

2019-20

# WIOA MISSOURI ANNUAL REPORT



DEPARTMENT OF  
HIGHER EDUCATION &  
WORKFORCE DEVELOPMENT

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# Executive Summary

This year, the Missouri Office of Workforce Development has faced unprecedented challenges. The onset of the COVID-19 pandemic left thousands of Missouri workers dislocated or placed on furlough.

The Office of Workforce Development worked closely with its partners, adapting initiatives to meet these new challenges. In the summer of 2020, our office launched the Return Strong campaign, which focused on safely providing online and in-person services as well as creating job-training opportunities to help Missourians skill up and get back to work.

The biggest barrier to increasing employment in Missouri remains its shortage of skilled workers. Other challenges include job and wage growth acceleration in urban areas, often leaving poorer and less-educated rural communities behind. Technology and increasing automation will continue to displace vulnerable populations. In many ways, the pandemic only exacerbated these challenges.

Missouri Gov. Mike Parson is working to meet these challenges head-on, putting a heightened focus on job training and skill development in order to improve outcomes for all workers and meet the needs of employers statewide.

Even in the midst of this incredibly turbulent year, our efforts are yielding big results. In Program Year 2019, the office surpassed many of its goals for programs involving quick and sustained employment, as well as earnings.

As the state's economy recovers, there is still room for improvement in the area of credential attainment. The Missouri Office of Workforce Development is confident that with its emphasis on helping workers find training opportunities to skill up, we are one step closer to improving the careers, opportunities, and lives of all Missourians.

# State Plan Strategic Vision & Goals

Missouri's public workforce system partners worked collaboratively to develop the 2020-2024 Statewide Plan, which includes the following vision:

*Missouri's WIOA partners will make economic self-sufficiency attainable for customers through high quality services and a fully integrated workforce system.*

The public workforce system partners developed the following five goals to achieve Missouri's vision:

## WIOA Partners

- The Missouri Department of Higher Education & Workforce Development
- The Department of Elementary and Secondary Education – Offices of Vocational Rehabilitation and Adult Education and Family Literacy
- The Department of Social Services – Rehabilitation Services for the Blind and Family Services Division
- The Department of Labor and Industrial Relations -- Division of Employment Security

### Goal 1 - Overcome employment barriers

Missouri agencies are committed to assisting people to overcome employment barriers and achieve self-sufficiency through employment. Partners focus on providing program-specific services to their clients, however, acknowledge no single provider has the resources of a well-integrated workforce system. With a low unemployment rate in Missouri, a high percentage of those served have multiple barriers or are in an area that does not have many opportunities for employment. Developing a fully-integrated workforce system allows the best possible service for clients by leveraging partner resources.

### Goal 2 - Maximize efficiency and access to services

Missouri endeavors to eliminate duplication of effort and values cost-effective services. Missouri recognizes there will always be a need for additional resources and acknowledges the importance of providing efficient and effective services. Partner agencies are motivated to provide access to quality services for the greatest number of customers.

### Goal 3 - Develop Career Pathways

Workforce customers often have needs that require multiple forms of support to overcome barriers and develop skills necessary to enter and excel in the job market. Missouri maintains a network of support services for customers to use, as and when needed, to aid them in achieving their employment goals. This network of support services forms the foundation of Missouri's approach to career pathways.

### Goal 4 - Place a strong emphasis on employment retention.

Missouri leverages required partners' services to focus not only on clients return to work, but also to empower clients 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 leads to greater job satisfaction and employee retention. In addition, upskilling while employed can improve 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.

### 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. The state listens to the needs of current employers and develops engagement opportunities with new businesses.

# State Board

The Missouri State Workforce Development Board (SWDB) has actively worked with the Missouri Office of Workforce Development (OWD) and other state agency initiatives to engage employers, education providers, economic development officials, and other stakeholders to help Missouri's public workforce system achieve the purpose of WIOA and the State's strategic and operational vision and goals. Several new members have been appointed to the board including a representative from Vocational Rehabilitation, a representative from Adult Education and Family Literacy, two new business members, and members of the Missouri legislature. Supported with newly acquired and innovative data, the SWDB is re-emphasizing efforts to engage with Local Workforce Development Boards (LWDBs) through strategy development, forward thinking initiatives and by ensuring Local Workforce Development Board participation at SWDB meetings. These efforts support the SWDB's renewed attention on aligning a more effective job-driven workforce development system that emphasizes worker skill development and getting more Missourians in the workforce. Many of the SWDB members are participating as task force members in Missouri's Job Centers of the Future initiative. SWDB offers a unique perspective that supports the Job Centers of the Future initiative and will contribute to further innovation and the connections between education, career preparation, and employer workforce needs.

## Job Centers of the Future

OWD launched the Job Centers of the Future (JCF) initiative to analyze and consider how Missouri's public workforce system serves job seekers and employers, raises awareness of Job Center services, and compares Missouri's workforce data to surrounding states. JCF will produce customer journey maps from both the job seeker and the employer perspective in each of the 14 Local Workforce Development Areas (LWDA). The customer journey maps will allow OWD to identify the steps in the WIOA intake process, in addition to how long it takes to access training or the job seeker's outcome such as employment.

The JCF initiative will also conduct several focus groups across the 14 LWDA's including employers, job seekers, and job center staff. The focus groups will allow a complete understanding of the public workforce system and the process the job seeker, employer, and Job Center staff currently experience.

JCF is led by a task force made up of stakeholders and leaders of the public workforce system. The JCF task force will meet regularly to review information gathered, offer policy ideas or changes, and provide valuable feedback. The JCF task force will receive opportunities to offer suggestions and feedback through pulse surveys throughout the duration of the initiative.

Upon completion of JCF, OWD will have policy and technology recommendations, a complete outreach and marketing plan for Job Center services, and a state comparison report in key workforce development data analytics and policies. These crucial outcomes will guide the action of OWD to improve the public workforce system to establish effective and efficient outcomes for job seekers, employers, and partners who engage with the system regularly.

These policy and technological recommendations will guide the public workforce system to support job seekers, employers, and partners and serve more customers through virtualization of the Job Centers. Serving Missourians with a diverse, multiple-entry access point—through phone, internet, and in-person services—will expand the capacity of the American Job Centers. Missouri's Job-Center traffic has declined steeply since the 2008 recession and with access only through in-person services it makes it difficult for the public workforce system to provide ease of access for all Missourians. Missouri seeks to serve at least 1 million job seekers in 2021.

## Eligible Training Provider System (ETPS)

During the program year, OWD made changes to the process for approving Eligible Training Providers. Due to the ever-changing economic conditions and the need for training programs, OWD wanted to ensure the vetting process provided consistent opportunities for all training institutions. The flow chart and detailed process is posted on the *jobs.mo.gov* website for transparency. The process has improved communication and given training institutions a clear understanding of what is required.

## Participation in National Credential Attainment Cohort

Missouri was one of nine states selected to present in a national cohort focusing on Credential Attainment. The participating partners were from the OWD, Adult Education and Literacy, Vocational Rehabilitation, and Rehabilitation Services for the Blind. State teams explored different methods for determining which degrees, certificates, certifications, and licenses qualify as credentials address common and state-specific challenges related to the indicator, and develop a system-wide resource to assist states in similar efforts. This cohort assisted Missouri partners by strengthening their partnerships and to develop statewide guidance for determining industry-recognized credentials.

# Return Strong

On March 13, COVID-19 impacted OWD and Missouri Job Centers' existing job service delivery model. Job Centers were closed, and staff began working remotely. OWD distributed cell phones and laptops to all staff. The Job Center staff supported the Unemployment Benefits system and its claimants by responding to more than 5,000 calls daily through an Emergency Call Center. On May 18, OWD launched Return Strong in response to the COVID-19 pandemic. This initiative has two directives:

- (1) Helping Missourians skill up and get back to work**
- (2) Safely and responsibly open Missouri's Public Workforce System**

In order to help Missourians skill up and get back to work, OWD focused on quickly deploying in-demand training programs to dislocated workers in Missouri with easy access. OWD gathered summer courses offered by Missouri's colleges and universities and posted the summer courses to *jobs.mo.gov*. These online courses could be completed in less than three months through OWD's partnership with the postsecondary institutions. These courses were included on the Eligible Training Provider System to access WIOA or CARES Act training funds.

## CARES Act Funding

OWD received \$6.4 million in CARES Act funding to support the public workforce system and additional Missourians impacted by COVID-19 through training opportunities. These funds were dispersed to the Local Workforce Development Boards (LWDBs) to continue to enroll dislocated workers and WIOA adults into training programs and other opportunities. These Governor-approved funds were designed specifically for training and not for operations of the public workforce system.

