

PY19 Program Analysis

Southeast Workforce Development Board



Submitted By:
Local Equal Opportunity Officer
Samantha Terry

March 4th 2022

All Missouri Workforce Boards are required to annually review programs offered in their region through WIOA funding. Additionally, Local Workforce Development Boards are obligated to track adverse impact with various groups with programs, services, and activities. Each year should be compared to the previous year to identify any on-going or continual concerns.

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Copy of Report Cover Letter

March 4, 2022

Danielle Smith
State WIOA Equal Opportunity Officer
Division of Workforce Development
301 W High St
PO Box 1087
Jefferson City, MO 65102

EO Program Reporting PY19

Mrs. Smith:

The enclosed program monitoring report includes:

- Overview Section
 - Summary of the Southeast Region's Civilian Labor Force by EO characteristics and comparison to WIOA programs
 - Characteristics for the Southeast Region include: Race, Gender, Age, Ethnicity, Disability, Poverty Levels, Unemployment Rates, Language, and Educational Achievement
 - Description of the organization contracted in the Southeast Region
- Data Analysis Section
 - Identification of the pass/fail points for each program
 - Analysis and Identification of adverse impact
 - Summary of anecdotal evidence
 - Investigation Summary
- Follow-Up Section
 - Identification of adverse impact continuing from previous program year
 - Updates on the impact of the Affirmative Outreach Plan from previous year

The Southeast Workforce Development Board (SE WDB) was awarded the Program and Staffing Contract for the Adult and Dislocated Worker Programs and the Youth Program. We staff and operated all programs for the entire PY2019

Please contact me with any comments or questions.

Respectfully,

Samantha Terry
Southeast Missouri EO Officer

CC: Isaac Hagan; Tammy Tankersley

Overview Section

Information source: census.gov/quickfacts/table
Vintage Year 2019. 2010 – 2019 information, by county.

Southeast Region	Regional Average Percentage	Regional Total Calculation
Population		359,959
Male Population	49.7%	178,900
Female Population	50.3%	181,059
Civilian Labor Force, 16+	55.02%	198,049
Female Civilian Labor Force	51.65%	102,292
Male Civilian Labor Force	48.35%	95,756
American Indian	0.52%	1,871
Asian	0.62%	2,231
Black	8.28%	29,804
Pacific Islander	0.20%	719
White	88.87%	319,895
Two or More Races	1.65%	5,939
Hispanic	2.48%	8,926
Non-Hispanic	86.83%	312,552
Disabled, under 65	15.85%	46,144
Not Disabled, under 65	84.15%	244,990
Veterans	6.73%	24,209

The Southeast Region is made up of 13 Counties with Cape Girardeau being the region's largest city. The region has four job centers – Cape Girardeau, Sikeston, Park Hills, and Kennett. The region also has multiple mobile and youth offices around the region located in each county so the youth of our region who often face the most barriers, including transportation, can be served in their communities. The region is projected to have more than 48,000 total job openings between 2012 and 2022. This includes openings created by new job growth, as well as those created through the need for replacement workers. Replacement openings occur due to retirement, turnover, or transferring to another occupation. The average annual wage for all industries in the Southeast Region is \$36,207. The top long-term occupation projections show retail and food service with the highest projected growth. Cashiers, Personal Care Aides, Registered Nurses, and Truck Drivers, and Customer Service Representatives are also in those top job openings for the region.

Gender Comparison

In Southeast Region, females make up 50.3% of the population and 51.65% of the Civilian Labor Force. Females make up 181,059 of the population and 102,292 of the Civilian Labor Force Numbers. Males make up 49.7% of the population and 48.35% of the Civilian Labor Force. Males make up 178,900 of the population and 95,756 of the Civilian Labor Force Totals.

Age Comparison

In the Southeast Region, 19.12% of the population is over 65, which would result in 68,824 people in the Southeast Region falling into a 65 and older age group. That would leave 291,135 under 65 but would include individuals who are under the age of 5. From the population in the Southeast Region of 359,959 the Civilian Labor Force makes up 55.02 percent of those 16 years and older for the years 2015 – 2019. This results in a Civilian Labor Force of 198,049 in the Region.

Race Comparison

When comparing race in the Southeast Region against the state Civilian Labor Force make up, the following has been found: White (Caucasian) makes up 90% of the Southeast Regions Civilian Labor

force, compared to 83% for the state, and 77 nationwide. The African American race makes up 8% of the Southeast Region Civilian Labor Force, compared to 12% for the state. All other race groups: American Indian, Asian, Hawaiian, or two or more race groups completes the other 2% of the Southeast Civilian Labor Force, compared to those groups making up 4% for the state. 2% of the

region's workforce was Hispanic or Latino, compared to 4 percent for Missouri, and 15% for the nation.

Disability Comparison

According to the census information by county for 2010-2019 the Regional disability rate for those under 65 years old was 15.85%, each county is listed on the next page of this report to show which counties have a higher percentage rate than others. The counties that have the full job centers are Cape Girardeau County with a rate of 10%, Dunklin County with a rate of 15.8%, Scott County with a rate of 14.9% and St. Francis County with 18%. The highest disability rate county in our region is Pemiscot county with a report of 20.6%, the lowest disability rate county in our region is Cape Girardeau with the 10% rate.

Education Comparison

Educational attainment rates for the Southeast Region are lower than those of the state in regards to bachelor's or advanced degrees, 23% of the region's population, age 25 and older, has an associate, bachelor's or advanced degree compared to 36% for the state and 39% nationwide.

50.5% of the workforce in the Southeast Region has some college or higher, compared to 56.6% for the state. The number of those included in the Civilian Labor Force who has received a High School Diploma or equivalent is higher than the average for the state, 36.4% regionally compared to 31.4% for the state. The number of those who have not obtained a high school diploma is 13% in the Southeast Region and 12% statewide.

Language

For 3 percent of the region's population (ages 18 to 64) the primary language spoken at home is something other than English. By comparison, Missouri was at 7 percent and the U.S. population at 23 percent.

Poverty Levels

19% of the Southeast Region's population between the ages of 18-64 are living at below poverty levels. That is higher than the state and national percentage, which is coming in at 14% for both.

Unemployment Rate

The regional unemployment rate was generally around a 4% average for 2017, as of May 2019, the preliminary rate stands at 3.4 percent. From May 2014 to May 2019, the unemployment rate dropped 3.9 points.

Demographic Chart from Census.gov

Fact Source: https://www.census.gov/quickfacts/fact/table/ Generated 1/28/2021 - Information 2010 - 2019, Vintage/End Year 2019	Scott County, Missouri	St. Francois County, Missouri	Dunklin County, Missouri	Cape Girardeau County, Missouri	Pemiscot County, Missouri	New Madrid County, Missouri	Mississippi County, Missouri	Stoddard County, Missouri	Bollinger County, Missouri	Perry County, Missouri	Madison County, Missouri	Ste. Genevieve County, Missouri	Iron County, Missouri	Regional Average Calculations	Regional Totals Calculations
Population estimates, July 1, 2019, (V2019)	38,280	67,215	29,131	78,871	15,805	17,076	13,180	29,025	12,133	19,136	12,088	17,894	10,125	359,959	Used in report
Population, percent change - April 1, 2010 (estimates base) to July 1, 2019, (V2019)	-2.30%	2.80%	-8.80%	4.20%	-13.60%	-9.80%	-8.30%	-3.10%	-1.80%	0.90%	-1.10%	-1.40%	-4.60%	(-3.61%)	—
Persons under 18 years, percent	24.00%	21.00%	25.50%	21.30%	25.50%	23.20%	20.80%	21.80%	21.20%	23.00%	23.00%	21.90%	20.80%	22.54%	81,134
Persons 65 years and over, percent	18.60%	16.60%	18.80%	17.10%	17.60%	19.50%	18.20%	20.30%	21.10%	19.20%	19.60%	20.10%	21.90%	19.12%	68,824
Female persons, percent	51.50%	46.60%	52.10%	51.60%	53.00%	51.90%	45.90%	50.90%	49.90%	50.20%	51.00%	49.20%	50.10%	50.3%	181,059
Male persons, percent	48.5%	53.4%	47.9%	48.4%	47.0%	48.1%	54.1%	49.1%	50.1%	49.8%	49.0%	50.8%	49.9%	49.7%	178,900
White alone, percent	85.10%	92.90%	85.90%	87.50%	70.50%	81.30%	73.10%	96.70%	97.00%	96.50%	96.40%	96.70%	95.70%	88.87%	319,895
Black or African American alone, percent	12.10%	4.60%	10.60%	7.90%	26.10%	15.90%	24.80%	1.30%	0.60%	0.70%	0.60%	0.90%	1.50%	8.28%	29,804
American Indian and Alaska Native alone, percent	0.40%	0.50%	0.50%	0.40%	0.50%	0.30%	0.40%	0.50%	0.90%	0.60%	0.50%	0.30%	0.90%	0.52%	1,871
Asian alone, percent	0.50%	0.50%	0.90%	1.90%	0.50%	0.40%	0.30%	0.40%	0.20%	0.90%	1.10%	0.30%	0.10%	0.62%	2,231
Native Hawaiian and Other Pacific Islander alone, percent	0.10%	0.10%	—	—	0.10%	0.10%	—	—	—	0.10%	—	0.70%	—	0.20%	719
Two or More Races, percent	1.90%	1.40%	2.10%	2.30%	2.30%	2.00%	1.40%	1.20%	1.30%	1.10%	1.40%	1.20%	1.80%	1.65%	5,939
Hispanic or Latino, percent	2.40%	1.70%	7.00%	2.50%	2.80%	2.10%	2.50%	1.80%	1.50%	2.50%	2.30%	1.30%	1.90%	2.48%	8,926
White alone, not Hispanic or Latino, percent	83.10%	91.60%	79.50%	85.50%	68.50%	79.60%	71.00%	95.20%	95.90%	94.60%	94.60%	95.60%	94.10%	86.83%	312,552
Veterans, 2015-2019	2,732	4,414	1,765	5,055	877	1,212	713	2,217	791	1,176	1,094	1,353	810	6.73%	24,209
Language other than English spoken at home, percent of persons age 5 years+, 2015-2019	2.70%	1.70%	7.60%	3.70%	3.40%	2.90%	1.50%	1.40%	1.40%	3.20%	1.80%	2.20%	2.10%	2.74%	9,862
High school graduate or higher, percent of persons age 25 years+, 2015-2019	85.00%	84.80%	76.30%	91.00%	77.80%	78.70%	75.70%	80.90%	79.80%	87.70%	84.40%	89.40%	81.50%	82.54%	297,110
Bachelor's degree or higher, percent of persons age 25 years+, 2015-2019	16.30%	14.30%	13.80%	31.50%	12.70%	12.10%	11.50%	13.30%	8.90%	17.70%	15.60%	19.70%	10.80%	15.25%	54,893
With a disability, under age 65 years, percent, 2015-2019	14.90%	18.00%	15.80%	10.00%	20.60%	17.80%	16.60%	18.10%	16.80%	10.50%	17.70%	11.10%	18.10%	15.85%	57,053
In civilian labor force, total, percent of population age 16 years+, 2015-2019	57.60%	52.70%	53.70%	62.80%	50.10%	52.10%	45.00%	55.40%	55.00%	64.30%	53.70%	63.50%	49.30%	55.02%	198,049
In civilian labor force, female, percent of population age 16 years+, 2015-2019	54.40%	55.50%	49.00%	59.70%	47.20%	44.90%	45.80%	50.00%	51.00%	60.60%	48.10%	60.60%	44.70%	51.65%	102,292
In civilian labor force, male, percent of population age 16 years+, 2015-2019	45.60%	44.50%	51.00%	40.30%	52.80%	55.10%	54.20%	50.00%	49.00%	39.40%	51.90%	39.40%	55.30%	48.35%	95,756
Persons in poverty, percent	17.90%	17.00%	26.70%	14.60%	26.90%	22.50%	27.70%	18.40%	14.50%	9.10%	16.70%	9.70%	20.80%	18.65%	67,132

Description of the organization contracted in the Southeast Region

The Workforce Development Board of Southeast Missouri is non-profit 501(c)3 comprised of 26 voting board members and 13 Presiding Commissioners. The Southeast Workforce Development Board is an equal opportunity employer/program and abides by WIOA Section 188 and 29 CFR Part 38. The Southeast Workforce Development Board provided services for the Adult and Dislocated Worker program in all 13 counties and staffed 4 Job Centers located in Cape Girardeau, Kennett, Park Hills, and Sikeston. Youth services and staffing were provided in all 13 counties from the Job Centers, Youth Offices, and Mobile Case Manager Services throughout the region.

Programs offered in American Job Centers PY19

- Wagner-Peyser
- WIOA – Adult
- WIOA – Dislocated Worker
- WIOA – Youth
- Veteran Services
- Trade Services – Data not available to the local level
- Migrant and Seasonal Farmworkers – Data not available to the local level
- Reemployment Services and Eligibility Assessment - Data not available to the local level
- SkillUp
- Summer Job League

The Southeast Workforce Development Board did not operate any standalone services outside of Missouri Division of Workforce Development contracts, oversight, and funding in PY2019.

Wagner-Peyser

The Wagner-Peyser Act of 1933 establishes Employment Services and seeks to improve the functions of the nation's labor markets by bringing together individuals seeking employment with employers seeking workers. The Act was amended in 1998 making the Employment Services part of the One-Stop Delivery System. The Act was again amended in 2014 with the Workforce Innovation and Opportunity Act replacing the Workforce Investment Act. With the Employment Service under WIOA, it continuously builds upon previous workforce efforts, requires colocation and collaboration within the Job Centers and Programs, and aligns performance accountability measures with other federal workforce programs.

