allow the region to build a talent pipeline, address skill shortages and create meaningful career pathways for a range of workers in advanced manufacturing.

3. Describe how the Board will identify and reach out to the Registered Apprenticeship training program sponsors within its LWDA. Boards must verify that the program is a Registered Apprenticeship sponsor with the DOL Office of Apprenticeship. Eligible Training Provider System guidance requires that Registered Apprenticeship training programs be contained in the state's system.

Jefferson/Franklin Consortium Workforce Development Board will continue to expand partnerships between businesses, employer and industry associations, labor management organizations, community colleges and community leaders/economic development agencies to offer work-based learning opportunities with registered apprenticeship training programs to build worker's skills and establish pathways to higher levels of employment and wages.

The local Workforce Development Board includes membership that represents apprenticeship programs, community colleges and business/industry partnerships. The business services team has increased emphasis on work-based learning and business engagement to integrate apprenticeship into its business services. The community colleges have established programs to provide the core instruction needed to meet the requirements of each position's full occupational proficiency. Registered apprenticeship programs are encouraged to be on the state's Eligible Provider List to allow WIOA funds to assist with related instruction or other apprenticeship costs. Advanced manufacturing and healthcare industries are the focus of the region's sector strategies and apprenticeship opportunities/program sponsors will be targeted to meet the needs of businesses and interested job seekers in those areas.

There are many internet based resources available to find existing apprenticeship training program sponsors such as dol.gov, indeed.com and myskillsmyfuture.org. Business team members have the knowledge base to provide employers with the benefits of apprenticeship programs and the requirements to become registered. WIOA workforce strategies will encourage participation of adults, dislocated workers, veteran's, women for non-traditional employment and support youth career pathways as apprenticeship sponsors are integrated with local Adult, Dislocated and Youth programs.

Every effort will be made to encourage outreach to business and academic institutions to advance apprenticeship sponsorships and to encourage and educate all workforce system partner staff in the benefits of apprenticeship sponsorship.

- 4. *Boards shall maintain a Business Services Plan, outlining team members, including WIOA core partners, and the marketing and outreach roles and expectations of team members. The Business Services Plan also should outline the team's purpose, goals, and policies and procedures to ensure seamless delivery of services, avoid duplication, and ensure feedback to the Board's Job centers. Include the Business Services Plan as Attachment 10.***

See Attachment 10

F. Innovative Service Delivery Strategies

- 1. *Describe how the Board will support the Missouri Re-entry Process 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.***

The Missouri Career Centers in Arnold and Washington support the Missouri Re-Entry Process (MRP) ex-offender initiative. NGCC staff assists the customer with completing the WIOA career services registration which includes a complete jobs.mo.gov registration, initial assessment, orientation and labor market information. Customers may be referred to the Skills team to discuss training opportunities that may be beneficial for upgrading skills and re-entering the labor market. Employment team members review potential barriers to employment and assist in developing a plan to overcome identified barriers. Referrals and linkages to partner programs, services and sources of assistance within the community are also provided. The Work Opportunity Tax Credit (WOTC) program and the federal bonding program provide incentives to assist customers in getting hired. Career Center staff encourages ex-offenders to be engaged with the career center and to continue using the services throughout their job search efforts. During employer outreach the business team members will explain the benefits of hiring ex-offenders and the incentives available. Team members may also help businesses hire with confidence when providing assistance with job matching, counseling and outreach.

2. Describe the Board's strategies for promoting and increasing enrollments in the work-based learning programs, such as WorkReadyMissouri and Transitional Jobs, including processes to target and encourage employer participation.

The WorkReady Missouri program is promoted to local employers by NGCC staff in the Arnold and Washington career centers and the region's business team members. Employers are encouraged to participate in the program and receive pre-screened eligible trainees at no cost and have the option to hire a good candidate at the end of the training period. Explaining the benefits of On-the-Job training may be appropriate in conjunction with WorkReady Missouri. Outreach strategies include targeting employers in high growth industries and determining specific labor needs in advance of making an employer contact. Business team members market the WorkReady Missouri program through face to face contacts, meetings with employers, chamber of commerce groups, civic organizations, mailings, press releases and networking with One-Stop partner agencies. Program representatives provide assistance with the required paperwork to minimize the employer's time spent in the process. Communication with the Skills team and the Jobs team members connect eligible Dislocated Worker participants with WorkReady Missouri opportunities. As Unemployment Insurance recipients are served by team members they are informed of the WorkReady Missouri program benefits of acquiring additional occupational skills, including job-specific work experience and an opportunity to become hired as a full time employee.

3. Describe the Board's strategies for promoting Show-me Heroes and the OJT component for participating employers.

The Show-me Heroes (SMH) program is a valued service promoted by the region's Business Services team, career center staff, and Veterans Employment Representatives. Employers are encouraged to take the Show-me Heroes pledge to showcase their business and increase the opportunities for veterans and service members to be hired by their company and obtain the skills to transition from military to civilian careers. Staff provides assistance to employers for posting open positions on jobs.mo.gov to enhance their recruitment efforts, allowing these positions to be accessible to both job seekers with military experience and other qualified candidates. Incentives such as the Show-me Heroes On-the-Job Training (OJT) program and Federal Work Opportunity Tax Credits (WOTC) are offered in addition to the positive connection with hiring veterans and service members. The SMH program has been presented to the WDB, chamber of commerce groups, job fair participants and face to face meetings with employers. Business services team members reach out to SMH employers to promote attendance at hiring events and to participate in recruitment events offered through One-Stop partners. NGCC team members work with Career Center customers and the local veteran's representatives to determine eligibility for SMH and work closely with the OJT coordinator to refer eligible participants for the program. Outreach for employers and job seekers occur with the local National Guard Armories, Reserve Centers and any other veteran group event to market all services. Employers are encouraged to report their success in hiring veterans in order to be eligible to receive the Flag of Freedom award, another incentive of Show-me Heroes program participation.

- 4. Describe the Board's strategies for participating in the Certified Work Ready Communities initiative. Please include, if applicable, any counties in your LWDA that plan to apply for certification and what role the Board will play in the development and implementation of the plan.**

Both Jefferson and Franklin counties have been certified as WorkReady Communities. The Jefferson/Franklin WDB supports the designation of this initiative and strives to involve WDB members to participate in maintaining certification status in each county. Franklin county has reached the additional goals to maintain its designation as a CWRC for another two years and Jefferson county is currently working toward the goal requirements for maintaining the county's designation. Jefferson College and East Central College are the leaders in providing the National Career Readiness Certificate (NCRC) within the region and maintaining this designation involves significant dedication from the community and workforce system partners. The NGCC and community colleges have an established process for allowing all workforce system customers every opportunity to attain the NCRC. With a long history of success working collaboratively, the NGCC and community colleges have obtained the goal of being certified as WorkReady Communities and in turn provides a documented skilled workforce to existing, new and expanding businesses who support the NCRC and WorkReady communities.

The WorkReady Communities certification empowers Jefferson and Franklin counties with actionable data and specific workforce goals that drive economic growth. This initiative fosters innovation by bringing together local businesses, local chambers and economic development, local workforce development, local boards of education, local county commissioners and mayors, and local communities colleges. It is supported by state governors, state chambers, state technical/community colleges systems, state commerce or economic development agency, state workforce agency, and K-12 education system.

- 5. Describe how the Board will coordinate with the local community colleges. This should include any coordination of training services for all customers, the participation in the Trade Adjustment Assistance Community College and Career Training (TAACCCT) grants, Certified Work Ready Communities initiatives and any other local activities. The TAACCCT grants target Trade Act-eligible workers and includes a no-wrong-door approach. Please describe in depth the referral process of participants between the Community Colleges and Job Centers, including participation in the NGCC eligibility process, and, for Trade Act-eligible participants, timely referral to the Skills Team for program requirements. Please include the MOU indicating the collaborations listed above between the Board and Community Colleges as Attachment 11 to the Plan.**

The Jefferson/Franklin WDB coordinates the MoSTEMWINs (MSW) initiative with Jefferson College and East Central College. Trade Adjustment Assistance Community College and Career Training Grants Program (TAACCCT) Core Elements:

- Evidence-Based Design
- Career Pathways

- Advanced Online & Technology – Enabled Learning
- Strategic Alignment with the Workforce System & Other Stakeholders
- Alignment with previously funded TAACCCT Projects
- Sector Strategies & Employer Engagement

All of these requirements have been met. The TAACCCT grants seek a no wrong door entrance portal for community colleges and the Missouri Job Centers.

In the Jefferson/Franklin region, strong partnerships exist between the colleges and the local job centers. The TAACCCT grants helped to improve the marketing and application process for individuals seeking to obtain education and skills to succeed in fast-growing, high wage occupations. Customers visiting the Arnold job center or the Washington job center are provided information about the programs offered through the current MSW and the eligibility criteria. An application is given to the individual which outlines all of the steps necessary for MSW program enrollment. At this time, job center staff determines if the applicant may be eligible for Trade Act. If the applicant appears to be eligible for Trade Act services, he/she meets with the Trade Act Skills Team representative immediately. Job center staff assists applicants in documenting their eligibility for the program and then forwards the information to the college staff so they know what has been accomplished. If an applicant visits the college first, they are encouraged to visit the Job Center to explore other products and services that could assist them while participating in a training program.

NGCC staff and community college staff communicate regularly through email and telephone contact to ensure that applicants are able to easily complete all of the required steps for program enrollment. Jefferson College has designated a staff member to be on site at the Arnold job center during enrollment periods. Regional meetings including the Arnold and Washington job centers, Jefferson College, East Central College, and the WDB staff are held to discuss program highlights and best practices.

The TAACCCT grants were developed to meet the growing needs of employers in the fast growing, high tech industry. TAACCCT locally funded programs are using innovative and sophisticated strategies that address the unique needs of unemployed or under employed adults. The programs are providing career pathways and stackable credentials for adult workers leading to higher paying jobs in growth industries.

See Attachment 11

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' customers to the services offered by the One-Stops in the LWDA. Outline efforts for conducting outreach campaigns to educate faith-based and community organizations about the attributes and objectives of the demand-driven workforce development system.

Indicate how these resources can be strategically and effectively leveraged in the LWDA to help meet the objectives of WIOA. (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.)

A number of faith-based and community-based organizations meet regularly at monthly community forums in both Jefferson and Franklin Counties. The community colleges in each county host the monthly forum meetings. These forums are open to the public and are attended by representatives from various organizations including faith-based organizations. Each organization in attendance presents an informational presentation which includes the services offered, access to service locations, eligibility criteria, and funding levels/donations. The community forum meetings provide the opportunity to educate faith-based and community organizations about the region's workforce system including One-Stop partner services. Active partners in the one-stop delivery system also serve on a number of local committees and board of directors, allowing further participation to address gaps in services and reducing duplication of services within the region. Jefferson/Franklin Region will ensure that faith based and community-based organizations are able to apply and compete equally with other eligible organizations. WIOA Title I funding may be used to employ or train participants in religious activities thru indirect financial assistance. Participants will be given the opportunity to make an informed customer choice among training providers.

XII. Regional Planning Guidance

Describe the Regional Plan.

The Workforce Innovation and Opportunity Act (WIOA) of 2014 require local WIOA areas that make up an economic region to submit their local plan as part of a combined Regional Plan. The intent is to describe a coordination of resources across local areas.

The St. Louis Planning Region for the WIOA is comprised of the following Missouri Local Areas: St. Louis City, St. Louis County, St. Charles County and Jefferson/ Franklin Counties. The St. Louis Planning Region also includes the Illinois Counties of Madison and St. Clair.

Section 106 (c) of the Act states that local boards and chief elected officials in each planning region shall engage in a regional planning process that results in:

- A) The preparation of a regional plan
- B) The establishment of regional service strategies, including use of cooperative service delivery agreements
- C) The development and implementation of sector initiatives for in-demand industry sectors or occupations for the region
- D) The collection and analysis of regional labor market data (in conjunction with the State)
- E) The establishment of administrative cost arrangements, including the pooling of funds for administrative costs, as appropriate, for the region

- F) The coordination of transportation and other supportive services, as appropriate, for the region
- G) The coordination of services with regional economic development services and providers
- H) The establishment of an agreement concerning how the planning region will collectively negotiate and reach agreement with the Governor on local levels of performance for and report on the performance accountability measures described in Section 116(c) for the local areas **or** the planning region

A) The preparation of the Regional Plan

The Directors of the WIOA Regions that make up the Greater St. Louis Metropolitan Area met to begin the development of a shared Regional Plan.

After deciding the scope and details of the Plan, each Director assigned a staff writer to draft one shared document to be added to each Region's local Plan. This document is written to stand alone as the Region's Plan and to be added to each Region's Local Plan.

The Directors met again to approve the Regional Plan on February 26, 2016.

B) The Establishment of Regional Service Strategies, including use of Cooperative Agreements

1. The St. Louis Regional Workforce Development Board Directors' Consortium

The Directors of the St Louis Metropolitan Statistical Area (SLMSA) formed a group that consist of themselves and their key staff for the purpose of regional planning prior to the requirements mandated in the Workforce Innovation and Opportunity Act (WIOA).

The group is called the St. Louis Regional Workforce Development Board (WDB) Directors' Consortium.

Background

The St. Louis Regional WDB Directors Consortium was designed to create a forum of workforce development professionals to collaborate and focus on issues related to the economic development and the workforce system that impact the greater St. Louis Metropolitan Service Area (MSA), including the Illinois counties of St. Clair and Madison.

The St. Louis Regional WDB Directors Consortium was created in February 2012 comprised of the WDB Directors for St. Louis City, St. Louis County, St. Charles County, Jefferson / Franklin Counties in Missouri and Illinois counties of Madison and St. Clair. Other participants include; Deputy Directors, Regional Managers and Functional Leaders. The consortium schedules quarterly meetings and are hosted by each region on a rotational basis.

The vision of the consortium:

- Create a forum designed to promote proactive and effective collaborations and communications among the Workforce Development professionals and other stakeholders in the greater St. Louis MSA.
- To collaborate and develop partnerships for the implementation of regional projects/initiatives which would allow for joint applications for Federal grants.
- To ensure the workforce development activities/services meet the needs of employers and support economic growth in the region by; enhancing communication, coordination, and collaboration among employers, economic development entities and service providers.
- To develop and implement strategies for meeting the employment and skill needs of workers and employers such as; establishing industry and sector partnerships. To fully engage businesses in this endeavor.
- To promote ‘value-added’ training of the workforce that meets the demand and expectation of businesses, significantly enhancing the skills and abilities of job seekers, and ultimately strengthening the regions’ economy.

The Directors Consortium has established many regional service strategies over the years. These strategies are continually monitored for effectiveness and updated as appropriate. An example would be:

Past Partnership-BJC Medical Billing and Coding Program

In 2013, BJC’s Center for Lifelong Learning and St. Louis Community College (SLCC) started a partnership with the Workforce Boards of St. Louis and Madison County to offer employees a customized and comprehensive clinical coding program, the first American Health Information Management Association (AHIMA) – approved program in Missouri. Twenty five (25) unemployed eligible adults and dislocated workers from St. Louis and Madison County in Illinois began their path to employment through a unique partnership among BJC, SLCC and the Workforce Investment Boards (WIBs) of St. Louis and Madison County. Those 25 unemployed customers attended the AHIMA-approved clinical coding program full time. The goal was to help people who are qualified and out of work, as well as returning veterans, along a new career pathway and back into the workforce. The program fulfilled a growing need in the health care industry and provided a much-needed entre in the workforce for citizens who were willing to learn a new career and work hard. The services of the WIBs were the key to helping those out of work make the connection to potential education and work based on existing skills and interest. Both WIBs screened potential candidates before recommending them to BJC and SLCC for program consideration. Relying on the expertise of the WIBs was key to ensuring that the program was filled with qualified candidates. The Medical Billing and Coding program took place at SLCC's Forest Park campus. The program was a 45-credit-hour course that prepared students for entry-level positions as Medical Billing Specialists, Medical Coders, Claims Examiners, Healthcare Reimbursement Specialists and Health Insurance Specialists. Students learned Diagnosis and Procedure coding standards and processes and prepared for the American Health Information Management Association's CCS (Certified

Coding Specialist) and CCA (Certified Coding Associate) certifications and the HRS (Healthcare Reimbursement Specialist) credential offered by the National Electronic Billers Alliance (NEBA). The group of 25 students started the program in the fall of 2013 and graduated in spring 2014. Some graduates were hired by BJC, and many of the remaining graduates found employment at other local hospitals in the St. Louis Metro Area.

