



PLAN MODIFICATION NOTICE DECEMBER 2007

**WORKFORCE INVESTMENT BOARD OF THE SOUTHEAST MISSOURI
338 BROADWAY, SUITE 500
CAPE GIRARDEAU, MO 63701
(573) 334-0990 ext. 254**

june@job4you.org

A modification to Southeast Missouri's Strategic Plan for Title 1 of the Workforce Investment Act and the Wagner-Peyser Act to implement the Workforce Investment Act of 1998 is available for a 30-day public comment pursuant to the requirements of the act. The plan outlines a two-year strategy for the statewide workforce investment system.

Comments on the plan may either be e-mailed to june@job4you.org or mailed to: June O'Dell, President/COO, Workforce Investment Board of Southeast Missouri, 338 Broadway, Suite 500, Cape Girardeau, MO 63701

Summary of changes:

- Updated Table of Contents
- Change Workplace Readiness Credential offered from "Cape Girardeau and Sikeston" to "all thirteen counties within our region" changes reflected on page 22
- Change "not to exceed \$600.00" to "not to exceed \$750.00" changes reflected on page 23
- Change "set a limit \$600.00 for all supportive service per participant per year" to "set a limit \$750.00 for all supportive service per participant per year" changes reflected on page 24
- Change "The current funding limit for all ITA's is \$3,500.00 per year for two years for non-medical training and \$6,000.00 per year for two years for medical related training." To "The current funding limit for all ITA's is \$5,000.00 per year for two years for non-medical training and \$7,500.00 per year for two years for medical related training." Changes reflected on page 25
- Change "RFP" to "RFA" change reflected on page 27
- Update WIA Performance Measures changes reflected on page 34 and 35
- Updated Attachment list

- Revise Attachment 1 to reflect address changes
- Updated Attachment 2 to reflect current board membership
- Updated Attachment 4 to reflect current Complaint and Grievance Guidelines
- Replace Attachment 5 with 2007-2008 grant allocations in the Planning Budget Summary
- Replace Attachment 6 with 2007-2008 Memorandum of Understanding (MOU)
- Replace MOU Signature Pages
- Insert Attachment 8 New Workforce Initiatives

The attached pages show changes bolded and shaded to distinguish from the original narrative. The complete new plan with proposed and the older plan are available online at <http://www.job4you.org>

Table of Contents

Section

I. Local Workforce Investment Boards
 Vision.....3

II. Local Workforce Investment Priorities.....3

III. Local Structure.....4

IV. Economic and Labor Market
 Analysis.....18

V. Overarching Local Strategies.....22

VI. Major Local Policies and Requirements.....23

VII. Integration of One-Stop Service Delivery.....26

VIII. Administration & Oversight of Local Workforce Investment
 System.....27

IX. Service Delivery.....28

X. Local Administration.....34

Attachments to the Local Plan

1. List of Comprehensive One-Stop Centers and Affiliate Sites
2. Local Workforce Investment Board Membership List
3. Local Workforce Investment Board By-Laws
4. Complaint and Grievance Guidelines
5. Planning Budget Summaries for Program Year 2005 **2007** and Fiscal Year 2006 **2008**
6. Memorandum of Understanding (signed by all the parties)
7. Performance Improvement Plan and Update (if applicable)- N/A
8. **New Workforce Initiatives**

V. Overarching Local Strategies

- A. *Include the findings from the “Missouri Regional Skills Gap Analysis” planning phase, as well as any strategies that have been developed for implementing the needed training to fill these skills gaps. These findings should include high-growth, high-demand employment opportunities within the region, as defined in the national direction.*

Findings of the “Missouri Regional Skills Gap Analysis” for the Southeast region have generally focused on soft-skills, such as:

- Attendance
- Dress
- Respect
- Responsibility
- Attention

The strategy that has won support in the region is a distinct credential. The credential would identify those prospective employees that have completed a process that addresses the skills gaps that are relevant to the region.

WORKPLACE READINESS CREDENTIAL: This program is currently offered in ~~both Cape Girardeau and Sikeston~~ **all thirteen counties within our region**. The training begins with a mandatory pre-assessment to determine that students have the necessary academic skills for a successful outcome. Qualified and experienced teachers will then guide the students through a logical sequence of instruction during a two-week period. The program is designed to simulate a worker’s probationary period in business and industry. Topics covered will include, but not be limited to:

- Punctuality and Regular Attendance
- Projecting a Professional Impression
- Bringing Closure to Tasks
- Getting Along with Co-Workers
- Making Decisions / Problem Solving
- Working as a Team Player
- Working Safely
- Developing Leadership Skills
- Proper Telephone Skills
- Dealing with Customers
- Basic Computer Usage
- Developing a Usable Resume
- Completing Job Applications
- Job Interviewing for Success
- Learning What to Expect On-the-Job
- Acceptable Workplace Habits
- Using the Internet to Search for Work
- Hearing from a Guest Employer

- Grammar
- Mathematics
- Budgeting and Investing
- Job Shadowing Experience

Upon successful completion of the two-week Workplace Readiness Credential Program, the student will be presented with a Credential.

- B. *Describe the local board's policy on providing apprenticeships. (Additional information regarding apprenticeships can be found in Addendum B to this planning guidance, as well as at www.doleta.gov/atels_bat).*

The WIB is working with a Carpenter's Union from the St. Louis and the local representatives to provide Apprenticeships. Service providers in our region have been made aware of the availability of this program and have been encouraged to refer participant to the appropriate agencies for services.

VI. Major Local Policies and Requirements

- A. *Identify the local areas policy for supportive services and/or needs based payments to enable individuals to participate in Title I activities. This policy should address how resources and service coordination is managed in the local area and the procedures for referrals to services. In addition, this policy should identify:*
- *how such services will be funded when they are not otherwise available from other sources;*
 - *the services that may be provided;*
 - *documentation required for requesting service;*
 - *the maximum amount of funding and length of time for supportive services or needs based payments to be available to participants; and*
 - *procedures (if any) established to allow One-Stop operators to grant exceptions to the limits established*

Supportive services are identified as payments for services that enable the client to participate in Title I activities. These services will be provided only to dislocated workers and those who meet income eligibility and cannot access funding from other sources. The Case Manager must submit a written request to the program director. Supportive services must be approved by the program director. They are not to exceed ~~\$600.00~~ **\$750.00** per year per participant. Participants are eligible for supportive services for two years. The Program director must coordinate supportive service activities with the WIB. Any exceptions to the Supportive Service Policy must be approved by the President of the WIB. Examples of Supportive Service costs include:

- Transportation
- Tools

- Uniforms
- School supplies
- Childcare

B. *Identify the maximum dollar amount for all supportive services combined per participant.*

The local Board has set a limit of ~~\$600.00~~ **\$750.00** for all supportive service per participant per year.

C. *Describe the criteria to be used by the local board, under 20 CFR 663.600, to determine whether funds allocated to a local area for adult employment and training activities under WIA sections 133(b)(2)(A) or (3) are limited, and the process by which any priority will be applied by the one-stop operator.**

The Workforce Investment Board has determined that the size of the workforce in the region is too large to serve with the funds allocated. This criterion is based on the unemployment rate versus the population totals. The Workforce Investment Board requires one-stop operators to give priority to individuals on public assistance and to those who meet the income levels described by the poverty guidelines furnished by the U.S. Department of Health and Human Services and the Lower Living Standard Income Levels (LLSIL). These guidelines are updated annually by the Federal government.

D. *Define the sixth eligibility criteria for youth, described in WIA section 101(13)(C)(iv) as “an individual who requires additional assistance to complete an educational program, or to secure and hold employment”.*

The sixth eligibility criteria are defined by the WIB as a youth that has been unsuccessful in school and/or in employment. Service providers are required to document the youth’s previous efforts in education and employment to assess and verify their need.

E. *Describe how veteran’s priority, as required by Public Law 107-288, will be incorporated into all programs.*

- Veterans’ priority is a requirement in all programs funded wholly or in part by DOL. Priority will be measured in terms of enrollment in affected **programs**. The Veterans Representative has given all staff copies of TEGL 5-03 and explained the relevant priority service processes to staff and partner agencies. The WIB will ensure that all service providers continue to refer veterans to the appropriate Disabled Veteran Outreach Program (DVOP) specialists and Local Veteran Employment Representatives (LVER) for joint case management. Referral to the DVOP/LVER does not constitute priority of service.