## Coursera Partnership

OWD entered into an agreement with Coursera through a free partnership to access 3,800 courses through the end of 2020. This initiative supports Missourians accessing courses through a portal offering content from the University of Michigan, Yale, Johns Hopkins University, and Google. This initiative supports Missourians taking technical courses such as Microsoft Excel and soft skill courses such as conflict resolution.

## **CompTIA Program**

OWD also quickly engaged with CompTIA to develop on-demand IT credentials for dislocated workers with a virtual mentor and a full certificate upon completion of the program. The CompTIA courses include: A+, Security+, and Project+. The A+ program is an entry-level IT certificate for individuals seeking employment as a Help Desk Technician or troubleshooting common issues on computers. The Security+ program is a more advanced certificate that involves cybersecurity training. Finally, the Project+ certificate supports individuals seeking a project management certification—which supports Missourians in a variety of occupations and industries. The CompTIA initiative seeks to serve a total 1,000 dislocated Missourians on IT fundamental certifications and project management certifications. This program was supported with \$2 million in CARES Act funding.

## **Virtual Job Fairs**

OWD partnered with the State of Colorado to host its first two virtual job fairs. Through this partnership, OWD was able to use Colorado's virtual job fairs software at no cost to the State of Missouri. OWD collaborated with various state agencies across the public workforce system to recruit employers that were hiring, including the Department of Economic Development. The Department of Higher Education & Workforce Development's Office Communication and Outreach created social media posts and email templates to make it easy for Missouri's public workforce system partners to use. Missouri's Job Centers and Local Workforce Development Boards (LWDBs) assisted in recruiting job seekers. The first virtual fair resulted in 1,500 job seekers and 150 employers.

## **Safely & Responsibly Opening Missouri's Job Centers**

OWD also focused on safely and responsibly reopening Missouri's Job Centers. All 27 of Missouri's Job Centers closed at the end of March due to the COVID-19 pandemic. However, Job Center staff were still serving Missourians through cell phones and laptops. LWDBs and Job Center staff began creating webinars and recordings to deploy workshops and resources to dislocated workers. OWD also collaborated with the LWDB directors to understand what training resources were available and what programs were supported with local WIOA dollars. This strategy helped OWD identify where the gaps in training programs were to deploy statewide programs.

OWD received \$2 million in CARES Act funding to modify the Missouri Job Centers to comply with CDC guidelines to protect customers and staff from COVID-19. These modifications included facemasks, sanitizer, cleaning supplies and wipes, Plexiglas, and other necessary personal protective equipment. On June 1, the Missouri Job Centers began reopening in a phased-in approach across the state.

# Discretionary Projects

## Missouri Manufacturing Technician Program (MMTP)

As Missouri's manufacturing sector grows, Missouri will need stronger candidates for employment and better trained employees. Participants completing the Missouri Manufacturing Technician Program (MMTP) could acquire the following certificates: Manufacturing Technician I, Certified Production Technician Safety Certificate, OSHA 10-Hour General Industry and OSHA 10-Hour General Industry Safety and Health. These certificates will make unemployed participants competitive candidates for manufacturing technician positions and will help employed participants be more competitive candidates for internal promotions.

MMTP has served 121 participants. These participants include youth and adults that are in need of manufacturing training. Promising partnerships include working with Probation & Parole to train individuals in transitional housing in Southeast Missouri. MMTP's delivery of the program has been impacted by COVID-19. The following measures were put in place to increase access to this training during the pandemic:

- The training providers moved the program to an online/hybrid delivery model.
- Manufacturing Skills Standards Council offered online courseware for the Safety and Quality aspects of the program.
- Some college's purchased SkillBoss mobile equipment to provide hands-on technical training that aligns with the MSSC courses.

The transition to online learning increased accessibility for training to continue during the pandemic, but not all students transitioned to this method. Colleges intend to return to in-person training as safety guidelines allow.

# Federal Grants

## Trade and Economic Transition Grant

In September 2018, the Office of Workforce Development (OWD) successfully competed for a National Dislocated Worker (Trade and Economic Transition) Grant and was awarded \$3.98 million. This grant seeks to serve dislocated workers statewide in an Automotive Service Technician apprenticeship or a Help Desk Technician apprenticeship. Missouri contracted with a consulting agency, Franklin Apprenticeships, to develop new apprenticeship standards, engage employers who would participate in the program and deliver success coaching to the apprentices.

This program required key contributions from local workforce development boards, community colleges and other training providers, state agencies, non-profit partners, and employers. This was achieved through weekly communications with each participating region and significant recruiting efforts from all partners.

This program was impacted by COVID-19 and the focus shifted from registered apprenticeship to pre-apprenticeship in IT fundamentals. From June 1, 2019 to Sept. 25, 2020, there were 254 participants enrolled in the NDWG TET Grant.

## Registered Apprenticeship

Registered Apprenticeship is an employer-driven training model that has many benefits for employers and workers. Apprenticeship is a flexible workforce strategy that can be customized to meet the needs of any business. Apprentices can be new hires or businesses can select current employees who need skill upgrades to join their apprenticeship program. The apprenticeship model is leading the way in preparing American workers to compete in today's economy. Due to direct employer involvement in the educational process, apprenticeship programs keep pace with advancing technologies and innovations in training and talent management.

In Program Year 2020, Missouri was second in the nation for apprenticeship completions and third in the nation for new apprentices. This vast expansion is a result of a strong apprenticeship community supported by the labor unions and the growth in the number of programs offered throughout the state. This was a victory for the newly merged Missouri Department of Higher Education & Workforce Development (MDHEWD). The Apprenticeship State Expansion (ASE) gained momentum due to interest generated, and a cadence for growth was set in motion.

On Nov. 11, 2019, Missouri's Governor signed Executive Order 19-20 which established the Office of Apprenticeship & Work-Based Learning (OAWBL) and also required apprenticeship expansion over the next five years. This affirmed Missouri's continued investment in registered apprenticeship programs.

Missouri's Office of Apprenticeship & Work-Based Learning (OAWBL), consists of five state agency leaders who work together to develop talent pipelines, policies, and procedures to modernize, sustain, and expand apprenticeships in Missouri. This close coordination among the five state agencies will establish a standardized approach to apprenticeship policies. It is OAWBL's goal to eliminate confusion from the various local partners, training, providers, and employers attempting to interact with apprenticeships in the state. Apprenticeship Missouri is investing time assisting in the development of apprenticeships that state agencies have determined beneficial. Based on feedback from OAWBL, Missouri is increasing its outreach to youth, veterans, and individuals with disabilities. To serve all American workers, outreach and communication to partners will be improved. Efforts will target low-income individuals and underrepresented populations in apprenticeship including youth, women, communities of color, Native Americans, veterans, persons with disabilities, and justice-involved individuals. Missouri will develop and promote quality pre-apprenticeship frameworks to ensure apprenticeship is accessible to underrepresented populations.

As 2020 began, the Apprenticeship Missouri team moved forward with securing the data tracking system that will be used for expansion and grant activities, and began outreach to reach milestones stated in the grant. Staff across the state have begun to receive training utilizing the Apprenticeship Module.

In March of 2020, Missouri was impacted by the COVID-19 pandemic. This has forced Missouri to consider new training alternatives through online coursework and new models of coaching or virtual assistance for apprentices. Missouri submitted its compliance documents for ASE with reduced travel budget due to travel restrictions. Missouri is on track to meet all milestones and grant outcomes as accepted.

Apprenticeship Missouri continues to be responsive in changing times. National leading organizations such as Strada Education is publishing data from average Americans who are impacted by COVID-19. The data is reporting 63 percent of Americans will be seeking an online certificate, education or credentials for a new career or to support current careers. An online apprenticeship opportunity could be another option in the public workforce system for those seeking alternative educational opportunities.

According to USDOL OA RAPIDS FY19 data, the top apprenticeship industries in Missouri include advanced manufacturing, construction, health care, law enforcement, technology, transportation, and utilities. These industries currently have the most apprentices and are likely to continue to grow. Apprenticeship Missouri seeks to continue to respond to employer needs and connect participants to apprenticeship career pathways that support family sustaining wages and job growth.

Apprenticeship Missouri has more than 26 partners with Registered Apprenticeships, which has created a targeted approach to serving the local community with local employers. Missouri is working with several partners to pilot a variety of apprenticeship programs through the local workforce regions. Technical assistance is offered for sponsors through the Apprenticeship Missouri team. Apprenticeship Missouri's outreach staff provides the hands-on customer service touch that is needed to ensure that sponsors are aware of available resources, talent pipelining opportunities, and connection to community stakeholders and training providers.

Apprenticeship Missouri established a new workshop for interested apprentices entitled Apprenticeship 101. Through Job Centers, workforce development staff will offer a more thorough pre-assessment of participant needs and refer them to the appropriate next step to become a work-ready apprentice. This Apprenticeship 101 preparation curriculum seeks to solve the gap between employer expectation and participant awareness and preparation. This orientation resource is a result of surveying Job Center field staff about the gaps between job seekers and employers. Missouri continues to offer pre-employment readiness training in soft skills for the employer and region-identified critical need areas of workplace communication/listening and teamwork/collaboration.