2. Business Service Strategy

The Business Teams from each area meet regularly to coordinate processes to employers that seek services across local areas.

Each area uses email blasts to send notice of upcoming recruitment events to others in the St. Louis Region. These notices may then be shared on CIC monitors in local Job Centers, local area's web sites and social media posts.

The Business Teams in the Region also work with the State's Employment Transition Team to coordinate with State Business services as well as local services.

3. Serving those with Disabilities

The six WDBs of the region coordinated a regional disability initiative called, Accommodations for Success, in August 2015. The intent of this committee was to engage companies to understand the requirements of the new American with Disabilities Act and how public workforce agencies around the region could work with them to fulfill their obligations.

A follow-up event, Accommodations for Success – Next Level is scheduled for August 2016.

4. Referrals of Jobseekers between areas

In the past the Workforce Regions shared a formal referral process including referral forms. However, technology and a shared data system no longer require paper forms. Staff record the services provided to each jobseeker into a shared database (Currently called Toolbox). If the individual visits a Job Center in a different area, staff in the new area can see what has already occurred and coordinate services to ensure no duplication of service occurs.

The Region has developed a Cooperative Service Delivery Agreement to serve as an umbrella agreement to all of these initiatives. See Attachment 1.

5. Sector Strategies

The Region has begun developing strategies to serve specific sectors that are shared amongst all Local Areas in the Region. The first two sectors chosen for Regional development are Advanced Manufacturing and Healthcare. All services developed in these strategies will fall under the Cooperative Service Delivery Agreement. (See the next section for more detail.)

C) The Development and Implementation of Sector Initiatives for In-Demand Industry sectors or Occupations for the Region

The development of sector strategies for the St. Louis Region began in meetings of the Directors' Consortium. Strategy development continued at the Sector Strategy Kickoff hosted by the State Division of Workforce Development (DWD) and facilitated by Maher & Maher consultants. The Region is working with the consultants to learn their recommended methodology for Sector Strategy development. The two sectors to be developed under the guidance of the consultants will be Advanced Manufacturing and Healthcare.

The plan is to learn the methodology while working with the consultant then continue with other sectors in the future.

A formal Regional Sector Strategy will be developed and submitted to DWD as required.

Other sector initiatives from the St. Louis region include:

There is a long history of collaboration between the workforce development entities on both sides of the Mississippi. The regional labor market and economy have presented opportunities going back the CETA and the Title VII/Private Sector Initiative Program. By working together to address workforce needs in the region, we have often found that there are economies of scale and efficiencies that come with coordination and collaboration.

Recently SLATE (St. Louis Agency on Training and Employment) and MCETD (Madison County Employment and Training) partnered with the BJC Hospital Group, to train medical coders to satisfy the increased demand for that skill. We were able to get BJC to pay for the training at the local community college, as well as provide facilities and personnel to assist with training. This partnership allowed for increased participation at a much reduced cost.

Recently we are working together to assist two (2) different entities to prepare a proposal in response to a solicitation by US DOL to address the need for the IT workforce. Funding from the H-1B visas will fund several training designs across the nation, and we in the region hope to be one of those to receive the "Tech Hire Grant".

On another front, the eastside workforce areas are collaborating on a campaign to develop interest in careers in manufacturing and the trades. This has taken form in the campaigns of "Craft Your Future" and "Manufacture Your Future". A long term strategy of elevating the perception of these career tracks, and showing the promising future of the occupations. By incorporating the way the STEM Programs also prepare students for these jobs is a benefit as well. As this campaign moves forward there are already preliminary talks on bring this to the entire region, thus addressing the regional need for skilled labor moving forward.

In the past, when the McDonnell Douglas Company downsized, all of the areas workforce agencies shared an onsite facility to address the needs of workers subject to lay off. When there was a downsizing at the Defense Mapping agency, here again we shared space and had staff from all of the area to assist workers losing their jobs.

In addition all of the area's six (6) Workforce Areas are working with the regional effort spearheaded by the St. Louis Partnership (an Economic Development agency) to address the needs of advanced manufacturing. In addition there are other realities as to our local economy

and how it is tied to defense contracts. To better serve the industries that need workers or to those that have to downsize based on the defense industry's ebbs and flows, we work as a region to provide services.

The past is always a good predictor of the future, and knowing this our past demonstrates our commitment to regional approaches to both increased demand for workers and the unfortunate opposite event ... downsizing and closings. The St. Louis region is a strong and diverse economy, that demands a regional approach to workforce services.

D) The collection and analysis of regional labor market data in conjunction with the State
See Section 4, Item B Labor Market Analysis of the Local Plan.

E) The establishment of administrative cost arrangements, including the pooling of funds for administrative costs, as appropriate, for the region

At this time the establishment of administrative cost arrangements, including the pooling of funds for administrative costs is not appropriate or needed for the St. Louis Region.

F) The coordination of transportation and other supportive services, as appropriate, for the region

Supportive service awards, whether for an adult, dislocated worker, or youth are intended to enable an individual to participate in workforce-funded programs and activities to secure and retain employment. Based on individual assessment and availability of funds, supportive services such as transportation, childcare, dependent care, and needs-related payments, may be awarded to eligible participants on an as-needed basis.

G) The coordination of services with regional economic development services and providers

All six WDB's are collaborating with the following to coordinate services with regional economic development services and providers:

The St. Louis Regional Chamber, East-West Gateway, St. Charles Chambers, St. Louis Economic Development Partnerships, the Southwest Illinois Leadership Council, St. Charles County Economic Development Center, St. Louis Economic Development Corporation, Member of St. Charles County Economic Development Regional Roundtable

H) The establishment of an agreement concerning how the planning region will collectively negotiate and reach agreement with the Governor on local levels of performance for and report on the performance accountability measures described in Section 116(c) for the local areas or the planning region

The St. Louis Region understands a regression model of performance will be used as a measure of accountability. The Region will wait for further guidance from the State to develop performance measure.

The St. Louis Metropolitan Regional Service Strategy

The six individual WIOA local regions that make up the St. Louis Metropolitan Region agree to the following service strategies:

- 1) Maintain a regional steering committee made up of at least the Local Area WIOA Directors.
 - The Committee will meet on a regular basis to share information on new initiatives, as well as, challenges found in the Region.
 - This committee will provide a forum for local areas to solve problems of common concern, develop and implement joint strategies and/or policies.

- 2) Build consensus around broad goals and strategies.
 - Shared goals to be discussed may be to increase the proportion of households in the region earning a family-supporting wage, decreased long-term reliance on income subsidies or to address the specific skill and talent needs of local industries/sectors
 - The Region has currently selected manufacturing and healthcare as the first sectors in our joint sector strategy initiative as required by WIOA. Strategies will be developed to address the workforce needs of these two sectors. Other sectors will be addressed in the future.
 - The regional collaboration will provide a clearinghouse for labor market information by linking existing resources, researching information gaps and marketing local assets.
 - The Region has begun to accomplish this by sharing workforce events in a calendar format, through the CICs, email blasts and through social media.
 - The Region conducts meetings of business team representatives across the Region to coordinate services to employers and avoid duplication of effort.
 - The Region also has a Disability committee that crosses several local areas and invites all areas to participate, as appropriate, in service to this population.
 - Build closer alliances with local, regional and state economic development agencies to create more integration between business recruitment/retention efforts and workforce issues.

- 3) Develop a shared understanding of the region's customer base.
 - Work together to collect industry sector analysis throughout the Region
 - Each area will report how local businesses are meeting their workforce needs
 - Identify skills, talents and aptitudes of the local workforce areas
 - Identify skill gaps as well as gaps in local systems to address the training needs
 - Collect information on common barriers to skill attainment and employment

- 4) Forge linkages between workforce development and other work-related systems
 - Identify resources outside the workforce system that can address individuals' barriers to employment

- Identify resources outside the workforce system that can affect the growth or decline of local industries
- Invite outside entities to collaborate on initiatives across the Region.
- Work to influence and align educational curriculum and career preparation between K-12, college, and vocational institutions with the workforce needs of growing business sectors in

PERFORMANCE MANAGEMENT/CONTRACTS/BUDGET

XIII. Local Administration

A. Identify the local levels of performance negotiated with the Governor and CEO to be used to measure the performance of the Board and to be used by the Board for measuring the performance of the Local Fiscal Agent (where appropriate), eligible providers, and the One-Stop Delivery System in the LWDA. (Instructions for this planning item will be sent after the PY 2016 locally negotiated performance goals are finalized.)

Negotiated Rates for PY 2015

| | |
|--|----------|
| Adult Entered Employment | 65% |
| Adult Six Month Retention | 85% |
| Adult Average Earnings | \$13,000 |
| Dislocated Worker Entered Employment | 70% |
| Dislocated Worker Six Month Retention | 88% |
| Dislocated Worker Average Earnings | \$14,000 |
| Youth Placement In Employment or Education | 75% |
| Youth Attainment of Degree or Cert. | 70% |
| Youth Literacy and Numeracy Gains | 50% |
| Wagner-Peyser Entered Employment | 65% |
| Wagner-Peyser Six Month Retention | 84% |
| Wagner-Peyser Average Earnings | \$12,000 |

B. Identify the Local Fiscal Agent, if one is designated by the CEO.

A Multi-Jurisdictional Agreement exists between Jefferson County and Franklin County, Missouri, Jefferson and Franklin Counties cooperatively agree to serve as local fiscal agent for funds allocated to the local area and have designated the Office of Job Training Programs, Jefferson/Franklin Counties Inc., as the grant subrecipient/fiscal agent to receive and administer funds. The Office of Job Training Programs (OJTP), Jefferson/Franklin Counties, Inc., 3675 West Outer Road, Suite 201, Arnold, MO 63010 is a 501(c) 3 not for profit organization.

C. Describe the competitive (procurement) process used to award the grants and contracts in the LWDA for activities carried out under subtitle I of WIOA, including the process to procure training services for Youth and any that are made as exceptions to the ITA process. Include as Attachment 12, the information on the following processes: advertisement/notification to prospective bidders, time period bidders have to respond to the solicitation, evaluation, and award/non-award notification. This may include those pages from the Board's procurement guidelines that describe the competitive-procurement process and the process to procure Youth training providers.

See Attachment 12

D. Describe how the Board is working toward eliminating duplicative administrative costs to enable increased training investments.

Jefferson/Franklin Consortium region through local Memorandums of Understanding work with local partners to provide as many services to WIOA participants as their agency can. No Administrative costs are required with partner agencies.

Currently One Stop operator and service provider Administrative costs are limited to no more than 5%. This allows the Board to increase its training investments in participants and prevents duplicative administrative costs. Jefferson/Franklin Consortium continually reviews administrative functions to determine less administrative costs required.

E. Identify how the Board ensures that services are not duplicated. In particular, explain how the NGCC model affects this process.

The Next Generation Career Center (NGCC) One-Stop delivery system has reduced duplication of services through its integrated service delivery model which allows staff to deliver state funded services to adults and dislocated workers through Wagner-Peyser and the Workforce Innovation and Opportunity Act (WIOA).

The NGCC system has consolidated labor exchange and allowable WIOA services and NGCC team members utilize an integrated set of reportable services in Toolbox which provides smooth customer flow and an accountability process for enrolling customers. All NGCC team members work with the universal population of customers and access Toolbox to determine the services that have been provided and the next steps that are needed to engage the customer in accessing the product box.

The region's One-Stop Partner Memorandum of Understanding (MOU) promotes coordinated service delivery, integrated customer interviews between programs, and interagency communication to avoid duplication of services. These partnerships are necessary to provide job seekers with high-quality streamlined career services, training and supportive services to become employed and to help businesses find skilled workers.

F. Include the Planning Budget Summaries for Program Year 2016 and Fiscal Year 2017 in Attachment 13 to the Plan.

See Attachment 13

G. Complete and sign the “Statement of Assurances Certification” form located in this guidance and include this as Attachment 14 to the Plan.

See Attachment 14

H. Establish and define the local policy and procedure for Complaint and Grievance Implementation of the Nondiscrimination and Equal Opportunity Provisions of WIOA. Both policies should be incorporated into the MOU and disseminated throughout the LWDA for all workforce development professionals to understand and implement. This should adhere to federal and state complaint and grievance guidance and policy (new DWD issuance is due out soon called, WIOA Grievance and Complaint Resolution Policy) –Include either a statement that the Board will follow the state policy or develop a local policy and include a copy as Attachment 15 to the Plan.

See Attachment 15

**ONE-STOP CENTERS and AFFILIATE SITES
JEFFERSON/FRANKLIN CONSORTIUM**

COMPREHENSIVE ONE-STOP CENTERS

Missouri Job Center Phone: 636-287-8909
3675 West Outer Road, Suite 102 Fax: 636-287-8932
Arnold, MO 63010

One Stop Partners (see attached matrix for services):
Family Support Division - Jefferson County
Vocational Rehabilitation
Jefferson-Franklin Community Action Corp.
Jefferson College
MERS/Missouri Goodwill Ind.

Missouri Job Center Phone: 636-239-6703
1108 Washington Square Fax: 636-239-0329
Washington, MO 63090

One Stop Partners (see attached matrix for services):
Family Support Division - Franklin County
Vocational Rehabilitation
Jefferson-Franklin Community Action Corp.
East Central College
MERS/Missouri Goodwill Ind.

AFFILIATE ONE-STOP SITES

Jefferson College Phone: 636-797-3000
1000 Viking Drive Fax: 636-789-4012
Hillsboro, MO 63050

One Stop Partners (see attached matrix for services):
Division of Workforce Development - Arnold Job Center
Vocational Rehabilitation

East Central College Phone: 636-584-6500
1964 Prairie Dell Rd. Fax: 636-583-1897
Union, MO 63084

One Stop Partners (see attached matrix for services):
Division of Workforce Development - Washington Job Center
Vocational Rehabilitation

JEFFERSON/FRANKLIN CONSORTIUM SUPPORTIVE SERVICES POLICY

Description

The Workforce Innovation and Opportunity Act (WIOA) defines Supportive Services as those services necessary to enable an individual to participate in activities authorized under WIOA, Title I. This Policy provides guidelines on administering Supportive Services based on the WIOA. Supportive Services should be made available to assist customers in removing or reducing barriers to participate in WIOA activities.

Supportive Services may include work related expensed, transportation, child care, dependent care, needs-related payments, and emergency housing. Assistive technology/equipment may be included in this definition if staff document the customer needs this technology/equipment in order to participate in the WIOA activity and is unable to obtain from other resources. The extent of Supportive Services provided will vary based on the customer's needs and the region's availability of funds and resources.

This policy applies to Adult and Dislocated Worker programs, Youth programs, Dislocated Worker Grants (DWG), and other additional assistance funding.

Supportive Services are only to be provided to customers who:

- ◆ Are participating in employment or training services;
- ◆ Are unable to obtain Supportive Services themselves or via their support network;
- ◆ Are unable to obtain Supportive Services through other programs including community agencies that provide these services; and
- ◆ Demonstrate a need for assistance to enable him/her to participate in Title I activities.

Supportive Services

Supportive Services available to customers may include:

- ◆ Work-related expenses (WRE);
- ◆ Transportation;
- ◆ Child care and dependent care;
- ◆ Linkages to community services;
- ◆ Emergency aid; and
- ◆ Referrals to medical services.

