

# MISSOURI WIOA

Annual Report

Program Year 2022



DEPARTMENT OF  
HIGHER EDUCATION &  
WORKFORCE DEVELOPMENT

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# OVERVIEW OF PROGRAM YEAR 2022

During Program Year (PY) 2022, several notable events occurred in Missouri's public workforce system. Leadership changes, merging regions, and strategic planning have changed the landscape for serving customers.

During PY 2022, key leadership roles were filled within the organization. In April 2023, Dr. Bennett Boggs began work as the Commissioner of the Missouri Department of Higher Education & Workforce Development (MDHEWD). While previous experience has been in higher education, Dr. Boggs is committed to learning about the public workforce system. In December 2022, Julie Carter was named Interim Director of the Office of Workforce Development (OWD) and accepted the permanent role in September 2023. Both leaders have been catalysts for positive shifts in OWD.

Since accepting her new role, Director Carter has focused on staff needs with the philosophy that staff who are happy and satisfied with their job functions will project the positivity to customers served by the public workforce system. Director Carter has emphasized communication at all levels of OWD, listening intently to the wants and needs of staff and pledging to build staff capacity through educational and salary increase opportunities.

The new North Region became official on July 1, 2023. PY 2022 was a year of preparation and collaboration for the merger as the Northeast and Northwest Workforce Development Board regions, local governments, and OWD leadership navigated the process. The efforts have created efficiencies and synergies in serving customers throughout the northern portion of the state.

Missouri's State Workforce Board has created a strategic plan for the first time. The intent of the plan is to align the Board, OWD, MDHEWD and OWD's placemat of performance improvement projects, and the Combined State Plan to organize work activities and meet performance goals. All of the initiatives support MDHEWD's big goals of increasing labor force participation and educational attainment in Missouri.

During PY 2022, OWD's focus shifted from enrollment goals to providing the best, meaningful services to assist customers in meeting their employment and training goals. While most customers give high customer service ratings, OWD is committed to being even better by providing a best-in-class experience and working toward that goal in PY 2023.

## STATE WORKFORCE DEVELOPMENT BOARD

In PY 2022, the Missouri State Workforce Development Board (SWDB) had four newcomers to its member roster.

- Megan Price, Missouri Works Initiative, AFL-CIO
- Dr. Bennett Boggs, Commissioner, Department of Higher Education and Workforce Development
- Rob Binney, Southern Bank
- Tracy Johnson, Department of Health and Senior Services

The SWDB conducted four meetings during PY 2022, with two held in person (annual meeting in August 2022 and July 2023) and two teleconferences (November 2022 and January 2023). Additionally, the SWDB Executive team held quarterly phone conferences with OWD to receive updates on strategic initiatives between scheduled board meetings. The SWDB also attended the annual Chief Local Elected Official (CLEO) and Local Workforce Development Board (LWDB) Chair summit in March 2023.

In June 2023, the SWDB conducted a survey of its members, LWDB chairs, and local CLEOs to assist in strategic planning. The survey focused on identifying industry sectors that Missouri should prioritize over the next few years, the kinds of activities that should be explored, the services needed by job seekers and employers, and the level of emphasis to be placed on technology to support these efforts. Survey results were used to develop strategic priorities for the Board. Priorities were shared with other partners to ensure alignment with the Missouri Combined State Plan's vision, goals and strategies.

The Board developed the following focus areas:

- **Job Center Operations:** Training staff to listen and guide customers to decisions, providing customer experience training to be a resource and understand partner services, build partnerships, and review the customer experience business process. This aligns with the State Combined Plan strategy to improve service design and delivery, and the goal of maximizing efficiency and access to services.
- **Technology:** Focus on the growth and development of small businesses in utilizing the MoJobs labor market information system, formation of an ongoing technology assessment committee, and continuing to meet customers and job seekers where they are through the use of technology. This supports the strategy in delivering services to employers, employer engagement as a goal, and maximizing efficiency and access to services.
- **Training:** Support the workforce system in development of training partnerships and becoming a training resource, and work with employers to identify employer training needs at different career points (entry, mid, and advanced levels). This aligns with the strategy to implement policies and practices for service design and delivery for all citizens, including youth, and engaging employers.
- **Public Awareness:** Provide and deliver a consistent message about workforce services, and focus on the customer experience. This specifically addresses one of the Missouri public workforce system weaknesses of messaging and ensuring that citizens are aware of the services provided and have access to them.

## STATE PLAN STRATEGIC VISION AND GOALS

Workforce Innovation and Opportunity Act (WIOA) partners began work on the 2024 Combined State Plan in May 2023 and continue to collaborate on the shared vision that “Missouri’s WIOA partners will make economic self-sufficiency attainable for customers through high-quality services and a fully integrated workforce system.” This vision is supported through the following goals:

### Goal 1: Overcome Employment Barriers

The WIOA combined plan continues to include Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP), which are integral to supporting residents and eliminating barriers. This partnership ensures access to services for individuals who are homeless, youth in foster care, single parents, those with low income, displaced homemakers, and those who are exhausting TANF benefits within two years.

OWD also ensures delivery of services to recipients of public assistance and other low-income individuals, as well as those who need support with basic skills (including English language learners) for WIOA funding. Additionally, OWD provides priority of services for veterans and their eligible spouses for job training programs, including WIOA-funded programs.

OWD partners with additional agencies to address employment barriers, including the Department of Mental Health for the development of a registered apprenticeship for Direct Care Support Professionals and the Department of Corrections to provide Job Center services to individuals preparing for release. Through strategic planning and purposeful engagement with community resources, OWD can expand and enhance the resources available to serve this integral workforce pipeline.

### Goal 2: Maximize Efficiency and Access to Services

OWD’s Job Centers of the Future initiative laid a foundation and strategy for providing quality services to Missouri residents. Missouri Job Center Connect continues to be the implementation component for those strategies, including Wagner-Peyser (WP) standardization. This strategy reviews the services provided to individuals upon making a connection with a Job Center from how they are greeted, enrolled in, and provided WP services. This process streamlines services, reduces wait times, and minimizes superfluous data entry so staff can focus on serving customers. Further, collaboration and alignment with other state agency processes eliminates duplication of effort and focuses on cost effectiveness and efficiency of services.

### **Goal 3: Develop Career Pathways**

OWD continues to partner with Coursera to offer statewide virtual learning services. Courses offered through these platforms allow residents to take multiple learning disciplines to follow a specific career path. One example is Missouri Job Ready Day 1 (MJRD1), a workshop that continues to be promoted to employers for their use with incumbent workers.

OWD also utilizes labor market information provided by the Missouri Economic Research and Information Center (MERIC) that identifies Now, Next, and Later occupations based on the levels of education and training typically required, allowing OWD to focus on the development of career pathways to truly benefit Missouri's workforce and employers.

### **Goal 4: Place a Strong Emphasis on Employment Retention**

Missouri leverages required partners' services to focus on the individual's return to work and to empower job seekers with the knowledge and skills to maintain successful employment. It is unlikely that entry-level positions yield enough income for an individual to become self-sufficient. Research indicates that ongoing education and training supports greater job satisfaction and employee retention. Additionally, upskilling while employed can improve the employees' opportunities for career advancement. Missouri is committed to providing education, training, and resources to gain stackable credentials and skills that will help customers retain employment and advance within their chosen profession. Partnership with other Missouri agencies that offer employment retention programs, such as the Department of Economic Development, will contribute to the success of this goal.

### **Goal 5: Engage Employers to Meet their Needs**

The Missouri workforce system is employer-driven; therefore, customers are prepared for the existing job market and future economic conditions. Matching skilled labor to employer needs promotes self-sufficiency of the state's workforce and spurs economic growth. OWD listens to the needs of employers already utilizing the labor exchange system and develops engagement opportunities with new businesses. OWD also increases access to new resources and services to benefit the employer experience by engaging with other state agencies.

## **PROMISING PRACTICES**

### **Virtual Reality Goggles**

Virtual reality goggles allow student and adult learners a realistic opportunity to explore career options. Each virtual simulation explores a hands-on task from a career, giving insight on the work associated with the occupation and the skills required to be successful in the role. The simulations are popular with all ages. The goggles have been placed in Job Centers and are available at career events throughout the state.

### **Case Management Task Force**

The Case Management Task Force is comprised of staff with different perspectives of serving job seekers, including state and local staff. The task force reviews information and processes associated with serving individuals and makes recommendations for improvements. OWD's compliance and training units jointly develop training sessions delivered either as virtual training, known as Wise Up Wednesdays, or in a Train-the-Trainer format to LWDB staff, who then train others in their respective regions.

## Texting Platform

New call center software implemented by the OWD Customer Support Unit facilitates text messaging to customers that opt-in to the service. Messaging includes information about training options, job fairs, and employment opportunities available through Job Centers. In the first six months, 69 campaigns were developed with over 135,000 messages sent to users.

