



# MISSOURI WIOA Annual Report PY 2024

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## DIRECTOR'S MESSAGE

The mission of the Missouri Department of Higher Education and Workforce Development is “To put Missourians on a path to learn, work, and prosper.” The Office of Workforce Development (OWD) is contributing to the success of Missourians by offering programs and services that help create opportunities for individuals to work and thrive in Missouri.

Missouri's priority is building an educated and skilled workforce, emphasizing the skills employers need to grow and prosper. OWD continues to lead initiatives and partner with agencies focused on building the workforce pipeline in the state.

Providing employers with the skilled workforce needed to be successful guides our daily work. Building the workforce pipeline is key in Missouri. Soon after taking office, Governor Mike Kehoe signed Executive Order 25-16 creating the Governor's Workforce of the Future Challenge. Led by the Department of Elementary and Secondary Education (DESE), Office of Career Readiness and in partnership with the Missouri Department of Higher Education and Workforce Development (MDHEWD), DESE was charged with engaging key stakeholders to update and improve career and technical education delivery systems in Missouri, focusing on improvements to career and technical education (CTE) skill attainment and increasing CTE program participation. Recommendations from the workgroup include:

- Strengthening work-based learning, employer engagement, and workforce development;
- Expanding early career exploration, school counseling, and advising systems; and
- Strategic communication and marketing to promote CTE.

MDHEWD continues to actively partner with DESE as the agencies begin to act on the recommendations.

OWD has prioritized meaningful connections with organizations that share the same mission – building Missouri's pipeline of skilled and educated workers ready to work in the 21st century.

# STATE PLAN STRATEGIC VISION & GOALS

Workforce Innovation and Opportunity Act (WIOA) federal, state, and local partners collaborate to achieve the shared vision that Missouri's WIOA partners will provide employers with a globally competitive, skilled workforce and job seekers with individualized employment and training services that will lead to economic self-sufficiency. WIOA partners continuously strive to improve collaboration between existing partnerships and work to expand new partnerships to further enhance the customer-focused network of dedicated service providers. This vision is supported by activities as follows:

## Goal 1: Engage Employers

Missouri's State Workforce Development Board (SWDB) represents a wide variety of businesses, industries, and organizations. As a result, the SWDB provides approval of public workforce development policies that guide services to employers and job seekers and improves worker access to employment, education, training, and support services needed to match employers with the right skilled workers.

The SWDB serves as a convener of state, regional, and local workforce system partners to enhance the capacity and performance of the workforce development system, align and improve employment, training, and education programs, and through these efforts, promote economic growth. The SWDB actively participates and collaborates closely with partners of the workforce development system, including public and private organizations. This engagement is crucial in the SWDB's role to help integrate and align a more effective employer driven workforce system that invests in the connection between education and career preparation. The SWDB advises Missouri's workforce system partners in the setting and implementation of workforce policy for the state's local workforce regions/areas.

The SWDB created a strategic plan and goals to align public workforce system performance and improvements to key activity and elements of the WIOA Combined State Plan. The SWDB goals provide long- and short-term expectations to improve the state's responsiveness to employers and job seekers. Through these efforts, the SWDB supports activities to increase Missouri's labor force participation rate and educational attainment.

## Goal 2: Overcome Employment Barriers

The WIOA combined plan includes critical partner organizations that engage Temporary Assistance for Needy Families (TANF) and Supplemental Nutrition Assistance Program (SNAP) customers. This partnership ensures access to services for individuals who are homeless, youth in foster care, single parents, economically disadvantaged individuals and families, displaced homemakers, and those exhausting TANF benefits within two years.

OWD provides priority of service to veterans and their eligible spouses for job training programs, including WIOA-funded programs available through Local Workforce Development Boards (LWDBs).

OWD partners with the Department of Mental Health to support a registered apprenticeship for Direct Care Support Professionals and the Department of Corrections to provide Job Center services to individuals preparing for release. Similarly, OWD meets with partners, LWDB Directors, and staff monthly to review collaborations and discuss policies, practices, and procedures that facilitate solutions for individuals with barriers to employment. Through strategic planning and purposeful engagement with state, regional, and community connections, OWD is expanding resources available to help job seekers enter employment sooner.

### Goal 3: Maximize Efficiency and Access to Services

Missouri Job Center Connect continues to be an important tool to support streamlining of services and enhancing job seeker and employer access to services. The customer journey is reviewed with special attention to how job seeker customers are greeted, enrolled in, and provided Wagner-Peyser (WP) services. This review helps identify opportunities to streamline services, reduce wait times, and improve data entry so staff can focus on serving customers.

OWD's Job Center Support Unit (JCSU) provides additional staffing resources via telephone or virtually to the network of American Job Centers across the state. Using a virtual customer assistance team ensures the right amount of staffing resources are available to customers and ensures efficient and faster access to services.

### Goal 4: Develop Career Pathways

OWD partners with an online training provider to offer statewide virtual learning services. A variety of courses allow customers to improve work related skills leading to a specific career pathway. OWD also utilizes labor market information provided by the Missouri Economic Research and Information Center (MERIC) that groups occupations in three categories 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.

OWD has identified advanced manufacturing, agriculture, healthcare, information technology, and construction as targeted industries to support via the public workforce system. Through state and local workforce development boards, efforts are made to ensure that employers in these priority industries are available to inform education entities about skills needed to be successful in career paths.

### Goal 5: Place a Strong Emphasis on Employment Retention

Missouri's public workforce system strives to ensure job placements are responsive to employer skill needs and that job seekers have the technical and workplace skills necessary to sustain employment over time. Missouri is committed to providing education, training, and resources to help job seekers gain stackable credentials and skills that will support employment retention and customer satisfaction. OWD directed grant funding made available from the Economic Development Administration and other resources to make wraparound services available to eligible customers who are engaged in training activities, helping to ensure customers can successfully complete training and be prepared for long-term employment.



# WAIVERS

Missouri was approved for four distinct waivers from U.S. Department of Labor (USDOL) to support workforce development activities and provide flexibility for individuals accessing WIOA programs. The waivers and outcomes are indicated below.

## Youth-Related Waivers

OWD works very closely with the DESE, 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 CTEs with WIOA resources and encourages building relationships with local workforce development areas and associated Job Centers for support.

During Program Year (PY) 2024, OWD engaged 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), supporting work-based learning opportunities for students and workers in high-growth industries throughout the state. The waiver will continue supporting the Governor’s initiatives of youth registered apprenticeship and increasing the number of youth served through WIOA.

### Waiver 1: Out-of-School Youth Expenditure Waiver

USDOL approved Missouri’s waiver (WIOA Section 129(a)(4)(A) & 20 CFR 681.410) request to reduce the WIOA Out-of-School Youth (OSY) expenditures from the 75 percent requirement down to 50 percent for PY 2024 and PY 2025.

Missouri has received this waiver for a total of 6 consecutive program years. This waiver provides flexibility to the state and local areas to serve more ISY with work experience, pre-apprenticeship, registered apprenticeship, and other work-based learning opportunities.

### Waiver 2: In-School Youth Individual Training Accounts Waiver

USDOL approved the waiver (WIOA Section 20 CFR 681.550) request to allow WIOA individual training accounts (ITA) for ISY, ages 16-21 for PY 2024 and PY 2025. 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 2024, 48 ITAs were used for ISY, a decrease compared to last year’s usage of ISY ITAs. Outcomes associated with this measure were 53 and 63.5 percent for measurable skills gain (MSG) and credential attainment respectively. For PY 2024, the actual achieved MSG was 65.4 percent for all youth and 64.9 percent for ISY. The actual credential attainment rate was 65.2 percent for all youth and 60.8 percent for ISY.

From PY 2020 through PY 2022, the use of these two waivers has steadily increased the number of ISY served using WIOA funds. The number of youth served in PY 2023 decreased compared to the previous program year. The number of ISY served increased to 422 in PY 2024, a 15 percent increase compared to the previous program year.