These services can only be provided after it is proven necessary and appropriate to enable him/her to participate in WIOA funded activities. Customers will have to provide documentation to Career Center staff that states the need for the requested supportive service (i.e. employer statement or school document).

Supportive Services are based upon individual need. All of the individual's resources will be considered prior to making these payments.

Supportive Services payments will be documented in Toolbox. (See page 5)

Needs-Based Analysis

Supportive Service payments will be requested individually for specific needs. **Supportive Services payments will be made on a case-by-case basis only when determined necessary and reasonable.** The Supportive Services must be necessary for the customer to achieve the goals outlined in their Employment Plan. Payments will not be made for non-WIOA activities or for items that are not necessary for participation in the WIOA activity. The service provider's determination of financial need will be documented through Toolbox Service Notes.

WIOA Supportive Services are the last resort therefore other sources of funding will be sought first. Staff may make inquiries and referrals to partner agencies, faith-based organizations, non-profit organizations, and other organizations referenced in the region's Resource Guide available in each career center and at jeff-frankjobs.com. All attempts to find other resources will be documented in Toolbox Service Notes.

Staff will complete a Supportive Services Request Form when customers express a need for Supportive Services. (Attachment 1) **Customers must present documentation showing the need for the service** (i.e. statements from employer/school indicating the need, completing a financial needs budget, eviction, delinquency or discontinuation notices).

Staff will review the customer's Toolbox record to determine if Supportive Services were received from other regions. All Supportive Services payments, regardless of the region, will be taken into consideration before issuing additional funding.

Work Related Expenses (WRE)

Customers engaged in an allowable employment, education, or training component may receive WRE if the expense meets all of the general Supportive Services eligibility criteria listed above and is required in order to complete the necessary function to perform a job or training. Total WRE payments may not exceed \$1,000 per program year.

Allowable expenses include:

- ◆ Work attire or uniforms;
- ◆ Work-related tools;
- ◆ Testing/licensing fees;
- ◆ Books/Training Materials;

Transportation

The Internal Revenue Service (IRS) mileage reimbursement includes direct and indirect vehicle expenses. Therefore while the region is paying mileage reimbursement or public transportation expenses, no other vehicle expenses and/or mileage can be paid in that timeframe.

Supportive Services for transportation can be made in the form of mileage reimbursement or car repair. Mileage reimbursement will be calculated based on the round trip from the customer's home directly to the training/work facility and back. Mileage must be calculated using a web-based mapping service such as Google Maps, MapQuest, Yahoo Maps, or similar service.

Payments will be made monthly. Request can only be honored for one form of assistance, mileage reimbursement or car repair, per month. Total payments may not exceed \$1,500 per program year.

Customers will have to submit completed Transportation Assistance sheets with all required signatures for mileage reimbursement. Customers will have to submit an estimate of the costs for a car repair.

Childcare

Supportive Services for childcare can be covered if provided from a State Approved Day Care. If a family member wishes to provide childcare for a customer, this individual must obtain Family Support Division (FSD) approval. Customers should apply for FSD childcare assistance program before WIOA funds are used. WIOA funds can be used if customer can document that they are not eligible for FSD funding. WIOA funds can subsidize FSD payments when proper documentation is submitted showing the unpaid portion or for paying a co-payment if required by FSD. Total payments may not exceed \$1,500 per program year.

Needs-Related Payments

Needs-related payments can be provided to Adults and Dislocated Workers to enable them to participate in training and to customers who will begin a training program within 30 calendar days. Needs-related payments are not allowable for Youth customers. If Older Youth (18 Years or older) enrolled in training are in need of Needs-related payments, they will have to be dual enrolled in the WIOA Adult program in order to receive the payments.

All customers who need these payments must file for unemployment compensation and print out the MO-Claims showing \$0. Customers, who have an unresolved claim, do not qualify for these payments until it is confirmed they do not qualify for unemployment compensation.

Eligibility requirements for Adults:

- ◆ Must be unemployed;

- ◆ Not qualify for, or ceased qualifying for Unemployment Insurance (UI) Compensation; and
- ◆ Be enrolled in an eligible WIOA training service.

Eligibility requirements for Dislocated Workers:

- ◆ Must be unemployed;
- ◆ Not qualify for, or ceased qualifying for Unemployment Insurance (UI) Compensation or Trade Readjustment Allowance under Trade Adjustment Act; and
- ◆ Be enrolled in an eligible WIOA training service by:
 - The end of the 13th week after the most recent layoff that resulted in unemployment; or
 - After the 13th week, but by the end of the 8th week after being informed the short-term layoff will exceed six months.

Needs-related payments cannot exceed the applicable level of UI compensation. If the customer did not qualify for UI compensation then the payment cannot exceed the poverty line which is adjusted to show changes in family income. The maximum amount of funding is \$8,320 per customer (\$320 per week for 26 weeks).

When paying needs-related payments, the Region needs to verify the participant is currently attending classes. This can be in a variety of ways including: online grade printouts, emails between the instructor and student, a grade on a recent project or test, a signed statement from the instructor, etc.

Emergency Aid

Emergency Aid is a one time or rare expense paid to continue participating in WIOA activities such as school, work experience, OJT, etc. If the customer is having extreme difficulty, staff should be assisting him/her with financial information (development of a budget, credit counseling, debt management, etc.) Emergency aid payments must be well documented in Service Notes. **As with all other WIOA funding, all other options should be sought first.**

Examples include:

- ◆ Payment of utility bills (electric, water, heating, etc.)
- ◆ A car insurance payment
- ◆ A rent payment
- ◆ Vehicle repairs during the same timeframe as mileage reimbursement (only in cases where it is absolutely necessary to allow participation in WIOA activities.)

Rent can only be provided if the address is used as the primary residence and allows for the participant to take part in the allowable WIOA activities. The participant must provide appropriate documentation for proof of residency and proof of ownership by the landlord. Any and all documentation must provide proof that the participant lives at the address, proof that

the landlord owns the property, and the amount that is past due. The landlord is to be paid directly for the rent, not the participant. Allowable documentation to show proof of residency may include a lease, a phone bill, cable bill, voting registration card, driver's license, etc. Allowable documentation to show proof of ownership by the landlord may include a lease, a property tax receipt, a title, a trash or sewer receipt, etc.

Vehicle repairs can only be provided on the vehicle used as the primary transportation for the participant to take part in the allowable WIOA activities. The participant must provide appropriate documentation for proof of ownership. Repair costs must be directly linked to an authorized activity. The vendor is to be paid directly for the repair, not the participant.

As with all other WIOA funding, all other options must be sought first. For example, heating and cooling assistance could be pursued through resources such as: Low Income Home Energy Assistance Program (LIHEAP), Salvation Army's "Heat Share", local programs (e.g., Ameren UE's "Dollar More," Kansas City Power & Light's "Dollar Aide," etc.), and faith-based organizations. Rent assistance could possibly be obtained through the U.S. Department of Housing and Urban Development (HUD). Total payments may not exceed \$1,000 per program year.

Trade Act Funding

If a customer is enrolled in Trade Act, this funding source must be utilized prior to WIOA funding. If the customer needs resources not covered by Trade Act, local policy should be followed to provide these wrap-around services.

Dislocated Worker Grants (DWG)

DWGs provide supplemental dislocated worker funds to respond to the needs of dislocated workers and communities affected by major economic dislocation events which cannot be met with formula allotments. Regions must follow the Supportive Service Policy approved with the grant.

Toolbox 2.0 Service Notes

All Supportive Services must be documented in Toolbox and include at a minimum all of the following:

- ◆ The type of Supportive Service paid (i.e. transportation, childcare, etc.),
- ◆ The amount of Supportive Service paid,
- ◆ The timeframe the Supportive Service paid,
- ◆ The justification of need for the Supportive Service,
- ◆ Lack of other community resources.

In addition, in all cases, Service Notes must be reviewed prior to making any Supportive Service payments.

**MEMORANDUM OF UNDERSTANDING (MOU)
BETWEEN
JEFFERSON/FRANKLIN REGION
WORKFORCE INNOVATION AND OPPORTUNITY ACT BOARD (WIOA)
AND ONE-STOP PARTNERS**

On July 22, 2014, the **Workforce Innovation & Opportunity Act (WIOA)**, the first legislative remodeling of the public workforce system in more than 15 years, became law. WIOA took effect on July 1, 2015. (Some specific provisions will not be in full effect until July 1, 2016.)

WIOA replaces the Workforce Investment Act of 1998 (WIA) and amends **the Wagner-Peyser Act** and the **Rehabilitation Act of 1973**. WIOA is now the authority for the establishment and operation of the state and national **One-Stop Delivery System**. This system shares responsibilities at the national, state, and local levels for programs and services to accomplish six legislative purposes:

- To expand access to employment, education, training, and support services for people with barriers to employment;
- To coordinate workforce investment, education and economic Development efforts among multiple agencies;
- To enhance the labor-market relevance of workforce investment, education, and economic development, providing workers with skills and credentials and providing employers with a skilled workforce;
- To improve the structure of, and delivery of, services through the workforce development system;
- To boost the prosperity of workers and employer, the economic growth of communities, regions, and states, and overall U.S. global competitiveness;
- To increase the employment, retention, and earnings of system Participants, and to enlarge their attainment of postsecondary credentials, with the aim of improving workforce quality, reducing welfare dependency, increasing economic self-sufficiency, and meeting skill requirements of employers.

WIOA-Identified MOU Partners

| | |
|---|--|
| WIOA Adult Program (Title I) | The Senior Community Service Program |
| WIOA Dislocated Worker Program (Title I) | Perkins Career & Technical Education |
| WIOA Youth Program (Title I) | Trade Adjustment Assistance |
| Job Corps (WIOA Title I) | Jobs for Veterans State Grants |
| Youth Build (WIOA Title I) | Community Services Block Grant Activities |
| WIOA Native American Programs | U.S. Dept. of Housing & Urban Development employment & training activities |
| WIOA Migrant and Seasonal Farmworker Programs | State Unemployment Compensation Law activities |
| Wagner-Peyser | Reintegration programs for eligible offenders |
| Adult Education & Literacy (AEL) (Title II) | Temporary Assistance for Needy Families (TANF) |
| Vocational Rehabilitation (VR) | |

I. Introduction

This Memorandum of Understanding (MOU) establishes the spirit of cooperation and collaboration by the Jefferson/Franklin Region Local Workforce Development Board ("the Board") and the One-Stop Delivery System signatory partners ("the Partners") hereafter named. It describes how they will use their various funding streams and resources to serve their mutual customers, both jobseekers and employers, through an integrated system of service delivery operated at two comprehensive sites, called the Arnold Job Center and the Washington Job Center. We understand that the development and implementation of these sites will require mutual trust and teamwork between the partnering agencies.

II. Strategic Vision

Mission Statement: To provide employment, training, social services, and educational opportunities to job seekers.

The board and partners recognize the importance of customer satisfaction; therefore, our purpose is to provide a "no-wrong door" system of delivering employment, training, social services, and educational opportunities to job seekers within Jefferson and Franklin counties. While we understand that partner agencies have different goals set through Federal and State requirements, we will be flexible enough to meet all agency goals, as well as the combined goals of the board and partners.

III. Services to be Provided

The following agencies will provide services which may include, but are not limited to, the services listed in **Attachment 1**. The cost of providing the services and the operating costs of the system will be funded through cash and in-kind contributions to provide a stable and equitable funding stream. **NOTE: One Stop Partner agencies may be added to the list as the need arises.**

AGENCIES

Jefferson/Franklin Community Action Corp.
Dept. of Labor & Industrial Relations
Family Support Division (Arnold and Washington)
Division of Workforce Development (Arnold and Washington Job Centers)
Office of Job Training Programs
Division of Vocational Rehabilitation/Rehabilitation for the Blind (VR)
Jefferson College Technical Education & Adult Education & Literacy (AEL)
East Central College Technical Education & Adult Education & Literacy (AEL)
Four Rivers Career Center
Jefferson County Community Partnership
MERS/Missouri Goodwill Industries
Agricultural Employment Services
Next Step for Life

IV. Shared Funding of Infrastructure

All agencies and organizations will continue to operate separate accounting systems, reporting to their funding source as required.

Shared resources contributed by partner agencies will make substantial investment contributions toward integration and obtainment of a functional One-Stop delivery system in the Jefferson/Franklin region.

Operation Infrastructure including such items as rent/leasing of facility costs, utilities, maintenance, equipment, specialized technology requirements, etc will be negotiated and developed with each partner agency as required or needed. Partners involved in funding or cost sharing of infrastructure will have an MOU with a separate attachment outlining agreed upon negotiated cost sharing.

| Rent/Leasing Facilities | Utilities | Maintenance | Equipment | Specialized Technologies |
|--------------------------------|------------------|--------------------|------------------|---------------------------------|
| | | | | |
| | | | | |
| | | | | |

V. Shared Funding of Services

One-Stop Partner services and activities as reflected in Attachment #1 Matrix of Program services shall agree to provide program services and activities for the good of the One-Stop Delivery System. Each partner agency shall provide the financial resources through their agency funding or in-kind contribution. Any shared cost of personnel i.e., Job Center Functional Leader or other shared staff shall be outlined in a separate attachment.

VI. Systematic Referral Process for Job Center Customers

We agree that the Partners will conduct referral for services in the following manner:

1. All customers referred for services will receive a written referral form with the date, time, and place of the appointment.
2. All appointments will be scheduled within three working days.
3. The individual making the appointment will follow up within two working days of the scheduled appointment date.

VII. Human Resources Management

We agree that the Partners will develop commonly accepted expectations for customer service and engagement that are compliant with each individual entity's employee policies. Each Partner will incorporate those expectations into their own employee-

performance system and agree to conduct periodic performance reviews in accordance with the requirements of their organization.

VIII. One-Stop Delivery System Performance Criteria

We agree that the One-Stop Delivery System will strive to achieve these standards of quality service for its customers, employees, and Partners:

1. All customers will receive prompt and courteous service from the staff.
2. All customers will receive the services designed to assist customers in achieving their educational and/or job placement goals.
3. All employees can expect to work in a safe and professional environment.
4. All employees can expect to receive the best tools to achieve the desired outcome for their customers.
5. All Partners will deliver high-quality services through the One-Stop Delivery System.
6. The MOU may contain specific mutual-performance goals.

IX. Governance of the One-Stop Delivery System

The ultimate accountability and responsibility for the One-Stop System organizational processes, services, and accomplishments will rest with the Board and the One-Stop Partners.

The Board's responsibilities will be:

1. Serve as liaison, host and convenor of meetings between local One-Stop Partners as required.
2. Develop local Memorandum of Understanding per statutory requirements.
3. Review the MOU with One-Stop Partners at least every three years to ensure appropriate funding and delivery of services is occurring.

The One-Stop Partners' responsibilities will be:

1. Each partner shall agree to provide an exchange of agency plans between members. This will permit a regular exchange of fundamental missions and operational goals to ensure an appropriate linkage to the One-Stop system.
2. Each partner shall agree to participate in the development of the local Workforce Innovation & Opportunity Act plan.
3. The partners shall meet to evaluate One-Stop integration and plan accordingly, on an as-needed basis.
4. Governance of individual programs must obviously remain under their respective legal authority. Elimination of duplication and the efficient, effective delivery of customer services shall be the fundamental principles on which all partner agencies operations and decision-making are based.

X. Duration and Modification

This agreement shall be effective immediately and remain in effect until superseded or rescinded. Modification of this document can take place at anytime all parties are in agreement. This amendment must be in writing, signed by the appropriate parties, and attached to the original agreement.

XI. Termination

Any party to this agreement may cease participation in the agreement. Any party that intends to cease participation must notify the other parties to the agreement at least 30 days prior to the effective termination date.

**XII. SIGNATURE PAGE FOR MEMORANDUM OF UNDERSTANDING (MOU)
BETWEEN
JEFFERSON/FRANKLIN REGION WORKFORCE DEVELOPMENT BOARD (WDB)
AND
ONE-STOP PARTNERS**

One-Stop Partner Agency

Signature and Title

Date

Partner assures that it possesses the legal authority to enter into this Memorandum of Understanding including all understandings and assurances contained therein, and directing and authorizing the person identified to execute this Memorandum of Understanding and act as the partner's representative.