# DISCRETIONARY PROJECTS

## CompTIA Partnership

OWD expanded partnerships with organizations, such as CompTIA, to provide enhanced opportunities for individuals. This partnership was made available through December 2022, and allowed individuals the ability to obtain stackable credentials and establish clear career pathways through virtual learning. By modernizing the way the Missouri Job Centers offer services, individuals could learn essential skills to find employment or elevate career opportunities in information technology. The following CompTIA programs were offered through OWD:



- **CompTIA A+:** Validates fundamental IT knowledge, including networking, operating systems, and security, as well as developing problem-solving skills needed for entry-level technical support careers.
- **CompTIA Network+:** Certifies a professional-level understanding of emerging technologies, including cloud and virtualization technologies, developing a career in IT Infrastructure.
- **Security+:** Validates core knowledge required of cybersecurity professionals and related job roles, ensuring organizations have the talent needed to improve baseline security readiness and incident response by applying best practices for preventing and addressing the latest attacks, threats, and vulnerabilities.
- **Project+:** Certifies the business, interpersonal, and technical project management skills required to successfully manage projects and business initiatives.
- **ITF+:** A certification that establishes an IT foundation in preparation for digital transformation and on-the-job success. This certification is appropriate for non-technical and technical staff.

CompTIA Outcomes PY 2022		
Program	Enrollments	Certificates Earned
A+ Certification	193	71
Network+	35	13
Security+	8	3
Project+	9	2
ITF+	21	3

Although this partnership ended in December 2022, enrolled learners are still working through courses and earning certifications. A summary of PY 2022 enrollment data is provided above.

## Coursera

OWD has a partnership with Coursera, a learning platform that collaborates with more than 275 leading universities and companies, to provide Missourians with transformative learning experiences and career development. This free program is offered statewide, with enrollments handled through OWD's Virtual Learning Unit. During PY 2022, OWD served 1,485 individuals through Coursera.



Appendix page 21 shows the top three types of skill development obtained through the programs, as well as the top 10 Coursera programs utilized by Missourians. Additionally, 14 employers were served through building training programs with content specific to the employer's needs.

In fall 2022, Coursera for Government chose OWD as the recipient of the Government Innovation Award for the development and use of the customized curation of MJRD1. The purpose of this curation is to empower Missourians with the core skills necessary to showcase themselves as job-ready to employers.

Additionally, OWD partnered with the Missouri Department of Corrections (DOC) to create a Reentry program for justice-involved individuals as part of DOC's Reentry 2030 efforts. Reentry efforts focus on ensuring individuals released from incarceration get a job and stay employed. OWD provides workforce development staff to work with individuals to provide career counseling and job search assistance, and also access to the Coursera learning platform, starting with MJRD1. The efforts of the reentry program prepares the justice-involved individual for a successful exit from prison back into society to become a productive citizen who is able to obtain successful employment quickly upon release.

## MISSOURI SPECIALIZED TRAINING PROGRAMS

### Rapid Response Program

During PY 2022, the team mandated to handle Rapid Response Events for the State of Missouri, known as the Community Development Team (CDT), coordinated 37 Rapid Response events for 1,181 affected workers. The CDT extends communications to Missouri Job Centers, One-Stop Operators, Functional Leaders, LWDB Directors, Union Organizations, Missouri Division of Employment Security, and the Employee Benefits Security Administration of the U.S. Department of Labor (USDOL), WIOA staff, and any other entity that would be needed for a particular Rapid Response event.

The CDT uses proactive strategies to engage and educate businesses and community partners with regard to ethical off-boarding to keep the soon-to-be-affected workers at their employer to assure their eligibility for the WIOA Dislocated Worker benefits. The CDT informs employers of the Shared Work Unemployment Compensation Program, allowing a specified group of affected employees to work a reduced schedule and receive a portion of unemployment benefits as an alternative to layoffs. The CDT educates the Missouri Job Center staff and other participating partners on the Rapid Response process to ensure dislocated workers are provided consistent services across the State of Missouri. The CDT organizes career fairs specific to the occupations of dislocated workers to decrease the gap of unemployment. Employers invited to those career fairs have similar job duties and wages for the workers to maintain a similar standard of living.

### Apprenticeships and Work-Based Learning

Missouri ranks in the top four in three out of five categories for registered apprenticeships, including second in new apprentices and fourth in completed apprenticeships. OWD prioritizes access to registered apprenticeship programs and expanding current programs by launching new partnerships and increasing access through pre-apprenticeship programs. In PY 2022, Missouri had more than 18,700 active apprentices across 284 registered programs.

OWD's Apprenticeship Missouri (AM) team members serve as subject matter experts for apprenticeship and other work-based learning programs under WIOA. Under the AM portfolio, OWD operates two USDOL apprenticeship grants and provides operational guidance and technical assistance.

OWD launched a pre-apprenticeship initiative called Missouri Apprentice Ready (MAR) in PY 2021 funded by WIOA discretionary funds that carried over into PY 2022. This initiative focused on creating new pre-apprenticeship programs, increasing the diversity of registered apprenticeships, and increasing active apprentices in existing programs through pre-apprenticeship. In PY 2022, MAR served more than 150 Missourians through pre-apprenticeship opportunities.

Additionally, OWD continued to support apprenticeship efforts under other federal grants. The Apprenticeship State Expansion Grant served 697 new apprentices in Missouri in skilled trade occupations (carpenter, electrician, HVAC, health care (Certified Nursing Assistant, Certified Medication Technician), logistics (truck drivers), and other related occupations. This grant provided funding to assist with the related-technical instruction portion of the registered apprenticeship training and provided for supportive services. This grant ended June 30, 2023.

The second federal apprenticeship grant is the State Apprenticeship Expansion Grant, which provided an online portal to match apprenticeship programs to apprentice job seekers. At the end of PY 2022, there were 183 organizations and 427 registered apprenticeship positions listed on the portal and 496 apprentices actively searching and/or actively connected to the portal. Support for this project will continue under potential state apprenticeship expansion formula funding even though the grant ended June 30, 2023.

Both apprenticeship grants contributed funding for staff to provide outreach, programmatic assistance, and technical assistance to WIOA partners, stakeholders, Missouri employers, and residents.

## FEDERAL GRANTS

### COVID-19 Humanitarian Grant

OWD was awarded \$1.3 million in Spring 2020 to support Missourians dislocated or impacted by the COVID-19 pandemic, with 10 of the 14 LWDBs participating in the grant. The COVID-19 Humanitarian Grant provided for disaster relief employment in a variety of positions, such as contact tracers, sanitation workers, community service workers, meal delivery, and other key positions. These temporary employment opportunities supported each local community to respond and recover from the COVID-19 pandemic based on the community's needs. Additionally, participants were enrolled to receive career and training services to assist in obtaining employment and staying employed.

Before submitting the initial application to USDOL, OWD asked each region to complete a worksheet to assess the needs of the region. This approach allowed for a collaborative effort between OWD and the LWDBs. Further, it permitted the LWDBs to directly contribute ideas, temporary employment occupations, and training programs based on the relationships each LWDB previously established with employers, community organizations, and educational institutions. This practice will be used when applying for future emergency grants.

OWD received a one-year period of performance extension for the COVID-19 Humanitarian Grant, which allowed activities to continue through June 30, 2023. Due to less of a need to respond to temporary employment positions, focus shifted to serving more residents through career and training services.

The COVID-19 Humanitarian Grant served 204 participants throughout the grant's period of performance with 62 participants being placed into temporary employment opportunities and 45 receiving career and training services in addition to temporary employment. A total of 142 participants were enrolled in career and training services with a heavy focus on occupational classroom training. A total of 190 participants completed grant activities, 86 earned credentials, and 89 entered into unsubsidized employment. Performance reporting will continue to occur on participants still engaged in training services.

OWD requires a co-enrollment process for all National Dislocated Worker Grants participants to also be enrolled in the WP program. Additionally, all participants enrolled based on WIOA Dislocated Worker status must be co-enrolled in the local WIOA Dislocated Worker program. OWD encourages other co-enrollment practices when additional services would benefit the participant, and in some local workforce development areas, participants enrolled under long-term unemployed status are often co-enrolled into the WIOA Adult program.



# WAIVERS

Missouri was approved for four distinct waivers from USDOL to support workforce development activities and provide flexibility for individuals accessing WIOA programs. The waivers and outcomes are indicated below.

## Youth-Related Waivers

Missouri OWD works closely with the Department of Elementary and Secondary Education, Office of Career Readiness, to expand registered apprenticeship programs and launch new programs, providing young adults with an alternative to self-sufficient career opportunities outside of the post-secondary journey. In addition, Missouri regularly connects high schools and career and technical education centers (CTE) with WIOA resources and encourages building relationships with the local workforce development areas and associated job centers for support. Since PY 2022, OWD has engaged 36 of Missouri’s 57 CTEs, promoting WIOA Youth services and registered youth apprenticeship. Two waivers are being utilized to increase the number of in-school youth (ISY) to support work-based learning opportunities for students and workers in high-growth industries throughout the state. OWD is reviewing proposals from high schools and CTE centers and will award contracts through its Apprenticeship Missouri team to support further apprenticeship growth. The waiver will continue to support the Governor’s initiatives to support youth registered apprenticeship and increase the number of youth served through WIOA.

### Waiver 1: Out-of-School Youth Expenditure Waiver – WIOA Section 129(a)(4)(A) and 20 CFR 681.410

USDOL approved Missouri’s waiver request to reduce the WIOA Out-of-School Youth (OSY) expenditures from the 75 percent requirement down to 50 percent for PY 2022 and PY 2023. Missouri has received this waiver for a total of 5 consecutive program years. The waiver provides flexibility to the state and local areas to serve more in-school youth in areas such as work experience, pre-apprenticeship, registered apprenticeship, and other work-based learning opportunities.