In PY19, the Southeast Workforce Development Board was under the issuance guidance provided under DWD Issuance 32-2017, which was effective from June 27, 2018 – December 4, 2019 and then replaced with 10-2019 from December 4, 2019 – December 6, 2021 when a new issuance rescinded the prior one.

The Wagner-Peyser Act amended by WIOA requires that the state implements a public labor exchange system and those individuals are provided basic career services which a provision of individualized services. Basic career services are accessible to everyone and include services such as

labor market information, referrals to community resources, and eligibility determinations. Individualized Career Services can be provided to actual Wagner-Peyser participants after a determination has been made that these services are required for the individual to be able to retain or obtain employment. Individualized Services include but are not limited to specialized assessments, developing employment plans, career guidance, and individualized counseling. More information on services can be found in the DWD Issuances regarding Participant Activity Codes that was effective during this timeframe.

When a customer comes into a Job Center to access services, staff are required to direct the customer to complete two steps in the process of seeking services. The customer must create and/or update a MoJobs Individual Profile and Create/Update a MoJobs Resume. Once these steps have been completed, the customer can use the labor exchange system on their own as a self-service option or they can meeting with staff members for more assistance. The MoJobs system allows customers to access basic information without login credentials; however, if a customer is seeking to use the system for specific purposes, a registration must be created, for example, getting referral information for job openings would require a registration. Services both staff assisted and self-service are added to MoJobs records and recorded on registered accounts.

Enrollment into the Wagner-Peyser program is required when a customer is in need of staff-assisted/directed assistance to find or retain employment or if the customer is eligible or reporting to the Job Center for services through one or more of the following programs:

- WIOA,
- Case Managed through the Veteran Program,
- Trade Act Assistance,
- Migrant and Seasonal Farmworkers
- Reemployment Services and Eligibility Assessment,
- UI Claimants required with labor exchange registration requirements

A Wagner-Peyser enrollment must be completed before any staff-assisted service can be recorded including job referrals and/or services that are tracked using the Staff Event Calendar. The only exception to this is Informational Workshops offered within the Job Center.

WIOA – ADULT

In PY19, the WDB of Southeast Missouri followed the DWD Issuances, with regard to Adult and Dislocated Worker enrollments. 04-2017 was effective September 13, 2017 and 08-2018 was issued and effective March 19, 2019. All WIOA Adult Enrollments require an active and complete Wagner-Peyser Enrollment.

For the WIOA Adult Program, career/basic services can be provided to all Job Center customers who are 18 or older, a U.S. Citizen, and Registered with the Selective Service (males over 18). Services that fall under Intensive and/or Training Level have to meet higher eligibility criteria,

Participants must meet income eligibility criteria for Intensive and Training Level Services. Recognizing the priorities available in the WIOA (ETA 680.600), the Southeast Region will make participant funds available as stated below:

A minimum of 70% of Title I WIOA Adult funds will be allocated to *Priority Level I*, and a maximum of 30% of Title I WIOA Adult funds will go to *Priority Level II* (if needed, a WDB vote would be required to adjust percent during program year).

Priority Level I

1. An individual who receives, or is a member of a family who receives cash public assistance;
2. An individual who receives, or is a member of a family who receives or has been determined within the six months prior to eligibility determination, eligible to receive food stamps;
3. A member of a family whose annualized income does not exceed the higher of (a) Department of Health and Human Services poverty guidelines, or (b) the Department of Labor's Lower Living Standard Income Level;
4. A member of a family whose annualized income does not exceed 150% of the Lower Living Standard Income Level, LLSIL (the “working poor”);

Priority Level II

Currently employed worker who has received a WIOA Adult Career enrollment as defined by the WIOA and is a member of a family whose annualized income does not exceed 250% of the Lower Living Standard Income Level may be considered in need of individualized services in order to retain employment that allows for self-sufficiency. For

the purposes of determining the eligibility of currently employed workers, “self-sufficiency” means identifying either of the following conditions that impair an employed worker’s ability to achieve or maintain self-sufficiency:

- A need for additional training to learn skills to use new technologies and/or processes in order to retain current employment (Skill Acquisition).
- Conditions that require an employed worker’s company to retrain its workers to enable the company to be more competitive in the marketplace or to avoid company failure and loss of jobs in the community (Job Retention).
- Conditions that prevent the employed worker from maintaining self-sufficiency due to part-time hours, low hourly wage or employed in a declining industry within the region (Skill Acquisition-New Industry).

Training services may be made available to unemployed or underemployed adults who, after an interview, evaluation, or assessment, and career planning, are determined:

- Unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services; and
- In need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment; and
- Have the skills and qualifications to participate successfully in training services; and
- Have selected a program of training services that is directly linked to the employment opportunities in the local area or the planning region, or in another area to which the individuals are willing to commute or relocate; and
- Are unable to obtain grant assistance from other sources to pay the costs of such training, including such sources as State-funded training funds, Trade Adjustment Assistance, and Federal Pell Grants established under title IV of the Higher Education Act of 1965, or require WIOA assistance in addition to other sources of grant assistance, including Federal Pell Grants; and
- If training services are provided through the adult funding stream, are determined eligible in accordance with the State and local priority system, if any, in effect for adults under WIOA.

Additionally, according to local Southeast Workforce Development Policy, the institution, location, and program must be currently active on the WIOA ETPS List. There are factors such as In-Demand Grades, Training Time/Fund Limits, and Regional Job Opportunities. Funds cannot be paid for current semester training if that semester started before the enrollment date for the participant or if the program was not WIOA ETPS approved before the start date of the

semester. In 2022, that information was updated where we can assist with training costs even if the participant has already started training and changes will be reflected in the PY22 Program and Services Report.

WIOA – Dislocated Worker

DWD Issuances, 04-2017 was effective September 13, 2017 and 08-2018 was issued and effective March 19, 2019 also guided Dislocated Worker Enrollments and Eligibility for PY2019. All WIOA Dislocated Worker Enrollments require an active and complete Wagner-Peyser Enrollment.

According to DWD Issuances, In order to be defined as eligible for the Dislocated Worker Program and access to Career or Individualized services under the program, you must be a U.S. Citizen, Selective Service Registered (males over 18) and meet on or more of the following conditions listed:

- Laid Off
- Eligible for or Exhausted UI Benefits
- Self-Employed but effected by Economic Conditions or Natural Disaster
- Displaced Homemaker
- Veteran with discharge reason other than dishonorable or retired
- Trade Act or RESEA/RJS Customer

Like with WIOA Adult, Access to Training services may be made available to unemployed or underemployed Dislocated Workers who, after an interview, evaluation, or assessment, and career planning, are determined:

- Unlikely or unable to obtain or retain employment that leads to economic self-sufficiency or wages comparable to or higher than wages from previous employment through career services; and
- In need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment; and
- Have the skills and qualifications to participate successfully in training services; and
- Have selected a program of training services that is directly linked to the employment opportunities in the local area or the planning region, or in another area to which the individuals are willing to commute or relocate; and
- Are unable to obtain grant assistance from other sources to pay the costs of such training, including such sources as State-funded training funds, Trade Adjustment Assistance, and Federal Pell Grants established under title IV of the Higher Education Act of 1965, or require WIOA assistance in addition to other sources of grant assistance, including Federal Pell Grants; and

- If training services are provided through the adult funding stream, are determined eligible in accordance with the State and local priority system, if any, in effect for adults under WIOA.

Additionally, according to local Southeast Workforce Development Policy, the institution, location, and program must be currently active on the WIOA ETPS List. There are factors such as In-Demand Grades, Training Time/Fund Limits, and Regional Job Opportunities. Funds cannot be paid for current semester training if that semester started before the enrollment date for the participant or if the program was not WIOA ETPS approved before the start date of the semester. In 2022, that information was updated where we can assist with training costs even if the participant has already started training and changes will be reflected in the PY22 Program and Services Report.

WIOA – YOUTH

Youth Program participants must meet general eligibility requirements and must be documented as having a defined barrier. All eligible youth are classified as either Out-of-School or In-School at the point of registration. An overview of the eligibility criteria for both Out-of-School and In-School Youth programs is as follows:

Out-of-School Youth: An individual is eligible to participate in the Out-of-School Youth program under the following guidelines:

- Not attending any school
 - Attending Title-II funded AEL, Job Corps, YouthBuild activities, high school equivalency programs, or dropout re-engagement programs are not recognized by DOL as schools. Participants in these activities are considered Out-of-School.
 - Exception: Youth attending high school equivalency (HSE) programs, including those considered to be dropout re-engagement programs funded by the public K-12 school system that are classified by the school as still enrolled in school are considered In-School Youth (ISY).
- 16-24 years of age
- At least one of these Barriers:
 - A school dropout o Supposed to be in school but did not attend the last calendar quarter (Compulsory Attendance)
 - Low Income high school graduate, and is an individual who is basic skills deficient or an English language learner
 - Offender
 - Homeless or a runaway,
 - Foster child, or aged out of foster system
 - Pregnant or parenting o Individual with a disability

- Low Income individual who needs additional assistance to enter or complete an educational program or to secure or hold employment (as defined by the Local Board)

In-School Youth An individual is eligible to participate in the In-School Youth program under the following guidelines:

- Attending any school
- 14-21 years of age
- Low Income
- At least one of these Barriers:
 - Basic skills deficient
 - English language learner
 - Offender
 - Homeless or runaway
 - Foster child, or aged out of foster system
 - Pregnant or parenting
 - Individual with a disability
 - Individual who needs additional assistance to enter or complete an educational program or to secure or hold employment (as defined by the Local Board)

Note: Staff must record all barriers for which documentation can be obtained.

The WDB has defined out-of-school youth and in-school youth who are low income and require additional assistance to enter or complete an educational program or to secure or hold employment as a youth who has been unsuccessful in school and/or employment. Lack of experience may not only pertain to a specific job but a lack of essential skills as well. When skills are lacking it is difficult for youth to obtain and retain employment. These circumstances are difficult due to economic times and counties with considerable rural communities providing few employment and educational opportunities. Youth also find themselves competing with more mature and experienced workers for the same opportunities. Often youth are lacking guidance and direction to pursue or succeed in completing education, securing employment or holding employment. WIOA youth services are provided by the local service provider with a multitude of available WIOA services. Previous efforts for youth who meet this criterion must be documented to assess and verify their need. School assessment records or testing documents will be used to verify the educational component and the signed WIOA Attestation will be used to verify the employment component.

Additionally, the youth program is a program designed to assist youth participants with gaining the skills and qualifications necessary to become self-sufficient. Everything a participant does in the program should relate back to one of the 14 youth program elements. The youth

program is not designed to enroll a participant strictly for the purpose of Work Experience, On-the-Job Training, Classroom Training, Supportive Services, etc. Some youth will participate in activities where as some will not but it is all determined based on the appropriateness, employment plan goals, individual service strategy, and choice of the customer.

WIOA – VETERANS

Veterans that come through the Missouri Job Center system are eligible for “priority rights of service”, that is, they are entitled to certain preferences within the job searching and job referral process. All Missouri Job Center staff is trained on Veteran’s “priority rights of service” and where Veterans can receive other needed services. All staff must become familiar with and comply with DWD Issuance 10-2016, effective for the entire 2019 program year.

1. Priority of Service Defined: Priority of Service is defined as the right of eligible covered persons to take precedence over eligible non-covered persons in obtaining DOL-funded services. This means:
 - The covered person receives access to the service or resource earlier in time than the non-covered person; or
 - If the service or resource is limited, the covered person receives access to the service or resource instead of or before the non-covered person.
2. Implementing Priority of Service: The regulations provide that priority of service means the right to eligible covered persons to take precedence over eligible non-covered persons in obtaining services. They further specify that taking precedence may mean:
 - The covered person receives access to the service or resource earlier in time than the non-covered person; or
 - If the service or resource is limited, the covered person receives access to the service or resource instead of or before the non-covered person.
 - The regulations specify how priority of service is to be applied across three different types of qualified job training programs.

It is important to understand that Priority of Service does not change the intended function of a program or service. Covered persons must meet all statutory eligibility and program requirements for participation in order to receive priority for a program or service. Veteran services are staffed and operated by Missouri Office of Workforce Development staff.

The Southeast Workforce Development Board does not have a contract to operate Migrant Seasonal Farmworker Program. Locally, we do not have access to demographic information, enrollments, services, or performance information as it relates to this program.

WIOA – Trade

The Trade Adjustment Assistance (TAA) Program is a federal program established under the Trade Adjustment Assistance Reauthorization Act of 2015 that provides aid to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports.

The TAA program offers a variety of benefits and reemployment services to help unemployed workers prepare for and obtain suitable employment. Workers may be eligible for training, job search and relocation allowances, income support, and other reemployment services. A petition for TAA may be filed by a group of three or more workers, their union, or other duly authorized representative.

DWD Issuance 29-2017: “Reasonable Cost of Training for Trade Adjustment Assistance Participants,” was effective as of June 5, 2018 and was active during the entire PY19 period.

Unlike training provided under the Workforce Innovation and Opportunity Act (WIOA), which requires a “consumer choice” standard, Trade Act training requires a “reasonable cost” standard. The Trade Adjustment Assistance Reauthorization Act of 2015 (TAARA 2015) and subsequent reauthorizations and extensions of the Trade Act programs, require that training for a TAA-certified worker must be provided at the most reasonable cost, using public or private funds.