IN WITNESS WHEREOF, the parties have executed this Memorandum of Understanding the day and year first above written.

Robert Francis, WDB Chair
Workforce Development Board

Date

Michael Ravenscraft, One-Stop Coordinator
Office of Job Training Programs, Inc.

Date

Kenneth Waller, County Executive
Jefferson County

Date

John Griesheimer, Presiding Commissioner
Franklin County

Date

NGCC
Arnold
Cost Sharing

Report For: May 2015

NGCC Budget for 7/1/2015 through 6/30/2016

Percentages for April to June 2015

DWD: 72.00% WIB: 28.00%

Pending

| NGCC | Proposed Budget | WIB + or - Adjustment | Adjusted Budget |
|-------------------------------|----------------------------|--------------------------------------|----------------------------|
| Copier-Office | \$4100.00 | \$ 0.00 | \$4,100.00 |
| Furniture & Equip R&M | | | |
| Office | \$3200.00 | \$ 0.00 | \$3,200.00 |
| Supplies- | | | |
| NGCC | | | |
| Telecommunication | \$17800.00 | \$ 0.00 | \$17,800.00 |
| Charge | | | |
| Postage | \$ 450.00 | \$ 0.00 | \$450.00 |
| Postage | \$ 200.00 | \$ 0.00 | \$200.00 |
| Meter | | | |
| Machine- | | | |
| Office Furn & Equip Rental | | | |
| Organization | \$ 0.00 | \$ 0.00 | \$0.00 |
| Memberships | | | |
| Rent/Utilities | \$100000.00 | \$ 0.00 | \$100,000.00 |
| Printing | \$ 275.00 | \$ 0.00 | \$275.00 |
| Record | \$ 275.00 | \$ 0.00 | \$275.00 |
| Destruction- | | | |
| Other | | | |
| Business Services | | | |

| | | | |
|--|--------------|---------|--------------|
| Publications & Subscriptions | \$ 0.00 | \$ 0.00 | \$0.00 |
| Interpretation Services- Other Professional Services | \$ 50.00 | \$ 0.00 | \$50.00 |
| Functional Leader | \$68000.00 | \$ 0.00 | \$68,000.00 |
| TOTALS | \$194,350.00 | \$0.00 | \$194,350.00 |

NGCC
Washington
Cost Sharing

Report For: May 2015

NGCC Budget for 7/1/2015 through 6/30/2016

Percentages for April to June 2015

DWD: 85.00% WIB: 15.00%

Pending

| NGCC | Proposed Budget | WIB + or - Adjustment | Adjusted Budget |
|---|----------------------------|--------------------------------------|----------------------------|
| Copier-Office | \$4500.00 | \$ 0.00 | \$4,500.00 |
| Furniture & Equip R&M | | | |
| Office | \$ 1800.00 | \$ 0.00 | \$1,800.00 |
| Supplies- NGCC | | | |
| Telecommunication | \$13500.00 | \$ 0.00 | \$13,500.00 |
| Charge | | | |
| Postage | \$ 200.00 | \$ 0.00 | \$200.00 |
| Postage | \$ 200.00 | \$ 0.00 | \$200.00 |
| Meter | | | |
| Machine- Office Furn & Equip Rental | | | |
| Organization | \$ 350.00 | \$ 0.00 | \$350.00 |
| Memberships | | | |
| Rent/Utilities | \$85000.00 | \$ 0.00 | \$85,000.00 |
| Printing | \$ 0.00 | \$ 0.00 | \$0.00 |
| Record | \$ 250.00 | \$ 0.00 | \$250.00 |
| Destruction- Other Business Services | | | |

| | | | |
|--|--------------|---------|--------------|
| Publications & Subscriptions | \$ 100.00 | \$ 0.00 | \$100.00 |
| Interpretation Services- Other Professional Services | \$ 0.00 | \$ 0.00 | \$0.00 |
| Functional Leader | \$55000.00 | \$ 0.00 | \$55,000.00 |
| TOTALS | \$160,900.00 | \$0.00 | \$160,900.00 |

JEFFERSON/FRANKLIN CONSORTIUM

Workforce Development Board Members

Robert Francis, Midwest Regional Bank, Business
David Crump, Habitat for Humanity, Community Based Organization
Jeanie Ray, Silgan Plastics, Business
Rick Fischer, Jefferson Regional Medical Center, Business
Dianne Wittke, Unimin, Business
Glenn Smallwood, Ameren Services, Business
Anna Boehm, Barnhart Industries, Business
Leonard Taylor, Production Castings, Business
Mike Eschbacher, Graphic Packaging International, Business
Kevin Carpenter, Henniges Automotive, Business
Debbie Durham, Bank of Sullivan, Business
Brandy Hagedorn, CG Power Systems USA, Inc., Business
Julie Scannell, GH Tool & Mold, Business
Jolyn Maune, Hodges Badge, Business
Glenna Mangelsdorf, Home Service Oil Co., Business
Tina Cook, ACE Manufacturing, Business
Alice Whalen, East Central College, Education
Dena McCaffrey, Jefferson College, Education
Joel Doepker, East Central College, Education
Scott Byrne, Carpenters Union #1596, Labor
Steve Markus, Carpenters Union #185, Labor
Gretchen Pettet, Edward Jones, Business
Barb Hirst, Division of Vocational Rehabilitation, Partner
Rosie Buchanan, Economic Development Corp. of Jefferson County, Economic Development
Richard Oldenburg, City of Washington Economic Development, Economic Development
Lisa Johnson, Division of Workforce Development, Partner
Jeff Carnal, MERS/Missouri Goodwill Ind., Partner
Jennifer Wooldridge, Next Step for Life, Community Based Organization
Lynn Wehmeier, Family Support Division, Partner
Stephen Borders, United Migrant Opportunity Services, Partner

**LOCAL WORKFORCE DEVELOPMENT BOARD
ATTESTATION FOR REVIEW OF BY-LAWS**

The following form must be completed and submitted to the Division of Workforce Development annually. The purpose of the form is to assure that all certified members of the Local Workforce Development Board have reviewed and understand their current by-laws. The form must be signed and dated by at least a quorum of the membership. Please include the printed name of the member on the line below their signature. If additional signature/date lines are needed, please add them accordingly.

Name of Local Workforce Development Board: Jefferson/Franklin Region

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

Robert Francis 4-24-15
(Insert name of Chair) Date

Glenna Mangelsdorf 5-05-15
(Insert name of member) Date

Lisa Johnson 11-18-15
(Insert name of member) Date

Jeanie Ray 4-24-15
(Insert name of member) Date

Jennifer Wooldridge 4-24-15
(Insert name of member) Date

Kevin Carpenter 5-05-15
(Insert name of member) Date

Anna Boehm 4-24-15
(Insert name of member) Date

Dianne Wittke 4-24-15
(Insert name of member) Date

David Crump 4-24-15
(Insert name of member) Date

Joel Doepker 9-22-15
(Insert name of member) Date

Steve Markus 4-24-15
(Insert name of member) Date

Scott Byrne 5-01-15
(Insert name of member) Date

Dena McCaffrey 4-24-15
(Insert name of member) Date

Richard Oldenburg 4-24-15
(Insert name of member) Date

Barb Hirst 4-24-15
(Insert name of member) Date

Glenn Smallwood, Jr. 5-06-15
(Insert name of member) Date

Rick Fischer 4-24-15
(Insert name of member) Date

Michael Eschbacher 5-04-15
(Insert name of member) Date

Rosalie Buchanan 4-24-15
(Insert name of member) Date

Debbie Durham 5-04-15
(Insert name of member) Date

**LOCAL WORKFORCE DEVELOPMENT BOARD
ATTESTATION FOR REVIEW OF BY-LAWS**

The following form must be completed and submitted to the Division of Workforce Development annually. The purpose of the form is to assure that all certified members of the Local Workforce Development Board have reviewed and understand their current by-laws. The form must be signed and dated by at least a quorum of the membership. Please include the printed name of the member on the line below their signature. If additional signature/date lines are needed, please add them accordingly.

Name of Local Workforce Development Board: Jefferson/Franklin Region

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

| | | | |
|-------------------------|----------------|-------------------------|-------|
| <u>Tina Cook</u> | <u>5-04-15</u> | _____ | _____ |
| (Insert name of Chair) | Date | (Insert name of member) | Date |
| <u>Julie Scannell</u> | <u>5-05-15</u> | _____ | _____ |
| (Insert name of member) | Date | (Insert name of member) | Date |
| <u>Jeff Cartnal</u> | <u>5-04-15</u> | _____ | _____ |
| (Insert name of member) | Date | (Insert name of member) | Date |
| <u>Gretchen Pettet</u> | <u>5-06-15</u> | _____ | _____ |
| (Insert name of member) | Date | (Insert name of member) | Date |
| <u>Leonard Taylor</u> | <u>5-05-15</u> | _____ | _____ |
| (Insert name of member) | Date | (Insert name of member) | Date |
| <u>Alice Whalen</u> | <u>4-29-16</u> | _____ | _____ |
| (Insert name of member) | Date | (Insert name of member) | Date |
| <u>Lynn Wehmeier</u> | <u>4-29-16</u> | _____ | _____ |
| (Insert name of member) | Date | (Insert name of member) | Date |
| _____ | _____ | _____ | _____ |
| (Insert name of member) | Date | (Insert name of member) | Date |
| _____ | _____ | _____ | _____ |
| (Insert name of member) | Date | (Insert name of member) | Date |
| _____ | _____ | _____ | _____ |
| (Insert name of member) | Date | (Insert name of member) | Date |

**CHIEF LOCAL ELECTED OFFICIALS
CONSORTIUM AGREEMENT
between
Jefferson County, Missouri and Franklin County, Missouri**

THIS AGREEMENT, made and entered into this 18th day of MARCH, 2015, by and between the Counties of Jefferson and Franklin in the State of Missouri (hereinafter, the Counties):

WITNESSETH

WHEREAS, the Chief Local Elected Officials (CLEOs) of the aforementioned counties did enter into on the 26th day of August, 2014 authorizing the continuation of a consortium, in order to administer the provisions of Public Law 113-128, the Workforce Innovation and Opportunity Act (hereinafter "the Act").

Jefferson and Franklin Counties, both located within the St. Louis metropolitan area and being contiguous counties, have agreed to join in a consortium agreement for the operation of programs under the Workforce Innovation and Opportunity Act of 2014.

Jefferson and Franklin Counties have been cooperatively operating employment and training programs since the inception of the Workforce Investment Act.

In 1999 Jefferson and Franklin Counties entered into a multi-jurisdictional agreement, formed a two county consortium, and was designated by the Governor of the State of Missouri to become the Workforce Investment Area as per Chapter 2, Section 116 of the Workforce Investment Act of 1998.

The counties designated the Office of Job Training Programs, Jefferson/Franklin Counties, Inc., (a not-for-profit corporation under the laws of the State of Missouri) to serve as operator, administrative entity and grant subrecipient/fiscal agent. The consortium has received in excess of \$23.5 million in funding between July 1, 2000 and June 30, 2015.

The Jefferson/Franklin Counties consortium has performed successfully in the delivery of services to participants under Title I of the Workforce Investment Act of 1998, Public Law 105-220 and has sustained the fiscal integrity of such funds used by the Jefferson/Franklin Consortium region in carrying out such Workforce Investment Act activities.

Jefferson County, having a population of 218,733, (2010 Missouri Economic Research Information Center (MERIC)) and Franklin County, having a population of 101,492 (2010 MERIC) , for a total population of 320,225, met the minimum population requirements of Chapter 2, Section 116, of the Workforce Investment Act of 1998.

HEREBY, Together, the two counties qualify as a Workforce Development Area for State funds under the Workforce Innovation and Opportunity Act (Public Law 113-128) and it is believed that a mutual advantage exists for multi-county operation.

NOW, THEREFORE, in consideration of the above premises and the mutual covenants of the parties hereinafter set forth, each party acknowledges they do hereby agree to the following:

AGREEMENT

SECTION 1:

That the Counties of Jefferson and Franklin, Missouri do hereby constitute a consortium for the purposes of Section 106 Public Law 113-128, the Act.

SECTION 2:

The Chief Local Elected Officials (Jefferson County Executive and Franklin County Presiding Commissioner) of the local government entities in Section 1 shall constitute the Jefferson/Franklin Counties Workforce Development Region Consortium of Chief Local Elected Officials (hereinafter, the Consortium).

SECTION 3:

The Jefferson/Franklin Counties Consortium shall have joint CLEO Chairperson representation, i.e. Jefferson County Executive and Franklin County Presiding Commissioner. The Chairpersons shall appoint the Board Clerk.

SECTION 4:

All actions of the Jefferson/Franklin Counties Consortium shall be approved by the Jefferson County Executive and Franklin County Presiding Commissioner. Minutes of

CLEO meetings shall be available and open to the public as prescribed by law. No absentee voting shall be used by the Jefferson/Franklin Counties Consortium.

SECTION 5:

The Jefferson/Franklin Counties Consortium shall meet a minimum of four (4) times during each calendar year on a quarterly basis. The Consortium shall determine their meeting schedule. The Board Clerk shall provide meeting notices, copies of the previous meeting's minutes, and an agenda of any business to be discussed to all Consortium members at least 15 calendar days prior to the date of each meeting.

SECTION 6:

The Jefferson/Franklin Counties Consortium may adopt operational and procedural bylaws consistent with this Agreement, applicable federal and state laws and rules or regulations promulgated pursuant thereto. No written Bylaws will be maintained at this time.

SECTION 7:

The Jefferson/Franklin Counties Consortium Chief Local Elected Officials and the Local Workforce Development Board will enter into an agreement outlining the roles and responsibilities of each party as per the Workforce Development Act, Section 106 and Section 107 of the Act.

SECTION 8:

The Jefferson/Franklin Counties Consortium Chief Local Elected Officials, as a body, shall perform the following functions as specified in Public Law 113-128, the Act:

- Shall serve as the local grant recipient for Jefferson/Franklin Counties Workforce Innovation and Opportunity Act funds;
- Shall Designate the Office of Job Training Programs, Jefferson/Franklin Counties, Inc. as the operator, administrative entity and grant subrecipient/fiscal agent to receive and administer funds in cooperation with the Workforce Development Board. This corporation shall supply all staff functions for the Workforce Development Board in accordance with the agreement between the Chief elected officials and the Workforce Development Board.
- Shall receive member nominations and make appointments of members to the Local Workforce Development Board according to the Act and State criteria. The Jefferson/Franklin Counties Workforce Development Board shall serve the two county area and be named by the chief elected officials of Jefferson and

Franklin Counties as per Section 107 of Public Law 113-128. The chief elected official from each county shall be responsible to recommend the appointment of a nominee, and the chief elected officials, as a body shall appoint the member to the Workforce Development Board;

- Shall set policy for the local workforce development system in partnership with the Local Workforce Development Board;
- Shall review, approve and submit the local plan and any modifications thereto as Developed with the Local Workforce Development Board;
- Shall review and approve actions taken by the Workforce Development Board relating to the designation or termination (for just cause) of one-stop operators;
- Shall select the service providers in partnership with the Local Workforce Development Board; and cooperate with the Workforce Development Board in the promulgation of a memorandum of understanding with partnering agencies;
- Shall provide oversight, in partnership with the Local Workforce Development Board, of local Youth, Adult, and Dislocated Worker programs;
- Shall review and approve the budget developed by the Local Workforce Development Board for carrying out the Board's duties;
- Shall participate with the Local Workforce Development Board in local performance negotiations; and
- Shall perform any other duties or obligations conferred upon the Chief Local Elected Officials as designated under the Act.