### Waiver 2: Individualized Training Accounts for In-School Youth – 20 CFR 681.550

USDOL approved the waiver request to allow WIOA individual training accounts (ITA) for ISY ages 16-21 for PY 2022 and PY 2023. This waiver request provides the state and local areas the flexibility to serve more youth in classroom training and registered apprenticeship training regardless of school status.

During PY 2022, 61 ITAs were used for ISY, an increase of 13 from last year. Outcomes associated with this measure were expected to be 64.5 percent for both measurable skills gain (MSG) and credential attainment.

For PY 2022, the actual achieved MSG was 53.33 percent for all youth and 54.23 percent for ISY. The actual credential attainment rate was 67.57 percent for all youth, and 60.83 percent for ISY.

In-School Youth Served			
PY 2019	PY 2020	PY 2021	PY 2022
356	314	407	476

Measurable Skills Gain and Credential Attainment Performance Measure for PY 2022				
	Measurable Skill Gains PY 2022 (All)	Measurable Skill Gains PY 2022 (ISY Only)	Credential Attainment PY 2022 (All)	Credential Attainment PY 2022 (ISY Only)
Goal	44.50%		63.00%	
Achieved	53.71%	54.23%	66.03%	60.83%

Since PY 2019, the use of these two waivers has increased the number of ISY served using WIOA funds by 17 percent from last program year and by 33 percent from the first year (PY 2019).

The goals initially set for youth waivers included all youth participants and incremental increases for each program year. In PY 2022, the achieved MSG was 53.71 percent for all youth and 54.23 percent for ISY. The actual achieved Credential Rate was 66.03 percent for all youth and 60.83 percent for ISY.

### Waiver 3: On-the-Job Training Waiver – WIOA Section 134(c)(3)(H)(i) and 20 CFR 680.720(b)

USDOL approved the waiver request to increase On-the-Job Training (OJT) employer reimbursement up to 90 percent through June 30, 2024. During PY 2022, 29 people were served through OJT, a significant decrease from the previous year. One local workforce area is utilizing the waiver to increase OJT reimbursement to the approved 90 percent rate, allowing that particular workforce area to remain steady with OJT enrollments.

The decline in OJT agreements is attributed to two issues: financial support and turnover in the local areas, from executive level staff to front-line staff, both of which affect the ability to promote and secure OJT employers. OWD has recently hired an apprenticeship and work-based learning coordinator whose job duties include increasing awareness of work-based learning opportunities and providing regular technical assistance regarding the use of OJT and other work-based learning services.

OJTs by Region Per Program Year		
Region	PY 2021	PY 2022
Central Region	9	16
East Jackson County	2	0
Jefferson/Franklin Consortium	9	3
Kansas City & Vicinity	10	2
Northeast Region	2	0
Northwest Region	4	0
Ozark Region	3	1
South Central Region	9	0
Southeast Region	3	2
Southwest Region	4	0
St. Charles County	1	1
St. Louis County	5	1
West Central Region	3	3
<b>Total</b>	<b>64</b>	<b>29</b>

### Waiver 4: Incumbent Worker Training Waiver – WIOA Section 134(d)(4) and 20 CFR 680.800(a)

USDOL approved the request to allow local workforce areas to reserve more than 20 percent of Adult and Dislocated Worker funds for incumbent worker training (IWT). This waiver increased the threshold available for IWT from 20 percent to 50 percent through June 30, 2024.

Missouri’s Apprenticeship and Work-Based Learning Unit serves as the subject matter expert for IWT.

Incumbent Worker Training – Participants Served				
Region	PY 2019	PY 2020	PY 2021	PY 2022
Central Region	0	16	89	12
Jefferson/Franklin Consortium	14	12	20	32
Northeast Region	15	7	8	1
South Central Region	6	0	6	0
St. Louis County	0	20	46	25
West Central Region	2	6	2	7
<b>Total</b>	<b>37</b>	<b>61</b>	<b>171</b>	<b>77</b>

Incumbent Worker Training – Employers Served				
Region	PY 2019	PY 2020	PY 2021	PY 2022
Central Region	0	1	16	2
Jefferson/Franklin Consortium	5	1	10	11
Northeast Region	1	3	1	1
South Central Region	1	0	2	0
St. Louis County	0	1	3	2
West Central Region	1	2	2	1
<b>Total</b>	<b>8</b>	<b>8</b>	<b>34</b>	<b>17</b>

In PY 2022, this unit hosted regular calls with participating LWDB directors or other local staff to discuss the IWT program, provide technical assistance, and promote continuous improvement efforts. This form of technical assistance discontinued during the latter part of PY 2022, but is planned to resume in PY 2023. Five LWDBs elected to offer IWT in their service areas this program year. Two LWDBs increased IWT numbers in PY 2022 from last program year, Jefferson-Franklin and West Central.

Although a decline in IWT, regions continue to offer this service to Missouri workers and businesses. The decline in enrollments for IWT is attributed to two issues: financial support and turnover in the local areas, from executive level staff to front-line staff, both of which affect the ability to promote and establish IWT agreements. With the onboarding of the new apprenticeship and work-based learning coordinator, specific efforts will begin to increase awareness of IWT and other work-based learning opportunities.

## PROGRESS IN IMPLEMENTING SECTOR STRATEGIES AND CAREER PATHWAYS

OWD continues to explore new and flexible ways to provide opportunities for career pathways. This not only strengthens services for job seekers, including youth, but also enhances the services to employers and assists in retention. Programs such as registered apprenticeships and work-based learning, and short-term, industry-focused credential training are high emphasis areas in Missouri. Employing these new sector strategies are intended to provide more opportunities for job seekers to enter the market sooner and with the right knowledge and skills for the employer.

Education, in conjunction with OWD and employers, is a key element in the partnership of participants necessary to develop quality sector strategies in Missouri. There may be customers who need to have concurrent and, in some cases, consecutive sessions of education and skill attainment with employment. OWD advises and encourages customers to manage their own careers with information on what services are possible. OWD has strong relationships with its educational institutions and training providers. Educational institutions have long had a practice of involving employers in providing input to the development of needed training programs. Therefore, it is key to have the perspective and expertise of education as part of OWD's strategy and implementation.

Missouri is one of two state departments in the United States that combine higher education and workforce development. This combination has created many synergies as the department serves adult and youth populations. One example is the Adult Learner Network, facilitated by MDHEWD's Office of Postsecondary Policy. The Adult Learner Network focuses on how higher education institutions can best serve the adult student population and brings together employers, educational institutions, workforce development, and other stakeholders to meet the skill and educational needs. Two roundtables and the first strategic planning session focused on data and meeting enrollment and equity goals were held in Spring 2023.

OWD has developed new initiatives to expand apprenticeship opportunities for Adult, Dislocated Workers, and Youth, such as new contracts with labor organizations, local employers, and other state agencies. OWD has work-based learning programs such as on-the-job training, apprenticeships, and work experience, which offer customers the opportunity to combine education, training, and employment services.

Community colleges are often identified as pass-through entities for state workforce discretionary funds, intermediaries, or related-training instruction providers for apprenticeships and pre-apprenticeships and training providers for many of the core partner program participants. These institutions play a key role in assuring positive outcomes for individuals.

In Spring 2023, OWD collaborated with the Department of Health and Human Services to develop a unique sector strategy focused on public health and health care jobs. Recognizing the mismatch between the high number of available health care positions and the low number of people available to fill health care jobs, a focus was placed on maintaining or increasing the educational programs and pathways available to obtain employment in the public health and health care field. This resulted in the formation of a statewide Public Health and Healthcare Advisory Taskforce. Comprised of leadership from employers, training institutions, and associations representing the health care, public health, mental health and dentistry industries, this group is charged with developing new strategies to grow and educate the talent pipeline in this sector.

## WORKFORCE PERFORMANCE

Negotiated performance goals for PY 2022 and PY 2023 increased for most of Missouri’s WIOA and WP measures. This was the first cycle of performance negotiation for Missouri to use the Statistical Adjustment Model. The model considers past performance based on participant characteristics and economic conditions to predict performance for the core WIOA measures.

In PY 2022, Missouri exceeded employment goals for all WIOA programs and WP for both the Employment Q2 After Exit and Employment Q4 After Exit measures.

Employment Q2 After Exit									
Program	PY 2020			PY 2021			PY 2022		
	State Plan	Actual	% Achieved	State Plan	Actual	% Achieved	State Plan	Actual	% Achieved
WIOA Adult	72.50%	73.88%	101.90%	72.50%	78.82%	108.72%	74.00%	79.39%	107.29%
WIOA DW	77.00%	74.56%	96.83%	77.00%	76.61%	99.50%	76.00%	77.40%	101.85%
WIOA Youth	73.00%	76.51%	104.81%	73.00%	81.77%	112.02%	77.00%	82.51%	107.15%
Wagner-Peyser	69.00%	64.66%	93.71%	69.00%	63.49%	92.01%	67.00%	74.18%	110.72%

Employment Q4 After Exit									
Program	PY 2020			PY 2021			PY 2022		
	State Plan	Actual	% Achieved	State Plan	Actual	% Achieved	State Plan	Actual	% Achieved
WIOA Adult	68.00%	71.69%	105.42%	68.00%	75.02%	110.33%	70.00%	80.23%	114.61%
WIOA DW	74.00%	79.51%	107.45%	74.00%	77.49%	104.71%	74.00%	75.59%	102.15%
WIOA Youth	70.00%	76.44%	109.20%	70.00%	80.35%	114.79%	74.50%	80.45%	107.99%
Wagner-Peyser	71.00%	65.17%	91.79%	71.00%	64.78%	91.24%	69.50%	70.51%	101.46%

Missouri exceeded performance goals for all but one Median Earnings measure. The actual Median Earnings for all WIOA and WP programs decreased in PY 2022 compared to PY 2021.