The Missouri Apprentice Connect portal is another example of Missouri's investment. This portal connects prospective apprentices to apprenticeship opportunities only within Missouri. Employers are able to post Missouri apprenticeship opportunities to actively engage with possible apprentices in their local communities. ASE programs and potential apprentices will be able to utilize the tool for recruitment. Prior to 2020, Missouri did not have the ability to connect apprentices and employers online. In many cases, apprenticeship programs were the best kept secret in local communities. Missouri has invested previous grant dollars to support the Missouri Apprentice Connect portal. This portal is an apprentice matching portal, where apprentices can identify different apprenticeship opportunities throughout the entire state. The portal will connect the employer and apprentice directly.

This portal is offered in partnership with the Missouri Chamber of Commerce. Key partners in the launch of this tool include K-12 (CTE) secondary institutions to support youth registered apprenticeship, post-secondary institutions, employers, industry associations, and other training providers and organizations.

Apprenticeship expansion activities and service delivery have helped identify key areas where there are gaps and needs for improvement to streamline workforce system delivery for apprentices. This has had a positive impact and led to broader conversations on relevant and timely service delivery for job seekers and employers as a whole. As such, leadership in Missouri has prioritized aligning employment, training, and education to better serve Missouri's workforce.

More on apprenticeship capacity, strategy, support, and growth activity can be found here:  
[https://dhewd.mo.gov/apprenticeship\\_missouri.php](https://dhewd.mo.gov/apprenticeship_missouri.php)

## **COVID-19 Humanitarian Grant**

Missouri's Office of Workforce Development (OWD) applied for a National Dislocated Worker Grant (NDWG) to support Missourians dislocated or impacted by the COVID-19 pandemic. OWD was awarded \$1.33 million to support 10 of the 14 Local Workforce Development Areas (LWDA).

This grant will support a total of 180 participants through temporary humanitarian or disaster relief employment, and/or in-demand training. The temporary employment may include work as a contact tracer, medical assistant, logistics driver, or warehouse worker. These temporary employment opportunities will support each local community based on its needs. OWD quickly awarded each LWDA based on available WIOA Dislocated Worker funds and was able to enroll eleven participants quickly. OWD's application is based entirely on the Local Workforce Development Boards' (LWDB) needs.

Prior to submitting the application to USDOL, OWD asked each region to complete a worksheet to assess the needs in the region. This unique approach allowed a collaborative effort between OWD and the LWDB regions. Further, it permitted the LWDB regions to directly contribute ideas, temporary employment occupations, and training programs based off relationships each LWDB already established. This practice will be used in the future when applying for emergency grants.

## **Missouri Works Together**

The Missouri Works Together Grant is a disaster recovery grant addressing a major national health emergency: the opioid crisis. The goal of the grant is to: (1) provide temporary disaster-relief employment and career and training services to workers impacted by the opioid crisis; and (2) develop a stronger health provider professions network to better address the needs of individuals seeking substance abuse treatment and counseling services.

The grant supports temporary humanitarian employment and provides career training in parts of Missouri identified as having the greatest risk factors for opioid dependence. The temporary employment provides these regions with peer-support specialists who serve those fighting opioid addictions. Career training in health care fields and other in-demand occupations is offered to individuals who lost employment due to the opioid crisis. Career training in professions that specifically address the opioid crisis is also offered to dislocated workers and long-term unemployed individuals.

By the end of Program Year 2019, the grant funded 22 humanitarian workers, placed at 14 different Missouri counseling centers. Between January and June in 2020, 127 grant participants received individualized career and training services. The percentage of participants obtaining measurable skills gains increased from 38.9 percent in the first quarter of 2020 to 69.4 percent in the second quarter.

## National Dislocated Worker Grant

As a result of spring flooding in 2019, Missouri was awarded a Disaster Recovery Dislocated Worker Grant in September 2019 to assist with clean-up and other activities in Andrew, Atchison, Holt, Mississippi, Perry, Platte County, Ray, & Ste. Genevieve Counties. The purpose of the grant is to restore public infrastructure and services so that business and employment activities can be resumed through temporary employment of unemployed persons. Potential projects in each of the regions included levee and road repairs, culvert replacements, and debris removal.



There were 121 planned participants. However, flooding continued through the winter of 2019-2020 and the COVID-19 pandemic limited project progress in the Spring and Summer of 2020. OWD successfully enrolled five participants into the National Disaster Emergency Grant. The workforce regions continue to work with the affected counties to complete projects through the grant end date of June 30, 2021.

## Missouri's Federal Bonding Programs

Missouri's Office of Workforce Development received a \$100,000 four-year Federal Bonding Demonstration Grant that began July 1, 2019. The grant focused on employment opportunities for ex-offenders, including those recovering from opioid and other drug addictions. Missouri utilized opioid-use and overdose data along with its strong partnerships with other state agencies to ensure access and outreach for eligible individuals for the federal bonding program.

The Missouri Fidelity Bonding Program is a no-cost, job-incentive program intended to increase the hiring of justice-involved individuals. This no-cost, no-deductible insurance coverage begins the day the bonded person starts work and ends six months later. Fidelity insurance provides an easy method for an employer to recover losses, due to illegal acts of fraud, embezzlement, larceny, and theft committed against the employer by a justice-involved individual who is bonded.

The minimum amount of coverage offered is \$5,000. Additional amounts of coverage can be provided up to \$25,000 if the need has been justified by the employer. Coverage can be for full or part-time employment. The Office of Workforce Development is an active stakeholder in the Missouri reentry process and will apply fidelity bonds from this grant to employers as an incentive to hire justice-involved individuals into stable and supportive employment.

# Special Events

## First Annual CLEO Summit

OWD hosted its first annual Chief Local Elected Official (CLEO) Summit in the fall of 2019. A CLEO, Local Workforce Development Board (LWDB) Chair, and LWDB Director was required to attend as a part of the WIOA Local Annual Agreement. Ron Painter, National Association of Workforce Boards (NAWB) President, led the training during the CLEO Summit. The CLEO Summit focused on the CLEO's responsibilities, the role of the Local Workforce Development Board (LWDB), and the impact of the decisions made at the LWDB meeting. During the CLEO Summit, a manual of relevant regulations, policies, and guidance was provided to each CLEO.

As a result of this event, Director Mardy Leathers began meeting monthly with the CLEOs to build relationships and answer any WIOA or public workforce system questions.

## Apprenticeship Missouri Summit

OWD hosted its second annual Apprenticeship Missouri Summit during National Apprenticeship Week. This event invited training providers, intermediaries, state agency partners and other apprenticeship stakeholders to participate in a one-day summit. The summit included national and local perspectives including a session from New America and various training providers. Gov. Mike Parson provided the keynote address and signed Executive Order 19-20 which established the Office of Apprenticeship and Work-Based Learning and the goal of achieving 20,000 Active Apprentices by 2025.



The Summit featured presentations from state and national leaders, the release of the Apprenticeship Playbook, awards presentations, and special remarks by Missouri Gov. Mike Parson. Missouri intends to hold a summit annually, this year the summit will be virtual. During this event, OWD recognized IBM as the employer of the year, Vocational Rehabilitation as the partner of the year, and Metropolitan Community College as the training provider of the year.



# Leadership & Professional Development

## **OWD Summit**

In January 2020, OWD leadership brought State staff together for an annual training and professional development conference. The week-long event focused on topics such as compliance monitoring, apprenticeship, performance, and leadership development. The event also featured subject-matter expert sessions, including veterans representatives, workforce coordinators, and Equal Opportunity Officers.

## **Technical Assistance**

As OWD implemented the Return Strong initiative it was clear that additional support was needed to the front line staff implementing these training programs and new CARES Act Funds. To support these technical assistance needs, OWD launched two initiatives: Wise Up Wednesdays and Motivation Mondays. Wise Up Wednesdays are a virtual, one-hour, weekly technical assistance or training opportunity for staff on a variety of programs and WIOA topics. These technical assistance sessions are recorded and distributed to staff to also have as a reference post training. Topics for Wise Up Wednesday may include how to do a WIOA enrollment, or CompTIA enrollment process. This is a unique opportunity to engage the frontline staff and answer any questions about the various programs or WIOA operations. This practice will continue beyond the Return Strong initiative.

Similarly, the Motivation Monday efforts are a weekly email reminder of the various programs or opportunities for job seekers or employers. For example, the Motivation Monday email may include an upcoming virtual job fair or Missouri's partnership with Coursera. This email is typically short with a few bullet points about each program or reminder.