SECTION 9:

Jefferson and Franklin Counties cooperatively agree to serve as the local grant recipient for funds allocated to the local area. In the event of misuse of grant funds, the liability will be vested in the County that is deemed to have misused the funds. If it cannot be determined which County is the source of the misuse, liability shall be vested proportionately among the general local government based on population, the number of participants and/or other factors determined locally.

It is the intent that the Office of Job Training Programs, Jefferson/Franklin Counties, Inc., under this agreement, shall serve as the administrative entity and grant subrecipient/fiscal agent to receive and administer funds in cooperation with the Workforce Development Board. This corporation will supply all staff functions for the

Workforce Development Board in accordance with the agreement between the elected officials and the Workforce Development Board.

The two counties Workforce Development Area organizational structure under the Act will be in accordance with Attachment #1. This organizational structure provides for continued productive working relationships among organizations within the two county area including the Chambers of Commerce, local community Colleges, local school districts, apprenticeships, vocational rehabilitation, adult education, the State Department of Economic Development (Division of Workforce Development), Department of Education, Department of Labor and Industrial Relations (Missouri Division of Employment Security), Department of Social Services (Missouri Family Support Division), community based organizations, and various other not-for-profit corporations. The organizational structure, Attachment #1, may be amended by the Board of Directors of the Office of Job Training Programs, Jefferson/Franklin Counties, Inc. should it find it necessary to amend in order to meet future State or Federal law or regulations or for administrative efficiency.

It is further agreed that equal opportunity to participate shall not be abridged by reason of race, color, or national origin as prohibited by Title VI of the Civil Rights Act of 1964, as amended or by any federal, state, county or local ordinance prohibiting and enforcing same.

SECTION 10:

It is agreed that the nominations and appointment process to the Jefferson/Franklin Consortium Local Workforce Development Board shall be conducted in compliance Public Law 113-128 and all State Regulations. It is further agreed that the development of a Local Workforce Development Board will be a cooperative partnership between both parties of this agreement; that the Chief Local Elected Officials will jointly be responsible for appointment of the membership and the filing of future vacancies; and that each county will be equitably represented on the Workforce Development Board.

Business representatives will be appointed from a single slate of nominations presented to the Chief Local Elected Officials. The other members will be appointed from nominations solicited from appropriate organizations (Education, Organized Labor, Community Based Organizations, Economic Development Agencies, partner agencies) as required by Law.

The method of Workforce Development Board appointments shall be as follows in accordance of Section 107 of the Act:

Business Members

Currently, Jefferson and Franklin Counties are served by ten Chambers of Commerce, local economic development entities and other business organizations. Nominations will be solicited from such business organizations. A single slate of nominees will then be developed from which business representatives can be appointed to the Workforce Investment Board. The CLEOs assure that proper business representative characteristics will be maintained as required by Law. A minimum of fifty one percent (51%) of the representation on the Workforce Development Board will be from business.

Organized Labor/Other:

Not less than 20% representatives of the Workforce Development Board shall be labor organizations, apprenticeship program and may include representatives from Community Based organizations, youth, veterans or individuals with disabilities or barriers to employment.

Education Agencies

Various educational agencies including providers of Title I Adult Education and Literacy, higher education including community colleges within the Workforce Development Area will be requested to submit names of nominees from which two individuals will be appointed to the Workforce Development Board.

Economic Development Agencies

Economic Development Agencies within the Workforce Development Area will be requested to submit nominees which will be appointed to the Workforce Development Board.

Partner Agencies

Partner agencies within the Workforce Development Area representing state employment service agency and Title I of Rehabilitation Act will be requested to submit names of nominees from which one representative from each category will be appointed to the Workforce Development Board.

Other State and Local Partner agencies identified in State statute or Governor's Executive Order as shall be required are: Programs under Title I, Employment Service, Adult education and literacy, Vocational rehabilitation, Welfare-to-Work, Community service employment for Older Americans, Postsecondary vocational education, Trade adjustment assistance (and NAFTA-TAA), Veterans employment services, Community Service Block Grant, Housing and Urban Development, Unemployment compensation, and any other partner agencies.

If the Workforce Development Board requirements change, the appropriate representatives will be appointed at that time.

The CLEOs agree to add or change Workforce Development Board representatives as necessary. The term of membership shall be for two years; there shall be no limit to the number of terms that may be served. Should a vacancy occur during a term of office, a new appointment will be made for the duration of that term.

SECTION 11:

The Chief Local Elected Official (CLEO) from Jefferson and Franklin County will designate themselves as representative from their local government entity to attend and participate in all Jefferson/Franklin Counties Consortium meetings.

SECTION 12:

This Agreement shall be effective upon signature by each member of the Jefferson/Franklin Counties Consortium.

SECTION 13:

Any amendments to the Agreement may be adopted with the concurrence of each and every member of Jefferson/Franklin Counties Consortium. This agreement shall remain in effect for so long as it is mutually beneficial and in compliance with applicable Federal and State regulations and termination of this agreement may be made at any time by mutual consent of the parties. This Consortium may be dissolved and this Agreement may be rescinded only with the consent of the Governor.

CHIEF LOCAL ELECTED OFFICIALS

JEFFERSON/FRANKLIN CONSORTIUM AGREEMENT
WORKFORCE INNOVATION AND OPPORTUNITY ACT, PUBLIC LAW 113-128

SIGNATURE PAGE

IN WITNESS WHEREOF, the parties representing the government entities listed in Section 1, through their signatures below, have read and understand this Agreement and hereto have caused this Agreement to be executed.

Kenneth B. Waller 3-18-2015
Kenneth B. Waller Date
County Executive
Jefferson County

John E. Griesheimer 3/18/2015
John Griesheimer Date
Presiding Commissioner
Franklin County

CHIEF LOCAL ELECTED OFFICIALS
JEFFERSON/FRANKLIN CONSORTIUM

Kenneth B. Waller, County Executive

Jefferson County
729 Maple St., Ste. G30
Hillsboro, MO 63050
636.797.5400

John Griesheimer, Presiding Commissioner

Franklin County
400 East Locust
Union, MO 63084
636.583.6359

OFFICE OF JOB TRAINING PROGRAMS
JEFFERSON/FRANKLIN COUNTIES, INC

CONFLICT OF INTEREST POLICY

Referencing Workforce Innovation and Opportunity Act, Section 188, Department of Labor Employment & Training Administration requires the Chief Elected Officials and the Local Workforce Development Board of Jefferson and Franklin Counties adopt a Code of Conduct. The Chief Elected Officials and the Local Workforce Development Board, in carrying out this code, has adopted the following resolution:

1. Each subrecipient shall ensure that no individual in a decisionmaking capacity including WDB members (whether compensated or not) shall engage in any activity, including participation in the selection, award, or administration of a contract supported by WIOA funds if a conflict of interest, real or apparent, would be involved. Such a conflict would arise when:
 - a) The individual,
 - b) Any member of the individual's immediate family,
 - c) The individual's partner, or
 - d) An organization which employs, or is about to employ, any of the above has a financial or other interest in the firm or organization selected for award.
2. The officers, employees, or agents of the agency making the award will neither solicit or accept gratuities, favors, or anything of monetary value from contractors, potential contractors, or parties to subagreements. States and subrecipients may set minimum rules where the financial interest is not substantial or the gift is an unsolicited item of nominal intrinsic value.
3. WDB conflict of interest:
 - a) A WDB member shall not cast a vote on, nor participate in, any decision-making capacity on the provision of services by such member (or any organization which that member directly represents), nor on any matter which would provide any direct financial benefit to that member.
 - b) Neither membership on the WDB nor the receipt of WIOA funds to provide training and related services shall be construed, by themselves, to violate provisions of the Act.
4. To the extent permitted by State or local law or regulation, such standards of conduct will provide for penalties, sanctions, or other disciplinary actions for violations of such standards by the awarding agency's officers, employees, or agents, or by contractors or their agents.

JEFFERSON/FRANKLIN CONSORTIUM

PY '16

WORKFORCE INNOVATION AND
OPPORTUNITY ACT (WIOA)

SUB-STATE MONITORING PLAN

Sub-State Monitoring Plan (SMP) Jefferson/Franklin Consortium

As required by the Workforce Innovation and Opportunity Act (WIOA), Jefferson/Franklin Consortium has developed a Sub-State Monitoring Plan (SMP) to effectively execute WIOA program oversight and monitoring requirements. The SMP describes procedures to ensure that the performance of subrecipient providers is in compliance with the terms of grants, contracts or other agreements pursuant to WIOA Title I Workforce Development Activities.

The general mission and function of monitoring is to review and evaluate overall WIOA administration and operation, including the appropriate use, management, and investment of funds to maximize performance outcomes. Monitoring and oversight will function as a management tool for the Local Workforce Development Area (LWDA) that links planning, program design, implementation and evaluation.

Oversight Responsibilities

The Workforce Development Board (WDB), in partnership with the Chief Local Elected Officials (CLEO) is responsible for oversight for local youth workforce investment activities, local employment and training activities, and the one-stop delivery system in the local area.

The Office of Job Training Programs (OJTP) Workforce Specialist staff performs the oversight functions. The One Stop Coordinator may appoint other staff for selected monitoring responsibilities. Workforce Specialists maintain a separation of duties and independent from the duties or systems being monitored. Programs are subcontracted and therefore duties are inherently separated.

Workforce Specialists have the ability to fully perform monitoring functions. Specialists are thoroughly and continually trained in all phases and technical aspects of WIOA. Staff training is conducted by OJTP personnel, Division of Workforce Development (DWD) staff, Department of Labor (DOL), and other private consultants. Further, program policy issuances, technical guides, monitoring manuals, operational manuals, scopes of work, performance data, and other relevant information is distributed to monitoring staff.

The WDB and Local Elected Officials receive annual monitoring reports from the LWDA Administrative Entity (AE) regarding compliance with the terms and conditions of each contractual scope of work. Subcontractor and area performance reviews are provided to the Boards and CLEOs annually with monitoring reports that cover adequacy of assessment, planning of activities and services, coordination with One Stop system partners to meet the comprehensive needs of customers and customer outcomes. Any identified findings are reported promptly and appropriate corrective action steps will be taken. Recommendations and/or technical assistance may be provided as necessary. A comprehensive examination of any compliance issues determined during a federal, state or local review will be conducted to ensure that corrective measures were taken by subcontractors to address those issues and written determination will document that the corrective actions were effective.

Monitoring Structure

Monitoring activities are generally divided between two areas systems monitoring and operational monitoring. Systems monitoring involves analysis of policies and procedures established by the LWDA to administer WIOA programs. The monitor will prepare written reports with documentation of the system being reviewed. Operational monitoring involves regular review of operations to determine if, and how well, the systems are working. This includes a review of program quality and provide for continuous improvement of service delivery. Programmatic and operational oversight systems ensure compliance with WIOA regulations and DWD policies.

Systems Monitoring

- DEFINITION: Analysis of policies and procedures established to administer and operate WIOA programs.
- FREQUENCY: At least once a year. More frequently if significant problems are encountered during operational monitoring.
- TOOLS: Monitoring instruments developed from sources from WIOA federal regulations and DWD Issuances and policies.

Systems monitoring may include, but is not limited to, the following:

- Selection of service providers
- Eligibility system
- NGCC performance/contract review
- Subcontractor reiew
- Fiscal system/procurement/cash management
- Equal Employment Opportunity (EEO)
- Property control and inventory system
- Youth Committee
- St. Louis regional coordination
- Participant payment system
- Youth performance review
- NGCC Essential Elements

Operational Monitoring

- DEFINITION: Regular review to determine if, and how well, the systems are working.
- FREQUENCY: Quarterly and/or on-going as determined by operational need.
- TOOLS: Operational monitoring instruments developed for each system, such as a Toolbox spreadsheet, monitoring checklist, and interview guide.

Operational monitoring may include, but is not limited to, the following:

- Documentation of participant eligibility - Toolbox and File Review
- Accuracy and appropriateness of data entry
- Priority and appropriateness of the programs and services received
- Justification for individualized career services and training services
- Orientation to services –Missouri Job Center and WIOA programs
- Assurance that each participant is aware of his/her rights and benefits, including the equal opportunity grievance/complaint procedure
- Method of assessment to complete Objective Assessment/Individual Employment Plan
- Employment planning – short term and long term goals
- Accuracy of Toolbox data entry and posting of outcomes, including the attainment of a degree or certificate and service notes in accordance with policy
- Program Services - On-the-Job Training (OJT), Classroom Training, Work Experience/Internship, Supportive Services/Needs-related payments, any other service that results in a direct payment being made to, or on behalf of a participant
- Compliance with the nondiscrimination, disability and equal opportunity requirements of sec. 188 of WIOA, including Assistive Technology

Additional youth monitoring review items:

- New WIOA eligibility criteria and barrier documentation
- Out of School Youth seventy-five (75) percent expenditure rate
- Work based learning with educational component twenty (20) expenditure requirement
- In School Youth limit five (5) percent enrolled with “requires additional assistance” barrier
- Over Income exception limit five (5) percent

Random Sampling

Random sampling techniques shall be used in participant file reviews to test eligibility in every subcontractor and funding stream that is contracted with DWD. Each Program Year, the WDB monitors a valid sampling of WIOA Adult and Dislocated Worker participant records and then sample by service : WIOA Career-level-only enrollments, Classroom training, On-the-job training, work experience/internship, supportive services/needs related payments and any other services that result in a direct payment being made to or on behalf, of a participant. The following sample sizes shall be used depending on the universe to be reviewed:

| <u>Universe</u> | <u>Sample Size</u> |
|-----------------|--------------------|
| 1 – 200 | 69 |
| 201 – 300 | 78 |
| 301 – 400 | 84 |
| 401 – 500 | 87 |
| 501 – 1,000 | 96 |
| 1,001 – 2,000 | 100 |
| 2,001 – 10,000 | 105 |

Desk Reviews

A desk review shall take place before monitoring a particular operation or system. During the desk review, contracts, correspondence, previous monitoring reports, participant folders, toolbox data, and other relevant information shall be evaluated.

On-Site Reviews

After the desk review has been completed, appointments and schedules for actual field visits shall be compiled. Appropriate contact persons shall be notified as to the purpose of the visit and for the arranging of on-site interviews.

Interviews shall be made with customers, employers, trainers, job center staff and includes on-site visits to subsidized employer worksites. Documented interviewing for compliance and program quality shall be performed on all program areas reviewed.

Interview answers shall be recorded as specifically as possible on the monitoring form. These monitoring questionnaires will be used as back-up documents for the final monitoring report.

Corrective Action

Specific corrective action steps shall be recommended based on any deficiencies found and clearly identified. Continuous improvement of service delivery and/or program quality may include recommending training and/or technical assistance or simply to specify the need to conform to written regulations or procedures.

Sub Recipient Financial Monitoring Procedures

1. Financial monitoring review of subrecipients will be conducted annually to ensure fiscal integrity, the adequacy of internal controls and the reliability of the subrecipient's financial management system as they relate to the administrative subaward. The financial monitoring review includes the following areas at a minimum:
 - a. Extensive review of accounts receivable and accounts payable processes
 - b. Excess cash balances
 - c. Cost allocation processes
 - d. A review for allowable/non-allowable costs
 - e. Payroll/payment of payroll taxes
 - f. Inventory/inventory control
 - g. Internal controls
 - h. Procurement processes
 - i. Audit Resolution/Management Decision
 - j. Transactions traced through the system from requisition through payment
 - k. Employee bonding

- l. EEO compliance
- m. Contract compliance
- n. Financial Reporting
- o. Source Documentation
- p. Cash Management
- q. Interest Earned on Advances
- r. Program Income/Stand-in/In-Kind Costs

Additional reviews may be required based on evaluations of risk of noncompliance. Monitoring includes an examination of recipient and subrecipient non-discrimination and conflict of interest policies, and mandatory disclosures of all violations of federal criminal law involving fraud, bribery or gratuity violations potentially affecting the federal award.