Office of Workforce Development (OWD) Trade Act representatives must determine which training has the most-reasonable price. This requires consideration not only of the direct costs of the training program (tuition, books, supplies, etc.), but also of associated factors. These factors include transportation and subsistence requirements, Unemployment Insurance (UI) availability, and Trade Readjustment Allowance (TRA) eligibility.

The Trade Act representative must compare three training programs and give first preference to the lowest-cost training available within the commuting area. When more than one training provider offers training that is substantially similar in quality, content, and results, the lowest-cost training receives approval.

Additionally, training at facilities outside the participant’s normal commuting area that adds substantial transportation or subsistence costs to the total cost shall not be approved if other appropriate training is available.

The Trade Act of 1974, as amended, and the regulations implementing TAA for workers provide that training must be suitable for the worker and available at a reasonable costs. “Suitable for the worker” means that the worker is qualified to undertake and complete such training and that the training is appropriate for the worker given the worker’s capabilities, background, and experience.

The Southeast Workforce Development Board does not have a contract to operate Migrant Seasonal Farmworker Program. Locally, we do not have access to demographic information, enrollments, services, or performance information as it relates to this program.

Migrant and Seasonal Farmworkers (MSFW)

The National Farmworker Job Program is nationally directed but locally administered to provide services for migrant seasonal farmworkers and includes Career Services, Training Grants, and Housing Grants. The program focuses on helping these workers acquire skills needed to retain agricultural jobs or to start new careers. The program was created under the Civil Rights Act of 1964 and is authorized under Section 167 of WIOA. The program partners with community organizations and state agencies in an effort to assist with the chronic unemployment and underemployment rates that are experienced by farmworkers who primarily depend on agricultural labor jobs across the country. The National Farmworker Jobs Program is a part of the public workforce system and the Job Center serves as a partner in the nationwide network. The program partners with state monitor advocates to provide services to farmworkers and their families working in the agriculture area of employment.

The Migrant Seasonal Farmworker System has a key component of the Monitor Advocate System, which includes facilitating the Employment Service and Employment-Related Law complaint System. Training is provided to all staff within the job center and to the local EO Monitors. Contact information for the Missouri State Monitor Advocate is made available to all staff members as an additional resource.

The Southeast Workforce Development Board does not have a contract to operate Migrant Seasonal Farmworker Program. Locally, we do not have access to demographic information, enrollments, services, or performance information as it relates to this program.

Reemployment Services and Eligibility Assessment (RESEA)

The Reemployment Services and Eligibility Assessment Program is focused on helping unemployment insurance claimants return to work faster. Missouri participates in the RESEA program, it is incorporated into the public workforce system and benefits those individuals who have lost employment through no fault of their own and meet the initial or continuing eligibility for UI. In 2018 amendments to the Social Security Act permanently authorized the RESEA program and implemented formula-based funding in a series of requirements intended to increase the use and availability of reemployment interventions and strategies. The RESEA program serves four purposes:

1. Reduce UI through improved employment outcomes
2. Strengthen UI program integrity
3. Promote alignment with WIOA
4. Establish RESEA as an entry point to other workforce system partners

A foundational element of the RESEA program is the opportunity for an in-person meeting between the claimant and the appropriately trained Job Center Staff member. These meetings include a required eligibility assessment and reemployment services. The Eligibility Assessment is assessing the claimants continued UI eligibility. This assessment typically includes confirming

employment status and a review of the work search activities that have been reported. The Reemployment Services must provide participants, at a minimum, with support in the development of a reemployment plan, customized career and labor market information, enrollment into the Wagner-Peyser Program, as well as information and access to other Job Center services and resources that will support the claimant's return to work.

The Southeast Workforce Development Board does not have a contract to operate The Reemployment Services and Eligibility Assessment Program. Locally, we do not have access to demographic information, enrollments, services, or performance information as it relates to this program.

SkillUp

The SkillUp program helps current Food Stamp recipients receive access to skills, training, and employer connections. This program is federally-funded and focuses on getting food stamp recipients off government assistance and into a position where they can be self-sufficient. Starting in October 2019, the Southeast Workforce Development Board contracted directly with Family Support Division to operate the SkillUp Program. The goal is to provide participants with short-term training opportunities that fall within funding guidelines for successful outcomes. Access to career services, training services, and employment services are based on FSD classification status and is considered voluntary but will also assist with required job searching hours for Able Bodied Adults. Participants are eligible if they are active on a Food Stamp case within the state of Missouri and between the ages of 16-59. In addition to training and employment services, SkillUp can assist with supportive services for eligible participants in an effort to remove employment and/or training barriers.

Participants are placed into services based on their preparedness and ability to successfully participant in the service. A checklist is listed in the SkillUp Manual and is required to be used to ensure all steps have been followed prior to enrolling in an activity or service.

Checklist Assessment Questions for Fundable Training/Employment Services:

1. Has the skills and qualifications to participate successfully in training services
2. Has the necessary transportation, childcare and other supports needed to be successful in the activity
3. In need of training services to obtain or retain employment leading to financial independence
4. Was placed in activities that align with the Employment Plan
5. Selected a program of training services that is linked to employment opportunities in the local area or an area the individual is willing to commute or relocate
6. Unable to obtain financial assistance from other sources to pay for the cost of training including State funded programs, Trade Adjustment Assistance grant funds, or Federal Pell Grants established under title IV of the Higher Education Act of 1965, or

require SkillUP assistance in addition to other sources of grant assistance, including Federal Pell Grants

Local policy requires all SkillUp participants who are in a training activity to be dual enrolled into the WIOA program that they are eligible for. This ensures that if they lose their food stamp benefits they can continue the training or employment service with no interruption to the participant or the employer. Under the current contract for PY19, SkillUp funding ended 6/1/2020 and the SE WDB stopped all payments as of 5/22/2020 to prepare the program for closure. All open activities and funded obligations were switched to WIOA for payment and continuation of services for participants and employers. Having multiple grants like this within the Southeast Workforce Development Board allows us to braid our services and funding around our participants to assist them in the best and most efficient way possible. Without additional funding like FSD Grants and WIOA grants

Summer Jobs League

The Jobs League Program is a temporary work experience program that allows eligible Missouri residents ages 14-24 who qualify to be placed in the applicable activity under the program and gain skills to enable them for future employment. Participant's individual or family income, depending on their living situation, cannot exceed 185% of the Federal Poverty Level. Participants who believe they are eligible and want to participate in a work experience must provide proof of their Social Security Number, Age, Citizenship, Selective Service Registration (if applicable), and documentation of the family size and income for eligibility determination. After an interview, assessment, and employment evaluation determination on the appropriate services and placement for an eligible participant can begin. The program also offers supportive services to help with the cost of the supplies needed to complete this temporary work experience.

The program requires an Assessment Checklist to be answered before placing a participant to work under the program.

1. Participant has the skills and qualifications to participate successfully in training services
2. Participant has the necessary transportation, childcare and other supports needed to be successful in the activity
3. Participant is in need of training services to obtain or retain employment leading to financial independence
4. Participant was placed in activities that align with the Employment Plan
5. Participant has selected a program of training services that is linked to employment opportunities in the local area or an area the individual is willing to commute or relocate

6. Participant is unable to obtain financial assistance from other sources to pay for the cost of training including State funded programs, Trade Adjustment Assistance grant funds, or Federal Pell Grants

Youth in this program gain real-work work experience while earning a paycheck and supportive businesses access high-quality candidates at no cost to them. These youth are employees of the Southeast Workforce Development Board and the Jobs League Program pays 100% of their wages while they are working through the Jobs League Training Contract.

WIOA Performance (Performance measures for PY19)

The core performance measures are the key measures of success in achieving the legislative goals of WIOA. The measures are used to: set agreed upon performance goals on a State and local level; ensure comparability of state performance results to maintain objectivity in measuring results for incentive and sanction determinations; and provide information for system wide reporting and evaluation for program improvement. The Training and Employment Guidance Letter 10-16, Change 1 lists the Performance Accountability Guidance for Workforce Innovation and opportunity Act Title I, Title II, Title III, and Title IV Core Programs. This is the Common Measures Policy for the Employment and Training Administration's (ETA) Performance Accountability System and Related Performance Issues. This guidance was issued on August 23, 2017 and was active throughout the entire PY19 program and reporting periods.

Adult/Dislocated Worker/Youth Program

Employment Rate, 2nd Quarter After Exit

The percentage of participants who are in unsubsidized employment during the second quarter after exit from the program. (For Title I Youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the second quarter after exit.)

Employment Rate, 4th Quarter After Exit

The percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program. (For title I Youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the fourth quarter after exit.)

Median Earnings in the 2nd Quarter After Exit

The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program;

Credential Attainment Rate

The percentage of those participants enrolled in an education or training program (excluding those in on-the-job training (OJT) and customized training) who attain a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exit from the program. A participant who has attained a secondary school diploma or its recognized equivalent is

included in the percentage of participants who have attained a secondary school diploma or its recognized equivalent only if the participant also is employed or is enrolled in an education or training program leading to a recognized postsecondary credential within one year after exit from the program;

Measurable Skills Gains

The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains, defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment. Depending on the type of education or training program, documented progress is defined as one of the following:

1. Documented achievement of at least one educational functioning level of a participant who is receiving instruction below the postsecondary education level;
2. Documented attainment of a secondary school diploma or its recognized equivalent;
3. Secondary or postsecondary transcript or report card for a sufficient number of credit hours that shows a participant is meeting the State unit's academic standards;
4. Satisfactory or better progress report, towards established milestones, such as completion of OJT or completion of one year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training; or
5. Successful passage of an exam that is required for a particular occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams.

Effectiveness in Serving Employers

WIOA sec. 116(b)(2)(A)(i)(VI) requires the State Departments to establish a primary indicator of performance for effectiveness in serving employers. The Departments are piloting three approaches designed to gauge three critical workforce needs of the business community.

6. Repeat Business Customers – addresses the programs' efforts to provide quality engagement and services to employers and sectors and establish productive relationships with employers and sectors over extended periods of time; and
7. Employer Penetration Rate – addresses the programs' efforts to provide quality engagement and services to all employers and sectors within a State and local economy

Trade/Veteran/Migrant Seasonal Farmworker/Reemployment Services and Eligibility Assessment

These programs have performance rates but as a board we are not included in those negotiations and do not have information to provide those details.

SkillUp

SkillUp is a short term training and employment program. Training must be less than one year for the SkillUP program to cover training costs. There are two funding streams for this program TANF and FNS. Participants for this grant must be currently receiving food stamp benefits to be eligible.

SkillUP is a voluntary program for all SNAP participants. Participants in SkillUP are divided into two categories; Able Bodied Adults without Dependents (ABAWDs) and Volunteers. ABAWDs must meet hourly work requirements every month to maintain SNAP eligibility. Provider staff must report all employment, training, and work hours to the FSD. Volunteers do not have hourly work requirements and provider staff are only required to report employment to the FSD.

SNAP participants are automatically determined as an ABAWD or Volunteer in the MoJobs system. The FSD makes the final determination on ABAWD or Volunteer status. The status of Volunteer or ABAWD should not be used to determine the funding for a participant; it is only used to determine if participation hours must be reported to the FSD.

Enrolling in SkillUP does not guarantee an individual will be placed in their desired service or training; enrollment in any education, training, or work activities must align with the assessment and employment plan and depends on the availability of funding at the time of enrollment.

Temporary Assistance (TA) (cash benefit) participants will not be referred to the SkillUP program and will not be case managed in the MoJobs system. However, if a SNAP application is approved and subsequently a TA application is approved, the individual may first come to SkillUP for services. Upon a provider receiving information that a SNAP participant is also a TA participant, the individual must be referred to MWA. In addition, the record will close in MoJobs at the end of the month. TA participants have employment and training requirements and are served through Missouri Work Assistance (MWA) providers. If a TA (cash) participant gains employment that closes their case, they will receive 6 months of Transitional Employment Benefit (TEB). Individuals on TEB can continue to work with MWA providers. If a participant states they are receiving TEB, ask them if they have an MWA provider they are working with. If not, then they can be enrolled in SkillUP.

ABAWD

ABAWDs are SNAP participants ages 18-49 who do not have minor children within their SNAP household, and do not meet an exemption or exclusion from work requirements. ABAWDs are required to participate in 80 hours of work or training activities every month to maintain benefits. If an ABAWD does not meet these hours for 3 months within a 3 year period, they will lose SNAP benefits. Upon approval of SNAP benefits, ABAWDs are notified by mail of the requirements to continue to receive SNAP benefits. The IM-4 SkillUP flyer is also mailed to ABAWDs giving them additional information regarding SkillUP. An ABAWD may also sign an

“Agreement to Volunteer” and volunteer in a program that promotes job readiness and builds work experience. If an ABAWD loses benefits due to 3 non-work months, eligibility can be regained by completing 80 hours of work and/or training in a 30 day period. SkillUP funding cannot be used for those regaining eligibility.

Voluntary

Voluntary participants are SNAP participants ages 16 and older who are not required to complete hourly work requirements; however, they may choose to participate in the SkillUP program. Volunteer SNAP participants may enroll or withdraw from participation at any time. For volunteers, it is not mandatory to transmit documentation of participation hours to the FSD, unless the participant obtained employment. Voluntary participants must complete an assessment and employment plan prior to enrollment in any services. If a voluntary participant repeatedly fails to comply with an employment and training component, the provider agency may discontinue services to that individual or place them in a different component.

FSD may change a voluntary participant’s status to ABAWD. Once the FSD changes a voluntary status to ABAWD the participant will be required to meet ABAWD hourly work requirements.