## **Apprenticeship Missouri Technical Assistance**

Outreach staff ensures that busy employers receive courteous customer service contacts and can address questions and make connections to expedite the registration process. Missouri's system alignment depends on the strategic relationships between partners. To encourage continued expansion, Apprenticeship Missouri has launched virtual office hours four times a week to engage Job Center and LWDB staff. The office hours provide prepared technical assistance content from Apprenticeship Missouri staff. Materials presented include content as developed in collaboration with intermediaries and agency partners and assistance requests from field staff. Missouri has also invested in infrastructure to support apprenticeship expansion. One example of this investment is training local workforce development staff on best practices to engage with businesses to expand apprenticeship programs and apprenticeship enrollment. This investment will give the workforce development staff and partners the necessary tools to effectively engage employers interested in establishing a registered apprenticeship program.

Apprenticeship Missouri has begun to offer consistent training that will ensure that workforce system staff have access to the tools to make apprenticeship and work-based learning accessible to all of Missouri's citizens. Apprenticeship Missouri has conducted training for workforce development to ensure that all Job Centers and regions have access to a subject matter expert that is located within the community. Each region is receiving training on employer engagement, specifically for apprenticeship. This will establish a subject matter expert in each Job Center and region to support the modern expansion of apprenticeship. This effort will directly support the growth of new programs and number of apprentices in Missouri. During Program Year 2021 regional action plans will be implemented to support apprenticeship expansion.

# 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 following measures:

## **The Rate of Repeat Services to Business Customers (30.7%)**

This measure is defined as the percentage of repeated services provided to Missouri employers over the last 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 of Market Penetration Among the Whole Market Share of Employers (6.9%)**

This measure 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. Missouri continues to modify and improve satisfaction surveys to gather feedback from employers and influence continuous improvement. Through the Job Centers of the Future initiative, Missouri is conducting employer focus groups and constructing journey mapping specifically for our employer customers. These strategies will assist us in making improvements and making sure the public workforce system is serving employers to meet employers needs.

## **Customer Satisfaction Report**

Missouri began dispensing business customer satisfaction surveys in November 2017. While OWD continued to serve business customers, COVID-19 did have an impact on the number of employers seeking services and the number of satisfaction surveys received. As illustrated in the graph below, in Program Year 2019, feedback was received from 815 business customers. The largest decrease being in quarter four when many employers were impacted by COVID-19. The Office of Workforce Development appreciates the collaboration and support of our business customers. The overall customer satisfaction rate has remained high in Program Year 2019, at 93.4 percent.

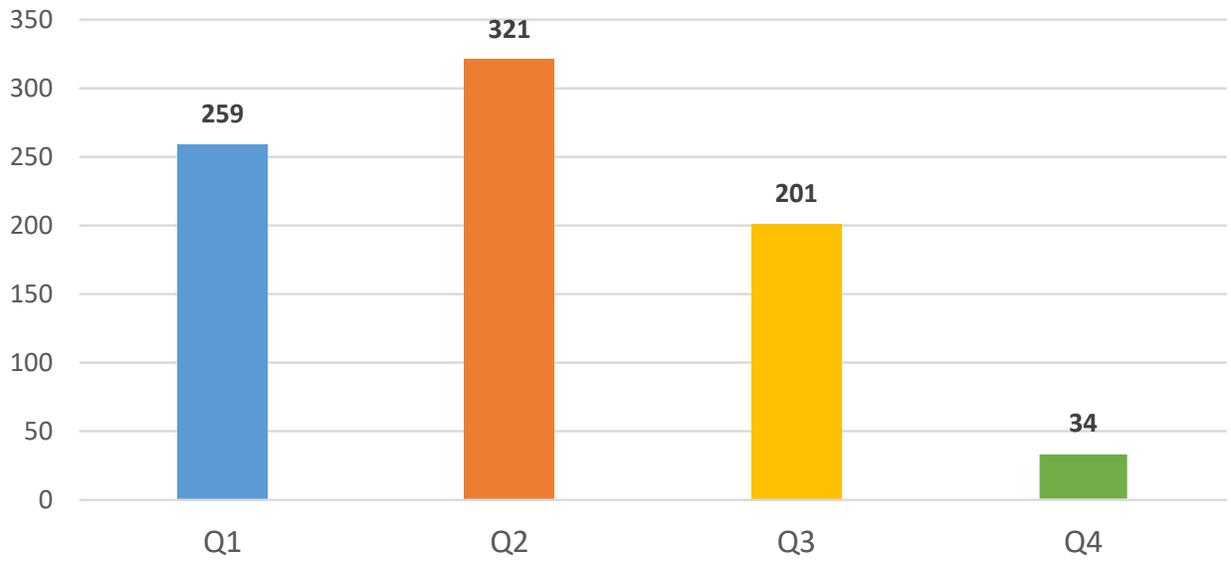
COVID-19 has been an opportune time to aggressively respond during this major transformation of the economy and workforce. Missouri responded promptly to the challenges of COVID-19 by sourcing and implementing strategic workforce development initiatives including short-term, virtual skill-training programs, as well as by adopting the use of drive-thru job fairs and statewide virtual job fairs to address continued employer needs in the midst of a continuing crisis. Missouri business services have indeed evolved and OWD expects to expand efforts during these challenging times to understand and meet employer needs in new and innovative ways.

## **Apprenticeship Program for JVSG Staff**

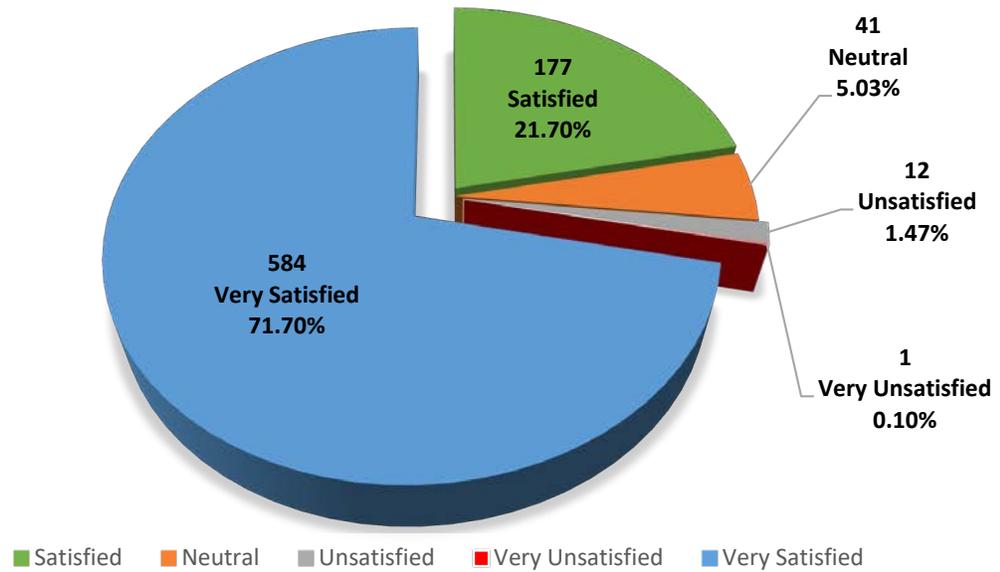
The Department of Higher Education & Workforce Development has initiated the process to sponsor a Career Development Technician (CDT) Registered Apprenticeship program to provide on-the-job training (OJT) and related instruction to enhance the skills and abilities of our Jobs for Veterans State Grants (JVSG) staff. The CDT occupation is recognized by the U.S. Department of Labor under the National Apprenticeship System and individuals who complete the apprenticeship receive a nationally recognized credential. The goal of the CDT Registered Apprenticeship is to meet the need for highly qualified human resource employees within Missouri's workforce development system who are able to provide quality career guidance and business services on behalf of veterans. JVSG staff will successfully complete the 24-month Career Development Technician apprenticeship program. Both OJT and classroom hours are split into one-year segments for which staff are required to complete and pass a final exam at the end of each year. In addition, in the final exam staff will be required to maintain a satisfactory performance appraisal.

## PY 2019 Business Surveys

815 Collected



## Program Year 2019 Missouri Employer Satisfaction Rate



## TranZed

Missouri's Office of Workforce Development (OWD) engaged with TranZed to train staff on employer engagement for apprenticeship expansion and to develop unique action plans for each region regarding apprenticeship. TranZed has developed a return on investment calculator for employers to use and compare against apprenticeship programs. In addition to the calculator, TranZed has also developed modules specifically for employers to offer a step-by-step view of the benefits of apprenticeships and how they operate. TranZed delivered training to OWD staff and workforce development stakeholders such as the Missouri Chamber of Commerce, on how to best use the modules with employers, engaging employers, and leveraging the return on investment tool.