- 2. A written financial monitoring report will be issued within 30 days of the conclusion of the field work and exit conference. Any identified areas of noncompliance and recommendations for corrections will be provided to the Board with a written report. All written financial compliance monitoring reports are reviewed and approved by the One Stop Coordinator prior to issuance of the report. The report shall include a request for a Corrective Action Plan by the Subcontracting Agency for any deficiencies noted, and/or comments for improvement to the system. A detailed Corrective Action Plan response, if required in the report, must be submitted by the Subcontracting Agency within a period of no more than thirty (30) days. A written response will be prepared by the Fiscal Manager and/or One Stop Coordinator within a thirty (30) day period of the Submission of the Corrective Action Plan. Additional written responses may be required of the Subcontracting Agency until final approval can be given.
- 3. As appropriate, the region shall implement additional financial and programmatic monitoring procedures for stand-alone summer youth programs or other special initiatives. These policies will ensure the intended funds are administered in accordance with contractual scopes of work. These monitoring procedures shall be in addition to the regularly scheduled monitoring schedule and occur during program operation to assure accountability and transparency of expenditures. The monitoring process shall include, but not limited to, payroll/timesheet review, as well as worksite, participant and supervisor reviews.

**Jefferson/Franklin Consortium
Workforce Development Board**

**Business Services Outreach
And
Marketing Plan**

March 2016

Jefferson/Franklin Consortium Region

Executive Summary

One-Stop Program Partners under the Workforce Innovation and Opportunity Act (WIOA) in the Jefferson/Franklin Consortium have the benefit of a history of working together as a continuous improvement team in the local workforce development system. Partners and other stakeholders include educational institutions, economic development, social services providers, commerce and community leaders, manufacturers and state agencies.

The Business Services Team includes the Division of Workforce Development (DWD) Workforce Coordinator, Employment Transition Team Coordinator and local Veterans Employment Representatives DVOP and LVER, Adult Education and Literacy programs, Vocational Rehabilitation programs and partner staff representing On-the-Job Training programs and representatives from East Central College and Jefferson College. Local economic development entities contribute to the coordination of workforce system activities through collaboration with business team members.

The mission of the Next Generation Career Center (NGCC) model is its focus on connecting employers to a skilled workforce. The local workforce development system consists of interrelated teams, committees, boards and individuals focused on identifying methods to improve service delivery of all concerned. These strategic alliances are focused on the ability to respond to demand-driven needs of area employers and provide job-driven training opportunities to job seekers.

The key goals of the Business Services Team are to:

- Engage employers to determine local and regional hiring needs and design training programs that are responsive to those needs
- Align work-based opportunities with employers including on-the-job training, internships, and pre-apprenticeships and Registered Apprenticeships
- Utilize real time labor data to guide job seekers into training and pathways for employment
- Promote training opportunities that allow individuals credential attainment, good jobs, increased earnings and career advancement
- Collaborate among job centers, Education, labor and nonprofits to deliver the best services possible and to expand services to address the needs of both job seekers and employers
- Maintain links to local and state Economic Development initiatives and programs
- Ensure alignment of Next Generation Career Centers with business demand in the area
- Contribute to and continuously improve the product box offerings as business needs decide what products and services should be offered

Mission Statement

The mission of the Jefferson/Franklin Consortium is to establish and maintain strong partnerships between business, economic development, education and the local workforce development system to connect employers to a skilled workforce.

Vision Statement

It is the vision of the Jefferson/Franklin Consortium to advance the involvement with our One-Stop Program Partners in order to build long-term business relationship and trust.

Our Values

Our value statements are grounded in the ideals that describe how we want to carry out our plan and how we work with each other in the Next Generation Career Center.

- Collaboration among partners to accomplish our goals;
- Continuous improvement in our local service delivery;
- Expanding the services we provide to businesses;
- Value and recognize the ability to identify skill sets of job seekers and employer needs.

Delivery

The delivery of products and services will be coordinated through the Business Services Team. The Business Team will provide comprehensive and integrated workforce system services to businesses with an emphasis on matching businesses with job seekers that have the skills they require. The DWD Workforce Coordinator and Veterans Employment Representative LVER provide outreach to employers and determine business needs. The community colleges provide training and prepare qualified workers for fulfilling the needs of local employers.

The Business Team and NGCC team members collaboratively work to match hiring employers with qualified job seekers. They will work together and share information on a regular basis. The Business Team Representatives will know who is hiring in the area, what type of experience the employer is looking for, any special hiring criteria and the employer's hiring process. The Jobs Team will use this information to ensure the right job seekers are matched with the employer.

Core Products and Services

The Business Services Team will support the Next Generation Career Center (NGCC) and populate the product box through primary focus on:

- Soliciting and managing exclusive Job Orders responsive to NGCC customers;
- Promoting and Managing customized recruitment events for NGCC customers;
- Promoting Training and Hiring Incentives such as OJT and WorkReadyMO to employers and working with NGCCs to recruit talent;
- Seeking employers who will commit to using the National Career Readiness Certificate (NCRC) in their recruitment process; and
- Participate in coordinating Department of Economic Development (DED) Projects that include recruitment assistance. This includes attending site visits and other related meetings.

S.M.A.R.T Business Service Centers (Sales Marketing Assessment Recruitment Training)

The SMART Business Service Centers are designated multi-purpose resource areas for use by local businesses. These centers will enhance the Next Generation Career Center relationship with the business and provide the following:

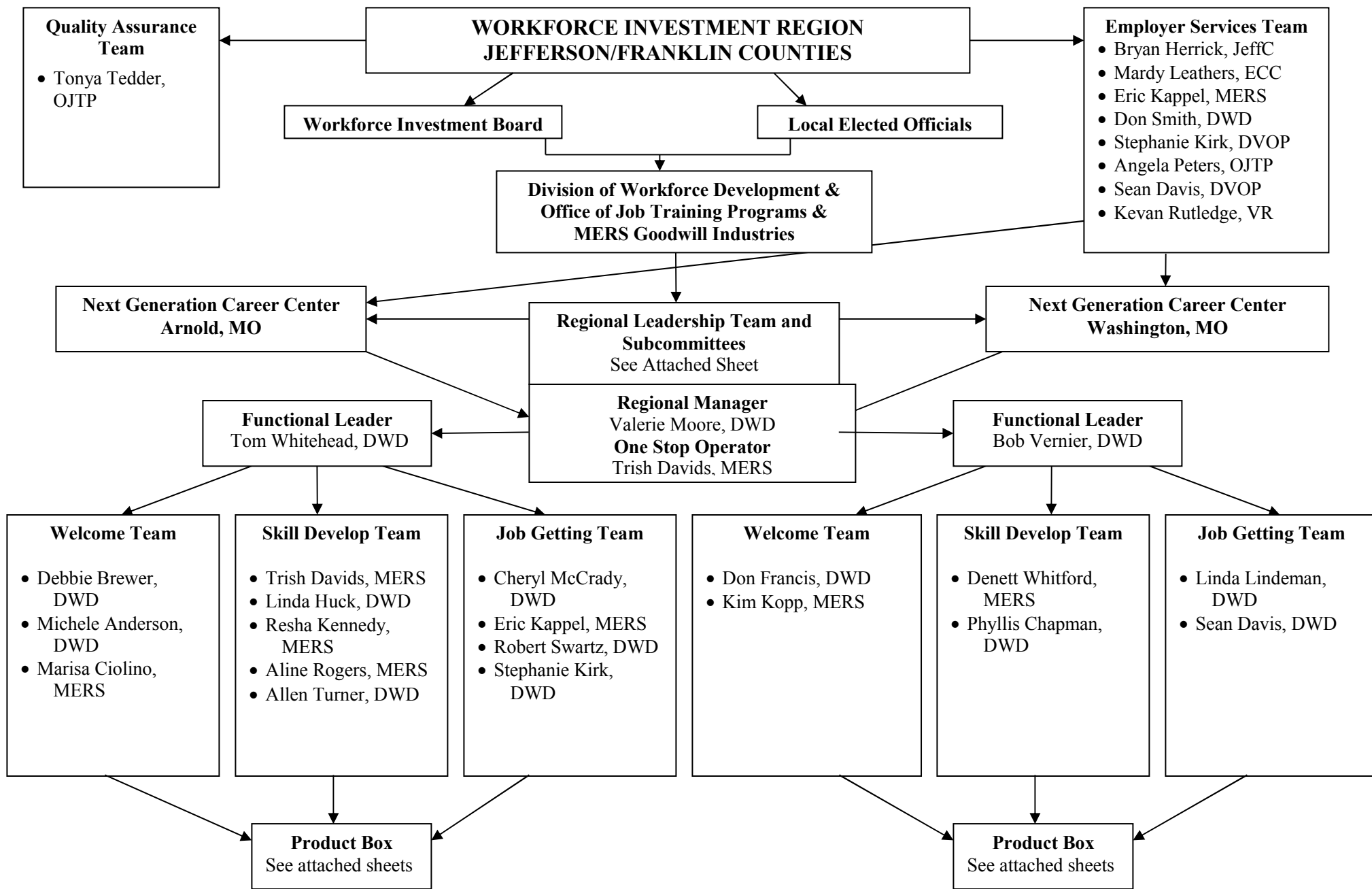
- Smart Boards – an interactive whiteboard that is connected to a computer and a data projector and can be used as a computer. The SMART Board enables users to write notes, insert diagrams, link to web sites and save work for future use.
- Designated space for interviewing, assessment, and training.
- Portable presentation system for use with business and Universal Workshop outreach.
- On-line training information and on-site classroom for on-line or traditional classroom training.
- *WorkKeys* assessments with immediate scoring capability.

WorkReady Communities /National Career Readiness Certificate (NCRC)

Both Jefferson and Franklin counties have been certified as WorkReady Communities. The Jefferson/Franklin WDB supports the designation of this initiative and strives to involve WDB members to participate in maintaining certification status in each county. The NGCC and community colleges have an established process for allowing all workforce system customers every opportunity to attain the NCRC and being certified as WorkReady Communities in turn provides a documented skilled workforce to existing, new and expanding businesses who support the NCRC and WorkReady communities.

The WorkReady Communities certification empowers Jefferson and Franklin counties with actionable data and specific workforce goals that drive economic growth.

The Business Team will emphasize and promote the National Career Readiness Certificate (NCRC) as a value-added product/service for job seeker and business customers in Missouri's Next Generation Career Centers (NGCC). The NCRC verifies to employers that an individual has essential core employability skills. The Next Generation Career Center Teams will provide information about the NCRC to individual job seekers and initiate the process for testing. The community colleges within the region provide the Work Keys assessment at a number of locations to allow individuals to obtain the NCRC. The Business Team members inform businesses of the benefits of hiring job seekers who have their skills certified with the NCRC. Job profiling will be a component of the marketing to allow employers the opportunity to hire qualified workers for the requirements of the specific position. The Business Team members and NGCC Team members will work together to match the talent pool of job seekers who have acquired the NCRC with employers who recognize the documented skill attainment of the job seeker.



DWD – Division of Workforce Development
 OJTP – Office of Job Training Programs
 MERS – MERS/Missouri Goodwill Inc.

ADDENDUM #3A TO CONSORTIUM PARTNER MEMORANDUM OF
UNDERSTANDING BETWEEN

Jefferson College and East Central College

and

Jefferson/Franklin Consortium Workforce Investment Board (WIB)

Jefferson College and East Central College as a sub-grant recipient for the MO STEMWINs consortium among 13 colleges in the state of Missouri, has been awarded federal funds from the *Trade Adjustment Assistance Community College and Career Training (TAACCCT) Grants Program* (CFDA # 17.282) under the authority of the Health Care and Education Reconciliation Act of 2010 through:

TC-26470-14-60-A-29

The federal awarding agency is the Department of Labor, Employment and Training Administration.

The Period of Performance is October 1, 2014 through September 30, 2017.

This consortium partner memorandum of understanding is by and between the undersigned Jefferson College President, East Central College President, Consortium WIB Chairperson, and the Jefferson/Franklin Region One Stop Coordinator, whereas all parties have developed this agreement in continued support of the Missouri STEM Workforce Innovation Networks grant initiative. See Attached Exhibits: Jefferson College Grant Abstract and East Central College Grant Abstract. This MOU will serve as the regional workforce network which all parties agree to provide integrated workforce services for the MOSTEM WINs grant target population to include Trade Act Assistance participants, unemployed participants, underemployed participants and low-skilled participants. Furthermore, the outreach for this grant will extend to diverse populations within the service area.

A. ADDENDUM #1: IT IS MUTUALLY UNDERSTOOD AND AGREED BY AND BETWEEN THE PARTIES THAT:

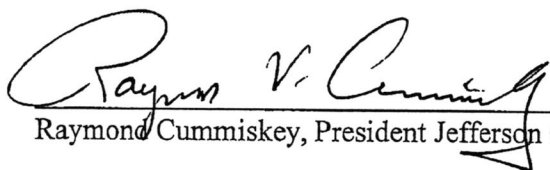
EXIT FROM AGREEMENT & TERMINATION CLAUSE

Each Party shall have the right to terminate the previously set forth and signed Consortium Partner Memorandum of Understanding by giving 90 days written notice in writing to the other Party at any time. If the Memorandum of Understanding is terminated by any Party, steps shall be taken to ensure that the termination does not affect any prior obligation, project or activity already in progress.”

Any notice to be given shall be deemed validly given if delivered personally, sent by express delivery service, registered or certified mail, postage prepaid, return receipt requested shall be provided to both parties.

Any notice to be given to any party, shall be deemed given on the date of actual receipt by the addressee if delivered personally, on the date of deposit with express delivery service or the postal authorities if sent in either such manner.


This is an agreement made between Jefferson College and East Central College and
Jefferson/Franklin Consortium Workforce Investment Board (WIB).



Raymond Cumiskey, President Jefferson College



Jon Bauer, President East Central College



Robert Francis, WIB Chair Jefferson/Franklin Consortium



Michael Ravenscraft, One Stop Coordinator Jefferson/Franklin Consortium

Jefferson/Franklin Consortium
Local Competitive Procurement Process

Jefferson/Franklin Consortium will follow general and administrative rules that apply to the use of Workforce Innovation and Opportunity Act (WIOA) Title I funds. Procurement Contracts will be conducted on a cost reimbursement basis. Procurements will be conducted based on Office of Management and Budget (OMB) Circulars and the Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (Code of Federal Regulations 2 CFR 200).

The Office of Job Training Programs, Jefferson/Franklin Counties, Inc., designated fiscal agent, is a not-for-profit corporation that shall abide by OMB Circular A-122, Cost Principles for Non-Profit Organizations.

Competitive bid process will be utilized for the selection of service providers for programs under Title I of the WIOA. The program requirements, performance standards and outcomes will be specified in each proposal soliciting offers.

A documented, written needs assessment shall be made to determine all procurements, including Memorandum of Understanding (MOU), contract extensions or modifications and even those which are non-competitive. A documented written estimate of the cost of services to be provided shall be made to determine if funding is available to initiate the purchase.

Service providers for One Stop Delivery System and youth program will be selected through established procurement procedures. These procedures include development of a Request for Proposal (RFP) with specifics of the service requested and appropriate evaluation criteria; public notice; evaluation and grading by administrative staff and recommendation to the WDB. Members of the WDB may participate in the process upon instructions from the WDB. Services determined by the WDB to be provided by One Stop Operator or local One Stop Partner and not bid out shall require a written determination made of the demonstrated performance of the organization and its staff to operate the program.

A needs assessment shall be conducted to determine the customer employment and training needs within the area. The needs assessment is completed and based on a process of researching and assembling socio-economic, demographic, and other employment and training related information/data. These data are reviewed to determine a profile of training needs existing in the surrounding area. The Workforce Development Board shall approve the needs assessment and determine the services to be provided based on it.