In-School Youth Served					
	Program Year				
	PY 2020	PY 2021	PY 2022	PY 2023	PY 2024
Number Served	314	407	476	367	422

Goals initially set for the youth waivers included all youth participants and incremental increases for each program year. In PY 2024, the achieved MSG was 65 percent for all youth and 65 percent for ISY. The actual achieved Credential Rate was 65 percent for all youth and nearly 61 percent for ISY.

Measureable Skills Gain and Credential Attainment Performance for 2024				
	Measureable Skill Gains	Measureable Skill Gains	Credential Attainment Performance	Credential Attainment Performance
	PY 2024 (All)	PY 2024 (ISY)	PY 2024 (All)	PY 2024 (ISY)
Goal*	53.00%		63.50%	
Achieved	65.42%	64.90%	65.24%	60.80%

### Waiver 3: On-the-Job Training Waiver

Missouri had an approved waiver (WIOA Section 134(c)(3)(H)(i) and 20 CFR 680.720(b)) request to increase On-the-Job Training (OJT) employer reimbursement up to 90 percent through June 30, 2026. During PY 2024, 36 individuals were served through OJT. Of the 36 OJT enrollments, 9 individual agreements were established using the 90 percent reimbursement rate. All increased reimbursements occurred under Missouri’s QUEST (Quality Jobs, Equity, Strategy and Training) dislocated worker grant.

Although OJT enrollments remain steady compared to the last program year, the workforce regions are not utilizing the waiver to increase OJT agreements with local WIOA formula funds. As noted earlier, agreements written under the QUEST dislocated worker grants were the only agreements that utilized the 90% reimbursement rate. These increases were utilized by employers with less than 50 employees. The Apprenticeship and Work-Based Learning Team initiated a series of monthly work-based learning Office Hours towards the end of the program year. These Office Hours are for front line staff in the Job Centers, providing information regarding all types of WIOA work-based learning activities, including OJT. Office Hour sessions will include a review of the OJT program and the current OJT waiver to spread awareness of its availability.

OJTs by Region, Per Program Year				
Region	PY 2021	PY 2022	PY 2023	PY 2024
Central	9	16	7	3
East Jackson County	2	0	1	1
Jefferson/Franklin Consortium	9	3	3	2
Kansas City & Vicinity	10	2	2	2
North Region	0	0	2	3
Ozark Region	3	1	5	9
South Central Region	9	0	4	2
Southeast Region	3	2	5	8
Southwest Region	4	0	0	2
St. Charles County	1	1	1	0
St. Louis County	5	1	1	1
West Central Region	3	3	2	3
TOTAL	64	29	33	36

#### Waiver 4: Incumbent Worker Training Waiver

Missouri has an approved waiver (WIOA Section 134(d)(4) and 20 CFR 680.800(a)) allowing LWDBs to reserve more than 20 percent of WIOA Adult and Dislocated Worker funds for incumbent worker training (IWT). This waiver increased the threshold for IWT from 20 percent to 50 percent through June 30, 2026.

In PY 2024, the Apprenticeship and Work-Based Learning Team approved 7 incumbent worker training applications, serving 55 individuals across two workforce regions. Although a small decline was realized in employers served, regions continue to offer this service to Missouri workers and businesses.

Incumbent Worker Training-Participants Served				
Region	Participants Served		Employers Served	
	PY 2023	PY 2024	PY 2023	PY 2024
Central Region	10	0	3	0
Jefferson/Franklin Consortium	21	43	5	6
St. Louis County	19	12	2	1
West Central Region	2	0	0	0
Total	52	55	10	7

The Apprenticeship and Work-Based Learning Team will incorporate learning sessions regarding IWT into its monthly Office Hours noted earlier. In addition, policy and form updates are currently underway to develop an easier and more streamlined method of developing agreements locally. Once the updates are made, training will be provided statewide. These combined efforts should lead to an increase of IWT activity in the next program year. Information regarding the IWT waiver will continue to be highlighted, as a waiver was approved for PY 2024 and PY 2025.

## EVALUATIONS

A team of individuals representing state and local WIOA partners guides the evaluation process. The team participated in the 2022 Evaluation Peer Learning Cohort (EvalPLC) to learn how to build evaluation projects based on an evidence-based framework. The team created a list of research questions to determine how customers could be served most effectively.

The first project, [An Evaluation of Barriers: How Workforce Innovation and Opportunity Act Services Affect Employment Outcomes](#), was completed in PY 2023. Data was queried from the case management system and explores barriers identified by WIOA Adult, WIOA Dislocated Worker, and WIOA Youth participants, the types of services provided to individuals with barriers, and how outcomes may be affected based on the services. The analysis confirms that a significantly higher number of individuals were employed after receiving services, indicating that the assistance was beneficial to Missourians becoming employed, reemployed, and/or advancing career opportunities.

The project completed in PY 2024, [Key Trends in Changing Customer Characteristics: Missouri Evaluation](#), explores how the typical Job Center customer has changed over time. Data was queried from the case management system for PY 2019 through PY 2023 and was analyzed to identify shifts in the characteristics of customers. Key takeaways from the research were discussed with Job Center staff members as a way to verify the research with experiences in the Job Center, as well as discuss best practices for serving today's customer.

A project planned for PY 2025 explores predictors of success. Data on program participants will be queried for multiple years from the case management system and analyzed to determine if certain programs and/or services contribute to higher levels of employment and wages for participants.

Another multi-year evaluation is the study of a pilot project that began in July 2024. The pilot started as a partnership with a large urban public school system and quickly grew to include additional high schools. Students not pursuing training or education after high school are identified and referred to an OWD staff member. Career exploration, employment services, and work-based learning opportunities with local businesses connect the student with the workforce prior to receiving a diploma. This evaluation project will track employment and wage outcomes of participating students.

Missouri is striving to improve the workforce system, and research and evaluation are part of the process. Missouri will continue to strategically choose projects to better understand programs and customer needs based on geography, barriers, and demographics to design and deliver services. Projects will provide meaningful feedback and an objective assessment of the system and services, allowing Missouri to validate, rethink, and pivot where needed.

## CUSTOMER SATISFACTION

Program Year 2024 began the second year of measuring customer satisfaction using the new automated system. Data is collected from the customer on the interaction with the Job Center related to satisfaction, services available and received, and overall experience. The feedback is used to continuously evaluate and improve how customers are served.

The automated customer satisfaction outreach process ensures that all job seekers and employers with staff-assisted services receive a survey via email. Customers have the option to request follow-up contact through a “closed-loop” ticketing system. Survey responses can be filtered by different customer groups and are visualized for easy understanding.

Data is analyzed by the Missouri Customer Experience Team (MO CXT). The MO CXT reviews processes to meet customer needs, identifies staff training opportunities, recognizes excellence in service, and initiates customer experience improvement projects. One such improvement process focused on increasing customer survey return rates. Rather than sending surveys once-a-week, the MO CXT decided to move to a twice-a-week cadence for requesting customer feedback. Customers now receive a survey request closer to the day of the Job Center interaction and will be more likely to open and submit feedback. MO CXT will monitor returns to see if the new survey delivery cadence results in improved survey response rates for both customer groups.

In PY 2024, 3,802 job seekers provided feedback on Job Center services, representing a return rate of 9.9 percent. The overall satisfaction rate was 87 percent while 94 percent would refer friends and family to the Job Center. In addition, 173 employers, or 8.4 percent, returned customer surveys with a customer satisfaction rate of 84 percent.



# STATE PROGRESS IN IMPLEMENTING SECTOR STRATEGIES & CAREER PATHWAYS

Strategic employer-focused approaches for developing Missouri's workforce and meeting employer needs to support economic growth and economic self-sufficiency are implemented in collaboration with Local Workforce Development Boards and partner organizations. This collaboration helps to streamline employer outreach and to improve business engagement within the state's employment and training system overall. Targeted industries include advanced manufacturing, construction, healthcare, information technology, and agriculture.