TranZed also engaged the 14 Local Workforce Development Board (LWDB) regions on current apprenticeship expansion strategies in the community. This involved several different partners across the public workforce system such as LWDB staff, OWD staff, and veteran staff. This collaboration offered a complete picture of the public workforce system and its approach to develop new programs, engage apprentices and employers. Upon completion of understanding the current strategy, TranZed was able to identify gaps in each region and solutions to establish a more effective apprenticeship strategy. Further, OWD's Apprenticeship Missouri Office also received an action plan to support the 14 LWDB regions and their action plans. Many of the suggested solutions are already being implemented, including the Apprenticeship Missouri Office's hours.



## Performance Evaluation

### Department of Labor (DOL) Technical Assistance (TA)

OWD was awarded TA funding from DOL. Maher and Maher worked closely with OWD to understand our needs and develop a work plan. In reviewing local policies, OWD determined there was a lack of understanding in regard to the Conflict of Interest and Firewall Policies. Maher and Maher reviewed each local area's policies, completed one-on-one calls with directors, and conducted surveys. This gave them the knowledge needed to develop a training that was specific to Missouri's needs.

### Quarterly Monitoring

The Office of Workforce Development completed redesign of the Regulatory Compliance Team in Summer 2019. Within this redesign four quarters of monitoring was implemented. Compliance monitoring includes two quarters of desktop monitoring and two quarters of on-site monitoring. This maintains constant and consistent engagement at the local level. It also allows issues to be identified and resolved quickly. Constant interaction and increased technical assistance opportunities with local Job Centers and LWDB directors has established a stronger partnership.



Quarterly monitoring has identified the need to increase technical assistance and has reduced errors across the state. OWD quarterly monitoring reports now mirror the DOL format to depict findings and concerns. Additionally, the reports include a snapshot of the quarterly Report Card concerns.

## **Report Cards**

Based on the results of the Division Analysis Report and quarterly monitoring, OWD has implemented the issuance of Quarterly Report Cards. The report cards identify the top three issues in each of Missouri's 14 LWDB regions as well as the state as a whole. In addition, promising practices each quarter are highlighted. The report cards are distributed to the CLEO's, LWDB chairs, and LWDB directors. The intent was to not only be proactive, but also encourage discussion within the local boards.

As a result of the newly implemented report cards, communication across the state has increased significantly. The report cards have initiated calls from the CLEO's, LWDB chairs, and LWDB directors to discuss areas of concern with OWD. The calls have resulted in process reviews to improve staff and customer experience, improve outcomes, and consistency across the state.

## **Local Policy and Planning Task Force**

It is often difficult to provide streamlined services when local policies vary, sometimes drastically from area to area. In response to this challenge, OWD developed the Local Policy and Planning Task Force. This task force consists of multiple teams across OWD. The task force is responsible for collecting and reviewing local policies and plans. These reviews help to open communication across the local areas to make changes and become more consistent. The policies and practices identified in the local areas are discussed among the LWDB directors and the State Workforce Development Board members. This discussion encourages changes and modifications to the public workforce system's policies that better serve job seekers and employers.

## **Division Analysis Report**

The Division Analysis Report (DAR) is a comprehensive review of all components and programs within the purview of the Office of Workforce Development (OWD). The analysis is conducted as a method in which information can be collected, assessment of current operations could be conducted, and detection of potential opportunities for improvement could be identified.

The OWD created a DAR task force to provide immediate focus on internal and external operations. The task force includes staff from all departments, which closely monitors any concerns to ensure successful performance and outcomes. The task force issues the Quarterly Report Cards and the annual Division Analysis Report. The information produced by the DAR keeps leadership informed of issues and the steps taken to resolve them.

## **WIPFLI**

With the redesign of the compliance team, the Office of Workforce Development (OWD) made the decision to procure the annual fiscal monitoring. WIPFLI CPA and Consulting was awarded the contract in February 2020. OWD is focused on continuous improvement and ensuring staff receive the necessary training. In addition to conducting the monitoring requirements, WIPFLI was tasked with creating and delivering training to state staff and a statewide training for local areas. WIPFLI also assisted the state with developing a new risk assessment and monitoring tool. This has improved communication across the state. Additionally, it helps guarantee the state and local boards have the same understanding of the federal requirements.

# Waivers

## Expensing for In-School Youth

*Missouri requested a waiver from federal reporting requirements on the outcomes of students at schools and training institutions: Effective July 1, 2018 to June 30, 2020.*

Missouri submitted a timely federal report about the participant outcomes of persons enrolled in WIOA programs and attending training or education, according to regulations, on Oct. 15, 2019. WIOA requires a report on the credential, employment, and earnings outcomes of all other non-WIOA students, this waiver permits more time for the development of these reports until August 2020. Missouri can report these outcomes on the MoSCORES website, the search engine used in this product was developed before a complete set of reporting guidance was provided by the U.S. Department of Labor. Thus, more time will be needed to enable this product to calculate non-WIOA student outcomes from Missouri schools.

A waiver was requested based on the likelihood that requiring the schools themselves to report this information would make schools reluctant to participate. As a result of this waiver, Missouri has experienced an ongoing, robust listing of a wide variety of training and education providers.

# Specialized Training Programs

## Rapid Response-Employment Transition Team

Missouri adheres to 20 CFR 682.200 and 20 CFR 682.212 in funding required and allowable statewide employment and training activities.

The state uses WIOA rapid-response funds to support a state rapid-response unit, branded in Missouri as the Employment Transition Team (ETT). The ETT unit promotes economic recovery and vitality by developing an ongoing, comprehensive approach to identifying, planning for, and responding to layoffs; and preventing or minimizing their impact on workers, businesses, and communities. The state issued a Statewide Employment Transition Team Policy (OWD Issuance 07-2015) to be utilized across all Local Workforce Development Areas (LWDA). This policy provides a consistent standard for ETT coordination in the LWDAs.

ETT Results for program year 2019: Missouri directly served 757 rapid response participants. A subset of these participants (257 or 33.9%) are receiving training services. In addition, between March and June of 2020, Missouri provided rapid-response services via virtual meetings and/or electronic materials to an estimated 51,200 individuals. The services provided in the alternative format (due to COVID-19 social distancing guidelines) were not captured in Missouri's case management system.

WIOA requires each state to carry out statewide ETT activities or designate an entity to do so on its behalf. OWD has opted to operate the ETT program at the state level in coordination with Local Workforce Development Boards. OWD's Workforce Coordinators, located regionally, take the lead role in responding to layoff events, and are responsible for coordinating, providing, and overseeing ETT services in their assigned areas. While ETT is required for mass layoffs and closures, it is the intent of WIOA for services to be provided to as many workers as possible. Workforce Coordinators provide on-site, in-person, or virtual ETT services to any layoff affecting 25 or more people. Layoffs affecting 24 or less people may be offered on-site ETT services as needed or requested by the employer.

At a minimum, smaller layoffs will be provided informational packets that include the ETT programs and services brochure, the Division of Employment Security (DES) UI Benefits fact sheet, the Missouri Economic Research and Information Center (MERIC) regional Real-Time Labor Market Summary, and any local brochure, as requested by the LWDB. Every ETT event is unique; therefore, each event shall be assessed individually, and services provided shall be determined based on the wishes of the employer, the needs of the affected workers, and the time frame of the layoff.

For the 757 rapid-response participants receiving Wagner-Peyser services, 102 received services from WIOA programs and 232 received services from the trade act program. Although Missouri is working to develop a case management feature that will help tag rapid response participation per each event, that enhancement is not yet ready for reporting.

For the Missouri Program Year 2019 dislocated worker program, credential attainment measure, out of 94 individuals that attended a rapid response layoff event, 63 of those successfully attained a credential with a credential attainment rate of 67 percent. Fifty-six individuals were also co-enrolled with the trade act program. Those in the dislocated worker credential attainment measure that were not in the rapid response program had a dislocated worker credential attainment rate of 74.7 percent.

### **Trade Adjustment Assistance**

During Program Year 2019, 48 Trade Adjustment Assistance (TAA) petitions were filed and 22 certified, affecting 2,622 workers. During the same period, 674 Trade Act claims were established, and TAA served 95 new workers in classroom training/distance learning, seven new workers in on-the-job training, 57 new workers in Re-employment Trade Adjustment Assistance (RTAA), and five workers in relocation allowance. Additionally, 738 new workers qualified for Trade Readjustment Allowance.

Total TAA training expenditures for Program Year 2019 amounted to \$2,560,356.00. The Job Search and Relocation Allowance expenditures for new and existing participants was \$9,976.00, while the RTAA expenditures for new and existing participants was \$350,931.05. The TRA expenditures for new and existing participants was \$1,052,332.45. Performance for the Trade Act (assessed in the last two quarters of Program Year 2019) resulted in an employment rate of 77.4 percent two quarters after exit and 79.3 percent one year after exit. Median earnings for this program were \$12,949.08 six months after program exit. Trade Act participants also exited with a credential attainment rate of 69.9 percent.