Median Earnings 2 Quarters After Exit									
Program	PY 2020			PY 2021			PY 2022		
	State Plan	Actual	% Achieved	State Plan	Actual	% Achieved	State Plan	Actual	% Achieved
WIOA Adult	\$5,250.00	\$7,197.58	137.10%	\$5,250.00	\$7,710.47	146.87%	\$7,000.00	\$7,292.55	104.18%
WIOA DW	\$7,400.00	\$9,699.70	131.08%	\$7,400.00	\$9,362.69	126.52%	\$9,000.00	\$8,377.86	93.09%
WIOA Youth	\$2,950.00	\$3,765.65	127.65%	\$2,950.00	\$4,512.58	152.97%	\$3,700.00	\$4,498.00	121.57%
Wagner-Peyser	\$5,200.00	\$5,954.60	114.51%	\$5,200.00	\$7,021.77	135.03%	\$5,750.00	\$6,776.28	117.85%

Missouri met over 90 percent of the negotiated performance goals for Credential Attainment in PY 2022 for the WIOA Adult and WIOA Dislocated Worker. The most notable gain is in WIOA Youth category, topping 100 percent of negotiated performance after achieving 92.14 percent and 93.43 percent in PY 2020 and PY 2021, respectively.

WIOA Credential Attainment									
	PY 2020			PY 2021			PY 2022		
Program	State Plan	Actual	% Achieved	State Plan	Actual	% Achieved	State Plan	Actual	% Achieved
WIOA Adult	67.00%	69.39%	103.57%	67.00%	66.16%	98.74%	66.50%	62.35%	93.75%
WIOA DW	68.00%	77.17%	113.48%	68.00%	74.05%	108.90%	71.00%	70.10%	98.74%
WIOA Youth	63.00%	58.05%	92.14%	63.00%	58.86%	93.43%	63.00%	66.22%	105.12%

For the third consecutive year, Missouri successfully achieved goals in the Measurable Skill Gains (MSG) measure for all programs. Even with increases in Missouri’s negotiated goal for PY 2022, Missouri exceeded both actual and negotiated performance goals.

WIOA Measurable Skill Gains									
	PY 2020			PY 2021			PY 2022		
Program	State Plan	Actual	% Achieved	State Plan	Actual	% Achieved	State Plan	Actual	% Achieved
WIOA Adult	48.00%	60.31%	125.65%	48.00%	55.80%	116.26%	51.50%	68.15%	132.34%
WIOA DW	59.00%	68.38%	115.90%	59.00%	63.18%	107.09%	60.00%	71.16%	118.60%
WIOA Youth	38.50%	59.26%	153.92%	38.50%	53.08%	137.88%	44.50%	54.68%	122.87%

Over the past few program years, Missouri has implemented several initiatives to enroll and serve more citizens. The strategies are paying off as the number of individuals that were enrolled in WP and received services exceeded pre-pandemic levels in PY 2022. These strategies include:

- Full implementation of WP Standardization, reducing the time for enrollment and producing a quality resume for job seekers
- MO Reentry Connect provides employability skills before release and connects individuals with Job Center services in the area of release, allowing continuity of job seeker services and training that began pre-release
- Engaging Missouri’s youth in career exploration programs and Job Center services

Wagner-Peyser		
Program Year	Enrolled	Served
PY 2019	47,405	51,659
PY 2020	25,984	28,578
PY 2021	40,339	43,635
PY 2022	49,205	52,793

## EFFECTIVENESS IN SERVING EMPLOYERS

The Effectiveness in Serving Employers (ESE) measure permits states the option of selecting a set of defined measurement strategies. Missouri continues to utilize the measure of Rate of Repeat Business Customers and Rate of Market Penetration among the Whole Market Share of Employers.

### Rate of Repeat Services to Business Customers (29.70%)

Repeat Services to Business Customers is defined as the percentage of repeated services provided to Missouri employers during the past three years. The elements to calculate the measure include the percentage of all employers who received services that use core program services more than once. The rate for PY 2022 was 29.7 percent, which grew from 26.2 percent in PY 2021.

## Rate of Market Penetration among the Whole Market Share of Employers (5.50%)

Market penetration calculates the percentage of employers using business services out of all business establishments in the state. The rate is known as a market share or percentage penetration of the total. The rate for PY 2022 was 5.5 percent, a decrease from 11.0 percent in PY 2021.

# CUSTOMER SATISFACTION

Missouri's goal in collecting customer feedback goes beyond meeting one-stop center certification requirements. Missouri works to achieve positive outcomes, and customer feedback is crucial in understanding how to provide the best experience as customers work toward goals.

Over 5,500 job seekers provided feedback on their interaction with the Job Center in PY 2022. On a 5-point scale, job seekers across the state provided a rating of 4.8. The rate of customers very satisfied or satisfied with services received has increased from 97 percent in PY 2019 to 98 percent in PY 2022.

During PY 2022, 662 employers provided feedback through the survey. Using the 5-point scale, Missouri realized a 4.5 rating for employer satisfaction. Employers responding as either very satisfied or satisfied with Job Center services totaled 95 percent for the program year, down slightly from 96 percent in the past two program years.

Since implementation of Missouri's first survey in PY 2019, technology for collecting and visualizing data has evolved. Dissemination of surveys has been manual, with staff sending email messages or telling customers of the link on resource room computers. During the second half of PY 2022, Missouri was presented with the opportunity to automate the survey process. Using a contract secured by Missouri's Office of Administration, OWD had access to a team of experts to assist in developing and structuring questions focused on the customer experience, dashboards with visualizations of the data collected, and a closed-loop ticketing system to ensure that customers that request follow-up contact are served. The data will be used as Missouri is constantly reviewing processes and services and designing ways to better meet customer needs.

# RESEARCH AND DATA

## Program Evaluation

Data has become engrained in the culture of OWD and is used throughout the organization for making decisions, policy recommendations, and forming new workforce strategies. Dashboards are sent to staff and local partners each week as a first look at performance. A standing agenda item on the weekly Director's Meeting invites conversation on the numbers and performance for the past week. Job Center Supervisors query daily numbers for enrollments, services, and traffic for their centers to manage operations. But, OWD's focus is not just on the numbers. OWD staff understand that each number represents an individual, a person that is receiving assistance and on a path to find a job and remain employed.

Missouri was selected to participate in the 2022 Evaluation Peer Learning Cohort (EvalPLC). Representatives from all parts of Missouri's public workforce system learned about the WIOA evaluation process by building an evidence-based framework to be replicated and used to build research projects.

During the EvalPLC, the Missouri team worked through two assessments to determine current strengths and areas to focus when building the culture of evaluation. The Evaluation Readiness Assessment helped to understand baseline knowledge and use of data in WIOA partner agencies. The Evaluation Design and Implementation Assessment was instrumental as the team was thinking about topics for projects.

Missouri's evaluation efforts did not stop after cohort completion. Missouri's team will continue meeting quarterly for updates and discussion on the topic of evaluation and research projects to inform the public workforce system. Team members include staff from data teams and Equal Opportunity in OWD, Vocational Rehabilitation, Adult Education and Literacy, Rehabilitation Services for the Blind, Department of Labor and Industrial Relations, Department of Social Services, and LWDBs representing both urban and rural areas of Missouri.

The Missouri team compiled a list of questions about the public workforce system to be answered through the data. The team prioritized the list of research topics and Missouri's first formal Evaluation project scheduled for completion in early calendar year 2024. Research, analysis, and writing will take place in-house with OWD taking the lead on evaluation activities. The project plan for Missouri's first formal evaluation focuses on barriers, the types of services provided to individuals with barriers, and how outcomes may be affected based on the services.

Missouri is striving to improve the workforce system and how citizens are served, and research and evaluation is part of the continuous improvement process. Missouri will continue strategically choosing projects to help better understand the population, unique needs based on geographic region, barriers, demographics, etc., and how services are designed and delivered to different populations. Projects will provide meaningful feedback and an objective assessment of the system and services available, allowing Missouri to validate, rethink, and pivot where needed.

Another part of the mission is ensuring diversity, equity, and inclusion in programs and services offered and delivered throughout the state. Missouri's Equal Opportunity Officer, who participates on the evaluation team, regularly reviews regional and statewide data to understand service delivery and pinpoint areas to improve.

Missouri's informal evaluation process includes comparing the performance of Missouri's public workforce system to 14 surrounding states. Data and information used in the state-to-state comparison helps understand effective workforce strategies used by other states and local workforce development directors that may be replicated in Missouri. Comparing PY 2021 (most recent) performance to PY 2018, Missouri has improved performance on most measures as well as the rankings. Missouri has moved up in the rankings and percentage achieved for all programs in the category of Employment Rate 2 Quarters after Exit. Missouri has also improved the percentage achieved for Credential Rate in all WIOA programs.

## **Quarterly Performance Report**

Quarterly Performance Reports were developed four years ago and have successfully evolved to meet regional needs over time. The current reporting format provides performance comparisons toward meeting negotiated performance targets, as well as financial information for the region. CLEOs, Local Board Chairs, and Directors collaborate and brainstorm with OWD each quarter to address issues and identify accomplishments, resulting in a downward trend in performance issues.