- ❑ For all programs with statutory requirements, veterans must meet the program eligibility requirements in order to obtain priority of service.
- ❑ In the WIA Adult and Dislocated Workers Program, the current law requires that first priority for intensive and training services be given to public assistance recipients and low-income individuals when adult funds allocated to a local area are limited. In regard to veterans, the priority of provision of services is established as follows: First to be served will be public assistance recipients and low-income individuals who are also veterans. The second group to be served will be public assistance recipients and low-income non-veterans. Among participants who are not public assistance recipients or low-income individuals, veterans will receive priority over non-veterans.
- ❑ Additionally, in those programs where targeting of groups are discretionary or optional priorities at the local level, veterans' priority takes precedence over those optional or discretionary priorities. Veterans' priority is applied in advance of the opportunities and services provided to the population group covered by the optional priority.

Provision of Information to Covered Individuals

- ❑ Each provider will provide information regarding priority of service to covered persons regarding benefits and services that may be obtained through other entities or service providers and ensure that each covered veteran or eligible spouse who applies to or is assisted by any covered program is informed of the employment related rights and benefits to which the person is entitled.

Program Registration

- ❑ When there is a registration requirement associated with receipt of services for an impacted program or grant, collection of the individual's veteran status is required. GreatHires.org, Missouri's automated public labor exchange system, provides the opportunity for veterans to self-declare veterans status. In addition, Toolbox collects veteran's data during intake and assessment.

F. *Identify the funding limit for Individual Training Accounts (ITAs).*

The current funding limit for all ITA's is ~~\$3,500.00~~ **\$5,000.00** per year for two years for non-medical training and ~~\$6,000.00~~ **\$7,500.00** per year for two years for medical related training.

G. *Describe how the local region will ensure that the full array of one-stop services are available to all individuals with disabilities, so that these services are fully accessible.*

All One-Stop locations are in compliance with ADA building standards and maintain equipment to enable people with disabilities to access all services available through the One-Stop Center.

reception from the employers in the region for this initiative. This credential would include aspects of workplace readiness such as:

- Attendance
- Proper Dress
- Ability to take instruction
- Reading skills
- Math skills
- Customer Service/ Communication Skills
- Job Search skills

VII. Integration of One-Stop Service Delivery

One of the primary expectations of the workforce system under the WIA statutory framework is a seamless, integrated One-Stop delivery system. The expectation for an integrated service delivery system remains firmly embedded as a key principle of a demand-driven workforce system. The goal of integration is to ensure that the full spectrum of community assets is used in the service delivery system to support human capital solutions for businesses, industry and individual customers.

A. *Describe the one-stop delivery system in the local region, including:*

1. *A description of how the local board will ensure the continuous improvement of eligible providers of services through the system and ensure that such providers meet the employment needs of local employers and participants;**

The local board monitors the performance of the service providers to ensure that they meet training and employment standards. The WIB also partners with the service providers to keep them up to date about available services, local employment dynamics and opportunities available to participants. Monthly meetings are held with staff and Partner Agencies. Current policies and programs are discussed, these sessions are open for questions and input from all staff. Also discussed at these sessions are upcoming events, and training. Also, the WIB has encouraged partner agency staff to become Missouri Workforce Development Certified Professionals.

2. *Describe how all partner agencies will strengthen their integration of programs and services so that it provides a more seamless system; and*

During the RFP RFA process in this region, potential service providers are required to show that they have established partnerships with other agencies. Partner agencies are encouraged to co-locate in order to better provide a wide variety of programs and services. Also, the partner agencies in the region communicate regularly and have many case manager's that are knowledgeable in several of the programs offered. This allows them to serve customers in a timely and efficient manner.

Workforce Boards to Increase Partnerships with Faith-Based and Community Organizations.)

Over the last year the WIB has contracted with two faith-based organizations in the region. They have become valuable partners for the WIB and its service providers. These organizations have been invited to participate in our RFP process; they have given input to the Youth Council and have been given training in many other functions of the WIB. The level of communication has increased and they knowledge and capability to give participant referrals throughout the region. Through this relationship the WIB has been able to reach more underprivileged and out of school youth. The WIB will continue to pursue these types of relationships.

X. Local Administration

- A. *A description of the local levels of performance negotiated with the Governor and chief elected official to be used to measure the performance of the local area and to be used by the local board for measuring the performance of the local fiscal agent (where appropriate), eligible providers, and the one-stop delivery system in the local area.**

The negotiated performance levels that measure eligible providers and the one-stop delivery system in the area are as follows: up-dated table

PY 2007 and 2008 Final Negotiated WIA Performance Measures for Southeast Region

| Category | Region PY07 Planned Level | Region PY08 Planned Level |
|-------------------------------|---------------------------|---------------------------|
| Adults | | |
| Adult Entered Employment | 78.0% | 80.0% |
| Adult Employment Retention | 79.0% | 81.0% |
| Adult Earnings | \$8,840 | \$9,017 |
| Dislocated Workers | | |
| DW Entered Employment | 87.0% | 89.0% |
| DW Employment Retention | 89.0% | 91.0% |
| DW Average Earnings | \$10,854 | \$11,071 |
| Youth | | |
| Employment/Education | 62.0% | |
| Degree/Certification | 43.0% | |
| Youth Literacy/Numeracy Gains | 35.0% | |

| Wagner-Peyser | | |
|----------------------|-------------------|-------------------|
| Actual Participants | 21,703 | 22,138 |
| Entered Employment | 61.0% | 62.0% |
| Average Earnings | \$8,740.00 | \$8,915.00 |
| Six-Month Retention | 77.0% | 78.5% |

Source: DWD. Workforce Investment Area proposed level of performance negotiation letter dated October 17, 2007.

- B. *An identification of the entity responsible for the disbursement of grant funds described in section 117(d)(3)(B)(i)(III), as determined by the chief elected official or the Governor under section 117(d)(3)(B)(i).**

The local board has hired staff and formed The Workforce Investment Board of Southeast Missouri is a 501(C) 3 tax exempt organization that is responsible as the local fiscal agent and is located at:

Workforce Investment Board of Southeast Missouri
 338 Broadway, Suite 500
 Cape Girardeau, MO. 63701

- C. *A description of the competitive process used to award the grants and contracts in the local area for activities carried out under subtitle I of WIA, including the process to procure training services for youth (reference DWD Issuance 03-02) and any that are made as exceptions to the ITA process.**

The WIB publishes a *Request for Proposal* and sends copies to all WIA eligible service providers in the region. A conference is held at which potential bidders may ask questions concerning the submission of proposals. Potential bidders are given up to 60 day to send in their proposals. The WIB staff then reviews each proposal and makes recommendations to the Project/Outreach and Youth Committees. These committees then consider the activities proposed the bidders past performance, proposed cost per participant and the amount of funding requested. The committees the make their recommendation to the full WIB Board. The service providers in the region then work customers to send them to DESE approved training.

- D. *Describe how the local region is working towards eliminating duplicative administrative costs to enable increased training investments.*

The Southeast Region is very large geographically and serves a large number of customers. The WIB has determined that to reduce administrative costs the best practice is to limit the number of service providers and expand the geographic region that they cover. At this time there are three Adult/DW/CAP providers in the region and there are five Youth providers in the region. The WIB staff works to ensure that there are uniform methods of service delivery in the region. Through this

Attachments to the Local Plan

1. List of Comprehensive One-Stop Centers and Affiliate Sites
2. Local Workforce Investment Board Membership List
3. Local Workforce Investment Board By-Laws
4. Complaint and Grievance Guidelines
5. Planning Budget Summaries for Program Year 2005 2007 and Fiscal Year 2006 2008
6. Memorandum of Understanding (signed by all the parties)
7. Performance Improvement Plan and Update (if applicable) - N/A
8. New Workforce Initiatives

****Denotes WIA-Mandated Planning Requirements***

Attachment 1
List of Comprehensive One-Stop Centers
and Affiliate Sites

Southeast Region One-Stop Career Center

Cape Girardeau Career Center

216 Fountain
 Cape Girardeau, MO. 63701
 Phone: (573) 290 - 5766

E-mail: capegirardeau@ded.mo.gov
 One-Stop partners located in Cape Girardeau Career Center: Division of Workforce Development (DWD), Mers/Goodwill (WIA & CAP Service Provider) MERS/Goodwill is the One-Stop Operator