The SkillUP program is funded through Food and Nutrition Service (FNS), which provides the federal funding and oversight for SNAP benefits and employment and training programs. SkillUP is also funded through the Temporary Assistance for Needy Families (TANF) grant, which can be used to assist eligible individuals and families at or below 185% Federal Poverty Level with employment and training services. The Administration for Children and Families (ACF) is a division of the Department of Health and Human Services (HHS) which provides funding and oversight for the TANF grant. Funding should not be determined based on Volunteer or ABAWD status. Staff should utilize the Funding Flow Chart provided in the FSD SkillUp Handbook.

FNS Funds

FNS program funds are considered 100% funds within their program guidelines. The 100% funds must be used for planning, implementation and operation of the state’s employment and training program and cannot be used for supportive services.

TANF Funds

The SkillUP program was expanded in 2018 with the infusion of funding through the Temporary Assistance for Needy Families (TANF) grant. TANF funds can be used to assist families at or below 185% Federal Poverty Level (FPL). The TANF grant provides cash benefits to eligible families and also supports a multitude of programs, including work programs for low income families. TANF funding can be used for the planning, implementation and operation of the SkillUP program and for participant reimbursements (i.e. supportive services). While TANF funding can be used for a wider array of services, the funding is restricted to participants between 16 and 24 years of age or age 25 and older with minor children in the home, pregnant or

non-custodial parents of a minor child. Able Bodied Adults without Dependents can qualify for TANF funding. 16-24 year olds and persons 25 years and older with a minor child qualify for TANF funding. In addition, as ABAWD determinations are based on the SNAP household and those that purchase and prepare together, the ABAWD could be a non-custodial parent and still qualify for TANF funds. ABAWDs who are 16-24 or who have child(ren) not within their SNAP household (including noncustodial parents) do qualify for TANF funds.

There are no performance and tracking programs that can be used for participant reporting, MoJobs System Reports can be used to track enrollments and services but employment outcomes must be submitted by the participants and is recorded into MoJobs Case Notes. While the goal is to make every enrollment successful, there is no negotiated target rates. These programs are temporary and dependent on funding for each program year.

Jobs League Program (Summer Jobs League)

The Jobs League Program is a temporary work experience that places youth participants into employment opportunities to gain job skills and experience. The Jobs League program is an initiative to serve eligible Missouri youth, ages fourteen (14) through age twenty-four (24), who qualify as a needy individual or a family. The family's gross monthly income cannot exceed 185% of the Federal Poverty Level.

The Southeast Workforce Development Board tracks enrollments, work experiences contracts, completion, and employment information. Like the SkillUp program, there is no performance or outcome reporting system, MoJobs can be used to track enrollments and services but employment outcomes must be submitted by the participants and is recorded into MoJobs Case Notes. While the goal is to make every enrollment successful, there is no negotiated target rates.

Data Analysis Section

As a large recipient of WIOA Title-1 federal funds, the Southeast Workforce Development Board is responsible for monitoring and investigating our activities and services to ensure that nondiscrimination and equal opportunity obligations under WIOA Title I and this part are not violated, this extends to all contracts we operate with Office of Workforce Development, the Family Support Division, and any other contracts or grants that we receive. Below is the information used for the PY19 Data Analysis.

Service Delivery – Pass/Fail Points

Pass and fail points for enrollment into WIOA/TAA relate directly to eligibility. If a participant is eligible for the program and can submit documentation for the eligibility requirements listed in DWD Issuances WIOA Youth Program Eligibility and Documentation Technical Assistance Guidance Policy and WIOA Adult/Dislocated Worker Program Eligibility and Documentation Technical Assistance Guidance Policy (currently 05-2017 and 04-2017) they would be enrolled into the WIOA program when appropriate for services that are offered.

Pass and fail points for fundable activities such as classroom training, work experience, on-the-job training, and supportive services are directly related to federal, state, and local policies and dependent upon the service in question. Each activity relates to the employment plan goals created by the case manager and participant. In each program, a conversation between the case manager and participant is crucial for development of a road map to self-sufficiency leading to their ultimate employment goals.

Veteran (including spouse) status enrollment requires documentation and self-disclosure.

Classroom Training

Consideration for pass and fail points for classroom training activities must include federal, state, and local policies that require conditions to be met in order to utilize WIOA training dollars. Some examples of required conditions include:

- WIOA ETPS approval,
- In-Demand Grade,
- Training time and tuition limits, and
- Addressing the federal questions related to the appropriateness for an individual and training program

All training related services are on a first come – first serve basis (with the exception of priority enrollments) and determination is made solely on eligibility. Demographics for the area and age play a big role in who comes in seeking training. All clients interested in training are counseled on eligibility requirements. All individuals receiving Unemployment are required to come in and be counseled on all Job Center services including training opportunities. All those that are eligible and desire training are processed for training as long as funds are available. COVID-19 which effected the last half of the PY2019 did cause issues for placement at training facilities based on closure or rescheduling of classes following Pandemic related CDC guidance.

Work Experience

In the youth program, case managers must take into account information received and reported on the objective assessment and employment plan to determine which combination of the 14 program elements are best suited for the client. If gaining employment or employment related experience is an appropriate goal for a youth participant activities like a work experience would be a part of their service element strategy.

The Adult and Dislocated Worker Program has begun operating Work Experience Activities, however these activities did not begin until the PY2020 program year and were not eligible as services in PY2019.

To be eligible for work experience there should be a lack of work history and a need to gain work history. While certain types of work experience require that the area of training is related to the career path, not all types have that requirement and some can be used to just provide the

eligible participant with the ability to gain work experience that they were not able to obtain on their own. Work Experience is paid 100% by the program, the employee is under the SE WDB as the employer of record, and the employer the participant is placed at is provided a worker to assist with the needs and the opportunity to assist residents in the program who could become long term employees. There is no condition of hiring at the end of the Work Experience Contract. Wage and Hour limits are required by local policy and each training plan outlines the duties to be learned and amount of time that should be required to gain the knowledge needed for that assigned task. COVID-19 which effected the last half of the PY2019 did cause issues for placement at worksites with so many businesses temporarily or permanently closing.

On-The-Job Training

Adult / Dislocated Worker/Youth/Veteran/Trade:

According to the active issuance for the entire PY19, DWD Issuance 21-2017, under WIOA and the implementing regulations, training services may be provided to an Adult or Dislocated Worker who:

- Has undergone an interview, evaluation, or assessment by workforce system staff at a One-Stop center or a One-Stop partner, as well as career planning, which together determine the participant to be:
 - Unlikely, or unable, to obtain or retain employment that leads to economic self-sufficiency or wages comparable to—or higher than— wages from previous employment through career services;
 - In need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to—or higher than— wages from previous employment; and
 - In possession of the skills and qualifications to participate successfully in training services.
- Has selected a program of training services that is directly linked to the employment opportunities in the local area or the planning region, or in another area to which the individual is willing to commute or relocate;
- Is unable to obtain grant assistance from other sources to pay the costs of such training [including such sources as State-funded training funds, Trade Adjustment Assistance (TAA), and federal Pell Grants established under Title IV of the Higher Education Act of 1965] or requires WIOA assistance in addition to other sources of grant assistance (including federal Pell Grants); and
- Is found eligible (if training services are provided through the Adult funding stream) in accordance with the State and local priority system for Adults that is prescribed by WIOA4 and the regulations. The required Training Services questions [outlined in the WIOA Adult and Dislocated Worker Programs Technical Assistance Guidance (TAG)], must be documented, at a minimum, in Case Notes in the statewide

electronic case management system. Case Notes also must document any contact with the participant or employer, changes of a participant's circumstances, and any Supportive Services rendered.

COVID-19 which effected the last half of the PY2019 did cause issues for placement at worksites with so many businesses temporarily or permanently closing.

Youth:

For OJT, an assessment of the Youth participant's interests, skills, and abilities is required. Base the writing of OJT Training Plans on the participant's career and occupational goals, the Individual Service Strategy (ISS), and prior Work Experience. Local Workforce Development Areas are strongly encouraged to place Youth participants in OJT opportunities that are in high-growth industries identified by regional Labor Market Information. Develop, implement, and monitor OJT employer agreements and Training Plans for Youth in accordance with the guidelines in this Manual. For OJT Work Experience, target Older Youth and Young Adults, recent graduates of post-secondary schools and training programs, and eligible veterans. It is the State of Missouri's policy to exclude OJT from Work Experiences for Youth younger than age 18 and those without a high school diploma or its equivalent. The Southeast Workforce Development Board operated under guidance based on the Youth Program Framework and Design Policy and the On-the-Job Training Policy. The Youth Program Framework and Design Policy, 03-2015 which was active from August 12, 2015 – December 26, 2019 when the issuance 13-2019 rescinded and replaced the previous guidance. The On-the-Job Training Policy issuance guidance was under issuance 21-2017 for the entire PY19 period. COVID-19 which effected the last half of the PY2019 did cause issues for placement at worksites with so many businesses temporarily or permanently closing.

Supportive Services – all programs

In DWD Issuance 13-2017, The Missouri Division of Workforce Development states that WIOA defines Supportive Services as services necessary to enable an individual to participate in activities authorized by WIOA, such as provision of:

- Transportation;
- Childcare;
- Dependent care;
- Housing; and
- Needs-related payments.

Sub-recipients may only provide Supportive Services to participants who:

- Are participating in career services or training services approved by WIOA Title I;
- Require those services to participate in those career service or training activities; and
- Are unable to obtain Supportive Services first through other programs providing such services.

Individuals must request Supportive Service payments for specific needs. WIOA programs are not an entitlement, therefore Supportive Service payments are on a case-by-case basis, and

only when determined necessary and reasonable. Payments may not be made for non-WIOA activities or for items that are not necessary for participation in a WIOA activity. WIOA Supportive Services are important to the success of many WIOA participants; however, all other alternate sources of funding must be sought first. Every attempt to find other Supportive Services sources, leading to the determination to use WIOA funding, must be documented in the case notes for the participant.

Service Delivery – Pass/Fail Points – FSD Programs

Pass and fail points for enrollment into FSD Programs relate directly to eligibility. If a participant is eligible for the program and can submit documentation for the eligibility requirements listed in the SkillUp and Jobs League Handbook they would be enrolled into the appropriate grant program.

Pass and fail points for fundable activities under the SkillUp Program such as classroom training, work experience, on-the-job training, and supportive services are directly related to federal, state, and local policies and dependent upon the service in question. Each activity relates to the employment plan goals created by the case manager and participant. In each program, a conversation between the case manager and participant is crucial for development of a road map to self-sufficiency leading to their ultimate employment goals

Pass and Fail points for the temporary work experience under the Job League program is directly related to the eligibility, temporary worksites, and available slots for the region to fill based on the budget for that program year. In 2019 the Southeast Workforce Development Board filled 40 slots out of the allotted 50 from the state and utilized 17 employers. Due to COVID-19 which effected the last half of the 2019 Program Year many businesses closed which prevented the board from filling the remaining slots before the contract expiration date.

Chart of the Job Center Service Delivery

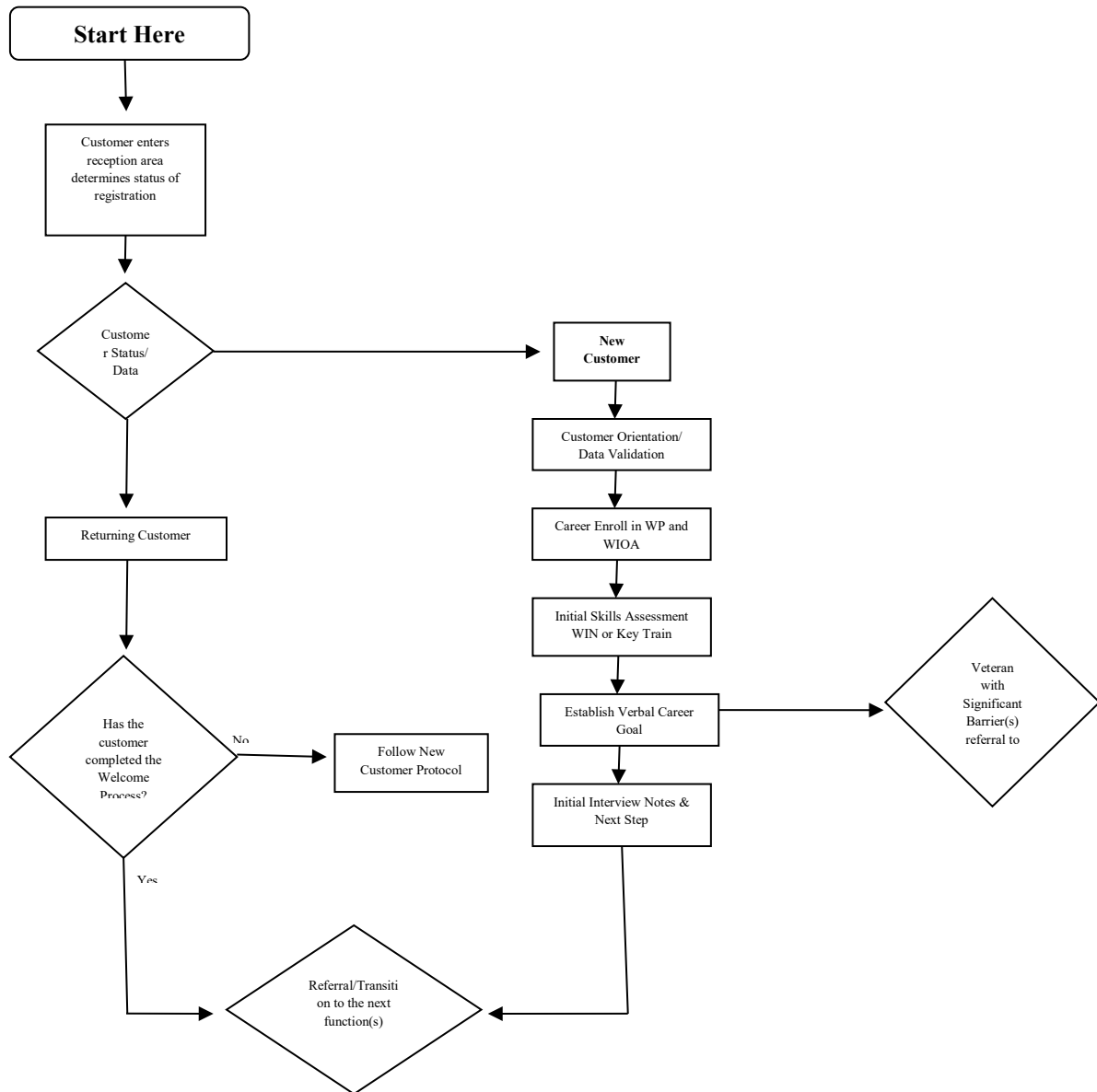
The Southeast Region has developed Next Generation Career Center team approach to service delivery, which provides a quality level of integrated services and products. This model focuses on service to the customer as opposed to programs for funding streams. Keeping in line with the focus of service to the customer, The Workforce Development Board, One-Stop operator, and The Division of Workforce Development share staffing functions.

