

**JEFFERSON/FRANKLIN CONSORTIUM**  
**WIOA ONE-STOP PARTNER**  
**2021 RESOURCE GUIDE**

*Equal Opportunity Employer/Program. Auxiliary aids are available upon request to individuals with disabilities. Relay 7-1-1*

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## WIOA One-Stop Partners Jefferson Franklin Region Resource Guide

<u>One-Stop Partner</u>	<u>Agency</u>
Wagner-Peyser	Office of Workforce Development (OWD)
Trade Adjustment Assistance	OWD
Jobs for Veterans State Grants	OWD
Unemployment Compensation (UI)	Dept. of Labor & Industrial Relations (DOLIR)
Migrant & Seasonal Farmworker	OWD/UMOS
WIOA Adult	MERS Goodwill Industries
WIOA Dislocated Worker	MERS Goodwill Industries
WIOA Youth	MERS Goodwill Industries
Vocational Rehabilitation	Vocational Rehabilitation and Rehabilitation Services for Blind
Temporary Assistance for Needy Families (TANF)	Family Support Division (FSD)
Community Services Block Grant	Family Support Division (FSD) and Jeff Frank Community Action
Dept. of Housing and Urban Development	Jeff Frank Community Action
Adult Education & Literacy	East Central College and Jefferson College
Career and Technical Education	East Central College and Jefferson College
Job Corps	US Department of Labor
Senior Community Service (Title V)	MERS Goodwill Industries
Second Chance Act	Probation and Parole
Native American programs	Not Available
YouthBuild	Not Available

## REFERRAL PROCESS

The Missouri Job Center (MJC) is the central hub for WIOA One-Stop partner referrals and service integration. MJC staff conduct one-on-one interviews with citizens to assess the skill levels, aptitudes and abilities and make a quality referral when appropriate. Referrals for additional services and/or services that are not available through the Missouri Job Center are made by MJC staff. MJC staff will follow up with the partner agency or citizen within 30 days of the referral to determine the results.

### Steps in the Referral Process

- 1) Assessment results, or one-on-one interview, indicate a need for additional services and a referral to One-Stop Partner resources.
- 2) Once need for referral has been identified, **staff should immediately call, e-mail, or walk over** (if referral agency/partner is in office, when feasible) and initiate the referral process for the citizen.
- 3) If staff has been unable to get in direct contact with partner agency at time of referral with citizen, Staff contacts partner agency with referral information via voicemail, e-mail or will send the completed referral form to the partner agency by fax or mail
- 4) Staff will complete the referral form in data tracking system (MoJobs) and make sure the citizen has contact information for the partner agency.
- 4) Staff will print copy to give the referral form to the citizen. If unable to utilize electronic referral form, staff will complete paper referral form with Agency contact information and make a copy to follow-up for results, and gives original referral form to citizen.
- 5) Staff attaches a copy of the partner resource page to the referral form.
- 6) Staff will follow up with partner agency staff or the citizen within 30 days of the referral.
- 7) Staff will document the date of the follow up contact and enter the appropriate activity in MoJobs and the results of the referral.

**WIOA One-Stop Partner Referral Form  
Jefferson/Franklin Region**

Name of Citizen Being Referred: \_\_\_\_\_

Name of Partner Referred to: \_\_\_\_\_

Reason for Referral: \_\_\_\_\_

\_\_\_\_\_

**Complete the following if referring to specific partner staff:**

One Stop Partner Contact Name: \_\_\_\_\_

Method of Referral (circle one):      Email      Fax      Phone

Email/Phone or Fax Number: \_\_\_\_\_

***(Attach copy of the One-Stop Partner Resource page)***

Referral made by: \_\_\_\_\_

Date of Referral: \_\_\_\_\_

**Follow-up**

Date of Referral follow up with partner agency or citizen: \_\_\_\_\_

Referral Results: \_\_\_\_\_

\_\_\_\_\_

WIOA is an Equal Opportunity Employer/Program. Auxiliary aids are available upon request to individuals with disabilities. Relay 7-1-1

**Office of Workforce Development - Arnold Job Center**

3675 West Outer Rd Ste. 102

Arnold, MO 63010

**Phone:** (636) 865-6060

**Fax:** (636) 865-6009

**WIOA One-Stop Partners:**

- 1) Wagner-Peyser Act (employment services)
- 2) Trade Adjustment Assistance
- 3) Jobs for Veterans State Grants programs

**Website:** [www.jobs.mo.gov](http://www.jobs.mo.gov)

**Services offered:** The Job Center provides no-cost staff assistance to all job candidates. Job matching for quality job openings and job search resources such as computers, printer, copiers, scanners, and fax machine.