Request for Proposals (RFP) for service providers are conducted through a formal advertised competitive bid process. Notification of RFP is made through a minimum of two of the following: Public Notice posted on the local regions' website (www.jeff-frankjobs.com); public notice published in two newspapers of general circulation; public notice posted in both local county government or public entity locations; and/or public notice mailed to those entities on bidder/vendor lists. See below sample of an RFP time line schedule for service providers for procuring staff to deliver workforce development services to adult, dislocated worker, youth job seeker and employer customers. Prospective bidders normally have up to sixty (60) days to submit a response to the Request for Proposal (RFP). The Workforce Development Board recommendation and contract award will be presented within ninety (90) days from the date the RFP packages are due. A formal letter to the awardees, as well as any non-award letters shall be made to bidders.

The following tentative schedule was used to ensure Memorandum of Understanding (MOU)/contracts are in place at the beginning of the program year:

Request for Proposal Schedule (tentative dates);

| | |
|---------------------------|---|
| February 10, 2016 | Pre-Bid Conference |
| February 16, 2016 | Letter of intent and written questions due |
| March 6, 2016 | Response to questions |
| March 23, 2016 by 2:00 pm | Proposal due |
| March 23 – April 3, 2016 | Proposal evaluation |
| April 7, 2016 | Pre-Award conference with offerors within the Competitive range |
| April 13, 2016 | Youth Committee |
| April 27, 2016 | AWARD for July 1, 2016 |
| July 1, 2016 | Contractor begins Delivering Staff Services |

Evaluation criteria used for the selection of service providers includes, but shall not be limited to, the following (total points possible = 100):

Organizational Management Capacity 20 points

1. Organization currently has physical office in Jefferson/Franklin Consortium Area (0-2)
2. Organization has had a customer service office within Jefferson/Franklin Consortium Area two or more years (0-2)
3. Organization has provided customer related employment and training services within last two years (0-2)
4. Proposal shows adequate organizational financial resources; organization wide budget with assured commitment proof to ensure the organization's ability to fully perform and remain a

- viable organization during the contract period (0-5)
- 5. Proposal shows past experience in providing staffing for integrated service distribution (0-5)
- 6. Proposal clearly shows the organization's capability to commit to full program year (0-4)

Narrative – Missouri Job Center Staff

50 points

A. Proposal describes how Welcome Team Member will:

- 1. Greet and engage the customer and perform initial data collection and data entry into Missouri Career Source. (0-1)
- 2. Complete an initial basic skills assessment. (0-1)
- 3. Interview customers to determine interest, work readiness and barriers to employment. (0-1)
- 4. Convey customer to the next team member function and how team member will document the next action step/activity. (0-1)
- 5. Maintain knowledge of Missouri Career Center “product box” of available service. (0-1)
- 6. Perform other duties as deemed necessary as a part of each integrated team. (0-1)

Proposal describes how Skills Development Team Members will:

- 7. Meet one on one with customer to identify and enhance their skills. (0-1)
- 8. Conduct assessment with eligible customer to identify basic academic skills, work skills, aptitudes, interest, and supportive service needs. (0-1)
- 9. Develop an Individual Employment Plan (IEP) with customer. (0-1)
- 10. Assist customers in accessing products in the product box. (0-1)
- 11. Provide WIOA training level services. (0-1)
- 12. Complete WIOA Adult and Dislocated Worker eligibility. (0-1)
- 13. Provide workforce and labor market area information for local occupations. (0-1)
- 14. Document service management and continuous engagement until employment is obtained. (0-1)
- 15. Schedule appointments for additional services and access to the product box. (0-1)
- 16. Access to Adult Education and Literacy and Vocational Rehabilitation Services. (0-1)

Proposal describes how Employment Team Member will:

- 17. Meet one on one with customers to assist them in obtaining

- long term gainful employment. (0-1)
 - 18. Conduct assessments with eligible customers to identify basic academic skills, work skills, aptitudes, interests, and supportive services needs. (0-1)
 - 19. Develop an Individual Employment Plan (IEP) with customers. (0-1)
 - 20. Facilitate and deliver workshops and group sessions. (0-1)
 - 21. Assist customers in accessing products in the product box. (0-1)
 - 22. Document service management and continuous engagement until employment is obtained. (0-1)
 - 23. Schedule appointments for additional services and access to the product box. (0-1)
 - 24. Perform followup services for participants placed in unsubsidized employment. (0-1)
- B. Proposal assures that proposer will provide Missouri Career Center staffing for both Jefferson and Franklin counties. (0-1)
 - C. Proposal demonstrates a commitment to the objectives listed below: (0-1)
 - a. Bidder will support the Missouri Job Center integrated staff services system.
 - b. Bidder commits to ensure that customer service oriented staff are available to serve job seekers and employers
 - c. Bidder willing to integrate resources and activities with other organizations. will adapt to change as economic conditions and operational needs evolve.
 - D. Proposal identifies Staff positions for both Arnold and Washington Job Centers (20) for one Job Center only (10)
 - E. Proposal includes agreement to provide staff to meet customer needs during the Missouri Job Center hours of operations (if required) (0-1)
 - F. Proposal includes agreement to observe the Missouri Job Center holidays (0-1)
 - G. Proposal agrees in the event of staff turnover to fill the open position within no longer than 30 days (0-1)
 - H. Proposal identifies position or name of a single point of contact who will work with the Functional Leader on related staff issues. (0-1)

OR

Narrative – Youth Services

50 points

- A. Proposal describes the registration, eligibility, objective assessment, and individual service strategy (0-14 points)
1. Purpose of the registration and eligibility documentation system.
 - a. Outreach and Recruitment for In School/Out of School Youth.
 - b. Method to be used to identify individuals included in one or more of the barrier categories. (0-3)
 2. Purpose of the objective assessment (OA) and individual service strategy (ISS) development and how each will be implemented into the system.
 - a. The objective assessment shall be used to identify services and career pathways.
 - b. The individual service strategy shall be developed to include education/employment goals and achievement objectives. (0-3)
 3. How and when these services and/or activities might be continued and/or expanded during the following program year. (0-1)
 4. The eligibility criteria subject to file documentation and detail sources to be used for documentation. (0-1)
 5. Provisions for reasonable safeguards against erroneous eligibility determinations.
 - a. Provisions for reimbursement of costs due to erroneous eligibility determinations. (0-2)
 6. The system to be used to ensure an accounting of all youth files. (0-1)
 7. The minimum number of eligible youth registrations to be completed for each county in the Workforce Innovation and Opportunity Region each month. (0-1)
 8. How potential participants are to be informed of the availability of programs and services to be offered, including how eligible applicants who do not meet enrollment requirements may be referred for other services. (0-1)
 9. Access to Adult Education and Literacy and Vocational Rehabilitation services. (0-1)
- B. Proposal describes the Occupational Skills Training Program (0-14 points)
1. The skill training areas proposed.
 - a. Labor market area documentation to verify training is designed to meet local occupational demand and insure training in growth occupations.
 - b. The geographic area to be served and location of service site.
 - c. Proposed tuition rates. Verify proposed tuition is in line with

- similar vocational training areas. (0-3)
 - 2. Services currently available through proposer's organization that would enhance services to WIOA participants. (0-2)
 - 3. Tuition/cost reimbursement schedule (for example, on a semester basis or other).
 - a. Ensure that double-billing/reimbursement for the same service does not occur where a WIOA youth participant is receiving either a Pell Grant or an SEOG.
 - b. Pell Grant coordination will be used in the development of the Individual Service Strategy.
 - c. Payment procedures; include preparation of payment, disbursement of payment, controls and invoicing procedures. (0-3)
 - 4. Skill training programs will be coordinated to ensure WIOA Eligible Training Provider approval. (0-2)
 - 5. Job development and job placement efforts that will be made to assist participants in gaining employment. Include procedures to ensure placement of participants who do not complete training. (0-2)
 - 6. How case management shall be developed during program participation and after job placement. (0-2)
- C. Proposal describes the Area Technical School-In School Program (0-4 points)
- 1. Skill training areas proposed.
 - a. Labor market area documentation to verify training is designed to meet local occupational demand and ensure training in growth occupations. (0-2)
 - 2. Proposed tuition rates. Verify proposed tuition is in line with similar vocational training areas. (0-1)
 - 3. Procedures to ensure that maintenance of effort level is continued and coordinated with AVTS-ISY. (0-1)
- D. Proposal describes the basic skills/academic instruction program (0-6 points)
- 1. Purpose of the program (Basic Skills/Academic Instruction leading to secondary school diploma or recognized equivalent. (0-1)
 - 2. Service and/or activity to be performed during the program period. (Example: pre-test, post-test, assessment, self-development, career services, time management, world of work, financial literacy, etc.) (0-1)
 - 3. Participants shall be assessed for the level of remediation required. (0-1)
 - 4. Methods of providing instruction to increase basic skill levels. (0-1)
 - 5. Basic skills training shall have a workplace context and be integrated with occupational skills. (0-1)
 - 6. Basic skills participants shall be enrolled, either concurrently or sequentially, in other employment and training programs. (0-1)

E. Proposal describes the paid/unpaid work experience/summer employment opportunities program (0-6 points)

1. Purpose of work experience/summer employment opportunities (0-1)
2. Objective assessment will be used, in the selection and referral process. (0-1)
3. Individual service strategy shall be used including determining length of training. (0-1)
4. Method to be used in determining the length of training for each work experience position. (0-1)
5. Work experience shall be accompanied either concurrently or sequentially with other services designed to increase the basic education and/or occupational skills of the participant. (0-1)
6. Case management shall be developed during program participation and job placement. (0-1)

F. The proposal describes the program design. (0-3 points)

1. Procedures to provide information and services when written or spoken English is insufficient for communication with potential participants. (0-1)
2. Method to ensure facilities is accessible to disabled individuals. (0-1)
3. Unique features of your proposal not elsewhere covered. (0-1)

G. The proposal describes the program goals/followup (0-3 points)

1. Planned program outcome and follow-up system which assure meeting/exceeding the performance goals/measures. (0-1)
2. Follow-up system that shall track and assist youth participants in finding/retaining employment for one year after program exit. (0-1)
3. Participants' progress, supportive service needs, and post-program 12 month follow-up will be reviewed. (0-1)

Budget

25 Points

- A. Proposal clearly shows effective control over and accountability for all funds within the proposal. Accounting system maintained in accordance with Generally Accepted Accounting Principles (GAAP). (10 points possible)
1. Proposal demonstrates organization's ability to prevent expenditures in excess of total amount authorized (0-3)
 2. Proposal demonstrates organization maintains accounting system which: (Reference Section III - #11)
 - a. Has written procedures (0-1)
 - b. Is self-balancing, double-entry (0-1)

- c. Records assets, liabilities, revenues and expense (0-1)
 - d. Has separation of duties (0-1)
 - e. Records cash receipts immediately (0-1)
 - f. Minimize WIA cash on hand to one day needs balance (0-1)
 - g. Provides documentation (0-1)
- B. Proposed Budget for staff appears reasonable (5)
- C. Proposed Budget for other costs clearly shows a reasonable amount. Other costs amounting to less than 5% or no other costs will be given extra consideration. (10 points possible)

Bonus

5 Points

An additional five (5) points may be allocated to qualified community base and/or employment and training organizations

- a) The respondent will be required to submit information which demonstrates past performance in delivery of comparable or related services, including appropriate supportive services reflecting that the organization can achieve planned goals at reasonable costs within acceptable time frames.
- a) applicable performance goals (i.e. Adult performance - entered employment rate, average wage at placement, % welfare entered employment rate, follow-up employment rate, follow-up weekly earnings, follow-up weeks worked; Youth performance - entered employment, Youth Employability Enhancement; and how outcomes will be measured); b) cost (include justification of reasonableness); c) standards for quality of training (i.e. level of skill attainment, type of occupations, length of training); and d) criteria to define and measure success for selected participant groups, including competency standards measures; e) fiscal accountability; f) program design specifications; Successful performance within each of the areas will be awarded a point value in the Narrative Technical Evaluation section of the proposal review.
- b) The method to ensure training opportunities and facilities are accessible to individuals with disabilities shall be the use of a contractual stipulation with all WIOA service providers in the local area. Staff shall monitor this provision to ensure compliance.
- c) Missouri Economic Research and Information Center (MERIC) certified educational agencies will be utilized in provision of Adult/Dislocated Worker Individual Training Accounts. Youth Occupational Skill Training shall be on the MERIC approved *WIOA Eligible Training Provider List*.

- d) All service provider contracts shall be effective for a maximum period of one year. However, an option to renew the contract, assuming satisfactory performance, in increments of one year or portion thereof shall be included in the contract. Renewal of contracts shall be subject to formal WDB approval. (NOTE: The contract period shall be one year with two (2) one-year renewal options.)

- e) If, after competitive procurement process for Youth Programs is conducted and no qualified Title I Youth Work Experience element service provider exists in the local area and Youth funding is available, the Office of Job Training Programs, Jefferson/Franklin Counties, Inc. shall upon approval of the Youth Committee and WDB make available such services as intake, eligibility, case management, follow-up, outreach, and provide Administrative Services such as process payment of participant wages and supportive services.

If there are no qualified youth service providers, the Workforce Development Board (WDB) shall make a request to the MOWDB and State Director to operate Title I WIOA Youth Programs, excluding case management services.

The WDB's determination process shall be based on evaluation criteria such as past performance, historical costs including prior monitoring/audit reports, etc.

- f) Codes of Conduct and Conflict of interest issues will be followed.

- g) Outcome based system shall be applied to procurement. Procurement should meet a qualitative goal such as "moving unemployed customers into employment" and meet established local area performance measures.

- h) Youth procurement of training services shall be conducted as outlined in Division of Workforce DWD Issuance 01-2012 Procurement of WIOA Youth Activities. A public notice will placed in local newspapers and a letter sent to occupational skills training providers regarding the availability of funds to serve WIOA Youth in skill training. Training providers must meet the Training Provider Certification requirements obtained through the Internet website at <http://www.job.mo.gov> and be on the WIOA Eligible Training Provider List.