Transitional jobs are reserved for those chronically unemployed, providing real life work experience when it is greatly needed to be successful in the workplace. This service is provided as needed to meet the specific needs of the employer and participant.

As a result of the realignment of state departments five years ago, higher education and workforce development are now one department. The combination has created synergies with the focus of serving adult and youth populations. One example of alignment is The Adult Learner Network. The Adult Learner Network focuses on ways that higher education institutions may best serve the adult student population and brings together employers, educational institutions, workforce development, and other stakeholders to meet educational and skills needs. A second example is that Missouri's Job Centers are equipped to assist individuals with completing the Free Application for Federal Student Aid, or FAFSA, and may connect with state programs for educational assistance such as FastTrack.

## Apprenticeship and Work-Based Learning

The growing importance of work-based learning continues to be a valuable approach to meeting employer demands for a skilled workforce. The Apprenticeship and Work-Based Learning Team works with employers to build a diverse and skilled workforce and to grow apprenticeship and work-based learning opportunities across the state. As of the end of the federal fiscal year, (September 30, 2025), Missouri continues to be one of the top states for new, active, and completed apprentices.

OWD prioritizes access to registered apprenticeship programs by launching partnerships to develop new or expand existing programs and by increasing access through high-quality pre-apprenticeship programs. In PY 2024, Missouri had more than 22,000 active apprentices across 310 active registered programs. Missouri also has a large number of Registered Youth Apprenticeship programs, with 51 programs currently registered and over 565 active youth apprentices engaged in learning, an increase of 18 new programs and 115 apprentices from PY 2023.

Work experience and transitional jobs for youth and adults is one of the highest priorities under WIOA. Work-based learning incorporates skill competencies needed by employers, ensuring individuals that complete work-based learning are positioned to immediately add value in the workplace and have the marketable skills to provide upward mobility in a career pathway.

Serving as the subject matter experts for WIOA work-based learning, the Apprenticeship and Work-Based Learning Team provides training and guidance to WIOA partners statewide. The team fosters the implementation of various work-based learning strategies including pre-apprenticeship, registered apprenticeship, OJT, and IWT. Additionally, the team is currently working to establish policy and guidance for implementing WIOA-funded registered apprenticeship and pre-apprenticeship activity. The Apprenticeship and Work-Based Learning Team continues to seek new funding opportunities. During PY 2024, the team has implemented activity under multiple state and federal grants.

### Child Development Associate (CDA)

The CDA grant is an apprenticeship opportunity in partnership with DESE's Office of Childhood using American Rescue Plan Act, or ARPA, funding. The goal of the CDA grant was to provide more than 250 Missourians with apprenticeship training in the childcare industry throughout the Kansas City, St. Louis, and southwest areas of the state.

The CDA grant is critical to addressing Missouri's childcare crisis by providing quality training to workers, in turn providing more Missouri families access to quality childcare. This project ended September 30, 2024, and served a total of 334 individuals. To date, 119 apprentices have completed CDA training, each earning a CDA certificate, while 75 apprentices remain active in training across the state.

### SUCCESS STORY:

Carla G. became a participant of the CDA grant through the Southwest Workforce Development Board and their partnership with the Economic Security Corporation. Carla finished the related technical instruction classes in April of 2024, and has successfully completed the testing requirements.

As a result of the training success, Carla is now employed as a preschool teacher with a classroom of 8 littles. To top it off, Carla officially completed her registered apprenticeship training on May 13, 2025, earning an apprenticeship industry-recognized credential as a childcare development specialist!

### State Apprenticeship Expansion Formula (SAEF)

SAEF funds are part of a larger five-year investment plan for the USDOL – Employment and Training Administration to provide funding to support state capacity, development, and expansion of both new and existing registered apprenticeship programs while also driving innovation and reform. Missouri also utilizes the SAEF grant to expand business services outreach throughout the state, support direct participant registered apprenticeship and pre-apprenticeship activities, and to continue providing small and large technical assistance events to apprenticeship partners such as the annual Apprenticeship Missouri Summit, webinars, and bi-monthly Missouri Apprenticeship Team meetings.

SAEF directly funded apprentices and pre-apprenticeship participants engaged in training programs with high schools, career and technical education centers, higher education institutions, and participating workforce development boards in the following targeted occupations:

- Construction Craft Laborer
- Certified Medical Assistant/Certified Medical Technician
- Industrial Maintenance
- Information Technology Generalist
- Machinist
- Medical Assistant
- Education, including Teacher's Aide
- Welder

The SAEF grant served 258 apprentices and 154 pre-apprentices in total. The SAEF grant ended June 30, 2025, while a third round of SAEF grant funding begins July 1, 2025 and will continue apprenticeship expansion efforts.

Missouri continues to support apprenticeship related activities through WIOA discretionary-funded projects, as well as state general revenue projects. These projects support information technology-related registered apprenticeship programs statewide and provide supportive services for a variety of registered apprenticeship occupations in the Kansas City area.

To support easier access to registered apprenticeship employment opportunities, Missouri continues to partner with the Missouri Chamber to provide ongoing support for Missouri Apprentice Connect, an online apprenticeship matching portal. The portal encourages the modernization and expansion of apprenticeship by allowing employers and potential apprentices to connect online. A pilot project was initiated toward the end of PY 2024 to offer program sponsors the ability to post job opportunities on behalf of their participating apprenticeship employers. This project will increase the number of apprenticeship jobs available online for Missourians who are seeking registered apprenticeship opportunities. This pilot will continue into PY 2025, along with plans to improve the service delivery on this site. At the end of PY 2024, 324 unique apprenticeship employers are listed, 604 apprenticeship positions are posted, and 2,962 active potential apprentices were searching for employment.

In addition to the Apprentice Connect Portal, Missouri continues to support the Chamber's Intern Connect Portal, which provides the same services as Apprentice Connect, only geared to internship opportunities throughout the state.

### Apprenticeship Building America (ABA)

In PY 2024, Missouri OWD was awarded \$4 million under the Apprenticeship Building America (ABA) Round 2 grant. The purpose of the ABA grant is to continue the expansion and strengthening of the apprenticeship system through the delivery and promotion of pre-apprenticeship programs, leading to registered apprenticeship placements.

Missouri OWD partnered with two key partners, BioSTL and the Missouri Works Initiative, to implement the Missouri Strategies for Training & Apprentice Readiness (MO-STAR) project, a three-pronged approach to expanding quality pre-apprenticeship programs for in-demand industries, including the biosciences, advanced manufacturing, and information technology. Four additional subrecipients were selected in April 2025 to support the MO-STAR project, offering expansion efforts in education, including early childhood education, healthcare, and the skilled trades. This grant will serve 625 individuals through pre-apprenticeship training, with 394 expected to enter registered apprenticeship employment. In addition, 5 pre-apprenticeship programs will be developed and/or expanded, with 3 new registered apprenticeship programs formally registered with the U.S. Department of Labor-Office of Apprenticeship, and 10 programs expanded either by adding new participating employers or occupations to existing programs.



### SUCCESS STORY:

When Candy found out about the Missouri Works Initiative, Apprentice Ready in Manufacturing Program, she faced many challenges like earning enough to support her family and affording reliable transportation that made life difficult.

Through the six-week program, Candy received career and life skills, professional mentorship, educational visits to manufacturing sites, and resources for people to find a good career in manufacturing. Learning on-the-job skills was a huge part of the program and included subjects like why and how different wire gauges are used in manufacturing, reading and

interpreting blueprints, industry-standard first aid/CPR and OSHA certifications, and math skills used daily in manufacturing.

After graduating from the Apprentice Ready in Manufacturing Program, Candy found a great job as an electrical assembly technician at Darwin Chambers Company, which manufactures top-of-the-line storage rooms and units for research and medical care. Candy commends everyone at the program and says "I have a job that is great for my health, it has full benefits, and I can afford to support my family."