Job Center Teams consist of:

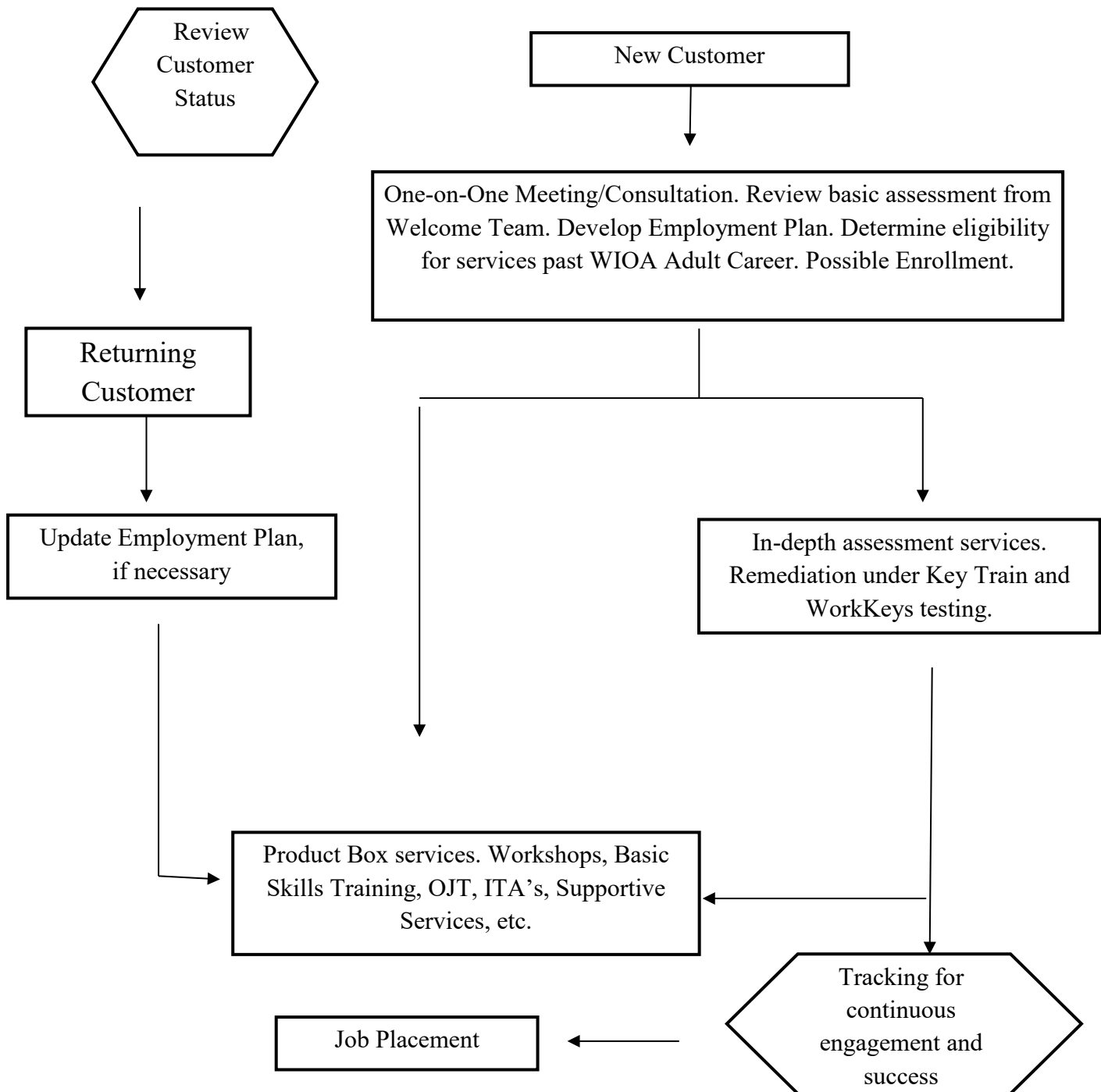
- Welcome
- Skills
- Employment

The 3 following pages outline the flow.

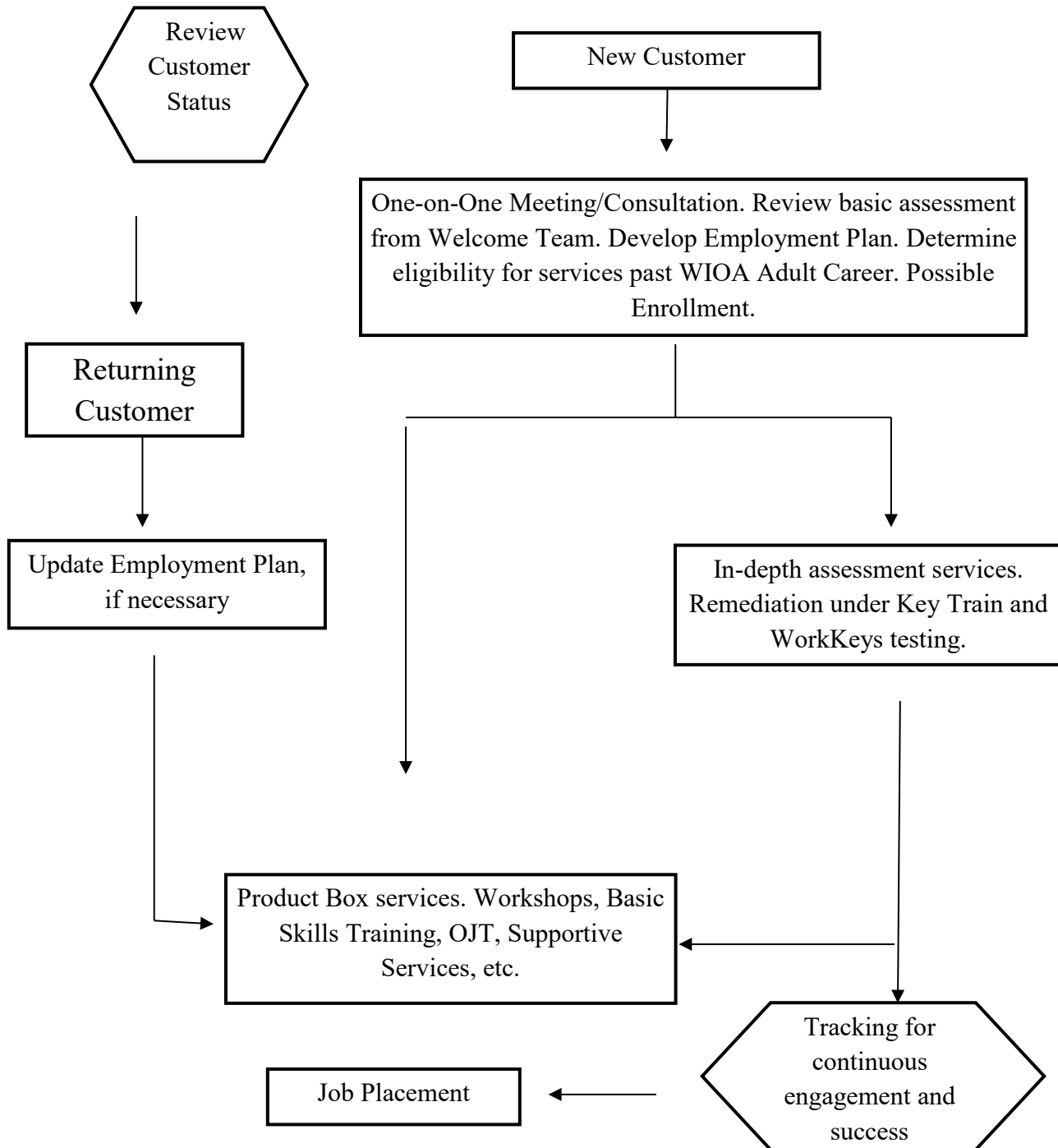
Welcoming Team Customer Flow



Skills Team Function



Jobs Team Function



Analysis of the Data

80% formula – less than 80% indicates possible adverse impact and 2 standard deviation formula – anything over 2.0 deviations may be experiencing adverse impact. When these two analyses are looked at together, any group identified in both test could be experiencing adverse impact and should be investigated.

The Wagner-Peyser (WP), Adult, Youth, Dislocated Worker, and Veteran Programs were analyzed. These Analysis Spreadsheets were provided by the Missouri Department of Higher Education and Workforce Development.

Wagner-Peyser

No adverse impact was identified in the Wagner-Peyser in both the 80% and 2.0 Standard Deviation analysis.

WAGNER-PEYSER PY19	Total Served During Program Year	Percent of Demographic Served	Total Participants in Q2 Employment Measure	Employed 2nd Quarter after exit	Total Participants in Q4 Employment Measure	Employed 4th Quarter after exit	Percent of Population in Q2 Employment Measure	Employment Rate 2nd Quarter after Exit	Q2 Adverse Impact	Employment Rate 4th Quarter after Exit	Q4 Adverse Impact
All Gender	4856		11699	8157	13983	9747	100.00%	69.72%		69.71%	
Male	2808	58%	6846	4662	8257	5632	58.52%	68.10%	94.51%	68.21%	94.86%
Female	2047	42%	4842	3495	5712	4107	41.39%	72.06%	Best	71.90%	Best
Did Not Self Identify	1	0%	11	6	14	8	0.09%	Insuf Data	N/A	Insuf Data	N/A
All Age	4856		11699	8157	13983	9747	100.00%	69.72%		69.71%	
14-21	925	19%	1849	1268	2190	1535	15.80%	68.58%	91.65%	70.09%	97.25%
22-29	921	19%	2578	1929	3219	2320	22.04%	74.83%	Best	72.07%	Best
30-54	2332	48%	5721	3995	6800	4778	48.90%	69.83%	93.32%	70.26%	97.49%
55+	678	14%	1551	965	1774	1114	13.26%	62.22%	83.15%	62.80%	87.13%
All Race	4856		11699	8157	13983	9747	100.00%	69.72%		69.71%	
American Indian/Alaskan Native	78	2%	212	145	259	165	1.81%	Insuf Data	N/A	Insuf Data	N/A
Asian	14	0%	36	21	47	31	0.31%	Insuf Data	N/A	Insuf Data	N/A
African American	1163	24%	3127	2254	3595	2588	26.73%	72.08%	97.73%	71.99%	Best
Pacific Islander	21	0%	39	29	52	34	0.33%	Insuf Data	N/A	Insuf Data	N/A
White	3315	68%	7987	5570	9813	6791	68.27%	69.74%	94.56%	69.20%	96.13%
Did not Self Identify	403	8%	614	371	596	392	5.25%	60.42%	81.93%	65.77%	91.36%
*More than one Race	126	3%	301	222	359	238	2.57%	73.75%	Best	66.30%	92.09%
All Hispanic	4856		11699	8157	13983	9747	100.00%	69.72%		69.71%	
Hispanic	87	2%	260	196	296	205	2.22%	75.38%	Best	69.26%	95.13%
Not Hispanic	329	7%	588	355	540	357	5.03%	60.37%	80.09%	66.11%	94.63%
Did Not Self Identify	4440	91%	10851	7606	13147	9185	92.75%	70.09%	92.98%	69.86%	Best
All Disability	4856		11699	8157	13983	9747	100.00%	69.72%		69.71%	
Not Disabled	4345	89%	10133	7167	11762	8275	86.61%	70.73%	96.72%	70.35%	97.95%
Disabled	251	5%	513	220	528	256	4.38%	42.88%	58.65%	48.48%	67.50%
Participant Did Not Disclose	260	5%	1053	770	1693	1216	9.00%	73.12%	Best	71.83%	Best
All LEP	4856		11699	8157	13983	9747	100.00%	69.72%		69.71%	
Yes	2	0%	2	1	5	2	0.02%	Insuf Data	N/A	Insuf Data	N/A
No	4854	100%	11697	8156	13978	9745	99.98%	69.73%	Best	69.72%	Best