~~East Missouri Action Agency/~~
Park Hills Career Center

107A Industrial Drive
 Park Hills, MO. 63601
 Phone: (573) 431 - 2229

One-Stop partners located in Park Hills Career Center: Division of Workforce (DWD), East Missouri Action Agency (EMAA) (WIA & CAP Service Provider) EMMA is the One-Stop Operator

Level 2 sites are those that are considered to be “near to” full service sites but not officially designated as such. These sites may have significant co-location of services occurring and have a reasonable potential to become a full service site in the future. The four (4) locations designated as Level 2 satellite sites in the Southeast Region are:

Missouri Career Center

1100 S. By-Pass Suite II
 Kennett, MO 63857
 (573) 888-4518
 FAX (573) 888-1324

Partners located in Kennett Career Center: Division of Workforce Development (DWD), A.O. Lakes County Resource Center. (WIA & CAP Service Provider) A.O Lakes Country is the One-Stop Operator

New Madrid Co. Family Resource Center

420 Virginia St.
 New Madrid, MO 63869
 (573) 748-2778
 FAX (573) 748-2467

Partners located in New Madrid County Family Resource Center: A.O. Lakes County Resource Center. (WIA & CAP Service Provider)

Missouri Career Center

202 S. Kingshighway
 Sikeston, MO 63801
 (573) 472-5250
 FAX (573) 472-4577

One-Stop partners located in Sikeston Career Center: Division of Workforce

Development (DWD), MERS/Goodwill
 (WIA & CAP Service Provider)
 MERS/Goodwill is the One-Stop Operator

Missouri Career Center

913 HWY 84 West
 Caruthersville, MO 63830
 (573) 333-0409
 FAX (573) 333-1073

Partners located in Pemiscot County:
 Division of Workforce Development
 (DWD), A.O. Lakes County Resource
 Center. (WIA & CAP Service Provider)
 A.O Lakes Country is the One-Stop
 Operator

Susanna Wesley Learning Center

207 North Washington
 East Prairie, MO 63845
 (573) 649-5028

Partners located in Susanna Wesley Family
 Learning Center: A.O. Lakes County Resource
 Center. (WIA & CAP Service Provider)

Level 3 sites are those that have a significant amount of staffed services available but may not have co-location of other agency staff. The eight (8) locations designated as Level 3 satellite sites in the Southeast Region are:

Southeast Missouri State University

Career Services Office
 University Center
 One University Plaza
 Cape Girardeau, MO 63701
 (573) 651-2583
 FAX (573) 651-2532

East Missouri Action Agency

209 West Main
 Fredericktown, MO 63645
 (573) 783-5226
 FAX (573) 783-8229

East Missouri Action Agency

206 First Street
 Marble Hill, MO 69674
 (573) 238-4220
 FAX (573) 238-3460

East Missouri Action Agency

1321 W. St. Mary's, Suite C
 Perryville, MO 63775
 (573) 547-2014
 FAX (573) 517-0058

East Missouri Action Agency

206 First Street
Marble Hill, MO 69674
(573) 238-4220
FAX (573) 238-3460

East Missouri Action Agency

1321 W. St. Mary's, Suite C
Perryville, MO 63775
(573) 547-2014
FAX (573) 517-0058

East Missouri Action Agency

321 South Knob
Ironton, MO 63650
(573) 546-3191
FAX (573) 546-2606

East Missouri Action Agency

374 Market Street
Ste. Genevieve, MO 63601
(573) 883-8147
FAX (573) 883-8149

Cape Girardeau Career & Technology Center

1080 S. Silver Springs Road
Cape Girardeau, MO 63703
(573) 334-0826
FAX (573) 334-5930

Perryville Area Career and Technology Center

326 College Street
Perryville, MO 63775
(573) 547-7500 x 254
FAX (573) 547-7500 x 253

Attachment 2
Local Workforce Investment Board
Membership List

| NAME | ADDRESS | BUSINESS PHONE | FAX NUMBER | E-MAIL ADDRESS |
|------------------------|--|-------------------------------|------------------|---------------------------|
| BIRD, BRUCE | CARPENTERS' DIST COUNCIL OF ST LOUIS 813 ENTERPRISE STREET CAPE GIRARDEAU MO 63703-7515 | 335-1936 | 335-6207 | Lbruceb@msn.com |
| BRADSHAW, BEN | BRADSHAW FUNERAL HOME 1005 S MADISON MALDEN MO 63863 | 276-2223 | 276-2224 | bradshawfh@sbcglobal.net |
| BUNCH, BILL | EAST MISSOURI ACTION AGENCY 403 GLENDALE PARK HILLS MO 63601 | 431-5191 | 431-6773 | bbunch@eastmoaa.org |
| CONKLIN, JOHNNY RAY | 226 S CHERRY KELSO MO 63758 | 264-4143 Cell 450- 0567 | | |
| COOPER, SAM | MINGO JOB CORP 4253 STATE HWY T PUXICO MO 63960 | 222-3537 | 222-2681 | scooper01@fs.fed.us |
| DOWELL, EDITH | ST. LOUIS REGIONAL CLAIMS CENTER P O BOX 8859 ST. LOUIS MO 63101 | 314-244- 8422 | 314-340- 4755 | edith.dowell@dolir.mo.gov |
| GRAHAM, SHERI | PARKLAND HEALTH CENTER, DIRECTOR 1101 W LIBERTY STREET FARMINGTON MO 63640 | 760-8175 | 760-8171 | SSG2352@BJC.ORG |
| GRAY, STEPHEN | ATTORNEY AT LAW 303 HIGH STREET MARBLE HILL MO 63764 | 238-2641 | 238-3516 | |
| GRISSOM, JENNIFER | DEPOT BBQ-OWNER 535 RUTH STREET EAST PRAIRIE MO 63845 | 649-3656 | 649-3411 | toyfarmer52@yahoo.com |
| HASKELL, MARSHA | A T & T 351 SILVER SPRINGS RD 3RD FLOOR CAPE GIRARDEAU MO 63703 | 334-9882 Cell 225- 5442 | 339-4782 | marsha.a.haskell@ATT.com |

| | | | | |
|---------------------|--|-------------------------------|------------------------------|--|
| KENNON, GIL | MINERAL AREA COLLEGE P O BOX 1000 PARK HILLS MO 63601 | 518-2157 | 518-2292 | gil@mineralarea.edu |
| LAZENBY, JANE | BOB'S CATALOG SALES 608 BECKWITH AVE CARUTHERSVILLE MO 63830 | 333-2563 | 333-9853 | je_library@hotmail.com |
| LONG, KIM | KREI INC P O BOX 461 FARMINGTON MO 63640 | 756-6476 Cell 330- 7622 | 756-1110 | klong@j98.com |
| MAYFIELD, DONNIA | BOLLINGER CO ABSTRACT & TITLE COMPANY P O BOX 889 MARBLE HILL MO 63764 | 238-2823 | 238-2278 | bocoabst@hotmail.com |
| MCCOIN, R H | PEMISCOT CO INITIATIVE NETWORK 711 W THIRD STREET P O BOX 1114 CARUTHERSVILLE MO 63830 | 333-5301 | 333-2160 | rhmccoin@cosmowireless.net |
| MCKERROW, KELLY | MCKERROW EDUCATIONAL CONSULTING 2 LAKESIDE DRIVE PERRYVILLE MO 63775 | 576-1228 618-536-4434 | 547-6257 618-453- 4338 | mckerrowconsulting@yahoo.com mckerrow@siu.edu |
| MOORMAN, JOHN | VERSA-TECH, INC PRESIDENT 701 SARGENT DRIVE FREDERICKTOWN MO 63645 | 783-4200 | 783-4500 | jrmoorman@versatechinc.net |
| MOTT, BOB | EXPERIENCE WORKS 600 E WASHINGTON HAYTI MO 63851 | 359-2548 | 359-2548 | bob_mott@experienceworks.org |
| PARKER, HOWARD | 818 HARVARD SIKESTON MO 63801 | 471-6399 | 472-8888 | hparker@charter.net |
| PARKER, RON | DIV OF VOCATIONAL REHAB P O BOX 1087 CAPE GIRARDEAU MO 63702 | 290-5788 | 290-5921 | ron.parker@vr.dese.mo.gov |
| PAYNE, RICH | CAPE GIRARDEAU CAREER & TECH CTR 1080 S SILVER SPRINGS RD CAPE GIRARDEAU MO 63703 | 334-0826 | 334-5930 | payner@cape.k12.mo.us |
| ROBINSON, MITCH | CAPE GIR AREA INDUSTRIAL | 334-5000 | 335-4686 | mrobinson@capeareamagnet.com |