By the end of PY 2024, the grant served 62 participants, with 21 completions. Each respective pre-apprenticeship program has different partnerships and methods to connect participants to the corresponding registered apprenticeship programs. Additionally, 4 pre-apprenticeship programs have been developed, and 2 existing programs have been expanded to other locations to serve more individuals in Missouri.

## PERFORMANCE ACCOUNTABILITY

Negotiated performance goals for PY 2024 were higher than previous years for most WIOA and WP measures, and OWD was up to the challenge. WIOA requires that states and regions meet or exceed 90 percent of the negotiated performance goals for each federal performance measure. As a state, Missouri met at least 90 percent of all performance goals. State and regional performance are in [Appendix 2](#).

### Employment After Exit

Missouri met at least 90 percent of negotiated performance goals for both Employment Quarter 2 and Employment Quarter 4 measures for all WIOA programs and WP. Missouri's Dislocated Worker Program exceeded both negotiated performance goals for employment after exit in PY 2024.

Employment Q2 After Exit									
Program	PY 2022			PY 2023			PY 2024		
	State Plan	Actual	% Achieved	State Plan	Actual	% Achieved	State Plan	Actual	% Achieved
WIOA Adult	74.00%	79.39%	107.29%	74.00%	74.12%	100.16%	77.00%	73.49%	95.44%
WIOA DW	76.00%	77.40%	101.85%	76.00%	75.27%	99.04%	77.00%	79.86%	103.72%
WIOA Youth	77.00%	82.51%	107.15%	77.00%	76.19%	98.95%	80.00%	77.54%	96.93%
Wagner-Peyser	67.00%	74.18%	110.72%	67.00%	71.65%	106.93%	71.50%	69.73%	97.53%

Employment Q4 After Exit									
Program	PY 2022			PY 2023			PY 2024		
	State Plan	Actual	% Achieved	State Plan	Actual	% Achieved	State Plan	Actual	% Achieved
WIOA Adult	70.00%	80.23%	114.61%	70.00%	74.33%	106.19%	76.50%	73.42%	95.98%
WIOA DW	74.00%	75.59%	102.15%	74.00%	74.81%	101.09%	76.50%	80.37%	105.06%
WIOA Youth	74.50%	80.45%	107.99%	74.50%	79.28%	106.42%	78.00%	77.32%	99.12%
Wagner-Peyser	69.50%	70.51%	101.46%	69.50%	71.67%	103.13%	69.50%	70.25%	101.07%

### Median Earnings

Missouri exceeded performance goals for Dislocated Worker, Youth, and Wagner-Peyser for the Median Earnings 2 Quarters After Exit measure. The Adult Program exceeded 90% of the negotiated performance goal for PY 2024.

Median Earnings 2 Quarters After Exit									
Program	PY 2022			PY 2023			PY 2024		
	State Plan	Actual	% Achieved	State Plan	Actual	% Achieved	State Plan	Actual	% Achieved
WIOA Adult	\$7,000.00	\$7,292.55	104.18%	\$7,000.00	\$8,569.47	122.42%	\$8,200.00	\$8,045.48	98.12%
WIOA DW	\$9,000.00	\$8,377.86	93.09%	\$9,000.00	\$9,610.89	106.79%	\$9,000.00	\$9,255.78	102.84%
WIOA Youth	\$3,700.00	\$4,498.00	121.57%	\$3,700.00	\$4,756.72	128.56%	\$4,300.00	\$4,738.27	110.19%
Wagner-Peyser	\$5,750.00	\$6,776.28	117.85%	\$5,750.00	\$7,960.99	138.45%	\$7,400.00	\$7,924.10	107.08%

### Credential Attainment

Missouri fell just short of 90 percent of the negotiated goal for the Adult Credential measure in PY 2023, but in PY 2024, Missouri was able to achieve over 90 percent of this measure with an increase of over 10 percent of goal achieved from PY 2023. Missouri exceeded the negotiated performance goal for the Dislocated Worker and Youth performance measures in PY 2024.

WIOA Credential Attainment									
Program	PY 2022			PY 2023			PY 2024		
	State Plan	Actual	% Achieved	State Plan	Actual	% Achieved	State Plan	Actual	% Achieved
WIOA Adult	66.50%	62.35%	93.75%	66.50%	56.96%	85.65%	66.50%	63.95%	96.16%
WIOA DW	71.00%	70.10%	98.74%	71.00%	65.25%	91.91%	72.00%	76.92%	106.84%
WIOA Youth	63.00%	66.22%	105.12%	63.00%	59.42%	94.32%	63.50%	65.24%	102.73%

### Measurable Skill Gains

Missouri continues to successfully achieve goals in the MSG measure for all programs. PY 2024 marks the fifth consecutive year Missouri exceeded performance goals, even with incremental performance goal increases.

WIOA Measurable Skill Gains									
Program	PY 2022			PY 2023			PY 2024		
	State Plan	Actual	% Achieved	State Plan	Actual	% Achieved	State Plan	Actual	% Achieved
WIOA Adult	51.50%	68.15%	132.34%	52.00%	65.96%	126.84%	57.00%	73.02%	128.11%
WIOA DW	60.00%	71.16%	118.60%	60.00%	69.28%	115.46%	64.00%	76.85%	120.09%
WIOA Youth	44.50%	54.68%	122.87%	45.00%	62.31%	138.46%	53.00%	65.42%	123.44%

## Effectiveness in Serving Employers

On February 23, 2024, a final rule was published by the Employment and Training Administration and Education Department, establishing WIOA's sixth performance indicator as Retention with the Same Employer. MDHEWD coordinated with Missouri agencies administering WIOA Title II and IV programs, ensuring that data from the six WIOA core programs is included and reported for PY 2024.

Nearly 40,000 participants were analyzed for this measure, and Missouri achieved a rate of 67.1 percent in PY 2024. This means the majority of participants exiting the program who were employed in the second quarter following exit remained with the same employer in the fourth quarter following exit.

## Common Exit

The common exit approach for WIOA Title I Adult and Dislocated Worker, WIOA Title I Youth, WIOA Title III WP, and Trade Adjustment Assistance (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; this does not include self-service, information-only services or activities, follow-up services, and that there are no plans to provide the participant with future services in 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 an action constitutes a violation of OWD's Confidentiality and Information Security Plan, subject to the disciplinary and/or legal penalties therein. Penalties may include suspension or debarment from access to the case-management system or termination of employment. Depending on its 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, it must be documented in case notes, the Employment Plan closed, and the closure tab completed.

- **Soft Exit** – A Soft Exit will occur when an individual that 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.
  - The participant exits the program due to incarceration in a correctional institution or becomes a resident of an institution or a facility providing 24-hour support (such as a hospital or treatment center) during the course of receiving services as a participant.
  - The participant exits the program because of medical treatment lasting longer than 90 days and precludes entry into unsubsidized employment or continued participation in the program.
  - The participant is deceased.
  - The participant exits the program after being called to active duty for at least 90 days as a member of the National Guard or other reserve military unit of the armed forces.
  - For 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 the participant has moved from the area as part of such a program or system.

- The participant is a criminal offender in a correctional institution as defined under section 225 (e)(1) of WIOA.

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

### 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 purposes of data validation is to:

- verify the performance data reported by grant recipients to USDOL is valid, accurate, reliable, and comparable across programs;
- identify anomalies in the data and resolve issues that may cause inaccurate reporting;
- outline source documentation required for common data elements; and
- improve program performance accountability through the results of data validation efforts.

The OWD Regulatory Compliance Team, or OWD designee, and the Office of Performance & Strategy/Workforce Data unit are responsible for conducting quarterly DEV reviews. All WIOA core and non-core programs must be reviewed. Quarterly reviews are conducted on three randomly selected records per region each quarter for the program identified for that quarter.

LWDBs, OWD Supervisors, and Regional Managers must provide annual training to workforce staff on the importance of correct data entry as it relates to obtaining positive performance outcomes. Additionally, each LWDB must provide training on the allowable source documentation requirements. OWD will provide additional training on the importance of accurate and timely data entry to staff when the results of the review for each program have an error rate that exceeds 10 percent in any element.