WAGNER-PEYSER PY19	Total Participants in Q2 Employment Measure	Employed 2nd Quarter after exit	Percent of Population in Q2 Employment Measure	Total Participants in Q4 Employment Measure	Employed 4th Quarter after exit	Percent of Population in Q4 Employment Measure	Employed 2nd Quarter Rate	Difference in Rates	Standard Deviation	Number of Standard Deviations	Retention Rate	Difference in Rates	Standard Deviation	Number of Standard Deviations
All Gender	11699	8157	100%	13983	9747	100.00%	69.72%				69.71%	2.20%		
Male	6846	4662	58.52%	8257	5632	59.05%	68.10%	3.96%	0.03	2.421365	68.21%	3.69%	2.61%	1.4421096
Female	4842	3495	41.39%	5712	4107	40.85%	72.06%	0.00%	0.02	Max	71.90%	0.00%	2.61%	Max
Did Not Self Identify	11	6	0.09%	14	8	0.10%	Insuf Data	N/A	0.01	Insuf Data	Insuf Data	N/A	2.61%	Insuf Data
All Age	11699	8157	100.00%	13983	9747	100.00%	69.72%				69.71%			
14-21	1849	1268	15.80%	2190	1535	15.66%	68.58%	6.25%	0.05	1.204415	70.09%	1.98%	4.11%	1.48245
22-29	2578	1929	22.04%	3219	2320	23.02%	74.83%	0.00%	0.05	Max	72.07%	0.00%	4.11%	Max
30-54	5721	3995	48.90%	6800	4778	48.63%	69.83%	4.99%	0.04	1.141175	70.26%	1.81%	4.11%	1.4421096
55+	1551	965	13.26%	1774	1114	12.69%	62.22%	12.61%	0.05	1.3226102	62.80%	9.28%	4.11%	1.6533241
All Race	11699	8157	100.00%	13983	9747	100.00%	69.72%				69.71%			
American Indian/Alaskan Native	212	145	1.81%	259	165	1.85%	Insuf Data	N/A	0.06	Insuf Data	Insuf Data	N/A	2.88%	Insuf Data
Asian	36	21	0.31%	47	31	0.34%	Insuf Data	N/A	0.05	Insuf Data	Insuf Data	N/A	2.88%	Insuf Data
African American	3127	2254	26.73%	3595	2588	25.71%	72.08%	1.67%	0.05	1.2750928	71.99%	0.00%	2.88%	Insuf Data
Pacific Islander	39	29	0.33%	52	34	0.37%	Insuf Data	N/A	0.06	Insuf Data	Insuf Data	N/A	2.88%	Insuf Data
White	7987	5570	68.27%	9813	6791	70.18%	69.74%	4.02%	0.06	1.735105	69.20%	2.78%	2.88%	1.4421096
Did not Self Identify	614	371	5.25%	596	392	4.26%	60.42%	13.33%	0.06	1.2589016	65.77%	6.22%	2.88%	1.16595106
*More than one Race	301	222	2.57%	359	238	2.57%	73.75%	0.00%	0.05	Max	66.30%	5.69%	2.88%	1.77884306
All Hispanic	11699	8157	100.00%	13983	9747	100.00%	69.72%				69.71%			
Hispanic	260	196	2.22%	296	205	2.12%	75.38%	0.00%	0.08	Max	69.26%	0.61%	2.01%	1.2011764
Not Hispanic	588	355	5.03%	540	357	3.86%	60.37%	15.01%	0.06	1.2589016	66.11%	3.75%	2.01%	1.4824511
Did Not Self Identify	10851	7606	92.75%	13147	9185	94.02%	70.09%	5.29%	0.01	1.1681352	69.86%	0.00%	2.01%	Max
All Disability	11699	8157	100.00%	13983	9747	100.00%	69.72%				69.71%			
Not Disabled	10133	7167	86.61%	11762	8275	84.12%	70.73%	2.40%	0.17	1.1421022	70.35%	1.47%	13.07%	1.11257189
Disabled	513	220	4.38%	528	256	3.78%	42.88%	30.24%	0.17	1.2589016	48.48%	23.34%	13.07%	1.2589016
Participant Did Not Disclose	1053	770	9.00%	1693	1216	12.11%	73.12%	0.00%	0.02	Max	71.83%	0.00%	13.07%	Max
All LEP	11699	8157	100.00%	13983	9747	100.00%	69.72%				69.71%			
Yes	2	1	0.02%	5	2	0.04%	Insuf Data	N/A	#DIV/0!	Insuf Data	Insuf Data	N/A	#DIV/0!	Insuf Data
No	11697	8156	99.98%	13978	9745	99.96%	69.73%	0.00%	#DIV/0!	Max	69.72%	0.00%	#DIV/0!	Max

Adult

There was one area identified for adverse impact in the 80% and 2.0 Standard deviation analysis, the age group of 55 and older.

WIOA Adult PY19	Total Served	Percent of Demographic Served	Total Participants in Q2 Employment Measure	Employed 2nd Quarter after exit	Total Participants in Q4 Employment Measure	Employed 4th Quarter after exit	Percent of Population in Q2 Employment Measure	Employment Rate 2nd Quarter after Exit	Q2 Adverse Impact	Employment Rate 4th Quarter after Exit	Q4 Adverse Impact
All Gender	399		232	182	427	337	100.00%	78.45%		78.92%	
Male	233	58%	141	107	272	209	60.78%	75.89%	92.08%	76.84%	93.05%
Female	166	42%	91	75	155	128	39.22%	82.42%	Best	82.58%	Best
Did Not Self Identify	0	0%	0	0	0	0	0.00%	Insuf Data	N/A	Insuf Data	N/A
All Age	399		232	182	427	337	100.00%	78.45%		78.92%	
14-21	84	21%	21	15	50	40	9.05%	71.43%	85.46%	80.00%	96.00%
22-29	99	25%	54	44	102	85	23.28%	81.48%	97.49%	83.33%	Best
30-54	190	48%	134	112	226	183	57.76%	83.58%	Best	80.97%	97.17%
55+	26	7%	23	11	49	29	9.91%	47.83%	57.22%	59.18%	71.02%
All Race	399		232	182	427	337	100.00%	78.45%		78.92%	
American Indian/Alaskan Native	9	2%	4	3	6	5	1.72%	Insuf Data	N/A	Insuf Data	N/A
Asian	0	0%	0	0	0	0	0.00%	Insuf Data	N/A	Insuf Data	N/A
African American	123	31%	68	54	130	102	29.31%	79.41%	95.29%	78.46%	78.46%
Pacific Islander	1	0%	0	0	1	1	0.00%	Insuf Data	N/A	Insuf Data	N/A
White	255	64%	158	124	288	227	68.10%	78.48%	94.18%	78.82%	78.82%
Did not Self Identify	23	6%	8	6	9	9	3.45%	75.00%	90.00%	100.00%	Best
*More than one Race	10	3%	6	5	7	7	2.59%	83.33%	Best	100.00%	Best
All Hispanic	399		232	182	427	337	100.00%	78.45%		78.92%	
Hispanic	8	2%	2	2	5	4	0.86%	Insuf Data	N/A	Insuf Data	N/A
Not Hispanic	45	11%	37	25	92	70	15.95%	67.57%	84.13%	76.09%	95.47%
Did Not Self Identify	346	87%	193	155	330	263	83.19%	80.31%	Best	79.70%	Best
All Disability	399		232	182	427	337	100.00%	78.45%		78.92%	
Not Disabled	359	90%	204	162	367	293	87.93%	79.41%	Best	79.84%	Best
Disabled	26	7%	11	8	16	12	4.74%	72.73%	91.58%	75.00%	93.94%
Participant Did Not Disclose	14	4%	17	12	44	32	7.33%	70.59%	88.89%	72.73%	91.10%
All LEP.	399		232	182	427	337	100.00%	78.45%		78.92%	
Yes	1	0%	2	1	5	2	0.86%	Insuf Data	N/A	Insuf Data	N/A
No	398	100%	230	181	422	335	99.14%	78.70%	Best	79.38%	Best

WIOA ADULT PY19	Total Participants in Q2 Employment Measure	Employed 2nd Quarter after exit	Percent of Population in Q2 Employment Measure	Total Participants in Q4 Employment Measure	Employed 4th Quarter after exit	Percent of Population in Q4 Employment Measure	Employed 2nd Quarter Rate	Difference in Rates	Standard Deviation	Number of Standard Deviations	Retention Rate	Difference in Rates	Standard Deviation	Number of Standard Deviations
All Gender	232	182	100%	427	337	100.00%	78.45%				78.92%	3.66%		
Male	141	107	60.78%	272	209	63.70%	75.89%	6.53%	0.05	0.14	76.84%	5.74%	4.06%	0.14
Female	91	75	39.22%	155	128	36.30%	82.42%	0.00%	0.03	Max	82.58%	0.00%	4.06%	Max
Did Not Self Identify	0	0	0.00%	0	0	0.00%	Insuf Data	N/A	0.05	Insuf Data	Insuf Data	N/A	4.06%	Insuf Data
All Age	232	182	100.00%	427	337	100.00%	78.45%				78.92%			
14-21	21	15	9.05%	50	40	11.71%	71.43%	12.15%	0.16	0.14	80.00%	3.33%	11.21%	0.14
22-29	54	44	23.28%	102	85	23.89%	81.48%	2.10%	0.17	0.14	83.33%	0.00%	11.21%	Max
30-54	134	112	57.76%	226	183	52.93%	83.58%	0.00%	0.19	Max	80.97%	2.36%	11.21%	0.14
55+	23	11	9.91%	49	29	11.48%	47.83%	35.76%	0.22	0.13	59.18%	24.15%	11.21%	0.13
All Race	232	182	100.00%	427	337	100.00%	78.45%				78.92%			
American Indian/Alaskan Native	4	3	1.72%	6	5	1.41%	Insuf Data	N/A	0.03	Insuf Data	Insuf Data	N/A	12.33%	Insuf Data
Asian	0	0	0.00%	0	0	0.00%	Insuf Data	N/A	0.03	Insuf Data	Insuf Data	N/A	12.33%	Insuf Data
African American	68	54	29.31%	130	102	30.44%	79.41%	3.92%	0.03	0.10	78.46%	21.54%	12.33%	0.10
Pacific Islander	0	0	0.00%	1	1	0.23%	Insuf Data	N/A	0.06	Insuf Data	Insuf Data	N/A	12.33%	Insuf Data
White	158	124	68.10%	288	227	67.45%	78.48%	4.85%	0.05	0.23	78.82%	21.18%	12.33%	0.23
Did not Self Identify	8	6	3.45%	9	9	2.11%	75.00%	8.33%	0.05	0.13	100.00%	0.00%	12.33%	Max
*More than one Race	6	5	2.59%	7	7	1.64%	83.33%	0.00%	0.05	Max	Insuf Data	N/A	12.33%	Insuf Data
All Hispanic	232	182	100.00%	427	337	100.00%	78.45%				78.92%			
Hispanic	2	2	0.86%	5	4	1.17%	Insuf Data	N/A	0.09	Insuf Data	Insuf Data	N/A	2.55%	Insuf Data
Not Hispanic	37	25	15.95%	92	70	21.55%	67.57%	12.74%	0.07	0.10	76.09%	3.61%	2.55%	0.10
Did Not Self Identify	193	155	83.19%	330	263	77.28%	80.31%	0.00%	0.01	Max	79.70%	0.00%	2.55%	Max
All Disability	232	182	100.00%	427	337	100.00%	78.45%				78.92%			
Not Disabled	204	162	87.93%	367	293	85.95%	79.41%	0.00%	0.05	Max	79.84%	0.00%	3.63%	Max
Disabled	11	8	4.74%	16	12	3.75%	72.73%	6.68%	0.04	0.14	75.00%	4.84%	3.63%	0.14
Participant Did Not Disclose	17	12	7.33%	44	32	10.30%	70.59%	8.82%	0.06	0.13	72.73%	7.11%	3.63%	0.13
All LEP.	232	182	100.00%	427	337	100.00%	78.45%				78.92%			
Yes	2	1	0.86%	5	2	1.17%	Insuf Data	N/A	#DIV/0!	Insuf Data	Insuf Data	N/A	#DIV/0!	Insuf Data
No	230	181	99.14%	422	335	98.83%	78.70%	0.00%	#DIV/0!	Max	79.38%	0.00%	#DIV/0!	Max

Dislocated Worker

In the Dislocated Worker analysis the race group, African American was flagged for adverse impact in the 2nd Quarter. It was not flagged in the 4th quarter and no other areas were identified in the 80% and 2.0 Standard Deviation.