| | | | | |
|---------------------|--|-------------------------------|------------------------------|---|
| | RECRUITMENT ASS 1267 MT AUBURN RD CAPE GIRARDEAU MO 63701 | | | |
| ROTH, ROBERT | MISSISSIPPI LINE, HR MANAGER 16147 US HWY 61 STE GENEVIEVE MO 63670 | 883-4023 | 883-4098 | rrroth@mississippilime.com |
| RUBLE, ROBERT | DIVISION OF WORKFORCE DEVELOPMENT P O BOX 1087 JEFFERSON CITY MO 65102-1087 | 751-3754 | 751-3999 | robert.ruble@ded.mo.gov |
| RUEHLING, MARVIN | 301 JENNY PERRYVILLE MO 63775 | 547-2472 | | marvin7869@sbcglobal.net |
| SELF, SANDRA | UMOS 412 1st STREET KENNETT MO 63857 | 888-5266 Cell | 888-4656 913-680- 8197 | sandy.self@umos.org |
| SINGLETON, JOHN | BLACK RIVER ELECTRIC COOP MGR MARKETING P O BOX 31 FREDERICKTOWN MO 63645 | 783-3381 Home | 783-7343 783-2599 | jsingleton@brec.coop |
| SMALLWOOD, GLENN | AMEREN ECONOMIC DEVELOPMENT P O BOX 66149 SE 823 ST LOUIS MO 63166-6149 | 651-5629 Cell 450- 4944 | 314-641- 2091 | gsmallwood@ameren.com |
| SNIDER, KARL | THE BAPTIST HOME P O BOX 87 IRONTON MO 63650 | 546-2709 | 546-2645 | ksnider@thebaptisthome.org |
| STAFFORD, PANSY | STAFFORD FURNITURE 126 E MAIN PORTAGEVILLE MO 63873 | 379-3391 | 379-3033 | jimdudleystafford@yahoo.com |
| STEINER, JULIAN | MISSOURI ENTERPRISE 27969 ROCK AVE BELL CITY MO 63735 | 450-2045 Home | 733-4490 733-4654 | srm@cablerocket.com |
| SULLIVAN, AL | 501 CENTER STREET FARMINGTON MO 63640-3203 | 431-3173 Home | 760-0451 431-7431 | director@sfccp.org nsulliv@yahoo.com |
| SUTHERLAND, BUZ | S E MO ECONOMIC DEV ALLIANCE | 379- 5431x230 | 379-5875 | sutherland_smeda@yahoo.com |

UNIVERSITY OF MO DELTA
 CENTER
 147 STATE HWY T P O BOX 160
 PORTAGEVILLE MO 63873

| | | | | |
|----------------|--|-------------------------------|----------|------------------------------|
| SWINDLE, LARRY | MCDANIEL FUNERAL SERVICE P O BOX 604 KENNETT MO 63857 | 888-3311 Cell 717- 0507 | 888-6830 | mcdanielfs@clgw.net |
| WALZ, BILL | INTERNATIONAL BROTHERHOOD OF ELECTRICAL WORKERS LOCAL 1 2611 GERHARDT CAPE GIRARDEAU MO 63703 | 334-5491 | 334-2471 | bwalzibew1@charter.net |
| WHITE, CHERYL | SEMO HEALTH NETWORK 311 MAIN STREET NEW MADRID MO 63869 | 748-2404 | 748-2554 | cwhite@semohealthnetwork.org |
| WILLIAMSON, JJ | WILLIAMSON & ASSOCIATES, LLC 334 N FREDERICK CAPE GIRARDEAU MO 63701-5628 | 339-0512 | 339-7174 | jjwill@sbcglobal.net |

Attachment 4

Complaint and Grievance Guidelines

DISCRIMINATION COMPLAINTS

The recipient must not discriminate in any of the following areas:

- Deciding who will be admitted, or have access, to any WIA Title I - financially assisted program or activity;
- Providing opportunities in, or treating any person with regard to, such a program or activity; or
- Making employment decisions in the administration of, or in connection with, such a program or activity.

RELIGIOUS ACTIVITIES

Participants who believe that they are being employed in violation of any WIA religious activity prohibition may file a complaint in the same manner and subject to the same procedures as in the section, "What To Do If You Believe You Have Experienced Discrimination."

NON-WIA REMEDIES

In any case where the alleged violation of the Act or regulations is also an alleged violation of another law, nothing in this process shall prohibit an individual or an organization from filing a complaint or grievance with the appropriate authority under that law.

APPEALS PROCESS

The state or local EO officers will provide detailed information about the process to submit appeals. All requests for appeals must be filed within 60 days of the receipt of the decision being appealed.

A complaint cannot be processed as both a program complaint and a discrimination complaint. A discrimination complaint includes as a basis for mistreatment, one of the prohibited factors: race, color, national origin, sex, religion, age, disability, political affiliation or belief or, for participants, participation in WIA Title I program or activity or citizenship.

ALTERNATIVE DISPUTE RESOLUTION (ADR) MEDIATION PROCESS

During the initial 90 day processing period complainants may voluntarily elect Alternative Dispute Resolution (ADR), a more flexible, less adversarial means of resolving discrimination complaints. See local or state EO Officer for details.

CRIMINAL COMPLAINTS

Complaints alleging fraud, abuse, waste or criminal activity must be reported immediately to the Department of Labor, Office of Inspector General-Investigations, Room S5514, 200 Constitution Avenue NW, Washington, DC 20510-55514, or the corresponding Regional Inspector General for Investigations, with a copy simultaneously provided to the Employment and Training Administration. The hotline number for information and reporting is (800) 347-3756. The required incident report forms are available from either the program operator or the Division of Workforce Development (DWD). Program operators must simultaneously notify DWD of the filing of any incident report with the Office of Inspector General.

PROHIBITION AGAINST REPRISAL

The LWIA and its divisions or any organization or agency within, is prohibited from retaliation against a complainant or individual associated with or participating in a complaint filed or caused to be instituted proceedings under or relating to the Act, has testified or is about to testify in proceedings or has provided information or assisted in an investigation. The sanctions and penalties contained in Section 188 (b) of WIA or the regulations will be imposed against any recipient that engages in any such retaliation or intimidation, or fails to take appropriate steps to prevent such activity.

EQUAL OPPORTUNITY IS THE LAW

It is against the law for this recipient of Federal financial assistance to discriminate on the following basis:

- Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and
- Against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship/-status as a lawfully admitted immigrant authorized to work in the United States or his or her participation in any WIA Title I-financially assisted program or activity.

This is also an Acknowledgement of Receipt

CONFIDENTIALITY OF INFORMATION

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

For further information or assistance, please telephone or write to your WIA contact person listed below.

Contact Name

Program Operator

Address

City

State

Zip

Phone

E-Mail

Auxiliary aids and services are available upon request to individuals with disabilities.

Alternate formats for non-English speaking individuals available upon request.

The Missouri Division of Workforce Development is an Equal Opportunity Employer/Program.

DWD-100 (2-06) AI/P

WORKFORCE INVESTMENT ACT

Complaint and Grievance Guide

for the

MISSOURI ONE-STOP SYSTEM



Acknowledgement of Receipt

I have received a copy of the Workforce Investment Act Complaint/-Grievance Procedure pamphlet, have been given an opportunity to ask questions and by my signature below, I declare that I fully understand the procedure.

Signature

Date

Signature of Staff Issuing Pamphlet

EQUAL OPPORTUNITY IS THE LAW

It is against the law for this recipient of Federal financial assistance to discriminate on the following basis:

- Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and
- Against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States or his or her participation in any WIA Title I - financially assisted program or activity.