## **Data Element Validation**

Data validation, or Data Element Validation (DEV), is a series of internal controls or quality assurance techniques established to verify the accuracy, validity, and reliability of data. The establishment of a shared data validation framework that requires a consistent approach across programs ensures that all program data consistently and accurately reflects the performance of each grant recipient. The purpose of validation procedures is to (1) verify performance data reported by grant recipients to USDOL is valid, accurate, reliable, and comparable across programs; (2) identify anomalies in the data and resolve issues that may cause inaccurate reporting; (3) outline source documentation required for common data elements; and (4) improve program performance accountability through the results of data validation efforts.

Each LWDB, the Central Office Trade Adjustment Assistance (TAA) unit, and OWD supervisors are responsible for conducting quarterly DEV reviews. All WIOA core and non-core programs must be reviewed. Quarterly reviews are conducted on a minimum of three, with a maximum of 15, randomly selected records, for each program. The OWD Regulatory Compliance team reviews DEV efforts on an annual basis. If missing or erroneous data is discovered throughout the validation process, staff must take appropriate action to make corrections.

LWDBs, OWD Supervisors, and Region Managers provide annual training to workforce staff on the importance of correct data entry as it relates to positive performance outcomes. Additionally, each LWDB must provide training on the allowable source documentation requirements. OWD will continue providing annual DEV training to all staff responsible for monitoring data entry and performance. During the OWD Summit in December 2022, DEV training was provided to local and state staff working in a compliance role. DEV training has been provided on several occasions throughout the year for different teams specific to their roles.

DOL provides OWD with performance feedback reports to aid in data integrity efforts and support data accuracy on a quarterly basis. The analysis includes, but is not limited to, a review of the data submitted, anomalies and outliers, and other potential data quality issues, which may indicate reporting inaccuracies. OWD staff use the reports to conduct quarterly data integrity reviews of program data errors, missing data, out-of-range variances in values reported, and other anomalies. OWD's Regulatory Compliance Unit will conduct annual audits of the DEV reviews conducted by each responsible entity to determine the effectiveness of the current DEV policy and procedures. When inefficiencies are discovered, the policy and procedures are updated accordingly.

## Common Exit

The common exit approach for WIOA Title I Adult and Dislocated Worker, WIOA Title I Youth, WIOA Title III WP, and TAA programs reports the exit date as the last date of service. The last day of service cannot be determined until at least 90 days have elapsed since the participant last received services and does not include self-service, information-only services or activities, or follow-up services. This also requires that there are no plans to provide the participant with future services within any program in which they are participating.

Any authorized user who knowingly or willingly posts a false activity or service in the statewide case management system (or any authorized user who instructs another user to post such an activity) to prevent a timely exit will be falsifying a record and compromising the integrity of the record and/or database. Such action constitutes a violation of OWD's Confidentiality and Information Security Plan, and is subject to the disciplinary and/or legal penalties therein. This can include suspension or debarment from access to the case management system or termination of employment. Depending on severity, such action also may constitute violation of State or federal laws or regulations and may be subject to additional administrative remedies or criminal prosecution.

Case management services and any other required administrative caseload management activities that involve regular contact with the participant or employer to obtain the participant's employment status, educational progress, or need for additional services also do not constitute services that extend the period of participation. If a participant is not scheduled for future services, documentation must be in case notes, the EP (Employment Plan) should be closed, and the closure tab completed.

- **Soft Exit** — A Soft Exit will occur when an individual has not received documented staff-assisted services for 90 days in the WP, WIOA, or TAA programs. The definition of a "soft exit" is an exit that is system generated and records automatically after the participant goes 90 days without receiving staff-assisted services. The date of common exit will correspond to the last day of the staff-assisted service.
- **Hard Exit** — A Hard Exit may occur if any of the following reasons apply during participation or up to the fourth quarter measurement period:



- If the participant exits the program due to incarceration in a correctional institution or became a resident of an institution or facility providing 24-hour support such as a hospital or treatment center during the course of receiving services as a participant
- If the participant exits the program because of medical treatment and that treatment lasts longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program
- If the participant is deceased
- If the participant exits the program because they are a member of the National Guard or other reserve military unit of the armed forces and is called to active duty for at least 90 days
- (Youth participants only). If the participant is in the foster care system as defined in 45 CFR 1355.20(a), and exits the program because they have moved from the area as part of such program or system
- If the participant is a criminal offender in a correctional institution defined under section 225 (e) (1) of WIOA

Case Managers must provide back-up documentation and contact OWD's CSU to request a hard exit. CSU will review all necessary documentation before completing the hard exit.

## EQUAL OPPORTUNITY ACCOMPLISHMENTS

MDHEWD's State Office of Equal Opportunity (SOEO) is steadfast in its commitment to fostering an inclusive and welcoming environment where all Missourians have equal access and opportunity to succeed in education, training, and employment endeavors in the state of Missouri. The MDHEWD SOEO is actively committed to ensuring equal and integrated access to services for all races, religions, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origins (including limited English proficiency), ages, and individuals with a disability throughout Missouri's workforce system. The MDHEWD SOEO plays a crucial role in advocating for equal opportunity policies to prevent discrimination in higher education and workforce development. Through programs and initiatives, MDHEWD SOEO works to eliminate barriers and promote diversity, inclusion, and equal treatment for all individuals, regardless of background or characteristics.

Throughout PY 2022, the MDHEWD SOEO developed training on various topics, including diversity, sexual harassment prevention, human trafficking awareness, Americans with Disability Act (ADA), and compliance training. These related trainings are essential in promoting fairness and inclusivity in the workplace. The trainings aim to enhance employees' understanding of equal opportunity laws and regulations, as well as provide the necessary knowledge and skills to create an inclusive and respectful environment for staff and job seekers.

In addition to the trainings, the MDHEWD SOEO developed an ADA guidance booklet (ADA Booklet), to serve as a tool to assist staff with ADA equipment and software updates, as well as signage and alternative notice requirements in the job centers. The ADA Booklet aims to streamline the process of accommodating individuals with disabilities, ensuring equal opportunities for all job seekers. Furthermore, the MDHEWD SOEO developed an audio recording of the EO Is The Law poster in both English and Spanish to help visually-impaired individuals understand their rights under WIOA. The English and Spanish audio recording can be found on the MDHEWD SOEO webpage.

The MDHEWD SOEO hosted its Second Annual Midwest Equal Opportunity Summit in Independence, Missouri, on November 16-18, 2022. The Summit gave State and Local Equal Opportunity Officers, One Stop Operators, State and Local Boards Directors, and other workforce leadership staff, the opportunity to connect and bring awareness to the requirements of Section 188 of WIOA. The event provided training to over 120 attendees from 20 states on trending topics with diversity, inclusion, equity and accessibility.

The National Association of State Workforce Agencies recognized and honored the MDHEWD SOEO with the prestigious William J. Harris Equal Opportunity Award at the 2023 Winter Policy Forum in Washington, D.C., presented by the Equal Opportunity (EO) Committee. This award recognizes a state demonstrating excellence and innovation in the area of equal opportunity. The MDHEWD SOEO is providing technical assistance to the state of Minnesota for the next Midwest Equal Opportunity Summit, tentatively scheduled for April 2024.

In January 2023, the MDHEWD SOEO finalized the Missouri Nondiscrimination Plan (NDP) in accordance with WIOA and equal opportunity requirements. The NDP provides guidance on Section 188 of WIOA and 29 CFR 38, including requirements for: assurances, equal opportunity officers, notice and communications, data and information collection and maintenance, affirmative outreach, complaint processing procedures, and governor's oversight and monitoring responsibilities for state programs, and other obligations for WIOA recipients. In addition to publishing the NDP, the MDHEWD SOEO provided quarterly training on the NDP and its contents for all workforce leadership staff, including providing technical assistance and guidance on ensuring compliance with Section 188 of WIOA and 29 CFR 38.

In accordance with the Missouri NDP, the MDHEWD SOEO processes discrimination, harassment, and retaliation complaints, and performs an annual monitoring review of WIOA recipients. The MDHEWD SOEO is committed to complying with the complaint processing procedures of equal opportunity requirements, ensuring the recipients of WIOA Title I funding implement the established policies and procedures. Throughout PY 2022, the MDHEWD SOEO received 59 complaints.

Another requirement of the Missouri NDP is annual monitoring. As of January 1, 2023, the MDHEWD SOEO assumed the responsibility of annual monitoring for WIOA Title I recipients. The MDHEWD SOEO conducts compliance monitoring and reviews in accordance with Section 188 of WIOA, 29 CFR 38, and the Missouri NDP. The MDHEWD SOEO is responsible for monitoring MDHEWD, the Department of Labor and Industrial Relations, other partner state agencies, Local Workforce Development Boards (LWDB), eligible training providers (ETPs), special projects, and service providers. The MDHEWD SOEO monitored 13 LWDBs and 46 ETPs for PY 2022. In order to assist with the compliance monitoring requirements and ensure that recipients are in compliance with Section 188 of WIOA and 29 CFR 38, the MDHEWD SOEO has hosted two training events for ETPs, including one data analysis training on July 19, 2023. The MDHEWD SOEO also developed a technical assistance booklet for the monitoring procedures. The technical assistance booklet provides an overview of the monitoring requirements, along with examples of supporting documentation and a guide for the data analysis portion of the annual monitoring. This technical assistance booklet was sent out to the ETPs and posted on the MDHEWD SOEO website.