Job seeking skills workshops for Career Exploration, Career Networking, Resume Preparation, Interview Process, Basic Computer skills.

Additional Resources and Learning Opportunities:

Apprenticeship, Budgeting and Financial Literacy, High School Equivalency, Young Adult assistance, Assistive Technology and Translation and Interpretive services.

Assistance with information for filing Unemployment Insurance claims and basic questions.

The Job Center offers no-cost employer services in business consulting, job matching, military to civilians hiring veterans and additional services for federal bonding, National Career Readiness Certificate (NCRC), Agricultural employment services, Work Opportunity Tax Credits (WOTC), shared work and employment transition team.

**Method of Referral:** The Arnold Job Center is open Monday – Friday from 8:00 am to 5:00 pm. No appointment necessary for first visit. May have additional appointments scheduled for future visits.

**Office of Workforce Development - Washington Job Center**

1108 Washington Square  
Washington, MO 63090

**Phone:** (636) 583-9670

**Fax:** (636) 239-0329

**WIOA One-Stop Partners:**

- 1) Wagner-Peyser Act (employment services)
- 2) Trade Adjustment Assistance
- 3) Jobs for Veterans State Grants programs

**Website:** [www.jobs.mo.gov](http://www.jobs.mo.gov)

**Services offered:** The Job Center provides no-cost staff assistance to all job candidates. Job matching for quality job openings and job search resources such as computers, printer, copiers, scanners, and fax machine.

Job seeking skills workshops for Career Exploration, Career Networking, Resume Preparation, Interview Process, Basic Computer skills.

Additional Resources and Learning Opportunities:

Apprenticeship, Budgeting and Financial Literacy, High School Equivalency, Young Adult assistance, Assistive Technology and Translation and Interpretive services.

Assistance with information for filing Unemployment Insurance claims and basic questions.

The Job Center offers no-cost employer services in business consulting, job matching, military to civilians hiring veterans and additional services for federal bonding, National Career Readiness Certificate (NCRC), Agricultural employment services, Work Opportunity Tax Credits (WOTC), shared work and employment transition team.

**Method of Referral:** The Washington Job Center is open Monday – Friday 8:00 am to 5:00 pm. No appointment necessary for first visit. May have additional appointments scheduled for future visits.

**Division of Employment Security – Unemployment Insurance**

P.O. Box 3915  
Jefferson City, MO 65102

**Phone:** (800) 320-2519 (314) 340-4950

**Fax:** (573) 751-9730

**WIOA One-Stop Partner:** State Unemployment Compensation

**Website:** [www.labor.mo.gov/DES](http://www.labor.mo.gov/DES)

**Services offered:** The Division of Employment Security is responsible for the administration of the unemployment insurance benefit and tax program. The Division collects tax contributions from employers and pays unemployment benefits to individuals who are determined eligible under the law.

**Method of Referral:** Claimants can use UInteract to file an unemployment claim, check account status, file an appeal to a claim decision and much more online. Access UInteract at [www.uinteract.labor.mo.gov](http://www.uinteract.labor.mo.gov)

The **Missouri Job Center** staff are available in the Arnold and Washington Job Centers to provide assistance with the unemployment compensation claims filing website and assistance by phone or via other technology.