INTRODUCTION

This brochure describes the complaint processing procedures required of all Workforce Investment Act Title I - financially assisted grant recipients/service providers. Any person who believes that either he or she, or any specific class of individuals, has been, or is being subjected to discrimination prohibited by the Workforce Investment Act (WIA), may file a written complaint, either by him/herself or through a representative. It is important to recognize that under the One-Stop system introduced by WIA, various programs and activities that are authorized by Federal laws other than WIA may be part of a One-Stop delivery system that also provides WIA Title I - financially assisted programs and activities. In such cases, any individual who receives aid, benefits, services or training from the One-Stop system is a participant for the purposes of the nondiscrimination and equal opportunity provisions of WIA. The Workforce Investment Act (WIA) permits program operators, contractors, grantees, sub-grantees, sub-recipients, sub-contractors and any other interested party to file grievances about Title I - financially assisted programs or activities using the procedure described within.

PROGRAM COMPLAINTS

The Workforce Investment Act allows for a process for resolution of grievances and complaints from participants and other interested parties affected by the local Workforce Investment System, including One-Stop partners and service providers. If you believe you have been unjustly denied any benefit or service allowed under the Workforce Investment Act (WIA) or have reason to believe any of the following situations has occurred: a violation of the Act, federal regulations, as well as, those arising from actions such as state-level audit findings or disallowance, or the imposition of sanctions taken by the Governor with respect to state audit findings, investigations, or monitoring reports; the Workforce Investment Act requires that statewide program operator procedures (Steps 1 and 2) must first be exhausted before a complaint may be escalated to the State, Division of Workforce Development (DWD). Likewise, State level procedures must be exhausted before escalating a complaint to the U.S. Department of Labor except in complaints alleging discrimination. For all non-employment related grievances or if a participant is unable to satisfactorily resolve any employment related grievance with his/her employer, the participant must utilize the procedure contained in this brochure to seek further resolution.

During orientation, participants are informed whether they will file any employment-related complaint through their employer's grievance procedure or the DWD program operator's procedures, as described in Step 1 and 2. If the employer's procedure is used, the time frames and steps contained therein will be adhered to.

STEP 1

The complainant will file the grievance in writing with the program operator. The program operator has seven (7) days from the date the written grievance is received to investigate and provide a written decision to the complainant, respondent and local EO Officer.

STEP 2

If the decision fails to satisfactorily resolve the grievance, the complainant has five (5) days from the receipt of the program operator's decision to present a written request for an impartial hearing and review of the decision. The program operator must ensure that a qualified hearing officer conducts an impartial hearing, within thirty (30) days of the original receipt of the written grievance. The complainant and respondent (if not the program operator) will be provided a written notice of the date, time and place of the hearing and all parties will have the opportunity to present evidence and to be represented by an attorney or other individual of his/her choice.

The qualified hearing officer is to present a written decision to the program operator, who in turn, issues a decision to the complainant/respondent. In any case, the program operator must issue a written decision within sixty (60) days of the original receipt of the written grievance. If the decision fails to satisfactorily resolve the grievance, a party to the grievance may request a State review under the procedures outlined in Step 3.

STEP 3

To request a State review, the disappointed party must submit its request, in writing, to:

**Division of Workforce Development (DWD)
WIA Equal Opportunity
421 E. Dunklin, P.O. Box 1087
Jefferson City, MO 65102-1087**

This request must be received by DWD not more than ten (10) days after the disappointed party received the written decision from the program operator or, if no decision was rendered, within fifteen (15) days of the date the decision should have been received. The review process by DWD may be conducted by DWD staff, an impartial hearing or by any other means of independent review or investigation. DWD will provide a written final decision to the parties within sixty (60) days of the date the request for review was received.

Auxiliary aids and services are available upon request to individuals with disabilities.

The Missouri Division of Workforce Development is an Equal Opportunity Employer/Program.



WHAT TO DO IF YOU BELIEVE YOU HAVE EXPERIENCED DISCRIMINATION

If you think that you have been subjected to discrimination under a WIA Title I - financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

**Juanita Davis Reynolds, State WIA,
Equal Opportunity Officer**

Missouri Department of Economic Development
Division of Workforce Development
421 E. Dunklin, P.O. Box 1087
Jefferson City, Missouri 65102-1087
Phone: 573.751.2428 Fax: 573.751-4088
TTY: 800.735.2966

OR

The Director, Civil Rights Center (CRC)
U.S. Department of Labor
200 Constitution Avenue NW, Room N-4123
Washington, DC 20210
Voice: 202.693.6502 TTY: 202.693.6515

A complainant may file a complaint by completing and submitting the Complaint Information and Privacy Act Consent Forms, which may be obtained either from the State or local Equal Opportunity Officer or by contacting the U.S. Department of Labor's Civil Rights Center at the address listed above.

If you file your complaint with the Division of Workforce of Development (DWD), you must wait either until DWD issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above).

*If DWD does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for DWD to issue that Notice before filing a complaint with the CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with DWD). **Complaints must be filed within 180 days of the date of the alleged discrimination, unless the filing is extended by the Director of CRC for good cause shown.***

If DWD does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

Attachment 5
Planning Budget Summaries for Program
Year ~~2005~~ 2007 and Fiscal Year ~~2006~~ 2008

Local Workforce Investment Area (LWIA): SOUTHEAST REGION
 Program Year Source of Funds: PY' 07 or FY'

Non-Administration Transfer From Title I-B Adult to Dislocated Worker: \$ _____
 Non-Administration Transfer From Title I-B Dislocated Worker to Adult: \$ _____

| WORKFORCE INVESTMENT ACT LOCAL ALLOCATIONS: | <u>Original Allocation</u> | <u>Revised Allocation with Transfer(s)</u> |
|--|--------------------------------|--|
| Title I-B Adult | \$ 199,622.00 | \$ _____ |
| Title I-B Youth | \$1,243,266.00 | \$ _____ |
| Title I-B Dislocated Worker | \$ 315,368.00 | \$ _____ |
| GRAND TOTAL LOCAL WIA ALLOCATIONS | <u>\$ 1,758,256.00</u> | <u>\$ _____</u> |

(if transfers, fill in both Original **and** Revised Allocations columns above for **all** funding)

GRAND TOTAL LOCAL ADMINISTRATION (Maximum of 10%
 of Total of Adult, Youth, and Dislocated Worker WIA Original Allocations) \$ 175,825.60

TITLE I-B ADULT [NON-ADMINISTRATION]: AMOUNT

Program Services
GRAND TOTAL TITLE I-B ADULT [NON-ADMINISTRATION] \$ 179,659.80
 (Minimum of 90% of Original Allocation + and/or - Transfer Amounts)

TITLE I-B DISLOCATED WORKER [NON-ADMINISTRATION]: AMOUNT

Program Services
GRAND TOTAL TITLE I-B DISLOCATED WORKER [NON-ADMINISTRATION] \$ 283,831.20
 (Minimum of 90% of Original Allocation + and/or - Transfer Amounts)

TITLE I-B YOUTH [NON-ADMINISTRATION]: AMOUNT AMOUNT

| | | |
|---|---------------------------|---------------------------|
| Program Services In School Youth | <u>\$391,628.79</u> | |
| Program Services Out of School Youth | <u>\$727,310.61</u> | |
| Summer Employment Opportunities In School Youth | <u> </u> | |
| Summer Employment Opportunities Out of School Youth | <u> </u> | |
| Total Program Services | | <u> </u> |
| GRAND TOTAL TITLE I-B YOUTH [NON-ADMINISTRATION] | | <u>\$1,118,939.40</u> |
| (Minimum of 90% of Allocation) | | |

GRAND TOTAL (must equal Grand Total Local WIA Allocations above) * \$ 1,758,256.00

Title I-B Statewide 15% Set-Aside Activities - INCENTIVES \$0.00

NOTE: 1) In accordance with 20 Code of Federal Regulations (CFR) Part 664.320 (a), the total of the Title I-B Youth (Non-Administration) line items "Program Services Out of School Youth" and "Summer Employment Opportunities Out of School Youth" MUST be a Minimum of 30% of the amount shown on the line item "Grand Total Title I-B Youth (Non-Administration)". 2) A separate Planning Budget Summary form must be prepared for each Program Year (PY) and Fiscal Year (FY) source of funds. 3) If using whole dollars when budgeting, Minimums must be rounded up and Maximums rounded down (otherwise use actual dollars and cents)!

TRANSFERS: Per DWD Issuance 05-05, the U.S. Department of Labor (USDOL) recently approved the state of Missouri's waiver request giving the state the authority to approve local area requests to transfer more than the 30 percent limit between the WIA Adult and Dislocated Worker program.