The MDHEWD SOEO conducts a language assessment annually to see how often staff comes in contact with limited English proficiency (LEP) individuals. MDHEWD staff may interact with a customer seeking employment services, complaint processing, or general information. To support interaction with the general public, the MDHEWD SOEO has coordinated training on how to utilize the language line, how to schedule an in-person interpreting services, and translating vital documents into the appropriate language. According to Missouri Economic Research and Information Center (MERIC), Spanish is the most spoken language other than English in Missouri. The MDHEWD SOEO has provided the public with an audio Spanish version of their rights to file a complaint under Section 188 of WIOA. To plan for future effective meaningful access to services, the MDHEWD SOEO analyzes the different languages staff interacted with throughout the program year. The top 20 languages include Spanish (1,710 calls), Russian (41), Arabic (32), Somali (27), Dari (21), Haitian (18), Vietnamese (17), Swahili (16), Mandarin (15), French (13), Cantonese (10), Creole (10), Pashto (10), Bosnian (8), Kinyarwanda (6), Oromo (3), Sudanese (3), and Turkish (2).

# SPECIAL EVENTS, LEADERSHIP, AND PROFESSIONAL DEVELOPMENT

## **OWD Summit**

The OWD Summit is an annual event that brings together state and LWDB leaders for workshops and learning opportunities. General sessions during the PY 2022 Summit focused on how OWD serves customers, including approaches for individuals affected by different types of traumas and personal accountability in providing services. Breakout sessions provided specialized technical training for teams.

## **CLEO Summit**

In March 2023, OWD hosted the Fourth Annual Chief Local Elected Official and Local Workforce Board Symposium. This year's summit featured a presentation from James Lambert with the USDOL detailing the roles and responsibilities of stakeholders in the public workforce system.

## **Apprenticeship Summit**

OWD celebrated National Apprenticeship Week during its Fifth Annual Apprenticeship Missouri Summit with the theme "Connecting Opportunities to Outcomes." The event included over 200 apprenticeship community partners from across the world. The Summit kicked off with a tour of the Kansas City Electrical Joint Apprenticeship and Training Center for a behind-the-scenes look at how and where apprentices receive training followed by two workshop presentations focused on building strategic apprenticeship partnerships and developing apprenticeship standards. The second day of the Summit hosted a series of panels and closed with the presentation of awards highlighting those who have made an impact on registered apprenticeship innovation in Missouri.

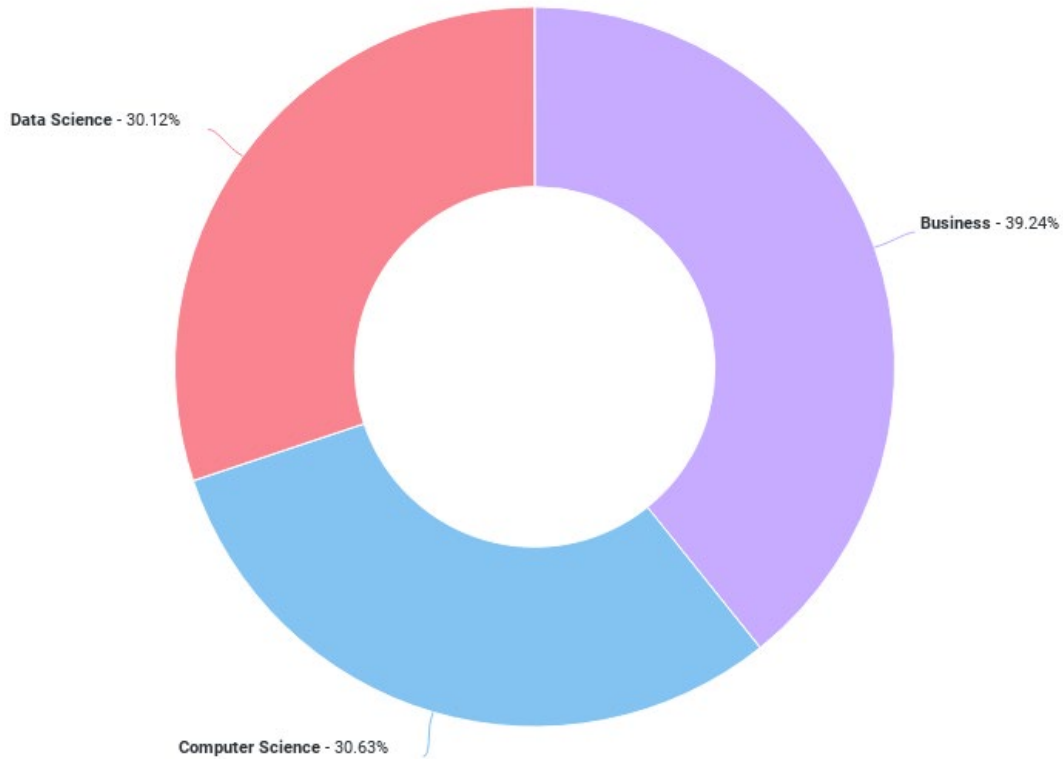
## **Train-the-Trainer**

A result of the Case Management Taskforce's work was the creation of the Train-the-Trainer program. The team identified opportunities for improvement. OWD staff created and delivered content to local staff, who are the trainers for each region, ensuring consistent messaging and processes. Topics during PY 2022 included Case Notes, Employment Plans, Training Eligibility Justification (WIOA Title 1), and Performance Measures.

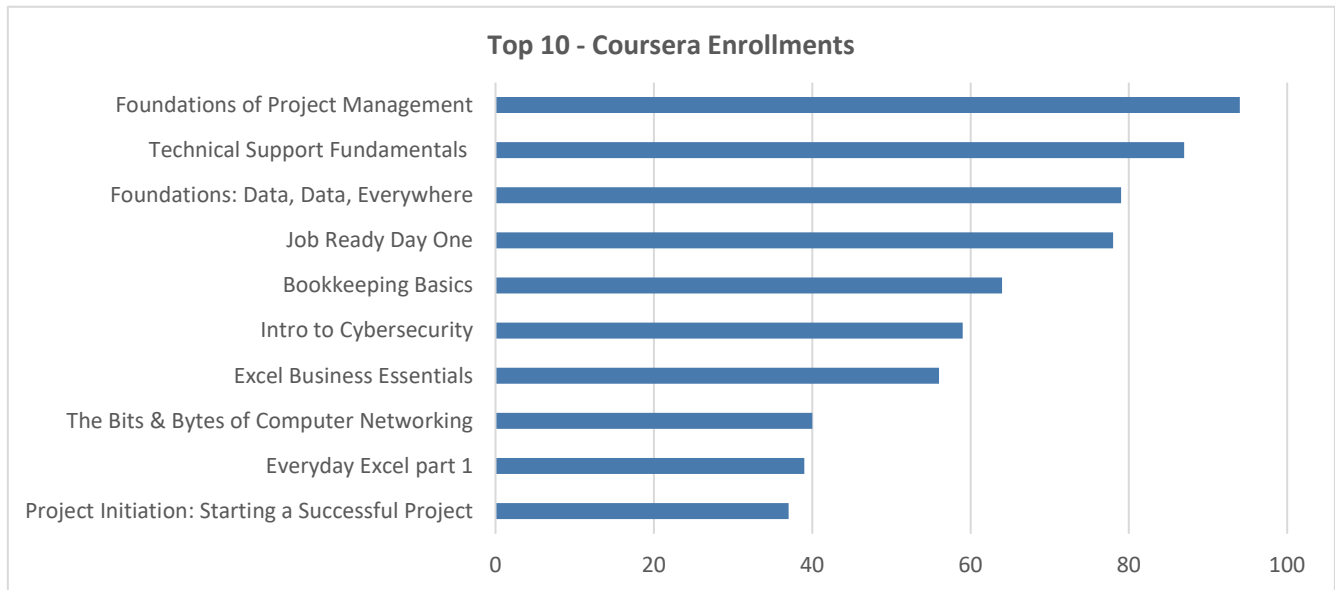
# Appendices

# DISCRETIONARY PROJECTS - COURSERA

### Top 3 Types of Skill Development Through Coursera



### Top 10 - Coursera Enrollments



# PARTICIPANT DATA

Demographics of Exiters				
PY 2021 Participants	Exited	PY 2022 Participants	Exited	Difference PY21 and PY22
<b>All Participants -Sex</b>	<b>39,752</b>	<b>All Participants -Sex</b>	<b>49,600</b>	25%
Male	20,816	Male	25,971	25%
Female	18,896	Female	23,549	25%
Did Not Self Identify	40	Did Not Self Identify	80	100%
<b>All Participants - Age</b>	<b>39,752</b>	<b>All Participants - Age</b>	<b>49,600</b>	25%
<16	59	<16	79	34%
16-18	1,335	16-18	1,792	34%
19-24	4,392	19-24	5,573	27%
25-44	17,267	25-44	21,447	24%
45-54	7,442	45-54	9,442	27%
55-59	4,002	55-59	4,649	16%
60+	5,255	60+	6,618	26%
<b>All Participants - Race</b>	<b>39,752</b>	<b>All Participants - Race</b>	<b>49,600</b>	25%
Asian	312	Asian	418	34%
African American	9,444	African American	11,298	20%
American Indian / Alaskan Native	256	American Indian / Alaskan Native	351	37%
Pacific Islander	222	Pacific Islander	331	49%
White	23,503	White	30,265	29%
Multi Race	1,327	Multi Race	1,643	24%
n/a	4,688	n/a	5,294	13%
<b>All Participants - Hispanics</b>	<b>39,752</b>	<b>All Participants - Hispanics</b>	<b>49,600</b>	25%
Hispanic	1,193	Hispanic	1,615	35%
Did Not Self-Identify	2,754	Did Not Self-Identify	3,842	40%
Not Hispanic	35,805	Not Hispanic	44,143	23%
<b>All Participants - Disability</b>	<b>39,752</b>	<b>All Participants - Disability</b>	<b>49,600</b>	25%
No Disability	33,524	No Disabled	42,881	28%
Disabled	2,162	Disabled	3,060	42%
Did Not Disclose	4,066	Did not Disclose	3,659	-10%
<b>All Participants - LEP</b>	<b>39,752</b>	<b>All Participants - LEP</b>	<b>49,600</b>	25%
Limited English	13	Limited English	22	69%
Not Limited English	39,739	Not Limited English	49,578	25%