**Missouri Job Centers**

**Arnold Job Center**  
3675 West Outer Rd Ste. 102  
Arnold, MO 63010

**Phone:** (636) 865-6060

**Fax:** (636) 865-6009

**Washington Job Center**  
1108 Washington Square  
Washington, MO 63090

**Phone:** (636) 583-9670

**Fax:** (636) ) 239-0329



**Office of Workforce Development – Agricultural Employment Services**

Jefferson City, MO 65104

**Phone:** Arnold Job Center – (636) 865-6060

Washington Job Center – (636) 583-9670

**WIOA One-Stop Partner:** Migrant and seasonal farmworker programs

**Website:** [www.jobs.mo.gov/jobseeker/aes](http://www.jobs.mo.gov/jobseeker/aes)

**Services offered:** Free employment services include: Job search assistance, training opportunities, skills assessments, job fair access, job referrals, and agricultural labor law information.

**Method of Referral:**

The Arnold Job Center is open Monday – Friday from 8:00 am to 5:00 pm.

The Washington Job Center is open Monday – Friday from 8:00 am to 5:00 pm.

**MERS Missouri Goodwill Industries - WIOA Adult and Dislocated Worker** programs provide employment and training opportunities at the following locations:

Jefferson County

Arnold Job Center  
3675 West Outer Rd Ste. 102  
Arnold, MO 63010

**Phone:** (636) 865-6060

**Fax:** (636) 865-6009

Franklin County

Washington Job Center  
1108 Washington Square  
Washington, MO 63090

**Phone:** (636) 583-9670

**Fax:** (636) 239-0329

**WIOA One-Stop Partners:**

- 1) Title I WIOA Adult programs
- 2) Title I WIOA Dislocated Worker programs

**Website:** [www.mersgoodwill.org](http://www.mersgoodwill.org)

**Services offered:** The WIOA Adult and Dislocated Worker program helps people access employment, education, training and support services to succeed in the labor market. Individualized career services include comprehensive assessments, individual employment plans, career planning/counseling, internships and work experiences, financial literacy and workforce preparation. Training services for Occupational Skills training, On-the-job training (OJT), skills upgrading and retraining, Adult Education and literacy (high school equivalency), and apprenticeship information is also available to eligible individuals.

<b>DISLOCATED WORKER</b>	
Ages 18 & up	Been laid off or terminated and eligible for, or has exhausted entitlement to, unemployment compensation
Unlikely or unable to go back to same type of employment/industry	(other eligibility for dislocation/layoff for self-employed, uninsured worker, displaced homemaker, permanent layoff)
Eligible Veterans (except dishonorable discharge or retired)	Spouse of active duty service member who is unemployed or under-employed
Registered for Selective Service (if applicable)	Eligible to work in the U.S.

<b>ADULT WORKERS – Low Income</b>	
Ages 18 & up	Receiving public assistance (such as SNAP, TANF)
Or meets minimum income guidelines for family size for the area	Registered for Selective Service (if applicable)
Eligible to work in the U.S.	

**Method of Referral:** WIOA program offers individual appointments for program information, eligibility review and orientation. Registration with the Missouri Job Center ([www.jobs.mo.gov](http://www.jobs.mo.gov)) prior to requesting an individual appointment is recommended.

**MERS Missouri Goodwill Industries – WIOA Youth** provides services that focus on the success of youth and young adults with barriers to employment in Jefferson and Franklin County.

**WIOA One-Stop Partner:** Title I WIOA Youth program

**Website:** [www.mersgoodwill.org](http://www.mersgoodwill.org) [www.jeff-frankjobs.com](http://www.jeff-frankjobs.com)

Out-of-School Youth are those that are not attending any school (as defined under State law); not younger than age 16 or older than age 24 at time of enrollment; and **one** or more of the following:

School dropout	Pregnant or Parenting
Offender/involved in Justice System	In foster care, or aged out of foster care
An individual with a disability	Supposed to be in high school, but has not attended most recent school quarter
Has a high school diploma or HiSET, who is low-income and is either basic skills deficient or English Language Learner	A homeless individual, a homeless child or youth, or a runaway
Registered for Selective Service (if applicable)	Eligible to work in the U.S.

An In-School Youth is an individual who is ages 14 to 21, attending school, including secondary and post-secondary school, and who is a low-income individual and **one** or more of the following:

Ages 14 to 21 at time of enrollment	Basic skills deficient
Offender/involved in Justice System	In foster care, or aged out of foster care
An individual with a disability	An English language learner;
Pregnant or Parenting	A homeless individual, a homeless child or youth, or a runaway
Registered for Selective Service (if applicable)	Eligible to work in the U.S.