Data Entry for the month of
 April 2016
 Jefferson/Franklin

Funding: WIOA Youth

Grant:

Project:

CFDA: 17.259

DWD Contract: 10-15-15-17

Formula Funds

PY16

Start Date: 4/1/2016

End Date: 6/30/2018

| | |
|--|------------------------------------|
| PY16 | |
| Youth - PY16 | Total Budget: \$ 637,323.00 |
| Admin | |
| Admin Salary/Fringe | \$ 49,276.00 |
| Admin Other | \$ 14,456.00 |
| Subtotal: | \$63,732.00 |
| In-School | |
| IS Salary/Fringe | \$ 20,000.00 |
| IS Other Staffing/Oper Costs | \$ 6,000.00 |
| IS Occup Skills Trng | \$ 5,000.00 |
| IS Work Experience | \$ 24,897.00 |
| IS Work Experience Staffing | \$ 18,000.00 |
| IS On the Job Training | \$ 0.00 |
| IS Supportive Services | \$ 500.00 |
| IS Pre-Apprenticeship Programs | \$ 0.00 |
| IS Internships | \$ 0.00 |
| IS Financial Literacy Education | \$ 0.00 |
| IS Dropout Prevention and Recovery | \$ 1,000.00 |
| IS Alternative Secondary School Services | \$ 0.00 |
| IS Other Direct Part Cost | \$ 0.00 |
| Subtotal: | \$75,397.00 |
| In-School Summer | |
| ISS Salary/Fringe | \$ 15,000.00 |

| | |
|-------------------------|--------------------|
| ISS Other Staffing/Oper | \$ 3,000.00 |
| ISS Work Experience | \$ 50,000.00 |
| ISS Supportive Services | \$ 0.00 |
| Subtotal: | \$68,000.00 |

Out-School

| | |
|--|---------------------|
| OS Salary/Fringe | \$ 64,000.00 |
| OS Other Staffing/Oper | \$ 20,000.00 |
| OS Occup Skills Trng | \$ 0.00 |
| OS Older Youth Individual Training Account | \$ 25,000.00 |
| OS Work Experience | \$ 105,194.00 |
| OS Work Experience Staffing | \$ 50,000.00 |
| OS On the Job Training | \$ 12,000.00 |
| OS Supportive Services | \$ 1,000.00 |
| OS Pre-Apprenticeship Programs | \$ 0.00 |
| OS Internships | \$ 0.00 |
| OS-Financial Literacy Education | \$ 0.00 |
| OS Dropout Prevention and Recovery | \$ 0.00 |
| OS Adult Education and Literacy Activities | \$ 2,500.00 |
| OS Other Direct Part Cost | \$ 500.00 |
| Subtotal: | \$280,194.00 |

Out-School Summer

| | |
|-------------------------|---------------------|
| OSS Salary/Fringe | \$ 30,000.00 |
| OSS Other Staffing/Oper | \$ 10,000.00 |
| OSS Work Experience | \$ 110,000.00 |
| OSS Supportive Services | \$ 0.00 |
| Subtotal: | \$150,000.00 |

OS Budget: 75.00%

Work Experience Budget: 0%

Total: \$637,323.00

CPR

Data Entry for the month of
 April 2016
 Jefferson/Franklin

Funding: WIOA Adult Funding

Grant:

Project:

CFDA: 17.258

DWD Contract: 10-15-15-17

Formula Funds

PY16

Start Date: 7/1/2016

End Date: 6/30/2018

| PY16 | FY17 | | |
|-------------------|------|-------------------------------|--------------|
| Adult - PY16/FY17 | | Total Budget: | \$ 81,398.00 |
| Admin | | | |
| | | Admin Salary/Fringe | \$ 5,139.00 |
| | | Admin Other | \$ 3,000.00 |
| | | Subtotal: | \$8,139.00 |
| Program | | | |
| | | Program Sal/Frng | \$ 28,000.00 |
| | | Program Other Staffing Costs | \$ 5,000.00 |
| | | Individual Training Account | \$ 25,259.00 |
| | | On the Job Training | \$ 5,000.00 |
| | | Pre-Apprenticeship | \$ 0.00 |
| | | Registered Apprenticeship | \$ 0.00 |
| | | Transitional Jobs | \$ 0.00 |
| | | Incumbent Worker Training | \$ 0.00 |
| | | Work Experience or Internship | \$ 10,000.00 |
| | | Supportive Services | \$ 0.00 |
| | | Subtotal: | \$73,259.00 |
| | | Transitional Jobs: 0% | |
| | | Incumbent Worker Training: 0% | |
| | | Total: | \$81,398.00 |

CPR

Data Entry for the month of
 April 2016
 Jefferson/Franklin

Funding: WIOA Adult Funding

Grant:

Project:

CFDA: 17.258

DWD Contract: 10-15-15-17

Formula Funds

FY17

Start Date: 10/1/2016

End Date: 6/30/2018

| PY16 | FY17 | | |
|-------------------|-------------------------------|----------------------|---------------|
| Adult - PY16/FY17 | | Total Budget: | \$ 557,830.00 |
| Admin | | | |
| | Admin Salary/Fringe | | \$ 40,783.00 |
| | Admin Other | | \$ 15,000.00 |
| | Subtotal: | | \$55,783.00 |
| Program | | | |
| | Program Sal/Frng | | \$ 180,000.00 |
| | Program Other Staffing Costs | | \$ 18,000.00 |
| | Individual Training Account | | \$ 274,047.00 |
| | On the Job Training | | \$ 10,000.00 |
| | Pre-Apprenticeship | | \$ 0.00 |
| | Registered Apprenticeship | | \$ 0.00 |
| | Transitional Jobs | | \$ 0.00 |
| | Incumbent Worker Training | | \$ 0.00 |
| | Work Experience or Internship | | \$ 20,000.00 |
| | Supportive Services | | \$ 0.00 |
| | Subtotal: | | \$502,047.00 |
| | Transitional Jobs: 0% | | |
| | Incumbent Worker Training: 0% | | |
| | Total: | | \$557,830.00 |

CPR

Data Entry for the month of
 April 2016
 Jefferson/Franklin

Funding: WIOA Dislocated Worker
Grant:
Project:
CFDA: 17.278

Formula Funds

DWD Contract: 10-15-15-17

PY16 Start Date: 7/1/2016 End Date: 6/30/2018

| PY16 | FY17 | | |
|------|------|-------------------------------|-----------------------------------|
| | | Dislocated Worker - PY16/FY17 | Total Budget: \$ 69,755.00 |
| | | Admin | |
| | | Admin Salary/Fringe | \$ 4,975.00 |
| | | Admin Other | \$ 2,000.00 |
| | | Subtotal: | \$6,975.00 |
| | | Program | |
| | | Program Sal/Frng | \$ 22,000.00 |
| | | Program Other Staffing Costs | \$ 3,500.00 |
| | | Individual Training Account | \$ 17,280.00 |
| | | On the Job Training | \$ 15,000.00 |
| | | Pre-Apprenticeship | \$ 0.00 |
| | | Registered Apprenticeship | \$ 0.00 |
| | | Transitional Jobs | \$ 0.00 |
| | | Incumbent Worker Training | \$ 0.00 |
| | | Work Experience or Internship | \$ 5,000.00 |
| | | Supportive Services | \$ 0.00 |
| | | Subtotal: | \$62,780.00 |
| | | Transitional Jobs: 0% | |
| | | Incumbent Worker Training: 0% | |
| | | Total: | \$69,755.00 |

CPR

Data Entry for the month of
 April 2016
 Jefferson/Franklin

Funding: WIOA Dislocated Worker

Grant:

Project:

CFDA: 17.278

DWD Contract: 10-15-15-17

Formula Funds

FY17

Start Date: 10/1/2016

End Date: 6/30/2018

| PY16 | FY17 | | |
|------|------|-------------------------------|------------------------------------|
| | | Dislocated Worker - PY16/FY17 | Total Budget: \$ 371,668.00 |
| | | Admin | |
| | | Admin Salary/Fringe | \$ 32,166.00 |
| | | Admin Other | \$ 5,000.00 |
| | | Subtotal: | \$37,166.00 |
| | | Program | |
| | | Program Sal/Frng | \$ 103,000.00 |
| | | Program Other Staffing Costs | \$ 35,000.00 |
| | | Individual Training Account | \$ 161,002.00 |
| | | On the Job Training | \$ 30,000.00 |
| | | Pre-Apprenticeship | \$ 0.00 |
| | | Registered Apprenticeship | \$ 0.00 |
| | | Transitional Jobs | \$ 0.00 |
| | | Incumbent Worker Training | \$ 0.00 |
| | | Work Experience or Internship | \$ 5,000.00 |
| | | Supportive Services | \$ 500.00 |
| | | Subtotal: | \$334,502.00 |
| | | Transitional Jobs: 0% | |
| | | Incumbent Worker Training: 0% | |
| | | Total: | \$371,668.00 |

STATEMENT OF ASSURANCES CERTIFICATION

To minimize the documents attached to the Local Workforce Development Plan, the officials listed below certify through their signature that the Local Workforce Development Board has met the following requirements:

- Assures the local stakeholders (businesses, organized labor, public officials, community-based organizations, and WIOA service providers) were involved in the development of this Plan;
- Assures a written agreement has been developed between the Local Workforce Development Board and the current One-Stop Operator(s);
- Assures a written agreement has been developed between the Chief Elected Official(s) and the Local Workforce Development Board;
- Assures the Chief Elected Official(s) agree(s) with the selection of the One-Stop Operator;
- Assures the Chief Elected Official(s) authorized the designation/selection of the Local Workforce Development Area's Local Fiscal Agent; and
- Assures the Governor and his administrative staff that all Local Workforce Development Board members are nominated, and maintenance of membership over time is completed, on good faith, and actions in compliance with [DWD Issuance 14-2014, "Policy for Local Workforce Development Board Membership Requirements and Certification/Recertification Procedures under the Workforce Innovation and Opportunity Act \(WIOA or Act\)," July 1, 2015.](#)

The Jefferson/Franklin Consortium Workforce Development Board certifies that it has complied with all of the required components of the Workforce Innovation and Opportunity Act. The Board also assures that funds will be spent in accordance with WIOA and its regulations, written U.S. Department of Labor guidance implementing this Act, and all other federal and state laws and regulations.

Chief Elected Official (or CEO Chair)

Date

Workforce Development Board Chair

Date

Workforce Development Board Director

Date

OFFICE OF JOB TRAINING PROGRAMS, INC.
JEFFERSON/FRANKLIN CONSORTIUM
3675 WEST OUTER RD. SUITE 201
ARNOLD, MO 63010

COMPLAINT/GRIEVANCE RESOLUTION SYSTEM

The Office of Job Training Programs (OJTP), as a sub recipient of the Department of Labor – Employment and Training Administration funds and a Workforce Innovation and Opportunity Act (WIOA) service delivery area administration entity, has established and maintains an administrative procedure for processing and resolving complaints or grievances, connected with EO discrimination complaints, general program complaints and grievances, and criminal, illegal or improper activities complaints.

Program operators, contractors, grantees, sub-grantees, sub-recipients, sub-contractors, and any other interested parties will be informed of their right to file complaints or grievances and of the procedures to follow in filing a complaint or grievance under WIOA. All subcontractors and employers of WIOA participants are required to maintain complaint and grievance procedures. Informational posters on this topic, such as the notice “Equal Opportunity is the Law”, will be posted at One-Stop Career Center locations and all other appropriate locations.

The local Equal Employment Opportunity Officer is responsible for ensuring compliance at the local Workforce Development Area for all recipients of WIOA Title I financial assistance including One-Stop Career Centers and service providers. The duties of the local EO Officer are as follows: serve as the local liaison to the State EO Officer and to the U.S. Department of Labor’s (USDOL) Civil Rights Center, reporting to the appropriate official about equal opportunity matters, facilitate onsite EO reviews conducted by DWD or USDOL staff, monitoring the region’s service delivery system to ensure compliance with the State’s MOA and with the equal opportunity and nondiscrimination provisions of the WIOA, 29 CFR Part 38, review all local plans, contracts and agreements to ensure they are nondiscriminatory, participate in training that will enhance and maintain the competencies required of a local-level EO Officer, develop and publish the region’s procedures for processing discrimination complaints and making sure those procedures are followed.

Although this administrative procedure provides for requested hearings and the right to appeal, every effort to resolve all complaints and grievances informally and at the lowest level will be made. This procedure is established in an attempt to resolve complaints, which allege violations of the Act, regulations, grant, or any other agreement, under the Act including complaints arising in connection with any WIOA programs operated by sub recipients.

The procedure includes the following components which are discussed separately for clarity and understanding:

Discrimination Complaints
General WIOA Complaints
Local Programs and Policies Complaints
Local Complaint Resolution Process
State WIOA Policies, Programs, Activities or Agreements Complaint Process
State Complaint Resolution Process
Criminal Fraud, Waste and Abuse Complaints
Non-Participant Complaints
Confidentiality of Information
Documentation and Records

Discrimination Complaints

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.

Individuals who feel they have been subjected to discrimination under a WIOA Title I – financially assisted program or activity, may file a complaint within 180 days from the date of the alleged violation. Complaints alleging discrimination on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and

Any beneficiary of programs financially assisted under Title I – of the Workforce Innovation and Opportunity Act (WIOA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States or his or her participation in any WIOA Title I – financial assisted program or activity may file with a state or local administrative entity, service provider, One-Stop operator or:

The Director, Civil Rights Center (CRC)
U. S. Department of Labor
200 Constitution Avenue NW, Room N-4123
Washington, D. C. 20210

If the complaint is filed with the Division of Workforce Development (DWD), the complainant will receive a written Notice of Final Action within ninety (90) calendar days from the date the complaint was filed.

Written complaints may be made on the Discrimination Complaint Form (Attachment #1) or must include: the complainant's name and address, the identity of the individual or entity that complainant alleges is responsible for the discrimination, a description of the complainant's allegations in enough detail to allow an initial determination of jurisdiction, timeliness, and the apparent merit of the complaint and the complainant's signature of the complainant's authorized representative.

Immediately upon receiving and logging a discrimination complaint, the local EO officer will forward the complaint to the State EO Officer for determination of jurisdiction and further processing.

General WIOA Complaints

Complaints involving local, WIOA programs, agreements or local WDB policies and activities may be made up to one (1) year from the date of the event or condition alleged to be a violation of WIOA. The DWD Discrimination Complaint Form (Attachment #1) may be used as a complaint intake tool. Any complaint received in writing will be accepted and handled in the same manner as if it were made on the General WIOA Complaint Form.

Local Programs and Policies Complaints

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 WDB policies and activities. Complainants with disabilities may be accommodated in order to file a complaint through alternate formats, as requested. Complaints may be filed with the local administrative entity (AE) or the service provider within one (1) year from the date of the event or condition alleged to be a violation of WIOA.

Local Complaint Resolution Process

Initial Review: The local AE or service provider who receives the complaint will log the complaint and establish a complaint file containing information required by DWD Issuance 09-2012 policy. The purpose of the initial review will be to determine whether or not there appears to be a basis for the complaint and to gather more information from all concerned parties. The findings of the review will be used to assist in an informal resolution of the complaint and be made a part of the complaint file.

Informal Resolution: The complaint may be resolved informally to the satisfaction of all parties with the process being completed within ten (10) business days from the date the complaint is filed. Once the complaint is resolved, the terms and conditions of the resolution is documented in the complainant's file.

Formal Resolution: If the complaint is not resolved, the AE will issue a determination within twenty (20) days from the date the complaint was filed. If an appeal is not filed by the complainant, the complaint will be considered resolved and is documented in the complainant's file.

Hearing: If the decision does not satisfactorily resolve the complaint, the complainant has seven (7) days from the receipt of the decision to present a written request for a hearing and review of the decision. A hearing must be conducted by a qualified hearing officer within forty-five (45) calendar days of the original receipt of the written grievance. A formal hearing is scheduled and written notice is mailed to the complainant, the respondent, and any other interested party at least seven (7) business days prior to the hearing. A complainant may amend or withdraw a complaint at any time prior to the scheduled hearing.

Final Decision: A written decision from the hearing officer must be presented to the AE, within sixty (60) calendar days of its original receipt of the written complaint. If the decision fails to satisfactorily resolve the complaint, the hearing officer will request a state review for resolution.

Appeal: All requests for appeals must be filed within sixty (60) calendar days of the receipt of the decision. The appeal will be received by the Missouri Division of Workforce Development (DWD) State WIOA Complaint and Grievance Officer within ninety (90) calendar days from the date the complaint was filed. DWD will review the complaint file, the hearing record, and all applicable documents and issue a final decision on the appeal within thirty (30) calendar days from the date the appeal was received.

State WIOA Policies, Programs, Activities or Agreements Complaint Process

Any applicant, employee, participant, service provider, recipient, or other interested party may file a complaint alleging a violation of State WIOA policies, programs, activities or agreements. Complaints may be filed with the service provider or DWD within one (1) year from the date of the event or condition alleged to be a violation of WIOA.

State Complaint Resolution Process

The DWD State WIOA Complaint and Grievance Officer shall complete the process including Initial Review, Informal Resolution, Formal Resolution, Hearing, Final Decision. Appeals may be filed within sixty (60) days of the receipt of the decision with the U.S. Department of Labor (USDOL).

Criminal Fraud, Waste and Abuse Complaints

Complaints alleging fraud, abuse, waste or criminal activity must be immediately reported through DWD's Incident Reporting System

AND

The Department of Labor, Office of Inspector General-Investigations
Room S5514, 200 Constitution Ave NW
Washington, D. C. 20510-55514

Or

The corresponding Regional Inspector General for Investigations, with a copy simultaneously provided to the Employment and Training Administration.

Non-Participant Complaints

Program operators, contractors, grantees, sub-grantees, sub recipients, subcontractors and any other interested party may file grievances about programs or activities under the Workforce Innovation and Opportunity Act.

Confidentiality of Information

The identity of any person who has furnished information relating to or assisting in the investigation of a possible violation of the Act shall be kept confidential to the extent possible, consistent with the need to conduct a fair review of the issues.

Documentation and Records

Attachment #1 – Discrimination Complaint Form