# WIOA REGIONAL PERFORMANCE PY 2022

## Statewide Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	74.00%	79.39%	107.29%
WIOA Dislocated Worker	76.00%	77.40%	101.85%
WIOA Youth	77.00%	82.51%	107.15%
Wagner-Peyser	67.00%	74.18%	110.72%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	70.00%	80.23%	114.61%
WIOA Dislocated Worker	74.00%	75.59%	102.15%
WIOA Youth	74.50%	80.45%	107.99%
Wagner-Peyser	69.50%	70.51%	101.46%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	66.50%	62.35%	93.75%
WIOA Dislocated Worker	71.00%	70.10%	98.74%
WIOA Youth	63.00%	66.22%	105.12%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	51.50%	68.15%	132.34%
WIOA Dislocated Worker	60.00%	71.16%	118.60%
WIOA Youth	44.50%	54.68%	122.87%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$7,000.00	\$7,292.55	104.18%
WIOA Dislocated Worker	\$9,000.00	\$8,377.86	93.09%
WIOA Youth	\$3,700.00	\$4,498.00	121.57%

## Central Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	78.00%	86.79%	111.27%
WIOA Dislocated Worker	79.00%	89.66%	113.49%
WIOA Youth	78.50%	85.42%	108.81%
Wagner-Peyser	67.50%	75.58%	111.98%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	75.00%	82.01%	109.35%
WIOA Dislocated Worker	74.00%	90.00%	121.62%
WIOA Youth	76.00%	84.21%	110.80%
Wagner-Peyser	67.50%	70.43%	104.35%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	73.00%	71.25%	97.60%
WIOA Dislocated Worker	77.00%	70.00%	90.91%
WIOA Youth	60.00%	52.38%	87.30%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	70.00%	82.52%	117.88%
WIOA Dislocated Worker	68.00%	76.00%	111.76%
WIOA Youth	39.00%	63.46%	162.72%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$6,800.00	\$9,772.30	143.71%
WIOA Dislocated Worker	\$9,100.00	\$9,956.95	109.42%
WIOA Youth	\$3,800.00	\$4,498.00	118.37%
Wagner-Peyser	\$6,200.00	\$6,463.22	104.25%



## East Jackson Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	70.00%	81.43%	116.33%
WIOA Dislocated Worker	71.00%	79.03%	111.31%
WIOA Youth	68.00%	84.38%	124.08%
Wagner-Peyser	67.00%	71.05%	106.04%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	70.00%	83.16%	118.80%
WIOA Dislocated Worker	71.50%	78.57%	109.89%
WIOA Youth	70.00%	75.68%	108.11%
Wagner-Peyser	66.00%	70.29%	106.50%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	65.00%	76.25%	117.31%
WIOA Dislocated Worker	68.00%	69.23%	101.81%
WIOA Youth	65.00%	82.35%	126.70%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	56.00%	70.21%	125.38%
WIOA Dislocated Worker	64.00%	78.13%	122.07%
WIOA Youth	50.00%	34.62%	69.23%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$6,800.00	\$9,941.93	146.20%
WIOA Dislocated Worker	\$9,000.00	\$15,831.47	175.91%
WIOA Youth	\$3,825.00	\$4,102.02	107.24%
Wagner-Peyser	\$5,600.00	\$8,459.20	151.06%

## Jefferson/Franklin Consortium Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	74.50%	85.71%	115.05%
WIOA Dislocated Worker	76.00%	80.43%	105.84%
WIOA Youth	75.00%	86.49%	115.32%
Wagner-Peyser	67.00%	71.90%	107.31%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	71.00%	80.65%	113.58%
WIOA Dislocated Worker	72.00%	85.71%	119.05%
WIOA Youth	76.00%	87.18%	114.71%
Wagner-Peyser	70.00%	71.40%	102.01%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	68.75%	66.67%	96.97%
WIOA Dislocated Worker	67.50%	76.79%	113.76%
WIOA Youth	60.00%	65.79%	109.65%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	52.00%	76.12%	146.38%
WIOA Dislocated Worker	55.00%	73.33%	133.33%
WIOA Youth	50.00%	58.00%	116.00%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$7,150.00	\$10,126.51	141.63%
WIOA Dislocated Worker	\$8,000.00	\$9,171.96	114.65%
WIOA Youth	\$3,800.00	\$5,508.06	144.95%
Wagner-Peyser	\$6,000.00	\$7,826.25	130.44%

## Kansas City & Vicinity Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	70.00%	76.52%	109.31%
WIOA Dislocated Worker	67.00%	73.21%	109.28%
WIOA Youth	69.50%	82.93%	119.32%
Wagner-Peyser	70.00%	74.41%	106.30%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	66.00%	83.18%	126.03%
WIOA Dislocated Worker	66.00%	72.94%	110.52%
WIOA Youth	68.00%	80.00%	117.65%
Wagner-Peyser	60.00%	71.81%	119.69%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	57.00%	62.35%	109.38%
WIOA Dislocated Worker	66.00%	69.63%	105.50%
WIOA Youth	64.00%	75.61%	118.14%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	50.00%	53.04%	106.09%
WIOA Dislocated Worker	58.00%	53.66%	92.51%
WIOA Youth	41.00%	42.42%	103.47%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$6,800.00	\$9,859.00	144.99%
WIOA Dislocated Worker	\$8,200.00	\$12,938.65	157.79%
WIOA Youth	\$3,825.00	\$6,574.61	171.89%
Wagner-Peyser	\$5,500.00	\$9,285.14	168.82%

## Northeast Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	77.00%	80.65%	104.73%
WIOA Dislocated Worker	81.00%	88.00%	108.64%
WIOA Youth	80.00%	78.26%	97.83%
Wagner-Peyser	70.50%	77.86%	110.44%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	71.50%	90.91%	127.15%
WIOA Dislocated Worker	78.00%	92.00%	117.95%
WIOA Youth	76.00%	89.09%	117.22%
Wagner-Peyser	71.50%	72.30%	101.12%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	78.00%	77.19%	98.97%
WIOA Dislocated Worker	79.50%	65.00%	81.76%
WIOA Youth	77.00%	84.31%	109.50%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	62.00%	65.31%	105.33%
WIOA Dislocated Worker	57.50%	47.06%	81.84%
WIOA Youth	58.00%	89.19%	153.77%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$7,600.00	\$8,144.28	107.16%
WIOA Dislocated Worker	\$7,500.00	\$8,509.56	113.46%
WIOA Youth	\$3,800.00	\$4,263.58	112.20%
Wagner-Peyser	\$6,000.00	\$6,258.28	104.30%

## Northwest Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	75.00%	78.13%	104.17%
WIOA Dislocated Worker	79.50%	86.67%	109.01%
WIOA Youth	79.50%	84.85%	106.73%
Wagner-Peyser	69.00%	74.64%	108.18%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	78.00%	78.71%	100.91%
WIOA Dislocated Worker	75.00%	84.93%	113.24%
WIOA Youth	76.00%	82.81%	108.96%
Wagner-Peyser	69.00%	71.54%	103.68%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	76.50%	71.19%	93.05%
WIOA Dislocated Worker	76.00%	80.95%	106.52%
WIOA Youth	58.00%	83.61%	144.15%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	55.00%	54.29%	98.70%
WIOA Dislocated Worker	61.50%	74.07%	120.45%
WIOA Youth	51.00%	74.60%	146.28%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$7,000.00	\$6,638.36	94.83%
WIOA Dislocated Worker	\$9,000.00	\$7,800.00	86.67%
WIOA Youth	\$4,000.00	\$5,465.36	136.63%
Wagner-Peyser	\$5,800.00	\$6,614.20	114.04%

## Ozark Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	71.50%	78.22%	109.40%
WIOA Dislocated Worker	76.50%	73.22%	95.72%
WIOA Youth	77.00%	83.78%	108.81%
Wagner-Peyser	72.00%	75.89%	105.40%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	70.00%	75.06%	107.22%
WIOA Dislocated Worker	75.00%	67.39%	89.86%
WIOA Youth	71.50%	71.79%	100.41%
Wagner-Peyser	68.00%	68.21%	100.31%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	76.00%	72.00%	94.74%
WIOA Dislocated Worker	81.00%	76.47%	94.41%
WIOA Youth	64.00%	72.73%	113.64%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	64.00%	68.75%	107.42%
WIOA Dislocated Worker	49.50%	60.00%	121.21%
WIOA Youth	41.50%	57.14%	137.69%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$6,400.00	\$6,019.83	94.06%
WIOA Dislocated Worker	\$7,900.00	\$6,296.45	79.70%
WIOA Youth	\$4,000.00	\$2,986.20	74.65%
Wagner-Peyser	\$5,950.00	\$5,990.45	100.68%