Services are provided at the:

Jefferson County

Arnold Job Center  
3675 West Outer Rd Ste. 102  
Arnold, MO 63010

**Phone:** (636) 865-6060

Franklin County

Washington Job Center  
1108 Washington Square  
Washington, MO 63090

**Phone:** (636) 583-9670

**Services offered:** Career exploration and guidance, occupational skills training in in-demand industries, work experiences, On-the job training, career pathway development, post-secondary education, apprenticeships, adult education and literacy (HiSET testing), financial management and leadership opportunities.

**Method of Referral:**

Call the Arnold Job Center at (636) 524-8563 or the Washington Job Center at (636) 583-9649 to make an appointment with a Youth Program Specialist. Applications are available at the Job Center or call to request an application sent by mail or email.

## **Vocational Rehabilitation – Rehabilitation Services for the Blind**

Vocational Rehabilitation – St. Louis South  
7545 South Lindbergh – First Floor  
Suite 100  
St. Louis, MO 63125

**Phone:** (314) 877-1900

**Toll Free:** (877) 222-8968

**Fax:** (314) 877-1920

**WIOA One-Stop Partner:** Vocational Rehabilitation (VR)

**Website:** [dese.mo.gov/adult-learning-rehabilitation-services/vocational-rehabilitation](https://dese.mo.gov/adult-learning-rehabilitation-services/vocational-rehabilitation)

**Services offered:** VR helps eligible people with disabilities obtain, maintain or advance in employment. Vocational exploration, guidance in choosing suitable employment, individual counseling, time-limited physical or mental restoration services, transportation assistance, vocational training, job-related tools and licenses, job-seeking skills, assistive devices, supportive and/or customized employment, and pre-employment transition services for high school students with disabilities. Rehabilitation for the Blind (RBS) provides opportunities for blind or visually impaired persons attain personal and vocational success through counseling and guidance, training and job placement.

**Method of Referral:** Contact the Vocational Rehabilitation office at (314) 877-1900 to schedule an appointment. Appointments may be scheduled with VR staff at the Arnold or Washington Job Center.

## MO Dept. of Social Services – Family Support Division

### Jefferson County

Hillsboro Resource Center  
10325 Business 21  
Hillsboro, MO 63050

### Franklin County

Washington Resource Center  
1108 Washington Square  
Washington, MO 63090

**Phone:** FSD Automated Information Line – (800) 392-1261

Customers can speak with a team member about services and benefits that may be available to them. They can check the status of application online at:

<https://apps.dss.mo.gov/BenefitReview/BenefitSummary.aspx>

Or by calling any day, any time.

Phone line Hours are: Monday-Friday from 6 a.m. to 6 p.m.

Call: 855-FSD-INFO (855-373-4636)

Text: 855-684-9242

**WIOA One-Stop Partner:** Temporary Assistance for Needy Families (TANF)

**Website:** [www.dss.mo.gov](http://www.dss.mo.gov)

**Services offered:** The Temporary Assistance for Needy Families program, also known as Temporary Assistance (TA), is a program designed to provide cash benefits to low-income families for the household's children such as clothing, utilities and other services. Upon approval of TA, the recipient must participate in employment and training services through the Missouri Work Assistance (MWA) program. The MWA program helps TA recipient's transition from TA to a job by helping set goals and get the skills needed to find a job and support the recipient's family.

**Method of Referral:** The Family Support Division (FSD) Information Center allows individuals to speak with a team member about FSD services and what benefits may be available. Team members are available by phone at (855) 373-4636, Monday through Friday from 7:30 am to 5:30 pm.

Completed applications can be mailed or emailed to:

Email: [\*\*FSD.Documents@dss.mo.gov\*\*](mailto:FSD.Documents@dss.mo.gov)

Mail: Family Support Division  
615 E 13th St  
Kansas City, MO 64016

Fax: 573-526-9400

Applications may also be dropped off at the local Family Support Division Resource Center. The Hillsboro Resource Center is open Monday, Tuesday, Thursday and Friday from 8:00 am to 5:00 pm and Wednesday from 9:00 am to 5:00 pm. The Washington Resource Center is open Monday through Friday from 8:00 am to 5:00 pm.