USDOL 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. MDHEWD uses 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 Team will conduct annual evaluations of the DEV reviews to determine the effectiveness of the current DEV policy and the procedures identified within. When inefficiencies are discovered, the policy and procedures are updated accordingly.

## STATEWIDE GOVERNOR'S RESERVE FUNDS

### Career Opportunity for Youth (COTY)

The Career Opportunity for Youth (COTY) initiative is a partnership between local workforce development boards, OWD, and Missouri high schools. The project connects students not pursuing education or training after high school with Job Center services, career exploration opportunities, and paid work experiences with local employers. The purpose of the pilot is to build a talent pipeline by connecting students to the workforce before graduation, provide students with a work experience to gain workplace skills, and give opportunities for career exploration.

COTY began as a pilot project in one of Missouri's school districts but quickly expanded as additional local workforce development boards wanted to offer the same service model to youth in the region.

During COTY's inaugural year, 887 students were placed in work experiences with Missouri employers. Preliminary performance results are promising and will be studied through a WIOA Evaluation.

### Special Projects

Building the workforce pipeline cannot be accomplished by the public workforce system alone. Many community partners are working throughout the state, targeting services and programs specific to the area's needs.

OWD provides funding to enhance services to projects that are making a difference in Missouri's communities. An example is support for Missouri's Jobs for America's Graduates (JAG) program. JAG focuses on students with academic potential that face barriers such as poverty, family challenges, and personal trauma, providing the tools and supports for success. OWD's support is distributed to all participating school districts and allows students to attend the Missouri State Career Development Conference to showcase the employability skills achieved through the program, as well as exposure to possibilities beyond high school, such as post-secondary education, military, and the workforce.

## RAPID RESPONSE

Missouri's Rapid Response events and activities play a vital role in our workforce system and exist to assist workers and businesses through the unavoidable periods of economic transitions that will occur throughout the business cycle. This program's goal is to prevent layoffs when possible, limit the impact on workers should layoffs occur, and help dislocated workers transition to new employment as quickly as possible. During PY 2024, Missouri's Rapid Response Team coordinated and organized 76 events and provided information to 7,581 affected workers.

Missouri's Rapid Response strategies include developing an early warning network system to address the economic transition trends within affected communities. Other effective Rapid Response approaches include identifying layoff aversion strategies, developing and maintaining mechanisms for the regular exchange of information relating to potential dislocations and available adjustment assistance and resources, and collecting and analyzing information related to economic dislocations. These activities include layoff aversion initiatives involving employers prior to a downsizing event and, if a layoff is needed, providing immediate, on-site services with affected employers, worker representatives, and local community officials. Working in partnership with employers, workers, LWDBs, local economic development, and other employment and training program providers, the Rapid Response Team provides a detailed plan to establish a system that involves assessing the immediate and long-term needs of the employer, workers, and the community.

Best practices within this framework include designating the Rapid Response Team as the single point of contact for all layoffs, ensuring uniform services for employers and dislocated workers while minimizing the confusion that may result from having multiple agencies trying to make employer and worker connections. Maintaining open lines of communication with regional and local agencies is vital for delivering consistent, comprehensive, and high-quality Rapid Response services. Missouri's Rapid Response services are delivered using a strategy that links workers and employers to American Job Centers, which includes processes for intake and co-enrollment into WIOA programs.

Missouri's Rapid Response Team members receive ongoing training to ensure Missouri's Rapid Response services are innovative and strive for consistent attention to quality and customer service. Missouri's workforce system continues to provide statewide training for Missouri Job Center staff and partners about Rapid Response processes to ensure both consistent and excellent service delivery.

# WAGNER-PEYSER ACTIVITIES

## Reemployment Services and Eligibility Assessment (RESEA)

Missouri's RESEA program is a cooperative effort between the Department of Labor and Industrial Relations and OWD. Unemployment Insurance (UI) claimants most likely to exhaust unemployment benefits are selected for RESEA services, and participation is mandatory to continue UI benefits.

The purpose of the RESEA is to provide services focused on the individual returning to work. OWD has served RESEA customers in Job Centers for a number of years, and the addition of the Virtual RESEA Team has expanded the number of customers by increasing the number of available appointments and offering the convenience of virtual services.

During the RESEA appointment, the UI claimant meets with an OWD staff member to determine eligibility, create a reemployment plan, connect with the workforce system for referrals to additional services and programs based on the individual's specific needs, including resume workshops, labor market information, job search tools to assist with becoming employed, and links to additional specialized services with partner agencies.

In PY 2024, the Virtual RESEA Team served 17,246 customers and provided over 73,300 services.

## Reentry

OWD is actively working with many state agencies in the Missouri Reentry Process, including the state Departments of Corrections, Health and Senior Services, Social Services, Elementary and Secondary Education – Vocational Rehabilitation, Revenue, Mental Health, Public Safety, Transportation, Office of the State Courts Administrator, plus other state and local agencies to prepare justice involved individuals for reentry into Missouri's communities.

OWD's Job Center staff began providing services prior to the individual's release on a part-time basis in select institutions. Services include employment goal setting, resume building, job interview skills, personal presentation, and professional/workplace expectations. Individuals are also connected with the Job Center in the area identified in the release plan to continue services and connect with employers post-release.

During PY 2024, just over 700 individuals were enrolled in the Wagner-Peyser program and received workforce services. The first individuals were served through this reentry partnership in Fall 2022, and employment data is becoming available for those served early in the program. For PY 2024 there was an uptick in employment 6 months after services with over half of participants employed.

During Missouri's 2025 legislative session, funding to support reentry efforts was passed by the General Assembly and signed by the Governor. On July 1, 2025, a dedicated team of OWD reentry staff began providing services in Missouri's 19 Adult Correctional Facilities, ensuring assistance to more individuals preparing for employment.

## Certified Work Ready Communities

The Work Ready Communities initiative empowers Missouri's counties with data, processes, and tools to drive economic growth. The initiative is guided by key community leaders, including local officials, economic development, business leaders, chambers, educators, and workforce development to align employer needs with education and training programs to foster economic growth.

A fundamental component of Work Ready Communities is the National Career Readiness Certificate. Missourians can take the ACT WorkKeys assessments in Job Centers across the state at no charge, and the resulting certificate is an evidence-based credential based on proficiency in Applied Math, Graphic Literacy, and Workplace Documents.

In Missouri, 99 counties are Certified Work Ready Communities, with an additional 13 counties working toward certification. Last year over 14,200 WorkKeys assessments were administered, providing a recognized credential to individuals seeking employment that met the score threshold.

## NATIONAL DISLOCATED WORKER GRANTS

### [QUEST Disaster Recovery National Dislocated Worker Grant](#)

MDHEWD was awarded \$5 million in fall 2023 to support Missourians dislocated or impacted by the COVID-19 pandemic. Sub-awards were made to 6 of the 13 LWDB regions, with Central Office coordinating on behalf of the other regions. The QUEST Grant delivers services focused on high-quality jobs within the six sectors of infrastructure, care economy, hospitality, climate/environmental, professional/scientific/technical, and education.

In addition to staffing costs, each LWDB focuses on participant costs based on activities most needed and effective in each of the regions. These activities include occupational skills training, on-the-job training, work experience, and supportive services.

Enrollments exceeded the overall goal of 450 by the LWDBs and OWD staff for the three-year grant period. To date, staff enrolled a total of 705 participants into the QUEST Grant. Of the 705 program enrollments, 336 participants received supportive services, 139 participants were enrolled in occupational skills training services, while 21 were placed in On-the-Job Training. Performance reporting will continue for participants still engaged in training services for the remainder of the grant which ends September 2026.

OWD requires a co-enrollment process for National Dislocated Worker Grant participants to also be enrolled in the WP program. OWD encourages other co-enrollment practices, and in some local workforce development areas, participants enrolled under Long-Term Unemployed status are often co-enrolled into the WIOA Adult Program.