Additionally, please be aware that transfers require additional supporting narrative documentation to be submitted justifying the proposed transfer to be considered.

Workforce Investment Board of Southeast Missouri

PY 2007 - 2008

Local Workforce Investment Area (LWIA): SOUTHEAST REGION
 Program Year Source of Funds: **PY'** **or FY' 08**

Non-Administration Transfer From Title I-B Adult to Dislocated Worker: \$ _____
 Non-Administration Transfer From Title I-B Dislocated Worker to Adult: \$ _____

| WORKFORCE INVESTMENT ACT | Original | Revised |
|--|--------------------------|--------------------------|
| <u>LOCAL ALLOCATIONS:</u> | <u>Allocation</u> | <u>Allocation</u> |
| | | with Transfer(s) |
| Title I-B Adult | \$ 933,848.00 | \$ _____ |
| Title I-B Youth | \$ _____ | \$ _____ |
| Title I-B Dislocated Worker | \$ 782,397.00 | \$ _____ |
| GRAND TOTAL LOCAL WIA ALLOCATIONS | \$ 1,716,245.00 | \$ _____ |

(if transfers, fill in both Original **and** Revised Allocations columns above for **all** funding)

GRAND TOTAL LOCAL ADMINISTRATION (Maximum of 10% of Total of Adult, Youth, and Dislocated Worker WIA Original Allocations) \$ 171,624.50

TITLE I-B ADULT [NON-ADMINISTRATION]: AMOUNT

Program Services
GRAND TOTAL TITLE I-B ADULT [NON-ADMINISTRATION] \$ 840,463.20
 (Minimum of 90% of Original Allocation + and/or - Transfer Amounts)

TITLE I-B DISLOCATED WORKER [NON-ADMINISTRATION]: AMOUNT

Program Services
GRAND TOTAL TITLE I-B DISLOCATED WORKER [NON-ADMINISTRATION] \$ 704,157.30
 (Minimum of 90% of Original Allocation + and/or - Transfer Amounts)

TITLE I-B YOUTH [NON-ADMINISTRATION]: AMOUNT AMOUNT

| | | |
|---|-------|--------------|
| Program Services In School Youth | _____ | |
| Program Services Out of School Youth | _____ | |
| Summer Employment Opportunities In School Youth | _____ | |
| Summer Employment Opportunities Out of School Youth | _____ | |
| Total Program Services | | _____ |
| GRAND TOTAL TITLE I-B YOUTH [NON-ADMINISTRATION] | | _____ |
| (Minimum of 90% of Allocation) | | |

GRAND TOTAL (must equal Grand Total Local WIA Allocations above) *** \$ 1,716,245.00**

Title I-B Statewide 15% Set-Aside Activities - INCENTIVES \$0.00

NOTE: 1) In accordance with 20 Code of Federal Regulations (CFR) Part 664.320 (a), the total of the Title I-B Youth (Non-Administration) line items "Program Services Out of School Youth" and "Summer Employment Opportunities Out of School Youth" MUST be a Minimum of 30% of the amount shown on the line item "Grand Total Title I-B Youth (Non-Administration)". 2) A separate Planning Budget Summary form must be prepared for each Program Year (PY) and Fiscal Year (FY) source of funds. 3) If using whole dollars when budgeting, Minimums must be rounded up and Maximums rounded down (otherwise use actual dollars and cents)!

TRANSFERS: Per DWD Issuance 05-05, the U.S. Department of Labor (USDOL) recently approved the state of Missouri's waiver request giving the state the authority to approve local area requests to transfer more than the 30 percent limit between the WIA Adult and Dislocated Worker program.

Additionally, please be aware that transfers require additional supporting narrative documentation to be submitted justifying the proposed transfer to be considered.

Attachment 6
Memorandum of Understanding
(MOU)

The following Memorandum of Understanding (MOU) is the standard used by the Workforce Investment Board of Southeast Missouri. Each of the partner agencies listed below has read and signed a copy of the MOU.

- ~~A.O. Lakes-Country Workforce Partnerships~~
- East Missouri Action Agency
- MERS/ Goodwill Industries
- ~~New Madrid County Human Resources Council~~
- Division of Workforce Development
- Department of Labor and Industrial Relations
- Division of Vocational Rehabilitation
- Cape Girardeau Career and Technology Center
- Experience Works
- Mingo Job Corps
- Family Support Division
- UMOS
- Pemiscot County Initiative Network

These MOU's are available to the public and can be viewed upon request.

**MEMORANDUM OF UNDERSTANDING
BETWEEN THE WORKFORCE INVESTMENT BOARD
OF SOUTHEAST MISSOURI
And**

Partnering Agency

I. Purpose

The purpose of the Memorandum of Understanding (MOU) is to define the manner in which the Partnering Agency will participate in the one-stop delivery system overseen by the Workforce Investment Board (WIB) of Southeast Missouri in the workforce area known as the Southeast Region. Also to define the manner in which the Partnering Agency will assist the WIB in its mission “to promote a state of economic well-being by helping to create a skilled, diverse, motivated and adaptable work force”.

II. Period

- A. The MOU covers the period from July 1, 2007 through June 30, 2008.
- B. The MOU will be reviewed annually by both parties between the dates of August 1 and November 30. The MOU may be amended and/or extended by written agreement signed by both parties.
- C. Termination of the MOU may accrue by either party with no less than thirty (30) days notice in writing signed by the authorized signer of the MOU.
- D. Differences of opinion, if any, that may exist between the parties concerning the MOU will be resolved by good faith negotiations by both parties until the differences, if any, are either resolved to the satisfaction of both parties or until it becomes apparent that the differences, if any, cannot be resolved. Should the situation reach an impasse; the two parties shall seek the assistance of the State One-Stop Executive Team and/or other appropriate parties to reach an agreement so that an MOU may be executed.

III. Provision of Services

A. Types of Services

Core (WIA Section 134[d][2]), intensive (WIA Section 134 [d][3][C] and training) WIA Section 134 [d] [4][D] services as defined by the Workforce Investment Act of 1998 (WIA) are available and provided through the one-stop delivery system. These services are available to

eligible participants of Partnering Agency in the manner described by the WIA. Core services available in the one-stop delivery system must be accessed by participants prior to being considered for intensive services. Participants using at least one core service who may be determined in need of and eligible for more intensive services to obtain employment may receive intensive services. Training services may be made available to participants who are eligible for and have received at least one intensive service and have been unable to obtain or retain employment through such service.

B. Eligibility Criteria

Adults (20 CFR 663.110), and dislocated workers (20 CFR 663.115), and youth (20 CFR 664.200) participants eligibility criteria is defined by the WIA for the purposes of receiving services funded under WIA.

Participant eligibility criteria for Adult, Youth and Dislocated workers are defined in the Workforce Investment Act of 1998.

C. Program Decisions

Program decisions for participants eligible for adult and dislocated worker services provided by Partnering Agency will be the primary responsibility of the Partnering Agency.

D. Complaint Procedures for Participants

Complaint procedures for participants receiving WIA funded services are generally defined at 20 CFR 667.600 and will be specifically defined by the WIB. Complaint procedures for participants served by Partnering Agency are available under the law specifically authorizing that program and can be found at Partnering Agency.

Any person who believes that the Partnering Agency may have violated WIA may use the complaint procedure available under WIA in the manner defined by the WIB.

IV. Cross-Informational Training

The Partnering Agency and the WIB agree to engage in periodic interagency cross training to promote the concepts of seamless service delivery systems in the one-stop delivery system. Each party shall be bound by the other party's confidentially requirements as it relates to information obtained as a result of the cross-training.

V. Referral Methods

Partnering Agency and the WIB, to promote the efficient and effective referral of participants within the one-stop delivery system, will agree upon methods, including the interagency sharing of information.

- Based upon intake form, Greeter can refer the participant to other agencies.
- Partnering Agency staff can refer to other participating agencies based upon customer needs.
- Other agencies can refer to the one-stop system through Greeter or Partnering Agency staff.
- Other one-stop partners are encouraged to refer customers internally and externally.
- Referral follow-up is conducted.

VI. Universal Access/Accessibility

The one-stop delivery system's goal is to promote equal, effective and meaningful participation by individuals with disabilities in the workforce investment activities available in the one-stop system. Program accessibility, nondiscriminatory policies and procedures, and reasonable accommodations, auxiliary aids and services, and rehabilitation technology will be routinely provided in the one-stop delivery system.