## Jefferson Franklin Community Action (JFCAC)

### Jefferson County

Jefferson Franklin Community Action  
#2 Merchant Drive  
Hillsboro, MO 63050

**Phone:** (636) 789-2686

### **WIOA One-Stop Partners:**

- 1) Department of Housing and Urban Development and
- 2) Community Services Block Grant

**Website:** [www.jfcac.org](http://www.jfcac.org)

**Services offered:** The Section 8 Housing Program offers rental assistance in existing houses, mobile homes, and apartments so that safe, decent and sanitary living conditions can be affordable for income qualified families. The family's portion of the rent is based on the household's income. Monthly housing assistance payments are made directly to the owner.

JFCAC provides information and assists with access to agency programs, assesses family needs and potentials, and helps with referrals to appropriate resources. Provides employment/education support, Adult/Youth Step Up to Leadership, and Strengthening, Empowering, Lifting Families classes.

**Method of Referral:** The Jefferson Franklin Community Action offices in Jefferson and Franklin counties are open Monday through Thursday from 7:30 am to 5:00 pm. Closed from 12 noon to 1:00 pm.

## **East Central College – Adult Education & Career and Technical Education**

1964 Prairie Dell Road

Union, MO 63084

**Phone:** (636) 584-6533

**Toll Free:** (844) ECC-4AEL (844-322-4235)

**WIOA One-Stop Partners:** 1) Adult Education and Literacy  
2) Career and Technical Education programs

**Website:** Adult Education and Literacy [www.eastcentral.edu/ael/](http://www.eastcentral.edu/ael/)

**Website:** Career and Technical Education [www.eastcentral.edu/business/](http://www.eastcentral.edu/business/)

**Services offered:** The Adult Education and Literacy program at East Central College provides classes to improve a student's skills in basic math, reading, writing, social studies and science. All classes are provided at no cost with books and material provided for students while in class. Classes help prepare students to pass the High School Equivalency Test (HiSET) and improve WorkKeys and college placement scores. Classes are available in Franklin County at Sullivan, Union, Washington, Pacific, and St. Clair.

East Central College offers associate degrees with certificate options available in many of the career fields offering the Associate of Applied Science (AAS) degree.

### **Referral Process**

- 1) Assessment results indicate a need for Adult Education, Career Education or Technical Education services, a referral to the Community College will be made.
- 2) Staff will complete the referral process in one of many ways. The referral can be made with the citizen present, over the phone to the College Representative, face to face between the citizen and Job Center staff, giving specific contact information to the College Representative/Program, written communication (including email) to the College Representative regarding the Job Center citizen needs, in the data tracking system utilized by Job Center staff, or a combination of those.
- 3) Follow up with Community College staff or the Job Center citizen within 30 days of the referral.
- 4) Job Center Staff will document the date of the follow-up contact in the data tracking system with the results of the referral.

**Method of Referral:** For more information about signing up for Adult Education and Literacy classes call (636) 584-6533

To learn more about Career and Technical certificate programs at East Central College visit the Academic Advising department located on the first floor of Buescher Hall on main campus. Office hours 8:00 am to 6:00 pm Monday through Thursday and 8:00am to 2:00 pm on Friday.

## Jefferson College – Adult Education & Career and Technical Education

1000 Viking Drive  
Hillsboro, MO 63010

**Phone:** (636) 797-3000

**WIOA One-Stop Partners:**

- 1) Adult Education and Literacy
- 2) Career and Technical Education programs

**Website:** Adult Education and Literacy [www.jeffco.edu/AEL](http://www.jeffco.edu/AEL)

**Website:** Career and Technical Education

[www.jeffco.edu/academics/programsdepartments/business-technical-programs](http://www.jeffco.edu/academics/programsdepartments/business-technical-programs)

**Services offered:** Adult Basic Education classes provide the opportunity for adults to improve their basic skills or study for the HiSET – Missouri’s High School Equivalency test. Adult Basic Education classes are held at Jefferson College in Hillsboro and Arnold, and Jefferson County Library Northwest Branch.