Wes is a veteran who connected with the Job Center after being laid off from his position as a service technician for an automotive company.

Wes's career and training pathway was supported by multiple resources that worked together to provide the support he needed to become employed as a certified welder. The Missouri Job Center staff provided Wagner-Peyser career services, QUEST supportive services to assist with rent and transportation while in training, unemployment assistance as needed, and job search assistance, including a referral to his current employer. WIOA staff, through MERS Goodwill, connected Wes to career counseling and tuition assistance in collaboration with East Central College, where he earned his welding certification. Wes is currently certified and working as a welder at WEG Transformers.

# STATE BEST PRACTICES & NEEDS

Missouri has identified best practices to increase skills for staff members and job seekers alike. Best practices include:

- **Capacity Building** – building the competencies of staff members is crucial in providing the highest levels of service and guidance for job seekers and employers.
- **Collaboration** – partnering with organizations focused on building Missouri’s workforce through grant funding opportunities and service delivery allow training opportunities and employment services to more Missourians.

## Workforce Development Registered Apprenticeship Program

After leading registered apprenticeship discussions with Missouri employers for many years, OWD created its own registered apprenticeship program. Through the experience of following USDOL guidance, OWD staff are better able to assist employers with the process of becoming a Registered Apprenticeship Program Sponsor and communicating to apprenticeship seekers.

In September 2023, Missouri OWD registered a workforce development apprenticeship program, a competency-based program providing front-line Job Center staff with a standardized training plan. The OWD program incorporates the Certified Workforce Development Professional (CWDP) certification and other workforce-related instruction through an online training provider and the National Veterans’ Training Institute, or NVTI. Missouri officially launched the workforce development registered apprenticeship program on November 1, 2023, enrolling existing staff members willing to complete the training, plus all new hires. Twenty apprentices completed registered apprenticeship training during PY 2024, with a total of 27 completions since inception.

## Web-Based Training

MDHEWD has partnered with an online training provider to deliver tailored programs for Missouri employers, including OWD, while offering individuals opportunities to earn credentials and strengthen skills. The collaboration continues to thrive as OWD focuses on meeting workforce needs across the state.

Online training offers a flexible way for learners to acquire valuable, marketable skills as they pursue new job opportunities or for career advancement. Most courses are available as on-demand, enabling participants to balance learning with personal and professional responsibilities. This free program is accessible statewide, with enrollment managed through OWD’s Virtual Learning Unit. By providing online education, the Coursera platform helps Missouri residents overcome common barriers such as geographical constraints and time limitations, empowering everyone with the opportunity to upskill, reskill, and engage in lifelong learning.

Coursera Learning Summary		
Metric	PY 2023	PY 2024
Individuals that Joined Coursera	1,414	5,327
Course Enrollments	9,207	14,270
Individuals that Completed Courses (Unique #s)	792	1,452
Completed Courses	2,910	4,057

The platform also allows for customized course selections tailored to specific workforce needs. Beginning in January 2025, access to Coursera was extended to all RESEA participants. This effort is designed to boost job opportunities by offering a broad array of online courses and resources that support skill development, by enhancing the individual's qualifications and improving competitiveness in the labor market.

In 2025, Missouri was selected as a regional recipient of the Coursera Outstanding Achievement Award in the category Maximizing Impact. The award recognizes the collaborative efforts to provide meaningful upskilling and reskilling opportunities to Missourians.

### Good Jobs Challenge

Working in collaboration with the local workforce agency, OWD was sub-awarded \$2.2 million in fall 2023 through the City of Springfield from a grant received from the U.S. Department of Commerce, Economic Development Administration. The grant ended September 2025.

The Good Jobs Challenge grant was designed to get Americans back to work and increase wages, as well as develop demand-driven systems that will continue to support Americans in securing and retaining quality jobs. The goal was linking participants with employers and providing dual enrollment in WP services, as well as referrals to other partnering programs for wrap-around services. Training costs and supportive services were provided to participants in the Southeast and South Central region of the state. Training opportunities were in the targeted sectors of Healthcare, Education and Transportation/Logistics. The focus of the grant was to provide services to individuals facing significant barriers to assist with the completion of education and training programs.

The goal of the grant was to enroll 154 participants with 134 completing training, and 117 placed in a quality job upon training completion, and the goals were exceeded. A total of 220 participants were enrolled in the grant, with 156 completing training programs and 5 remain in training. Fifty-eight of the participants have reported being employed. Supportive services were provided to 85 participants.

# Appendix 1

ABA	Apprenticeship Building America
ARPA	American Rescue Plan Act
CDA	Child Development Associate
COTY	Career Opportunity for Youth
CSU	Customer Support Unit
CTE	Community and Technical Educational Centers
CWDP	Certified Workforce Development Professional
DESE	Department of Elementary and Secondary Education
DEV	Data Element Validation
EvalPLC	Evaluation Peer Learning Cohort
FAFSA	Free Application for Federal Student Aid
ISY	In School Youth
ITA	Individual Training Account
IWT	Incumbent Worker Training
LWDB	Local Workforce Development Board
MDHEWD	Missouri Department of Higher Education & Workforce Development
MERIC	Missouri Economic Research and Information Center
MO-STAR	Missouri Strategies for Training & Apprenticeship Readiness
MO CXT	Missouri Customer Experience Team
MSG	Measurable Skills Gain
NVTI	National Veterans' Training Institute
OJT	On-The-Job Training
OSY	Out-of-School Youth
OWD	Office of Workforce Development
PY	Program Year
QUEST	Quality Jobs, Equity, Strategy and Training
RESEA	Reemployment Services and Eligibility Assessment program
SAEF	State Apprenticeship Expansion Formula
SNAP	Supplemental Nutrition Assistance Program
SWDB	State Workforce Development Board
TAA	Trade Adjustment Assistance
TANF	Temporary Assistance for Needy Families
UI	Unemployment Insurance
USDOL	United States Department of Labor
WIOA	Workforce Innovation and Opportunity Act
WP	Wagner-Peyser

# Appendix 2

Statewide

PY 2024 Statewide Performance Measures			
<b>Employment Q2 After Exit</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	77.00%	73.49%	95.44%
WIOA Dislocated Worker	77.00%	79.86%	103.72%
WIOA Youth	80.00%	77.54%	96.93%
Wagner-Peyser	71.50%	69.73%	97.53%
<b>Employment Q4 After Exit</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	76.50%	73.42%	95.98%
WIOA Dislocated Worker	76.50%	80.37%	105.06%
WIOA Youth	78.00%	77.32%	99.12%
Wagner-Peyser	69.50%	70.25%	101.07%
<b>Credential Attainment Rate</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	66.50%	63.95%	96.16%
WIOA Dislocated Worker	72.00%	76.92%	106.84%
WIOA Youth	63.50%	65.24%	102.73%
<b>Measurable Skill Gains</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	57.00%	73.02%	128.11%
WIOA Dislocated Worker	64.00%	76.85%	120.09%
WIOA Youth	53.00%	65.42%	123.44%
<b>Median Earnings (Q2)</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	\$8,200.00	\$8,045.48	98.12%
WIOA Dislocated Worker	\$9,000.00	\$9,255.78	102.84%
WIOA Youth	\$4,300.00	\$4,738.27	110.19%
Wagner-Peyser	\$7,400.00	\$7,924.10	107.23%