WIOA Dislocated Worker PY19	Total Served During Program Year	Percent of Demographic Served	Total Participants in Q2 Employment Measure	Employed 2nd Quarter after exit	Total Participants in Q4 Employment Measure	Employed 4th Quarter after exit	Percent of Population in Q2 Employment Measure	Employment Rate 2nd Quarter after Exit	Q2 Adverse Impact	Employment Rate 4th Quarter after Exit	Q4 Adverse Impact
All Gender	74		90	72	160	133	100.00%	80.00%		83.13%	
Male	53	72%	72	57	137	113	80.00%	79.17%	95.00%	82.48%	94.85%
Female	21	28%	18	15	23	20	20.00%	83.33%	Best	86.96%	Best
Did Not Self Identify	0	0%	0	0	0	0	0.00%	Insuf Data	N/A	Insuf Data	N/A
All Age	74		90	72	160	133	100.00%	80.00%		83.13%	
14-21	3	4%	0	0	0	0	0.00%	Insuf Data	N/A	Insuf Data	N/A
22-29	6	8%	14	12	20	18	15.56%	85.71%	92.44%	90.00%	99.00%
30-54	48	65%	55	51	110	100	61.11%	92.73%	Best	90.91%	Best
55+	17	23%	21	9	30	15	23.33%	42.86%	46.22%	50.00%	55.00%
All Race	74		90	72	160	133	100.00%	80.00%		83.13%	
American Indian/Alaskan Native	1	1%	2	2	3	3	2.22%	100.00%	Best	100.00%	Best
Asian	0	0%	0	0	0	0	0.00%	Insuf Data	N/A	Insuf Data	N/A
African American	13	18%	15	10	29	25	16.67%	66.67%	66.67%	86.21%	86.21%
Pacific Islander	1	1%	0	0	1	1	0.00%	Insuf Data	N/A	Insuf Data	N/A
White	59	80%	74	61	131	108	82.22%	82.43%	82.43%	82.44%	82.44%
Did not Self Identify	2	3%	1	1	0	0	1.11%	Insuf Data	N/A	Insuf Data	N/A
*More than one Race	2	3%	2	2	4	4	2.22%	100.00%	Best	100.00%	Best
All Hispanic	74		90	72	160	133	100.00%	80.00%		83.13%	
Hispanic	0	0%	1	1	3	2	1.11%	Insuf Data	N/A	Insuf Data	N/A
Not Hispanic	9	12%	25	17	60	49	27.78%	68.00%	80.59%	81.67%	96.61%
Did Not Self Identify	65	88%	64	54	97	82	71.11%	84.38%	Best	84.54%	Best
All Disability	74		90	72	160	133	100.00%	80.00%		83.13%	
Not Disabled	72	97%	77	63	140	116	85.56%	81.82%	Best	82.86%	98.39%
Disabled	0	0%	0	0	1	1	0.00%	Insuf Data	N/A	Insuf Data	N/A
Participant Did Not Disclose	2	3%	13	9	19	16	14.44%	69.23%	84.62%	84.21%	Best
All LEP	74		90	72	160	133	100.00%	80.00%		83.13%	
Yes	1	1%	0	0	1	1	0.00%	Insuf Data	N/A	Insuf Data	N/A
No	73	99%	90	72	159	132	100.00%	80.00%	Best	83.02%	Best

WIOA DW PY19	Total Participants in Q2 Employment Measure	Employed 2nd Quarter after exit	Percent of Population in Q2 Employment Measure	Total Participants in Q4 Employment Measure	Employed 4th Quarter after exit	Percent of Population in Q4 Employment Measure	Employed 2nd Quarter Rate	Difference in Rates	Standard Deviation	Number of Standard Deviations	Retention Rate	Difference in Rates	Standard Deviation	Number of Standard Deviations
All Gender	90	72	100.00%	160	133	100.00%	80.00%				83.13%	3.13%		
Male	72	57	80.00%	137	113	85.63%	79.17%	4.17%	0.03	0.14373592	82.48%	4.47%	3.16%	0.14373592
Female	18	15	20.00%	23	20	14.38%	83.33%	0.00%	0.02	Max	86.96%	0.00%	3.16%	Max
Did Not Self Identify	0	0	0.00%	0	0	0.00%	Insuf Data	N/A	#DIV/0!	Insuf Data	Insuf Data	N/A	3.16%	Insuf Data
All Age	90	72	100.00%	160	133	100.00%	80.00%				83.13%			
14-21	0	0	0.00%	0	0	0.00%	Insuf Data	N/A	0.27	Insuf Data	Insuf Data	N/A	23.36%	Insuf Data
22-29	14	12	15.56%	20	18	12.50%	85.71%	7.01%	0.22	0.17027207	90.00%	0.91%	23.36%	Max
30-54	55	51	61.11%	110	100	68.75%	92.73%	0.00%	0.25	Max	90.91%	0.00%	23.36%	Max
55+	21	9	23.33%	30	15	18.75%	42.86%	49.87%	0.29	0.17027207	50.00%	40.91%	23.36%	0.17027207
All Race	90	72	100.00%	160	133	100.00%	80.00%				83.13%			
American Indian/Alaskan Native	2	2	2.22%	3	3	1.88%	100.00%	0.00%	0.16	Max	Insuf Data	N/A	9.24%	Insuf Data
Asian	0	0	0.00%	0	0	0.00%	Insuf Data	N/A	0.14	Insuf Data	Insuf Data	N/A	9.24%	Insuf Data
African American	15	10	16.67%	29	25	18.13%	66.67%	33.33%	0.14	0.14373592	86.21%	13.79%	9.24%	0.14373592
Pacific Islander	0	0	0.00%	1	1	0.63%	Insuf Data	N/A	0.13	Insuf Data	Insuf Data	N/A	9.24%	Insuf Data
White	74	61	82.22%	131	108	81.88%	82.43%	17.57%	0.11	0.11111214	82.44%	17.56%	9.24%	0.11111214
Did not Self Identify	1	1	1.11%	0	0	0.00%	Insuf Data	N/A	0.12	Insuf Data	Insuf Data	N/A	9.24%	Insuf Data
*More than one Race	2	2	2.22%	4	4	2.50%	100.00%	0.00%	0.10	Max	100.00%	0.00%	9.24%	Max
All Hispanic	90	72	100.00%	160	133	100.00%	80.00%				83.13%			
Hispanic	1	1	1.11%	3	2	1.88%	Insuf Data	N/A	0.12	Insuf Data	Insuf Data	N/A	2.03%	Insuf Data
Not Hispanic	25	17	27.78%	60	49	37.50%	68.00%	16.38%	0.08	0.13143882	81.67%	2.87%	2.03%	0.13143882
Did Not Self Identify	64	54	71.11%	97	82	60.63%	84.38%	0.00%	0.02	Max	84.54%	0.00%	2.03%	Max
All Disability	90	72	100.00%	160	133	100.00%	80.00%				83.13%			
Not Disabled	77	63	85.56%	140	116	87.50%	81.82%	0.00%	0.09	Max	82.86%	1.35%	0.96%	0.14373592
Disabled	0	0	0.00%	1	1	0.63%	Insuf Data	N/A	0.08	Insuf Data	Insuf Data	N/A	0.96%	Insuf Data
Participant Did Not Disclose	13	9	14.44%	19	16	11.88%	69.23%	12.59%	0.08	0.12576021	84.21%	0.00%	0.96%	Max
All LEP	90	72	100.00%	160	133	100.00%	80.00%				83.13%			
Yes	0	0	0.00%	1	1	0.63%	Insuf Data	N/A	#DIV/0!	Insuf Data	Insuf Data	N/A	#DIV/0!	Insuf Data
No	90	72	100.00%	159	132	99.38%	80.00%	0.00%	#DIV/0!	Max	83.02%	0.00%	#DIV/0!	Max
Preferred Language														

Youth

The Youth program has a few areas flagged for adverse impact. The race category of more than one race, Non-Hispanic, and Did Not Self-Identify in the second quarter after exit. These areas were not flagged in the 4th Quarter. No other areas were flagged on both the 80% and 2.0 Standard Deviation analysis.

WIOA Youth PY19	Total Served During Program Year	Percent of Demographic Served	Total Participants in Q2 Employment Measure	Employed 2nd Quarter after exit	Total Participants in Q4 Employment Measure	Employed 4th Quarter after exit	Percent of Population in Q2 Employment Measure	Employment Rate 2nd Quarter after Exit	Q2 Adverse Impact	Employment Rate 4th Quarter after Exit	Q4 Adverse Impact
22-29	27	14%	20	18	21	13	21.98%	90.00%	Best	61.90%	90.55%
30-54	0	0%	0	0	0	0	0.00%	Insuf Data	N/A	Insuf Data	N/A
55+	0	0%	0	0	0	0	0.00%	Insuf Data	N/A	Insuf Data	N/A
All Race	192		91	70	119	80	100.00%	76.92%		67.23%	
American Indian/Alaskan Native	6	3%	0	0	0	0	0.00%	Insuf Data	N/A	Insuf Data	N/A
Asian	1	1%	0	0	0	0	0.00%	Insuf Data	N/A	Insuf Data	N/A
African American	50	26%	30	20	40	26	32.97%	66.67%	66.67%	65.00%	95.09%
Pacific Islander	0	0%	1	0	0	0	1.10%	Insuf Data	N/A	Insuf Data	N/A
White	116	60%	61	49	79	54	67.03%	80.33%	80.33%	68.35%	Best
Did not Self Identify	25	13%	2	2	2	1	2.20%	100.00%	Best	50.00%	73.15%
*More than one Race	5	3%	3	1	2	1	3.30%	33.33%	33.33%	50.00%	73.15%
All Hispanic	192		91	70	119	80	100.00%	76.92%		67.23%	
Hispanic	5	3%	4	4	1	1	4.40%	100.00%	Best	100.00%	Best
Not Hispanic	25	13%	7	5	19	13	7.69%	71.43%	71.43%	68.42%	68.42%
Did Not Self Identify	162	84%	80	61	99	66	87.91%	76.25%	76.25%	66.67%	66.67%
All Disability	192		91	70	119	80	100.00%	76.92%		67.23%	
Not Disabled	142	74%	73	58	90	63	80.22%	79.45%	Best	70.00%	Best
Disabled	39	20%	7	5	7	4	7.69%	71.43%	89.90%	57.14%	81.63%
Participant Did Not Disclose	11	6%	11	7	22	13	12.09%	63.64%	80.09%	59.09%	84.42%
All LEP	192		91	70	119	80	100.00%	76.92%		67.23%	
Yes	0	0%	2	1	2	0	2.20%	50.00%	64.49%	0.00%	0.00%
No	192	100%	89	69	117	80	97.80%	77.53%	Best	68.38%	Best

WIOA YOUTH PY19	Total Participants in Q2 Employment Measure	Employed 2nd Quarter after exit	Percent of Population in Q2 Employment Measure	Total Participants in Q4 Employment Measure	Employed 4th Quarter after exit	Percent of Population in Q4 Employment Measure	Employed 2nd Quarter Rate	Difference in Rates	Standard Deviation	Number of Standard Deviations	Retention Rate	Difference in Rates	Standard Deviation	Number of Standard Deviations
All Gender	91	70	100%	119	80	100.00%	76.92%				67.23%	4.20%		
Male	41	30	45.05%	49	30	41.18%	73.17%	6.83%	0.05	0.14213962	61.22%	10.20%	7.22%	0.14213962
Female	50	40	54.95%	70	50	58.82%	80.00%	0.00%	0.02	Max	71.43%	0.00%	7.22%	Max
Did Not Self Identify	0	0	0.00%	0	0	0.00%	Insuf Data	N/A	0.03	Insuf Data	Insuf Data	N/A	7.22%	Insuf Data
All Age	91	70	100.00%	119	80	100.00%	76.92%				67.23%			
14-21	71	52	76.02%	98	67	82.35%	73.24%	16.76%	0.12	0.04213962	60.37%	0.00%	4.57%	Max
22-29	20	18	21.98%	21	13	17.65%	90.00%	0.00%	0.09	Max	61.90%	6.46%	4.57%	0.04213962
30-54	0	0	0.00%	0	0	0.00%	Insuf Data	N/A	#DIV/0!	Insuf Data	Insuf Data	N/A	4.57%	Insuf Data
55+	0	0	0.00%	0	0	0.00%	Insuf Data	N/A		Insuf Data	Insuf Data	N/A	4.57%	Insuf Data
All Race	91	70	100.00%	119	80	100.00%	76.92%				67.23%			
American Indian/Alaskan Native	0	0	0.00%	0	0	0.00%	Insuf Data	N/A	0.28	Insuf Data	Insuf Data	N/A	2.37%	Insuf Data
Asian	0	0	0.00%	0	0	0.00%	Insuf Data	N/A	0.24	Insuf Data	Insuf Data	N/A	2.37%	Insuf Data
African American	30	20	32.97%	40	26	33.61%	66.67%	33.33%	0.25	0.04213962	65.00%	3.35%	2.37%	0.04213962
Pacific Islander	1	0	1.10%	0	0	0.00%	Insuf Data	N/A	0.25	Insuf Data	Insuf Data	N/A	2.37%	Insuf Data
White	61	49	67.03%	79	54	66.39%	80.33%	19.67%	0.22	0.04213962	68.35%	0.00%	2.37%	Max
Did not Self Identify	2	2	2.20%	2	1	1.68%	100.00%	0.00%	0.22	Max	Insuf Data	N/A	2.37%	Insuf Data
*More than one Race	3	1	3.30%	2	1	1.68%	33.33%	66.67%	0.20	0.04213962	Insuf Data	N/A	2.37%	Insuf Data
All Hispanic	91	70	100.00%	119	80	100.00%	76.92%				67.23%			
Hispanic	4	4	4.40%	1	1	0.84%	100.00%	0.00%	0.15	Max	Insuf Data	N/A	1.24%	Insuf Data
Not Hispanic	7	5	7.69%	19	13	15.97%	71.43%	28.57%	0.03	0.04213962	68.42%	0.00%	1.24%	Max
Did Not Self Identify	80	61	87.91%	99	66	83.19%	76.25%	23.75%	0.02	0.04213962	66.67%	1.75%	1.24%	0.04213962
All Disability	91	70	100.00%	119	80	100.00%	76.92%				67.23%			
Not Disabled	73	58	80.22%	90	63	75.63%	79.45%	0.00%	0.08	Max	70.00%	0.00%	6.93%	Max
Disabled	7	5	7.69%	7	4	5.88%	71.43%	8.02%	0.07	0.04213962	57.14%	12.86%	6.93%	0.04213962
Participant Did Not Disclose	11	7	12.09%	22	13	18.49%	63.64%	15.82%	0.13	0.04213962	59.09%	10.91%	6.93%	0.04213962
All LEP	91	70	100.00%	119	80	100.00%	76.92%				67.23%			
Yes	2	1	2.20%	2	0	1.68%	50.00%	27.53%	0.19	0.04213962	Insuf Data	N/A	#DIV/0!	Insuf Data
No	89	69	97.80%	117	80	98.32%	77.53%	0.00%	0.19	Max	68.38%	0.00%	#DIV/0!	Max

Veteran

The Veteran program has a few areas that has been flagged for adverse impact based on the results of the 80% and 2.0 Standard Deviation analysis. Due to low numbers the Missouri Department of Higher Education and Workforce Development. They have sent the analysis for the 1st and 2nd quarters as opposed to the 2nd and 4th quarters. The areas flagged include Males and age 55 and over in both the 1st and 2nd quarter.