VII. Organizational Requirements

- A. Chief Elected Officials, Workforce Investment Board, and Partner Relationships and Responsibilities.

Duties that the Chief Elected Officials and Local Workforce Investment Board (WIB) must do together include:

- Appoint a youth council as a subgroup of the WIB;
- Develop a two year plan for the Local Workforce Investment Area;
- Conduct oversight of the one-stop center system, youth activities and employment and training activities;
- Select one-stop career center operators and providers, and terminate for cause;
- Agree on a Memorandum of Understanding between the WIB and the One-Stop Career Center partners;
- Along with the Governor, negotiate and reach agreement on performance measurement levels and any additional local measures; and
- Determine whether to seek waivers from the Governor.

Duties that the Chief Local Elected Officials and the Governor must do together include:

- Negotiate on waiver request as needed;
- With the Local Workforce Investment Board, negotiate and reach agreement on state and local performance measures;
- Agree on accepting regional planning activities in addition to local planning requirements; and
- Coordinate state rapid response activities and disasters, plant closings and mass layoffs.
- With the Missouri Training and Employment Council, work on methods and factors used to distribute youth and employment and training funds.

One-stop Career Center Operators, selected by the Chief Local Elected Officials and the WIB, duties include:

- As agreed to by the WIB, coordinate service providers within the designated one-stop career center(s) and/or provide primary services within the one-stop career center(s);
- Work directly with the Local Workforce Investment Area partners, training providers, and contractual entities for training; and
- Be the direct link to job seeker and employer customers.

Local Workforce Investment Area Partners' duties include:

- Representation on the WIB;
- Participate in solidifying the memorandum of understanding on operational responsibilities to maintain the one-stop career center delivery system and the delivery of core services applicable to the partners' programs in the one-stop delivery system.

B. Partner Supervisory Requirements

It is clearly understood that the following activities are the responsibility of Partnering Agency and may not be delegated to any other agency or individual:

- All decisions affecting eligibility for Workforce Investment Act services, the nature and scope of available services, and the provision of these services;
- The determination that a participant has achieved an employment outcome specified in the appropriate regulations as stated in the performance measures;

- Formulation and implementation of policies governing *Partnering Agency* as it pertains to operation of WIA programs in contracted areas;
- The allocation and expenditure of Workforce Investment Act funds as awarded to the contractor.

VIII. Confidentiality

Personal Information, Privacy and Aggregation of Data

General Provision:

The one-stop delivery system and its partner agencies agree to abide by and respect the policies and procedures designed to safeguard and protect the confidentiality of all personal information, including photographs and lists of names, assuring that:

- 1) Specific safeguards protecting current and stored personal information are implemented;
- 2) All applicants and eligible individuals, and as appropriate, those individuals' representatives, service providers, cooperating agencies, and interested persons are informed through appropriate modes of communication of the confidentiality of personal information and the conditions for accessing and releasing this information;
- 3) All applicants or their representatives are informed about the need to collect personal information and the policies governing its use;
- 4) An explanation of policies and procedures affecting personal information will be provided to each individual in that individual's native language or through the appropriate mode of communication; and,
- 5) The policies and procedures provide no fewer protections for individuals than State laws and regulations.

Reasonable fees to cover extraordinary costs of duplicating records or making extensive searches may be established. Policies and procedures governing access to records shall be established.

Specific Provisions:

All personal information must be used only for the purposes directly connected with the administration of the Workforce Investment Act program. Information containing identifiable personal information may not be shared with advisory or other

bodies that do not have official responsibility for the administration of the program. In the administration of the program information may be obtained from service providers and cooperating agencies under assurances that the information may not be further divulged, except as follows:

(a) Release to applicants and eligible individuals

If requested in writing by an applicant or eligible individual, all requested information in that individual's record of services may be made accessible to and shall be released to the individual or the individual's representative in a timely manner, except that:

- (i) medical, psychological, or other information that may be determined harmful to the individual may not be released directly to the individual, but must be provided to the individual through a third party chosen by the individual, unless a representative has been appointed by a court to represent the individual, in which case the information must be released to the court-appointed representative.
- (ii) if personal information has been obtained from another agency or organization, it may be released only by or under the conditions established by the other agency or organization.

(b) Release for Audit, Evaluation, and Research

Personal information may be released to an organization, agency, or individual engaged in audit, evaluation, or research only for purposes directly connected with the administration of the program, or for purposes that would significantly improve the quality of life for applicants and eligible individuals and only if the organization, agency or individual assures that the information will be used for the purposes for which it is being provided, the information will be released only to persons officially connected with the audit, evaluation or research, the information will not be released to the involved individual, the information will be managed in a manner to safeguard confidentiality, and the final product will not reveal any personal identifying information without the informed

written consent of the involved individual or the individual's representative.

(c) Release to Other Programs or Authorities

- (i) Upon receiving the informed written consent of the individual or, if appropriate, the individual's representative, personal information may be released to another agency or organization for its program purposes only to the extent that the information may be released to the involved individual or the individual's representative and only to the extent that the other agency or organization demonstrates that the information requested is necessary for its program.
- (ii) Medical or psychological information that may be determined harmful to the individual may be released if the other agency or organization assures that the information will be used only for the purpose for which it is being provided and will not further be released to the individual.
- (iii) Personal information shall be released if required by Federal law or regulations.
- (iv) Personal information shall be released in response to investigations in connection with law enforcement, fraud, or abuse, unless expressly prohibited by Federal or State laws or regulations, and in response to an order issued by a judge, magistrate, or other authorized judicial officer.
- (v) Personal information may be released in order to protect the individual or others if the individual poses a threat to his or her safety or to the safety of others.

Reasonable fees to cover extraordinary costs of duplicating records or making extensive searches may be established.

IX. Accountability

A. Workforce Investment Act (WIA) Performance Indicators

The core indicators of performance for employment and training activities for job seekers who are either adult or youth age 19 through 21 who are also registered into WIA activities shall consist of:

- (i) entry into unsubsidized employment;
- (ii) retention in unsubsidized employment six months after entry into the employment;
- (iii) average earnings received in unsubsidized employment six months after entry into the employment;

The core indicators of performance for eligible youth age 14 through 21 shall consist of:

- (i) entry into unsubsidized employment or enrolled into education;
- (ii) attainment of a degree or certificate;
- (iii) increased literacy and numeracy gain;

The customer satisfaction indicator of performance shall consist of customer satisfaction of employers and participants with services received from the workforce investment activities. Customer satisfaction may be measured through surveys conducted after the conclusion of participation in the workforce investment activities. Customer satisfaction surveys will be the responsibility of the WIB and DWD staff.

The State may prescribe additional indicators for workforce investment activities.

X. Funding

- A. Funds Restrictions and Exclusion from Participation

- B. No known restrictions or participation exclusions.

- C. Operating Costs

WIA regulations require each partner to contribute a fair share of the opening costs of the one-stop delivery system proportionate the use of the system by individuals attributable to the partner's program.

- D. State Conditions for Financing Core Services

- No known restrictions or limitations.

- E. Purchase of Services from One-Stop Delivery System Partners

- No known restrictions or limitations.

- F. Cost Allocation

1. Methodology

The WIB and Partnering Agency agree to develop cost allocation methodology in support of one-stop service delivery system as appropriate and permissible under WIA and other one-stop partner authorizing legislation documents. Specific site cost allocations are as follows:

2. Approval and Modification Process

The WIB and Partnering Agency agree to annually review and modify, if necessary, the cost allocation methodology specified in 1. above.

3. Accounting and Reporting

The WIB and Partnering Agency agree to develop mutually agreeable accounting and reporting systems for the costs allocated as specified in 1. above.

Signatures

The above document meets with our approval.

For the WIB:

Name, Title Date

For Partnering Agency:

Name, Title Date

MOU Signature Pages

The WIB and Experience Works agree to develop mutually agreeable accounting and reporting systems for the costs allocated as specified in 1. above.

Signatures

The above document meets with our approval.

For the WIB:

June O'Dell President / COO 8/31/06
Name, Title Date

For Experience Works:

James Branwell, Reg. Director 9/18/06
Name, Title Date

The WIB and Mingo Job Corp agree to develop mutually agreeable accounting and reporting systems for the costs allocated as specified in 1. above.