## South Central Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	72.00%	77.85%	108.12%
WIOA Dislocated Worker	73.00%	88.73%	121.55%
WIOA Youth	76.00%	71.15%	93.62%
Wagner-Peyser	66.00%	71.00%	107.58%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	71.00%	74.64%	105.12%
WIOA Dislocated Worker	72.50%	74.19%	102.34%
WIOA Youth	67.00%	82.50%	123.13%
Wagner-Peyser	63.00%	66.87%	106.15%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	77.00%	67.95%	88.25%
WIOA Dislocated Worker	77.00%	66.22%	86.00%
WIOA Youth	60.00%	67.57%	112.61%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	60.00%	66.67%	111.11%
WIOA Dislocated Worker	60.00%	62.50%	104.17%
WIOA Youth	50.00%	56.25%	112.50%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$5,800.00	\$6,808.58	117.39%
WIOA Dislocated Worker	\$6,300.00	\$7,927.62	125.84%
WIOA Youth	\$3,800.00	\$6,245.50	164.36%
Wagner-Peyser	\$5,000.00	\$5,695.31	113.91%

## Southeast Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	72.25%	80.31%	111.16%
WIOA Dislocated Worker	79.00%	84.78%	107.32%
WIOA Youth	72.00%	77.14%	107.14%
Wagner-Peyser	68.00%	73.84%	108.59%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	70.40%	83.23%	118.23%
WIOA Dislocated Worker	73.50%	85.71%	116.62%
WIOA Youth	72.50%	75.93%	104.73%
Wagner-Peyser	68.50%	69.37%	101.28%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	78.50%	75.45%	96.12%
WIOA Dislocated Worker	75.00%	78.13%	104.17%
WIOA Youth	62.00%	62.22%	100.36%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	56.50%	72.79%	128.84%
WIOA Dislocated Worker	49.50%	76.19%	153.92%
WIOA Youth	40.00%	61.17%	152.91%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$6,900.00	\$7,170.61	103.92%
WIOA Dislocated Worker	\$8,900.00	\$9,639.52	108.31%
WIOA Youth	\$4,000.00	\$6,158.50	153.96%
Wagner-Peyser	\$5,250.00	\$5,821.07	110.88%



## Southwest Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	74.00%	76.10%	102.83%
WIOA Dislocated Worker	79.25%	91.89%	115.95%
WIOA Youth	72.00%	70.73%	98.24%
Wagner-Peyser	70.00%	70.41%	100.58%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	70.00%	77.78%	111.11%
WIOA Dislocated Worker	76.00%	80.00%	105.26%
WIOA Youth	70.00%	77.42%	110.60%
Wagner-Peyser	67.00%	64.85%	96.79%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	72.00%	83.61%	116.12%
WIOA Dislocated Worker	72.50%	80.77%	111.41%
WIOA Youth	54.00%	63.64%	117.85%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	62.00%	75.47%	121.73%
WIOA Dislocated Worker	69.50%	80.00%	115.11%
WIOA Youth	40.00%	70.97%	177.42%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$6,650.00	\$6,749.97	101.50%
WIOA Dislocated Worker	\$8,300.00	\$11,891.16	143.27%
WIOA Youth	\$3,000.00	\$5,326.93	177.56%
Wagner-Peyser	\$6,250.00	\$5,999.48	95.99%

## St. Charles County Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	76.50%	80.00%	104.58%
WIOA Dislocated Worker	78.00%	82.14%	105.31%
WIOA Youth	79.00%	84.62%	107.11%
Wagner-Peyser	71.00%	75.74%	106.67%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	72.00%	80.65%	112.01%
WIOA Dislocated Worker	75.50%	82.14%	108.80%
WIOA Youth	73.00%	81.82%	112.08%
Wagner-Peyser	74.50%	69.79%	93.68%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	70.00%	55.56%	79.37%
WIOA Dislocated Worker	73.00%	68.00%	93.15%
WIOA Youth	62.00%	66.67%	107.53%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	58.00%	82.14%	141.63%
WIOA Dislocated Worker	52.00%	81.25%	156.25%
WIOA Youth	46.50%	72.92%	156.81%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$7,500.00	\$8,620.99	114.95%
WIOA Dislocated Worker	\$12,000.00	\$13,912.14	115.93%
WIOA Youth	\$3,600.00	\$4,600.52	127.79%
Wagner-Peyser	\$7,500.00	\$9,386.53	125.15%

## St. Louis City Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	76.00%	90.11%	118.57%
WIOA Dislocated Worker	68.00%	87.50%	128.68%
WIOA Youth	75.50%	87.80%	116.30%
Wagner-Peyser	70.50%	74.83%	106.14%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	73.00%	87.66%	120.09%
WIOA Dislocated Worker	70.00%	81.25%	116.07%
WIOA Youth	68.00%	77.27%	113.64%
Wagner-Peyser	70.00%	74.49%	106.41%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	55.00%	65.22%	118.58%
WIOA Dislocated Worker	55.50%	75.00%	135.14%
WIOA Youth	56.00%	27.27%	48.70%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	45.00%	80.77%	179.49%
WIOA Dislocated Worker	55.00%	83.33%	151.52%
WIOA Youth	50.00%	66.67%	133.33%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$5,600.00	\$6,187.02	110.48%
WIOA Dislocated Worker	\$7,700.00	\$11,215.01	145.65%
WIOA Youth	\$3,300.00	\$3,099.41	93.92%
Wagner-Peyser	\$5,500.00	\$6,821.11	124.02%

## St. Louis County Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	77.00%	83.11%	107.93%
WIOA Dislocated Worker	76.00%	74.17%	97.59%
WIOA Youth	78.00%	82.09%	105.24%
Wagner-Peyser	73.50%	75.77%	103.09%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	78.00%	78.69%	100.88%
WIOA Dislocated Worker	78.00%	73.17%	93.81%
WIOA Youth	79.00%	80.25%	101.58%
Wagner-Peyser	72.50%	71.03%	97.97%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	81.00%	78.10%	96.41%
WIOA Dislocated Worker	78.00%	80.15%	102.75%
WIOA Youth	66.75%	33.33%	49.94%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	57.75%	69.72%	120.72%
WIOA Dislocated Worker	69.00%	75.82%	109.89%
WIOA Youth	33.50%	22.75%	67.91%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$7,200.00	\$7,820.57	108.62%
WIOA Dislocated Worker	\$9,250.00	\$9,880.28	106.81%
WIOA Youth	\$3,700.00	\$3,886.34	105.04%
Wagner-Peyser	\$6,000.00	\$6,700.88	111.68%

## West Central Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	79.00%	77.62%	98.25%
WIOA Dislocated Worker	71.00%	66.67%	93.90%
WIOA Youth	77.00%	86.89%	112.84%
Wagner-Peyser	71.00%	74.34%	104.70%
Employment Rate Q4	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	75.00%	81.42%	108.55%
WIOA Dislocated Worker	75.00%	83.33%	111.11%
WIOA Youth	76.00%	79.17%	104.17%
Wagner-Peyser	70.00%	72.63%	103.75%
Credential Rate	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	73.00%	71.70%	98.22%
WIOA Dislocated Worker	75.00%	78.57%	104.76%
WIOA Youth	60.00%	51.16%	85.27%
Measurable Skill Gains	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	71.00%	69.70%	98.16%
WIOA Dislocated Worker	60.00%	85.71%	142.86%
WIOA Youth	52.00%	58.51%	112.52%
Median Earnings (Q2)	Negotiated Rate	Achieved Rate	% Achieved
WIOA Adult	\$7,000.00	\$6,739.05	96.27%
WIOA Dislocated Worker	\$7,750.00	\$7,842.07	101.19%
WIOA Youth	\$3,000.00	\$7,153.39	238.45%
Wagner-Peyser	\$5,500.00	\$5,889.97	107.09%

## WIOA Annual Report - Acronym List

Acronym	Meaning
AM	Apprenticeship Missouri
ADA	Americans with Disabilities Act
CDT	Community Development Team
CLEO	Chief Local Elected Official
CSU	Customer Support Unit
CTE	Community and Technical Educational Centers
DEV	Data Element Validation
MDHEWD	Missouri Department of Higher Education and Workforce Development
MDHEWD	Missouri Department of Higher Education and Workforce Development
SOEO	State Office of Equal Opportunity
DOC	Department of Corrections
ETP	Eligible Training Provider
EvalPLC	Evaluation Peer Learning Cohort
ISY	In School Youth
ITA	Individual Training Account
IWT	Incumbent Worker Training
LWDB	Local Workforce Development Board
MAR	Missouri Apprentice Ready
MERIC	Missouri Economic Research and Information Center
MJRD1	Missouri Job Ready Day One
MSG	Measurable Skills Gain
NDP	Nondiscrimination Plan
SNAP	Supplemental Nutrition Assistance Program
SWDB	State Workforce Development Board
OJT	On-The-Job Training
OWD	Office of Workforce Development
TAA	Trade Adjustment Assistance
TANF	Temporary Assistance for Needy Families
USDOL	United States Department of Labor
WIOA	Workforce Innovation and Opportunity Act
WP	Wagner-Peyser