# Appendix 2

Central

PY 2024 Central Region Performance Measures			
<b>Employment Q2 After Exit</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	81.50%	75.00%	92.02%
WIOA Dislocated Worker	83.50%	73.91%	88.52%
WIOA Youth	75.00%	77.60%	103.46%
Wagner-Peyser	70.50%	69.51%	98.60%
<b>Employment Q4 After Exit</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	80.00%	75.35%	94.19%
WIOA Dislocated Worker	76.00%	68.00%	89.47%
WIOA Youth	76.50%	77.86%	101.77%
Wagner-Peyser	70.00%	69.94%	99.91%
<b>Credential Attainment Rate</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	75.00%	76.67%	102.22%
WIOA Dislocated Worker	77.00%	75.00%	97.40%
WIOA Youth	62.00%	69.42%	111.97%
<b>Measurable Skill Gains</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	73.00%	75.64%	103.62%
WIOA Dislocated Worker	71.00%	77.42%	109.04%
WIOA Youth	45.00%	76.12%	169.15%
<b>Median Earnings (Q2)</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	\$9,000.00	\$8,728.88	96.99%
WIOA Dislocated Worker	\$9,500.00	\$10,846.24	114.17%
WIOA Youth	\$4,300.00	\$4,820.02	112.09%
Wagner-Peyser	\$7,000.00	\$7,286.81	104.10%

# Appendix 2

East Jackson

## PY 2024 East Jackson Performance Measures

<b>Employment Q2 After Exit</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	73.00%	82.61%	113.16%
WIOA Dislocated Worker	73.00%	96.43%	132.09%
WIOA Youth	70.00%	83.02%	118.60%
Wagner-Peyser	70.00%	71.85%	102.64%
<b>Employment Q4 After Exit</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	72.00%	79.10%	109.87%
WIOA Dislocated Worker	72.00%	96.30%	133.74%
WIOA Youth	71.00%	73.91%	104.10%
Wagner-Peyser	68.00%	71.36%	104.94%
<b>Credential Attainment Rate</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	66.00%	68.57%	103.90%
WIOA Dislocated Worker	68.00%	100.00%	147.06%
WIOA Youth	65.00%	60.87%	93.65%
<b>Measurable Skill Gains</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	56.00%	62.07%	110.84%
WIOA Dislocated Worker	64.00%	74.07%	115.74%
WIOA Youth	50.00%	51.16%	102.33%
<b>Median Earnings (Q2)</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	\$8,200.00	\$6,784.02	82.73%
WIOA Dislocated Worker	\$9,500.00	\$8,472.84	89.19%
WIOA Youth	\$4,300.00	\$5,428.57	126.25%
Wagner-Peyser	\$7,200.00	\$8,303.44	115.33%

# Appendix 2

Jeff-Frank

PY 2024 Jefferson/Franklin Consortium Performance Measures			
<b>Employment Q2 After Exit</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	78.00%	80.85%	103.66%
WIOA Dislocated Worker	80.00%	80.95%	101.19%
WIOA Youth	78.00%	78.57%	100.73%
Wagner-Peyser	70.00%	68.45%	97.79%
<b>Employment Q4 After Exit</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	81.00%	83.87%	103.54%
WIOA Dislocated Worker	78.00%	82.54%	105.82%
WIOA Youth	85.00%	85.37%	100.43%
Wagner-Peyser	71.00%	69.47%	97.85%
<b>Credential Attainment Rate</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	75.00%	81.58%	108.77%
WIOA Dislocated Worker	67.00%	78.57%	117.27%
WIOA Youth	80.00%	78.95%	98.68%
<b>Measurable Skill Gains</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	60.00%	75.00%	125.00%
WIOA Dislocated Worker	60.00%	93.75%	156.25%
WIOA Youth	50.00%	80.56%	161.11%
<b>Median Earnings (Q2)</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	\$9,000.00	\$11,255.87	125.07%
WIOA Dislocated Worker	\$12,000.00	\$14,746.92	122.89%
WIOA Youth	\$5,000.00	\$3,986.64	79.73%
Wagner-Peyser	\$7,500.00	\$10,078.69	134.38%

# Appendix 2

Kansas City & Vicinity

## PY 2024 Kansas Ciy & Vicinity Performance Measures

<b>Employment Q2 After Exit</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	71.00%	71.30%	100.43%
WIOA Dislocated Worker	69.00%	78.69%	114.04%
WIOA Youth	70.00%	70.65%	100.93%
Wagner-Peyser	71.00%	68.94%	97.09%
<b>Employment Q4 After Exit</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	72.00%	71.54%	99.36%
WIOA Dislocated Worker	68.00%	72.88%	107.18%
WIOA Youth	70.00%	74.48%	106.40%
Wagner-Peyser	63.00%	70.21%	111.45%
<b>Credential Attainment Rate</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	57.00%	60.49%	106.13%
WIOA Dislocated Worker	66.00%	71.79%	108.78%
WIOA Youth	65.00%	68.60%	105.55%
<b>Measurable Skill Gains</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	50.00%	50.82%	101.64%
WIOA Dislocated Worker	58.00%	59.38%	102.37%
WIOA Youth	43.00%	57.97%	134.82%
<b>Median Earnings (Q2)</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	\$8,200.00	\$7,042.54	85.89%
WIOA Dislocated Worker	\$9,000.00	\$6,678.28	74.20%
WIOA Youth	\$4,500.00	\$3,853.52	85.63%
Wagner-Peyser	\$6,700.00	\$7,826.62	116.82%

# Appendix 2

North

PY 2024 North Region Performance Measures			
<b>Employment Q2 After Exit</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	76.00%	73.85%	97.17%
WIOA Dislocated Worker	80.00%	76.32%	95.39%
WIOA Youth	80.00%	76.71%	95.89%
Wagner-Peyser	71.50%	69.08%	96.61%
<b>Employment Q4 After Exit</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	77.00%	71.97%	93.46%
WIOA Dislocated Worker	78.00%	84.51%	108.34%
WIOA Youth	77.00%	76.74%	99.67%
Wagner-Peyser	70.00%	68.76%	98.22%
<b>Credential Attainment Rate</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	75.00%	74.16%	98.88%
WIOA Dislocated Worker	78.00%	68.97%	88.42%
WIOA Youth	67.00%	64.86%	96.81%
<b>Measurable Skill Gains</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	58.00%	72.31%	124.67%
WIOA Dislocated Worker	65.00%	78.38%	120.58%
WIOA Youth	55.00%	79.44%	144.44%
<b>Median Earnings (Q2)</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	\$7,500.00	\$7,684.99	102.47%
WIOA Dislocated Worker	\$9,000.00	\$9,321.79	103.58%
WIOA Youth	\$4,400.00	\$4,127.35	93.80%
Wagner-Peyser	\$6,600.00	\$7,376.50	111.77%

# Appendix 2

Ozark

## PY 2024 Ozark Region Performance Measures

<b>Employment Q2 After Exit</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	71.50%	65.25%	91.26%
WIOA Dislocated Worker	76.50%	90.00%	117.65%
WIOA Youth	77.50%	79.17%	102.15%
Wagner-Peyser	73.00%	73.04%	100.05%
<b>Employment Q4 After Exit</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	71.00%	59.70%	84.09%
WIOA Dislocated Worker	75.50%	74.70%	98.94%
WIOA Youth	72.00%	73.33%	101.85%
Wagner-Peyser	69.00%	72.43%	104.97%
<b>Credential Attainment Rate</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	76.00%	78.57%	103.38%
WIOA Dislocated Worker	79.00%	50.00%	63.29%
WIOA Youth	64.00%	100.00%	156.25%
<b>Measurable Skill Gains</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	65.00%	88.00%	135.38%
WIOA Dislocated Worker	55.00%	91.67%	166.67%
WIOA Youth	47.00%	57.14%	121.58%
<b>Median Earnings (Q2)</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	\$6,600.00	\$6,913.92	104.76%
WIOA Dislocated Worker	\$8,100.00	\$9,455.48	116.73%
WIOA Youth	\$4,400.00	\$6,108.48	138.83%
Wagner-Peyser	\$7,000.00	\$8,162.75	116.61%