### **Work-based learning**

Work-based learning aligns traditional classroom learning and technical workplace learning. The alignment of employer needs and education allows participants to increase their employability skills through their experience in the academic setting and real-world work environment. All work-based learning programs enhance the support and learning of participants through mentorship. Workforce services engage specific target populations to build talent pipelines that meet employer demand and collaborate with partner agencies, education providers, and local workforce development regions to align training options with work-based learning activities.

Work-based learning is an optimal training option for Missourians. However, it continues to be underutilized in comparison to traditional occupational skills training. In order to increase Missourian's accessibility to these programs the Apprenticeship and Work-based Learning team is undertaking intensive regional outreach to ensure LWDBs and Workforce Development staff can more easily assess and recommend if it is an appropriate training option for individuals and employers.

The outreach will build on the concept of life-long learning and promotion of career exploration, career exposure, career engagement, and career experiences. Development of career pathways and increased awareness of career/employer needs will support the accessibility of education to enter into and exit out of and enter into again—over the course of an individual’s career. Earn and learn opportunities allow Missourians to earn valuable industry recognized credentials and help employers keep pace with advancing technology and related training needs.

## Equal Opportunity Accomplishments

Missouri’s workforce system continues to be committed to providing programs services, activities, nondiscriminatory employment, and equal opportunity for all Missouri customers seeking services through Missouri Job Centers and its affiliate sites. The Office of Workforce Development Equal Opportunity Unit, along with the Local Workforce Development Boards (LWDBs), has committed to ensure equal and integrated access to services for individuals with disabilities and Limited English Proficiency (LEP) individuals throughout the Missouri’s workforce system. The Office of Workforce Development Equal Opportunity Unit continues to strive to adopt many effective strategies and practices to ensure nondiscrimination and equal opportunity for all eligible individuals in our state.

Some of the Office of Workforce Development Equal Opportunity Unit’s accomplishments include ensuring LWDB’s websites, other modes of communication, and the media are accessible to individuals with disabilities. This also includes informing LEP individuals that translation services are available at no cost to customers. Some other accomplishments include partnering with the WIOA Policy Center to develop and provide training and best practices on Section 188 of WIOA for other states throughout the country. OWD has been able to work with LWDBs to ensure an affirmative outreach plan is implemented in the service areas to inform persons of different sexes, various racial and ethnic/national origin groups, various religions, LEP individuals, individuals with disabilities, and individuals in different age groups have access to workforce programs, services, and activities.

### **The equal opportunity data for PY 19 is as follows:**

Missouri excelled in all but one performance measure for Program Year 2019. There were significant accomplishments in performance including the WIOA Adult Credential Attainment measure. Missouri is still experiencing challenges within the WIOA Youth Credential Attainment measure.

Missouri continues to have success in all programs across employment and wage earnings. As shown in Table A (see page 22), Missouri continues to perform far above goal for Employment Q2, in all programs, ranging from 104 percent of goal in its Wagner Peyser program to 110 percent of goal in both the WIOA Adult and WIOA Dislocated Worker programs. Sustained employment in the Employment Q4 measure was substantially higher than the planned goal, ranging from 110 percent of goal for WIOA Youth to 116 percent of goal for the WIOA Adult program.

As a result of a consistent growing economy in PY19, the Median Earnings measure was exceeded in every program, ranging as high as 151.4 percent of goal in the WIOA Dislocated Worker program. The WIOA Adult program achieved 126 percent of goal.

Program Year 2019 was the last year for benchmarking the Measureable Skills Gains and Missouri continued to increase its percentage in this measure. The WIOA Adult program has seen it increase to 60.7 percent while the WIOA Youth program increased to 46.9 percent. These benchmarks assisted in creating negotiated levels for performance in the coming program years for 2020 and 2021.

Missouri performance in the Credential Attainment measure for the WIOA Adult program saw a significant increase due, in part, to the fact that OWD no longer reports on individuals that were a part of Missouri's Next Generation Career Center initiative, which ended when WIOA began in Program Year 2016. This program year, the Adult Credential Attainment achieved 152.1 percent of goal as compared to only achieving 60.6 percent of goal in Program Year 2018. The WIOA Dislocated Worker also saw a significant increase in performance achieving 143.9 percent of goal. Missouri continues to struggle with the Youth Credential Attainment performance measure. In a large part, our struggles are with the additional requirement of those Youth participants who attain their high school diploma or high school equivalency that they must also have employment or be enrolled in postsecondary education within one year after exit. Four of Missouri's Workforce Development Board Regions that failed the Youth Credential Attainment performance measure in Program Year 2018 were successful in Program Year 2019 in achieving their goals. Missouri as a whole, while still failing to meet performance, did slightly increase our Youth Credential Attainment performance measure. Missouri is showing early to have already increased the Youth Credential Attainment performance measure for Program Year 2020 from 2019 and will be focusing on this measure to improve our outcomes.

### Workforce Performance - All WDB Regions - PY19

PROGRAM	MEASURE	PLAN NEGOTIATED GOAL LEVEL	ACTUAL PERFORMANCE	PERCENT OF GOAL ACHIEVED
WIOA Adult	Employment Q2	68.70%	75.68%	110.16%
	Employment Q4	66.40%	77.34%	116.48%
	Credential Attainment	46.50%	70.73%	152.11%
	Measureable Skill Gains	N/A	60.72%	N/A
	Median Earnings	\$5,100	\$6,445	126.38%
WIOA Dislocated Worker	Employment Q2	72.50%	79.75%	110.00%
	Employment Q4	70.20%	80.73%	115.00%
	Credential Attainment	51.00%	73.38%	143.89%
	Measureable Skill Gains	N/A	56.78%	
	Median Earnings	\$5,800	\$8,781	151.40%
WIOA Youth	Employment Q2	72.50%	74.13%	102.24%
	Employment Q4	68.00%	75.40%	110.89%
	Credential Attainment	67.20%	51.93%	77.28%
	Measureable Skill Gains	N/A	46.85%	N/A
	Median Earnings	N/A	\$3,629.00	N/A
Wagner-Peyser	Employment Q2 WP	67.00%	69.80%	104.18%
	Employment Q4 WP	70.80%	69.80%	98.59%
	Median Earnings	\$4,844	\$5,369	110.84%

Achieved 100% or More of Plan Negotiated Goal Level  
 Achieved 90% and Above of Plan Negotiated Goal Level  
 Did Not Achieve 90% of Plan Negotiated Goal Level

# Missouri Equal Opportunity Demographics Program Year 2019

PY 19 Participants Served	All Participants	Participants	Reportable Individuals
<b>All Participants (#201)</b>	198,547	87,586	110,961
Male	100,017	46,887	53,130
Female	98,071	40,552	57,519
Did Not Self Identify	459	147	312
<b>All Age Groups</b>	198,547	87,586	110,961
<16	182	104	78
16-18	7,972	4,716	3,256
19-24	28,955	13,781	15,174
25-44	90,573	37,186	53,387
45-54	37,854	16,643	21,211
55-59	17,038	7,777	9,261
60+	15,970	7,379	8,591
<b>All Participants (#211)</b>	198,547	87,586	110,961
American Indian / Alaskan Native	5,471	2,738	2,733
Asian	1,997	793	1,204
African American	53,845	25,947	27,898
Pacific Islander	1,642	715	927
White	129,791	56,817	72,974
More Than One Race	6,863	3,259	3,604
<b>All Participants (#210)</b>	198,547	87,586	110,961
Hispanic	6,027	2,778	3,249
Did Not Self-Identify	5,803	4,555	1,248
Not Hispanic	186,717	80,253	106,464
<b>All Participants</b>	198,547	87,586	110,961
No Disability	145,831	66,873	78,958
Disabled	11,118	5,603	5,515
Participant did not disclose	41,598	15,110	26,488