Jefferson College offers four associate degrees and several career and technical education certificates. The career and technical education certificate is for students whose intended job does not require the associate degree.

### Referral Process

- 1) Assessment results indicate a need for Adult Education, Career Education or Technical Education services, a referral to the Community College will be made.
- 2) Staff will complete the referral process in one of many ways. The referral can be made with the citizen present, over the phone to the College Representative, face to face between the citizen and Job Center staff, giving specific contact information to the College Representative/Program, written communication (including email) to the College Representative regarding the Job Center citizen needs, in the data tracking system utilized by Job Center staff, or a combination of those.
- 3) Follow up with Community College staff or the Job Center citizen within 30 days of the referral.
- 4) Job Center Staff will document the date of the follow-up contact in the data tracking system with the results of the referral.

**Method of Referral:** To receive information about the Adult Basic Education program, complete and submit the AEL information request form at [www.jeffco.edu](http://www.jeffco.edu) (click Academics and Adult Education and Literacy) or to sign up for HiSET classes call Hillsboro, (636) 797-3000, ext. 3437; Arnold, ext. 3591.

To learn more about Career and Technical programs at Jefferson College contact the Academic Advising department at (636) 481-3209 to schedule an appointment with an Enrollment Services Specialist.



**Job Corps**

U.S. Department of Labor

**Phone:** (314) 679-6200

(800) 733 – JOBS (5627)

**WIOA One-Stop Partner:** Job Corps

**Website:** [www.jobcorps.gov](http://www.jobcorps.gov)  
[stlouis.jobcorps.gov/](http://stlouis.jobcorps.gov/)

**Services offered:** Job Corps is a no-cost education and vocational training program administered by the U.S. Department of Labor that helps young people ages 16 through 24 improve the quality of their lives through vocational and academic training.

**Method of Referral:** Individuals may contact the Job Corps representative at the phone number listed for appointments. Appointments may be scheduled at the Arnold or Washington Job Center as well.

**MERS GOODWILL – Senior Community Employment**

MERS Goodwill - Lippman  
2545 S. Hanley Rd.  
St. Louis, MO 63144

**Phone:** (800) 651-4177 or (314) 647-7453

**Fax:** (314) 647-9364

**WIOA One-Stop Partner:** Title V – Senior Community Service Employment Program

**Website:** [mersgoodwill.org/senior-citizen-job-training-volunteer-opportunities/](https://mersgoodwill.org/senior-citizen-job-training-volunteer-opportunities/)

**Services offered:** The Senior Community Service Employment Program (SCSEP) is a federally funded program authorized by Title V to provide subsidized, part-time, community service work-based training. It is designed for low-income persons age 55 or older that need help finding a job. Services include community service, training, placement services and supportive services.

**Method of Referral:** Applications are available at the Arnold and Washington Job Centers or call MERS Goodwill for an application to be mailed.

Applications may be faxed to: (314) 647-9364  
or mail to: MERS Goodwill – Lippman, 2545 S. Hanley Rd. St. Louis, MO 63144

## MO Dept. of Corrections – Board of Probation and Parole

### Jefferson County

Division of Probation and Parole  
4621 Yeager Rd.  
Hillsboro, MO 63050

**Phone:** (636) 789-3393

**Fax:** (636) 789-2369

### Franklin County

Division of Probation and Parole  
#3 Truman Ct.  
Union, MO 63084

**Phone:** (636) 583-8933

**Fax:** (636) 583-7935

**WIOA One-Stop Partner:** Board of Probation and Parole (Second Chance Act)

**Website:** [www.doc.mo.gov](http://www.doc.mo.gov)

**Services offered:** The Missouri Board of Probation and Parole, as an essential part of the criminal justice system, is to provide for the professional assessment and release of offenders and their supervision in the community, using appropriate treatment, sanctions, and controls, with the primary consideration being the promotion of public safety.

**Method of Referral:** The Jefferson County District 15 office is open Monday through Friday from 8:00 am to 5:00 pm. The Franklin County District 16 office is open Monday, Thursday and Friday from 7:00 am to 5:00 pm and Tuesday and Wednesday from 7:00 am to 6:30 pm.