# Appendix 2

South Central

## PY 2024 South Central Region Performance Measures

<b>Employment Q2 After Exit</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	74.00%	68.60%	92.70%
WIOA Dislocated Worker	80.00%	76.47%	95.59%
WIOA Youth	73.00%	76.00%	104.11%
Wagner-Peyser	67.00%	68.90%	102.83%
<b>Employment Q4 After Exit</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	75.00%	62.62%	83.49%
WIOA Dislocated Worker	78.00%	73.68%	94.47%
WIOA Youth	72.00%	77.27%	107.32%
Wagner-Peyser	64.00%	65.99%	103.12%
<b>Credential Attainment Rate</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	71.00%	80.39%	113.23%
WIOA Dislocated Worker	72.00%	80.00%	111.11%
WIOA Youth	60.00%	42.86%	71.43%
<b>Measurable Skill Gains</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	63.00%	66.07%	104.88%
WIOA Dislocated Worker	64.00%	91.30%	142.66%
WIOA Youth	45.00%	61.02%	135.59%
<b>Median Earnings (Q2)</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	\$7,250.00	\$6,787.17	93.61%
WIOA Dislocated Worker	\$8,300.00	\$5,791.51	69.78%
WIOA Youth	\$4,500.00	\$4,666.42	103.70%
Wagner-Peyser	\$6,000.00	\$7,357.86	122.63%

# Appendix 2

Southeast

## PY 2024 Southeast Region Performance Measures

<b>Employment Q2 After Exit</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	78.00%	83.61%	107.19%
WIOA Dislocated Worker	81.00%	86.36%	106.62%
WIOA Youth	77.00%	77.08%	100.11%
Wagner-Peyser	70.00%	69.27%	98.96%
<b>Employment Q4 After Exit</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	77.00%	83.58%	108.55%
WIOA Dislocated Worker	76.50%	87.50%	114.38%
WIOA Youth	75.00%	78.82%	105.10%
Wagner-Peyser	69.75%	67.68%	97.03%
<b>Credential Attainment Rate</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	74.00%	81.37%	109.96%
WIOA Dislocated Worker	76.00%	80.77%	106.28%
WIOA Youth	60.00%	55.56%	92.59%
<b>Measurable Skill Gains</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	59.00%	75.19%	127.44%
WIOA Dislocated Worker	60.00%	77.14%	128.57%
WIOA Youth	45.00%	50.39%	111.97%
<b>Median Earnings (Q2)</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	\$7,800.00	\$7,051.42	90.40%
WIOA Dislocated Worker	\$9,000.00	\$8,868.10	98.53%
WIOA Youth	\$4,600.00	\$5,726.88	124.50%
Wagner-Peyser	\$6,300.00	\$7,115.13	112.94%

# Appendix 2

Southwest

PY 2024 Southwest Region Performance Measures			
<b>Employment Q2 After Exit</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	74.50%	73.68%	98.90%
WIOA Dislocated Worker	80.00%	80.77%	100.96%
WIOA Youth	78.00%	68.97%	88.42%
Wagner-Peyser	70.00%	66.13%	94.48%
<b>Employment Q4 After Exit</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	72.00%	74.31%	103.21%
WIOA Dislocated Worker	80.00%	73.91%	92.39%
WIOA Youth	75.00%	62.86%	83.81%
Wagner-Peyser	67.75%	66.00%	97.42%
<b>Credential Attainment Rate</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	70.00%	74.07%	105.82%
WIOA Dislocated Worker	71.00%	100.00%	140.85%
WIOA Youth	54.00%	50.00%	92.59%
<b>Measurable Skill Gains</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	54.00%	79.25%	146.75%
WIOA Dislocated Worker	60.00%	77.78%	129.63%
WIOA Youth	55.00%	86.05%	156.45%
<b>Median Earnings (Q2)</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	\$7,400.00	\$8,973.27	121.26%
WIOA Dislocated Worker	\$8,300.00	\$8,902.89	107.26%
WIOA Youth	\$3,800.00	\$6,084.58	160.12%
Wagner-Peyser	\$6,900.00	\$7,158.44	103.75%

# Appendix 2

St. Louis City

PY 2024 St. Louis City (SLATE) Performance Measures			
<b>Employment Q2 After Exit</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	80.00%	78.68%	98.35%
WIOA Dislocated Worker	70.00%	86.67%	123.81%
WIOA Youth	80.00%	91.07%	113.84%
Wagner-Peyser	72.00%	70.36%	97.72%
<b>Employment Q4 After Exit</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	78.00%	84.47%	108.30%
WIOA Dislocated Worker	78.00%	86.05%	110.32%
WIOA Youth	74.00%	77.45%	104.66%
Wagner-Peyser	71.00%	73.41%	103.40%
<b>Credential Attainment Rate</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	66.00%	77.63%	117.62%
WIOA Dislocated Worker	73.00%	72.00%	98.63%
WIOA Youth	64.00%	64.29%	100.45%
<b>Measurable Skill Gains</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	62.00%	85.48%	137.88%
WIOA Dislocated Worker	69.00%	86.21%	124.94%
WIOA Youth	53.00%	64.41%	121.52%
<b>Median Earnings (Q2)</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	\$7,500.00	\$6,750.88	90.01%
WIOA Dislocated Worker	\$8,500.00	\$9,768.08	114.92%
WIOA Youth	\$3,500.00	\$2,945.83	84.17%
Wagner-Peyser	\$6,800.00	\$8,762.78	128.86%

# Appendix 2

St. Louis County

## PY 2024 St. Louis County Performance Measures

<b>Employment Q2 After Exit</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	85.00%	74.36%	87.48%
WIOA Dislocated Worker	85.00%	70.45%	82.89%
WIOA Youth	80.00%	77.08%	96.35%
Wagner-Peyser	74.00%	71.50%	96.62%
<b>Employment Q4 After Exit</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	80.00%	73.91%	92.39%
WIOA Dislocated Worker	80.00%	84.48%	105.60%
WIOA Youth	80.00%	78.07%	97.59%
Wagner-Peyser	73.00%	74.21%	101.66%
<b>Credential Attainment Rate</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	75.00%	66.34%	88.45%
WIOA Dislocated Worker	75.00%	77.50%	103.33%
WIOA Youth	70.00%	58.04%	82.91%
<b>Measurable Skill Gains</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	60.00%	69.93%	116.55%
WIOA Dislocated Worker	60.00%	72.73%	121.21%
WIOA Youth	35.00%	37.29%	106.54%
<b>Median Earnings (Q2)</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	\$8,000.00	\$8,421.36	105.27%
WIOA Dislocated Worker	\$9,500.00	\$10,200.86	107.38%
WIOA Youth	\$3,700.00	\$5,802.54	156.83%
Wagner-Peyser	\$7,100.00	\$8,773.61	123.57%

# Appendix 2

West Central

## PY 2024 West Central Region Performance Measures

<b>Employment Q2 After Exit</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	79.00%	69.86%	88.43%
WIOA Dislocated Worker	72.50%	73.33%	101.15%
WIOA Youth	78.00%	84.21%	107.96%
Wagner-Peyser	71.00%	66.62%	93.83%
<b>Employment Q4 After Exit</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	76.00%	70.08%	92.21%
WIOA Dislocated Worker	75.00%	76.92%	102.56%
WIOA Youth	79.00%	80.72%	102.18%
Wagner-Peyser	70.00%	68.51%	97.87%
<b>Credential Attainment Rate</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	73.30%	76.19%	103.94%
WIOA Dislocated Worker	72.00%	57.14%	79.37%
WIOA Youth	61.00%	67.86%	111.24%
<b>Measurable Skill Gains</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	71.00%	71.53%	100.75%
WIOA Dislocated Worker	62.00%	70.00%	112.90%
WIOA Youth	56.00%	77.45%	138.31%
<b>Median Earnings (Q2)</b>	<b>Negotiated Rate</b>	<b>Actual Rate</b>	<b>% Achieved</b>
WIOA Adult	\$7,200.00	\$5,539.36	76.94%
WIOA Dislocated Worker	\$7,200.00	\$10,920.00	151.67%
WIOA Youth	\$4,800.00	\$4,496.86	93.68%
Wagner-Peyser	\$6,000.00	\$7,150.51	119.18%