# Missouri Equal Opportunity Demographics Continued

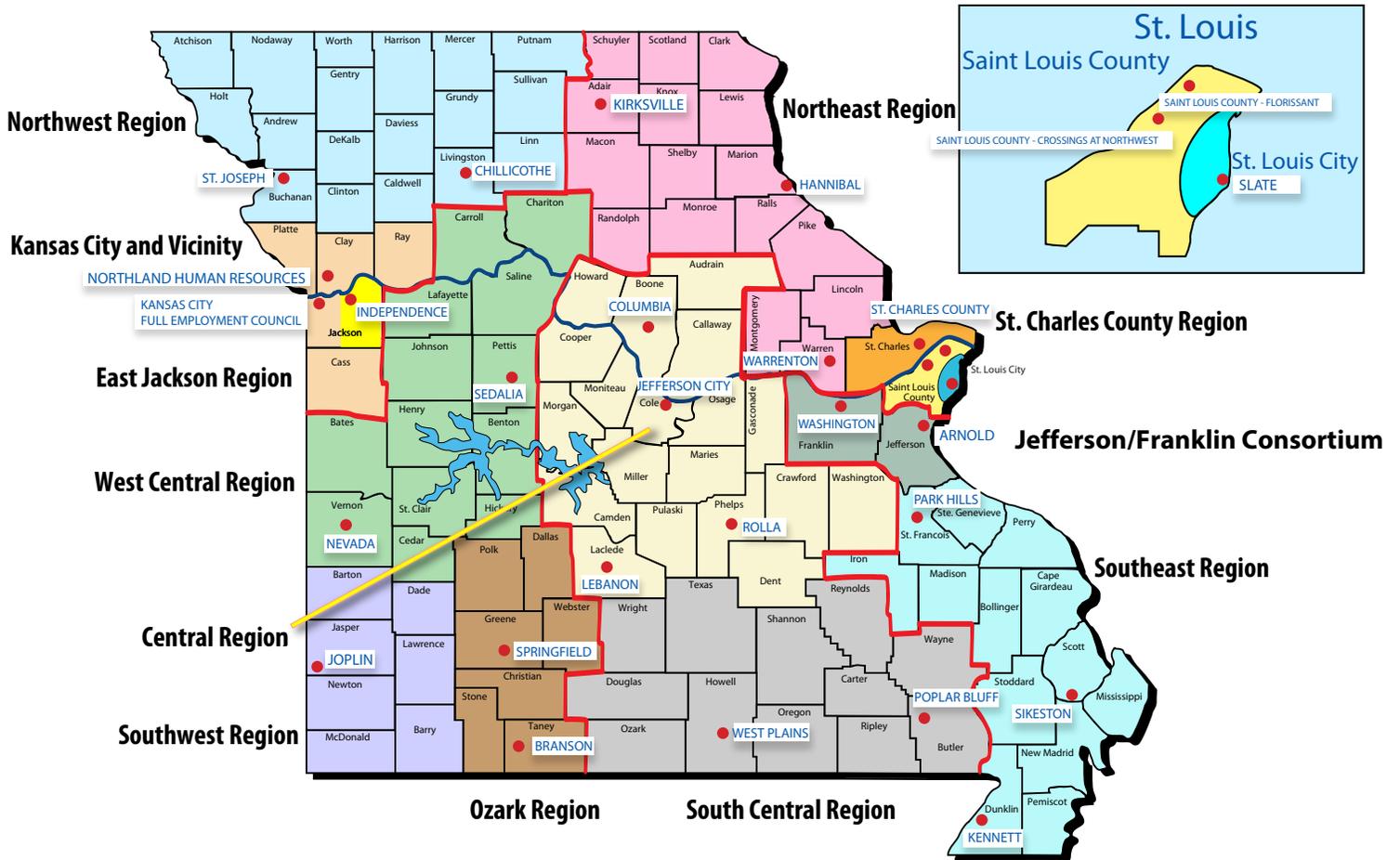
<b>PY 19 Participants Served</b>	<b>Received Basic Career Services</b>	<b>Received Individualized Career Services</b>	<b>Received Training</b>
<b>All Participants (#201)</b>	198,521	62,637	4,424
Male	99,996	33,516	2,080
Female	98,066	29,014	2,336
Did Not Self Identify	459	107	8
<b>All Age Groups</b>	198,521	62,637	4,424
<16	181	79	51
16-18	7,970	2,596	526
19-24	28,949	9,223	1,182
25-44	90,570	26,921	1,700
45-54	37,846	12,441	561
55-59	17,033	5,813	262
60+	15,969	5,564	142
<b>All Participants (#211)</b>	198,521	62,637	4,424
American Indian / Alaskan Native	5,471	1,950	133
Asian	1,997	561	40
African American	53,843	18,185	1,397
Pacific Islander	1,642	466	38
White	129,768	40,952	2,878
More Than One Race	6,863	2,267	174
<b>All Participants (#210)</b>	198,521	62,637	4,424
Hispanic	6,027	1,900	117
Did Not Self-Identify	5,802	3,368	873
Not Hispanic	186,692	57,369	3,434
<b>All Participants</b>	198,521	62,637	4,424
No Disability	145,809	46,767	3,386
Disabled	11,114	4,164	386
Participant did not disclose	41,598	11,706	652

# Appendices



## Missouri Workforce Development Regions and Job Centers

Missouri Office of Workforce Development  
Local Workforce Development Board Directors and Chairs on reverse.



# WIOA Regional Performance Program Year 2019

## East Jackson Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	67.00%	78.87%	85%
WIOA Dislocated Worker	69.80%	86.96%	85%
WIOA Youth	67.50%	70.59%	85%
Wagner Peyser	62.60%	69.36%	85%
Employment Rate Q4	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	63.50%	77.30%	85%
WIOA Dislocated Worker	66.50%	87.50%	85%
WIOA Youth	70.00%	72.97%	85%
Wagner Peyser	60.00%	69.67%	85%
Credential Rate	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	52.00%	69.66%	66%
WIOA Dislocated Worker	56.00%	88.24%	66%
WIOA Youth	70.00%	63.64%	66%
Median Earnings (Q2)	Negotiated Rate	Annual Earnings	Division Challenge Goals
WIOA Adult	\$4,984	\$28,154.20	\$24,600
WIOA Dislocated Worker	\$6,605	\$59,275.92	N/A
Wagner Peyser	\$4,000	\$27,216.00	\$24,600

## Central Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	68.00%	74.76%	85%
WIOA Dislocated Worker	72.00%	75.00%	85%
WIOA Youth	72.50%	70.45%	85%
Wagner Peyser	68.00%	68.46%	85%
Employment Rate Q4	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	65%	74.04%	85%
WIOA Dislocated Worker	70%	79.03%	85%
WIOA Youth	65%	66.57%	85%
Wagner Peyser	63%	67.43%	85%
Credential Rate	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	45.30%	66.86%	66%
WIOA Dislocated Worker	54.00%	68.18%	66%
WIOA Youth	67.20%	37.57%	66%
Median Earnings (Q2)	Negotiated Rate	Annual Earnings	Division Challenge Goals
WIOA Adult	\$4,800	\$23,134.80	\$24,600
WIOA Dislocated Worker	\$5,350	\$27,155.80	N/A
Wagner Peyser	\$4,750	\$20,784.00	\$24,600

# WIOA Regional Performance Program Year 2019

## Jefferson-Franklin Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	70%	78.26%	85%
WIOA Dislocated Worker	70%	81.82%	85%
WIOA Youth	62%	76.00%	85%
Wagner Peyser	68%	68.59%	85%
Employment Rate Q4	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	66.50%	75.94%	85%
WIOA Dislocated Worker	70.40%	71.79%	85%
WIOA Youth	65.00%	78.31%	85%
Wagner Peyser	67.50%	72.10%	85%
Credential Rate	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	42%	71.31%	66%
WIOA Dislocated Worker	53%	61.11%	66%
WIOA Youth	56%	52.05%	66%
Median Earnings (Q2)	Negotiated Rate	Annual Earnings	Division Challenge Goals
WIOA Adult	\$5,250	\$30,062.56	\$24,600
WIOA Dislocated Worker	\$5,750	\$34,944.24	N/A
Wagner Peyser	\$5,200	\$25,532.00	\$24,600

## Kansas City Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	63.00%	79.00%	85%
WIOA Dislocated Worker	64.50%	74.24%	85%
WIOA Youth	66.00%	81.58%	85%
Wagner Peyser	62.60%	67.48%	85%
Employment Rate Q4	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	57.00%	79.17%	85%
WIOA Dislocated Worker	58.50%	76.85%	85%
WIOA Youth	63.00%	84.27%	85%
Wagner Peyser	60.00%	68.18%	85%
Credential Rate	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	35.00%	67.11%	66%
WIOA Dislocated Worker	39.50%	55.32%	66%
WIOA Youth	55.00%	61.40%	66%
Median Earnings (Q2)	Negotiated Rate	Annual Earnings	Division Challenge Goals
WIOA Adult	\$4,454	\$26,494.52	\$24,600
WIOA Dislocated Worker	\$5,605	\$47,303.48	N/A
Wagner Peyser	\$4,150	\$24,908.00	\$24,600

# WIOA Regional Performance Program Year 2019

## Northeast Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	72.00%	88.33%	85%
WIOA Dislocated Worker	72.50%	91.67%	85%
WIOA Youth	72.50%	86.67%	85%
Wagner Peyser	67.00%	72.16%	85%
Employment Rate Q4	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	57.00%	79.17%	85%
WIOA Dislocated Worker	58.50%	76.85%	85%
WIOA Youth	63.00%	84.27%	85%
Wagner Peyser	60.00%	68.18%	85%
Credential Rate	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	35.00%	67.11%	66%
WIOA Dislocated Worker	39.50%	55.32%	66%
WIOA Youth	55.00%	61.40%	66%
Median Earnings (Q2)	Negotiated Rate	Annual Earnings	Division Challenge Goals
WIOA Adult	\$4,454	\$26,494.52	\$24,600
WIOA Dislocated Worker	\$5,605	\$47,303.48	N/A
Wagner Peyser	\$4,150	\$24,908.00	\$24,600