Signatures

The above document meets with our approval.

For the WIB:

James O'Dell President/COO 8-31-07
Name, Title Date

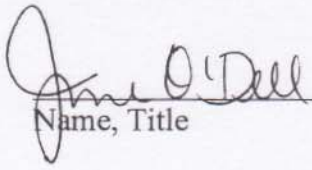
For Mingo Job Corp:

James J. Cooper Center Director 10/22/07
Name, Title Date

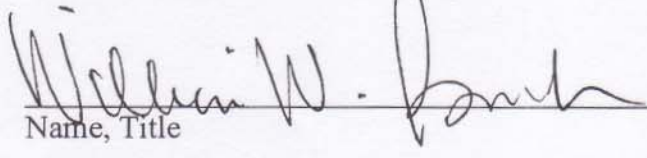
Signatures

The above document meets with our approval.

For the WIB:

 President / COO 8.31-07
Name, Title Date

For East Missouri Action Agency:

 9/7/07
Name, Title Date

- Monthly rent/utilities are paid to Progressive Farm Credit Services, 240 N. Kingshighway, Sikeston, MO 63801
- Personnel salaries will be paid through hiring agency.
- Supplies will be provided through hiring agency.

2. Approval and Modification Process

The WIB and Pemiscot Initiative Network agree to annually review and modify, if necessary, the cost allocation methodology specified in 1. above.

3. Accounting and Reporting

The WIB and Pemiscot Initiative Network agree to develop mutually agreeable accounting and reporting systems for the costs allocated as specified in 1. above.

Signatures

The above document meets with our approval.

For the WIB:

James O'Dell President/COO 8-31-07
 Name, Title Date

For Pemiscot Initiative Network:

R.H. McLain, DIRECTOR 9-10-07
 Name, Title Date

2. Approval and Modification Process

The WIB and AO/Lakes Country Resource Center agree to annually review and modify, if necessary, the cost allocation methodology specified in 1. above.

3. Accounting and Reporting

The WIB and AO/Lakes Country Resource Center agree to develop mutually agreeable accounting and reporting systems for the costs allocated as specified in 1. above.

Signatures

The above document meets with our approval.

For the WIB:

June A. Dell President / Co 8-31-07
Name, Title Date

For AO/Lakes Country Resource Center:

[Signature] Regional Director 9-10-07
Name, Title Date

Signatures

The above document meets with our approval.

For the WIB:

James O'Dell President/coo 8-31-07
Name, Title Date

For Cape Girardeau Career and Technology Center:

Richard L. Payne Director 9-26-07
Name, Title Date

For the WIB:

James O'Dell President/COO 8-31-07
Name, Title Date

MERS/Goodwill
For East Missouri Action Agency:-

Debra Boyer, Director 8/31/07
Name, Title Date

Attachment 8

New Workforce Initiatives

New Workforce Initiatives



Workforce Innovation in Regional Economic Development (WIRED)

The Commerce Corridor of Southeast Missouri is attempting to accelerate its transition from an economy based on traditional agriculture and old line manufacturing to one that embraces innovation in new markets. The 14 county regions will promote innovation through new initiatives and the expansion of existing exemplary programs to accomplish **four goals**:

- accelerate **business productivity and economic development**
- accelerate **skills of current and dislocated workforce**
- accelerate **skills of emerging student pipeline**
- accelerate **entrepreneurship**

The WIRED Initiative will be governed by a seven member leadership co-chaired by the Workforce Investment Board of Southeast Missouri and the Southeast Missouri Economic Development Alliance. The remaining five positions on the councils will be designated to stakeholder groups with appointed representation: economic development, K-12 and post-secondary education, entrepreneurial and employers. Additional teams will work in three defined areas:

Grow Smart Team – local, county and regional economic development leaders who will work toward new business/industry recruitment and attraction to Southeast Missouri, as well as existing businesses in the implementation of innovative growth strategies.

Skill Smart Team- educational leaders at the K-12, community college and 4-year college –level will develop programs around defined clusters and enhance exiting networks of delivery

Biz Start Team – entrepreneurial training providers and investors that will assist entrepreneurs in how to start businesses in the Southeast Corridor.

Target Industries

- Advanced Manufacturing
- Healthcare
- Energy
- Tourism
- Value Added Agriculture
- Inter-modal Transportation

2007 Skilled Workforce Initiatives

The following workforce initiatives were implemented in the Southeast Region to directly align with WIB strategic priorities.

Business Retention Program:

The Business Retention Program will be coordinated through Southeast Missouri Economic Development Alliance (SMEDA) and Cape Girardeau Area Magnet. A Business Retention

Coordinator will be hired to serve as the liaison between communities, business sector, financial investors, economic development, and workforce development professionals. The coordinator will be a field representative to provide 'one stop' resources within the region, and will serve as the facilitator of the region's Business Retention Team. The core of the Business Retention Team will be comprised of the WIB, SMEDA, Cape Girardeau Area Magnet, and the Division of Workforce Development Business Representative. The Business Retention Team will expand to include team members from the Small Business Development Center (SBDC), the Missouri Department of Economic Development (DED) Business and Community Services Regional Representative, the SE WIB Rapid Response Coordinator, Missouri Extension and Missouri Enterprise.

Several tools will be used to develop the Early Warning Network, one of which includes E-Synchronist Business Information System (a software program that surveys businesses to assess needs based on potential early warning signs). The survey assesses data in six (6) key areas: 1) The company's value to the community; 2) The growth potential of the company; 3) The company's risk for downsizing or relocating; 4) The company's level of satisfaction with the community; 5) Existing or emerging problems in the community that pose a threat; and 6) Untapped marketing opportunities.

As a retention plan is being developed, Business Retention Coordinator will identify services and programs that could be used to assist them. The Southeast Region anticipates that it will utilize the following retention strategies with companies on a regular basis: Small Business Administration Loans; Manufacturing Extension Program; New Jobs Training Program; succession planning; buyouts; SE WIB Incumbent Worker Program; Customized Training Program; Quality Jobs Program; financial restructuring; and conversion to new products.

Talent Development:

As a result of a 2002 business and industry survey and seminar, those polled requested **soft skills training** for entry-level employees seeking interviews and subsequent jobs with the respective employers. These same deficiencies were later highlighted across the state during Division of Workforce Development (DWD) 2005/2006 Skills Gap Initiative. In an effort to address these deficiencies, the **Workplace Readiness Credential (WRC)** curriculum was developed with the first class completing on January 27, 2003 in Cape Girardeau. To date, over 600 students have successfully gone through the training across the WIB's thirteen county service area.

East Missouri Action Agency (EMAA) and A.O. Workforce Partnerships, Inc (AO) administer this two-week, 60-hour program in 10 of the 13 counties; except Cape Girardeau, Scott and Stoddard. The Cape Girardeau Career & Technical Center (CTC) developed and administers the program in Cape Girardeau, Scott, Stoddard and is the developer of the WRC program. The subcontractors have several instructors who have completed Train the Trainer specifically designed to present this program.

Enrollees who successfully complete the program qualify for **secondary hard skills training** at the Cape Girardeau Career and Technology Center. Courses offered include Emergency Medical Technician, Medical Insurance Billing, Nurse Assistant, Medical Coding, Medical Transcriptionist, Industrial Electricity, Fundamentals of Electricity and Electronics, Beginning and Advanced Computer Aided Drafting, Stick Welding (evening), Customer Service and HVAC/R (evening).

Micro Enterprise Program:

This proposal addresses two of the critical reasons why the majority of businesses close within five years. The First Steps FastTrac curriculum (4 courses delivered in 4 locations around the

SDA) will introduce the concept of business planning and provide step-by-step development of a business plan by the end of the course and also enhance business management skills and knowledge: financial, marketing, personnel, operational, and analysis. The Micro-Enterprise Start-up Grant component (available to Division of Workforce Development (DWD) eligible FastTrac graduates) addresses the second most declared reason for business hardship and failure – insufficient capital for start-up and back-up. The Micro Enterprise Grant Program will be used for start-up financing and/or gap financing. Both the training and the Micro Enterprise Grant components of the proposal will enhance the propensity for success by participants. By improving the factors leading to business success, the project will enhance long-term economic opportunity for the citizens of Southeast Missouri improving the region's overall economic viability.