## Northwest Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	72%	81.55%	85%
WIOA Dislocated Worker	72%	78.85%	85%
WIOA Youth	74%	64.29%	85%
Wagner Peyser	67%	71.48%	85%
Employment Rate Q4	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	68%	85.51%	85%
WIOA Dislocated Worker	70%	82.61%	85%
WIOA Youth	68%	85.29%	85%
Wagner Peyser	69%	72.81%	85%
Credential Rate	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	31%	66.02%	66%
WIOA Dislocated Worker	68%	70.83%	66%
WIOA Youth	51%	51.79%	66%
Median Earnings (Q2)	Negotiated Rate	Annual Earnings	Division Challenge Goals
WIOA Adult	\$4,900	\$29,661.40	\$24,600
WIOA Dislocated Worker	\$5,313	\$46,072.48	N/A
Wagner Peyser	\$4,794	\$21,860.00	\$24,600

# WIOA Regional Performance Program Year 2019

## Ozark Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	69.00%	67.03%	85%
WIOA Dislocated Worker	69.50%	80.00%	85%
WIOA Youth	56.50%	70.41%	85%
Wagner Peyser	70.00%	67.15%	85%
Employment Rate Q4	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	64.20%	68.04%	85%
WIOA Dislocated Worker	68.20%	80.95%	85%
WIOA Youth	49.00%	76.70%	85%
Wagner Peyser	65.00%	66.47%	85%
Credential Rate	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	36%	71.74%	66%
WIOA Dislocated Worker	65%	83.56%	66%
WIOA Youth	63%	58.06%	66%
Median Earnings (Q2)	Negotiated Rate	Annual Earnings	Division Challenge Goals
WIOA Adult	\$4,850	\$27,419.28	\$24,600
WIOA Dislocated Worker	\$6,200	\$29,703.32	N/A
Wagner Peyser	\$4,900	\$20,160.00	\$24,600

## South Central Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	69%	77.97%	85%
WIOA Dislocated Worker	69%	82.69%	85%
WIOA Youth	73%	83.54%	85%
Wagner Peyser	64%	69.76%	85%
Employment Rate Q4	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	69%	81.41%	85%
WIOA Dislocated Worker	64%	83.33%	85%
WIOA Youth	60%	75.25%	85%
Wagner Peyser	60%	67.21%	85%
Credential Rate	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	45%	74.26%	66%
WIOA Dislocated Worker	60%	84.48%	66%
WIOA Youth	62%	56.41%	66%
Median Earnings (Q2)	Negotiated Rate	Annual Earnings	Division Challenge Goals
WIOA Adult	\$3,900	\$30,689.36	\$24,600
WIOA Dislocated Worker	\$4,300	\$30,408.60	N/A
Wagner Peyser	\$3,900	\$20,292.00	\$24,600

# WIOA Regional Performance Program Year 2019

## Southeast Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	68.50%	80.80%	85%
WIOA Dislocated Worker	73.00%	80.00%	85%
WIOA Youth	65.00%	76.92%	85%
Wagner Peyser	66.50%	69.72%	85%
Employment Rate Q4	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	66.50%	79.57%	85%
WIOA Dislocated Worker	70.00%	83.13%	85%
WIOA Youth	68.00%	67.23%	85%
Wagner Peyser	64.00%	69.71%	85%
Credential Rate	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	50%	76.74%	66%
WIOA Dislocated Worker	61%	70.90%	66%
WIOA Youth	50%	51.14%	66%
Median Earnings (Q2)	Negotiated Rate	Annual Earnings	Division Challenge Goals
WIOA Adult	\$4,100	\$28,469.68	\$24,600
WIOA Dislocated Worker	\$4,800	\$36,528.36	N/A
Wagner Peyser	\$4,100	\$19,920.00	\$24,600

## Southwest Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	68.40%	76.51%	85%
WIOA Dislocated Worker	71.00%	79.49%	85%
WIOA Youth	60.00%	62.63%	85%
Wagner Peyser	66.00%	68.75%	85%
Employment Rate Q4	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	62.50%	71.43%	85%
WIOA Dislocated Worker	63.50%	76.60%	85%
WIOA Youth	54.00%	74.60%	85%
Wagner Peyser	65.00%	67.43%	85%
Credential Rate	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	40%	57.32%	66%
WIOA Dislocated Worker	44%	51.52%	66%
WIOA Youth	45%	33.33%	66%
Median Earnings (Q2)	Negotiated Rate	Annual Earnings	Division Challenge Goals
WIOA Adult	\$6,000	\$21,840.00	\$24,600
WIOA Dislocated Worker	\$7,000	\$30,820.68	N/A
Wagner Peyser	\$4,250	\$21,704.00	\$24,600

# WIOA Regional Performance Program Year 2019

## St. Charles Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	73.00%	79.49%	85%
WIOA Dislocated Worker	74.00%	86.96%	85%
WIOA Youth	72.00%	80.56%	85%
Wagner Peyser	68.40%	73.01%	85%
Employment Rate Q4	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	71.00%	68.97%	85%
WIOA Dislocated Worker	72.00%	76.92%	85%
WIOA Youth	68.00%	72.97%	85%
Wagner Peyser	68.70%	76.17%	85%
Credential Rate	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	35.00%	50.00%	66%
WIOA Dislocated Worker	64.50%	80.00%	66%
WIOA Youth	53.00%	63.16%	66%
Median Earnings (Q2)	Negotiated Rate	Annual Earnings	Division Challenge Goals
WIOA Adult	\$6,400	\$25,984.00	\$24,600
WIOA Dislocated Worker	\$7,300	\$40,489.36	N/A
Wagner Peyser	\$5,474	\$29,724.00	\$24,600

## St. Louis City Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	71.50%	76.92%	85%
WIOA Dislocated Worker	70.00%	0.00%	85%
WIOA Youth	68.00%	73.21%	85%
Wagner Peyser	68.00%	72.12%	85%
Employment Rate Q4	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	70%	79.41%	85%
WIOA Dislocated Worker	70%	75.00%	85%
WIOA Youth	50%	81.94%	85%
Wagner Peyser	65%	72.45%	85%
Credential Rate	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	26.00%	51.43%	66%
WIOA Dislocated Worker	42.00%	33.33%	66%
WIOA Youth	68.50%	50.00%	66%
Median Earnings (Q2)	Negotiated Rate	Annual Earnings	Division Challenge Goals
WIOA Adult	\$4,450.00	\$19,406.72	\$24,600
WIOA Dislocated Worker	\$4,900.00	\$0.00	N/A
Wagner Peyser	\$4,150.00	\$18,112.00	\$24,600

# WIOA Regional Performance Program Year 2019

## St. Louis County Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	73%	80.92%	85%
WIOA Dislocated Worker	74%	77.78%	85%
WIOA Youth	75%	74.87%	85%
Wagner Peyser	75%	72.68%	85%
Employment Rate Q4	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	73%	78.95%	85%
WIOA Dislocated Worker	74%	81.08%	85%
WIOA Youth	77%	84.52%	85%
Wagner Peyser	73%	73.32%	85%
Credential Rate	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	54.00%	85.96%	66%
WIOA Dislocated Worker	67.00%	96.55%	66%
WIOA Youth	66.50%	64.86%	66%
Median Earnings (Q2)	Negotiated Rate	Annual Earnings	Division Challenge Goals
WIOA Adult	\$4,300	\$27,649.32	\$24,600
WIOA Dislocated Worker	\$5,200	\$23,138.88	N/A
Wagner Peyser	\$3,708	\$22,440.00	\$24,600

## West Central Region Performance Measures

Employment Rate Q2	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	71.90%	76.92%	85%
WIOA Dislocated Worker	69.90%	92.86%	85%
WIOA Youth	67.00%	71.79%	85%
Wagner Peyser	73.30%	65.50%	85%
Employment Rate Q4	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	65.60%	80.95%	85%
WIOA Dislocated Worker	77.20%	92.86%	85%
WIOA Youth	68.00%	70.11%	85%
Wagner Peyser	68.50%	66.30%	85%
Credential Rate	Negotiated Rate	Achieved Rate	Division Challenge Goals
WIOA Adult	55.00%	68.09%	66%
WIOA Dislocated Worker	87.30%	77.78%	66%
WIOA Youth	75.00%	40.82%	66%
Median Earnings (Q2)	Negotiated Rate	Annual Earnings	Division Challenge Goals
WIOA Adult	\$4,644	\$26,012.92	\$24,600
WIOA Dislocated Worker	\$4,929	\$29,943.56	N/A
Wagner Peyser	\$4,488	\$19,044.00	\$24,600