Veterans Program PY19	Total Exited	Employed 1st Quarter after exit	Employed 2nd Quarter after exit	% of Total Participants	Employed 1st Quarter Rate	Adverse Impact	2nd Quarter Rate	Adverse Impact
All Gender	122	38	22	100.00%	31.15%		18.03%	
Male	107	29	17	87.70%	27.10%	45.17%	15.89%	47.66%
Female	15	9	5	12.30%	60.00%	Best	33.33%	Best
Did Not Self Identify				0.00%	Insuf Data	N/A	Insuf Data	N/A
All Age	122	38	22	100.00%	31.15%		18.03%	
14-21	3	1	1	2.46%	33.33%	66.67%	33.33%	Best
22-29	10	5	2	8.20%	50.00%	Best	20.00%	60.00%
30-54	71	25	15	58.20%	35.21%	70.42%	21.13%	63.38%
55+	38	7	4	31.15%	18.42%	36.84%	10.53%	31.58%
All Race	122	38	22	100.00%	31.15%		18.03%	
American Indian	2	1	1	1.64%	Insuf Data	N/A	Insuf Data	N/A
Asian				0.00%	Insuf Data	N/A	Insuf Data	N/A
Black	19	6	3	15.57%	31.58%	Best	15.79%	92.76%
Pacific Islander	2	1		1.64%	Insuf Data	N/A	Insuf Data	N/A
White	94	27	16	77.05%	28.72%	90.96%	17.02%	Best
All Hispanic	122	38	22	100.00%	31.15%		18.03%	
Hispanic	2	2		1.64%	Insuf Data	N/A	Insuf Data	N/A
n/a	3	2	2	2.46%	66.67%	Best	66.67%	Best
All Disability	122	38	22	100.00%	31.15%		18.03%	
Disabled	38	8	6	31.15%	21.05%	60.73%	15.79%	85%
Not Disabled	75	26	14	61.48%	34.67%	Best	18.67%	Best

Veterans Program PY19	Total Exited	Employed 1st Quarter after exit	Employed 2nd Quarter after exit	% of Total Participants	Employed 1st Quarter Rate	Difference in Rates	Standard Deviation	Number of Standard Deviations	Employed 2nd Quarter Rate	Difference in Rates	Standard Deviation	Number of Standard Deviations
All Gender	122	38	22	100.00%	0.3115				0.1803			
Male	107	29	17	87.70%	0.2710	32.90%	6.3313%	5.20	0.1589	17.45%	5.2562%	3.32
Female	15	9	5	12.30%	0.6000	0.00%	12.7677%	0.00	0.3333	0.00%	10.5997%	0.00
All Age	122	38	22	100.00%	0.3115				0.1803			
14-21	3	1	1	2.46%	0.3333	16.67%	27.2959%	0.61	0.3333	0.00%	22.6609%	0.00
22-29	10	5	2	8.20%	0.5000	0.00%	15.6417%	0.00	0.2000	13.33%	12.9857%	1.03
30-54	71	25	15	58.20%	0.3521	14.79%	7.7724%	1.90	0.2113	12.21%	6.4526%	1.89
55+	38	7	4	31.15%	0.1842	31.58%	9.3082%	3.39	0.1053	22.81%	7.7276%	2.95
All Race	122	38	22	100.00%	0.3115				0.1803			
American Indian	2	1	1	1.64%	Insuf Data	N/A	N/A	N/A	Insuf Data	N/A	N/A	N/A
Asian				0.00%	Insuf Data	N/A	N/A	N/A	Insuf Data	N/A	N/A	N/A
Black	19	6	3	15.57%	0.3158	0.00%	11.6485%	0.00	0.1579	1.23%	9.6705%	0.13
Pacific Islander	2	1		1.64%	Insuf Data	N/A	N/A	N/A	Insuf Data	N/A	N/A	N/A
White	94	27	16	77.05%	0.2872	2.86%	6.7550%	0.42	0.1702	0.00%	5.6079%	0.00
All Hispanic	122	38	22	100.00%	0.3115				0.1803			
Hispanic	2	2		1.64%	Insuf Data	N/A	N/A	N/A	Insuf Data	N/A	N/A	N/A
n/a	3	2	2	2.46%	0.6667	0.00%	37.8117%	0.00	0.6667	0.00%	31.3911%	0.00
All Disability	122	38	22	100.00%	0.3115				0.1803			
Disabled	38	8	6	31.15%	0.2105	13.61%	9.2212%	1.48	0.1579	2.88%	7.6554%	0.38
Not Disabled	75	26	14	61.48%	0.3467	0.00%	7.5623%	0.00	0.1867	0.00%	6.2782%	0.00

Trade/Migrant Seasonal Farmworkers/Reemployment Services and Eligibility Assessment (RESEA)

These programs have performance rates but as a board we are not included in those negotiations and did not have information to provide to the local level for these programs, we do not locally hold contracts or operate these programs at the Southeast Workforce Development Board Level, these are all state operated and contracted programs.

SkillUP

Beginning October 1, 2019, FSD contracted directly with the Southeast Workforce Development Board. As of the contract that we signed separately, we began tracking not only enrollments but also employment outcomes as directed by FSD and will be able to create better reports on employment outcomes in future program years, this year the data was analyzed using enrollments during PY2019, fundable services, and employment outcomes. SkillUp does not use the MoPerforms system to show outcomes like the WIOA Adult, Dislocated Worker, Youth, and Veterans Programs. Additionally the reporting in MoJobs lacks SkillUp consideration and filters. We have recorded Age, Disability Status, Race, and Gender. However, Hispanic, and LEP was not tracked for this program year, we will start to track those other two demographics for future reporting. I have instructed all program management leads that all demographics and outcomes must be recorded and available starting this year.

SkillUp FNS

In the SkillUp FNS program the age groups of 22-29 and 30-54 were flagged for adverse impact.

SkillUp FNS Program PY19	Total Exited	Received Fundable Service	Reported Employment	% of Total Participants	Received Fundable Service Rate	Adverse Impact	Reported Employment Rate	Adverse Impact
All Gender	37	7	6	100.00%	18.92%		16.22%	
Male	25	4	3	67.57%	16.00%	88.00%	12.00%	66.00%
Female	11	2	2	29.73%	18.18%	Best	18.18%	Best
Did Not Self Identify	1	1	1	4.00%	100.00%	550.00%	100.00%	550.00%
All Age	37	7	6	100.00%	18.92%		16.22%	
14-21	2	1	1	5.41%	50.00%	Best	50.00%	Best
22-29	9	1	1	24.32%	11.11%	22.22%	11.11%	22.22%
30-54	21	4	3	56.76%	19.05%	38.10%	14.29%	28.57%
55+	5	1	1	13.51%	20.00%	40.00%	20.00%	40.00%
All Race	37	7	6	100.00%	18.92%		16.22%	
American Indian	0	0	0	0.00%	Insuf Data	N/A	Insuf Data	N/A
Asian	0	0	0	0.00%	Insuf Data	N/A	Insuf Data	N/A
Black	12	3	3	32.43%	25.00%	Best	25.00%	Best
Pacific Islander	0	0	0	0.00%	Insuf Data	N/A	Insuf Data	N/A
White	20	2	1	54.05%	10.00%	40.00%	5.00%	20.00%
Did not Self Identify	5	2	2		Insuf Data	N/A	Insuf Data	N/A
*More than one Race	0	0	0	0.00%	Insuf Data	N/A	Insuf Data	N/A
All Disability	37	7	6	100.00%	18.92%		16.22%	
Disabled	4	1	0	10.81%	25.00%	Best	0.00%	0%
Not Disabled	32	5	5	86.49%	15.63%	62.50%	15.63%	Best
Participant Did Not Disclose	1	1	1	25.00%	100.00%	400.00%	100.00%	640.00%

SkillUp FNS Program PY19	Total Exited	Received Fundable Service	Reported Employment	% of Total Participants	Received Fundable Service Rate	Difference in Rates	Standard Deviation	Number of Standard Deviations	Reported Employment Rate	Difference in Rates	Standard Deviation	Number of Standard Deviations
All Gender	37	7	6	100.00%	0.1892				0.1622			
Male	25	4	3	67.57%	0.1600	2.18%	11.0778%	0.20	0.1200	6.18%	10.4256%	0.56
Female	11	2	2	29.73%	0.1818	0.00%	14.1707%	0.00	0.1818	0.00%	13.3364%	0.00
Did Not Self Identify	1	1	1	9.09%	1.0000	-81.82%	39.3333%	-2.08	1.0000	-81.82%	39.3333%	-2.08
All Age	37	7	6	100.00%	0.1892				0.1622			
14-21	2	1	1	5.41%	0.5000	0.00%	28.9833%	0.00	0.5000	0.00%	27.2768%	0.00
22-29	9	1	1	24.32%	0.1111	38.89%	15.6041%	2.49	0.1111	38.89%	14.6854%	2.85
30-54	21	4	3	56.76%	0.1905	30.95%	12.0869%	2.56	0.1429	35.71%	11.3752%	3.14
55+	5	1	1	13.51%	0.2000	30.00%	19.4895%	1.54	0.2000	30.00%	18.3420%	1.64
All Race	37	7	6	100.00%	0.1892				0.1622			
American Indian	0	0	0	0.00%	Insuf Data	N/A	N/A	N/A	Insuf Data	N/A	N/A	N/A
Asian	0	0	0	0.00%	Insuf Data	N/A	N/A	N/A	Insuf Data	N/A	N/A	N/A
Black	12	3	3	32.43%	0.2500	0.00%	14.3014%	0.00	0.2500	0.00%	13.4594%	0.00
Pacific Islander	0	0	0	0.00%	Insuf Data	N/A	N/A	N/A	Insuf Data	N/A	N/A	N/A
White	20	2	1	54.05%	0.1000	15.00%	12.3853%	1.21	0.0500	20.00%	11.6561%	1.72
Did not Self Identify	5	2	2	25.00%	0.4000	-15.00%	15.0000%	-1.00	0.4000	-15.00%	10.8972%	-1.38
*More than one Race	0	0	0	0.00%	Insuf Data	N/A	N/A	N/A	Insuf Data	N/A	N/A	N/A
All Disability	37	7	6	100.00%	0.1892				0.1622			
Disabled	4	1	0	10.81%	0.2500	0.00%	20.7708%	0.00	0.0000	N/A	N/A	N/A
Not Disabled	32	5	5	86.49%	0.1563	9.38%	9.7915%	0.96	0.1563	0.00%	9.2150%	0.00
Participant Did Not Disclo	1	1	1	3.13%	1.0000	-75.00%	36.8722%	-2.03	1.0000	-84.38%	36.8722%	-2.26

SkillUp TANF

The SkillUp TANF program had a few areas flagged for Adverse Impact, the age group of 22-29, females, and the race group African American.

SkillUp TANF Program PY19	Total Exited	Received Fundable Service	Reported Employment	% of Total Participants	Received Fundable Service Rate	Adverse Impact	Reported Employment Rate	Adverse Impact
All Gender	75	34	15	100.00%	45.33%		20.00%	
Male	23	11	7	30.67%	47.83%	Best	30.43%	Best
Female	43	15	4	57.33%	34.88%	72.94%	9.30%	30.56%
Did Not Self Identify	9	8	4	39.13%	88.89%	185.86%	44.44%	146.03%
All Age	75	34	15	100.00%	45.33%		20.00%	
14-21	15	10	2	20.00%	66.67%	Best	13.33%	42.42%
22-29	24	9	2	32.00%	37.50%	56.25%	8.33%	26.52%
30-54	35	15	11	46.67%	42.86%	64.29%	31.43%	Best
55+	1	0	0	1.33%	Insuf Data	N/A	Insuf Data	N/A
All Race	75	34	15	100.00%	45.33%		20.00%	
American Indian	0	0	0	0.00%	Insuf Data	N/A	Insuf Data	N/A
Asian	0	0	0	0.00%	Insuf Data	N/A	Insuf Data	N/A
Black	34	16	4	45.33%	47.06%	88.24%	11.76%	32.09%
Pacific Islander	0	0	0	0.00%	Insuf Data	N/A	Insuf Data	N/A
White	30	16	11	40.00%	53.33%	Best	36.67%	Best
Did not Self Identify	11	2	0					
*More than one Race	0	0	0	0.00%	Insuf Data	N/A	Insuf Data	N/A
All Disability	75	34	15	100.00%	45.33%		20.00%	
Disabled	62	24	10	82.67%	38.71%	77.42%	16.13%	65%
Not Disabled	4	2	1	5.33%	50.00%	Best	25.00%	Best
Participant Did Not Disclo	9	8	4	14.52%	88.89%	177.78%	44.44%	177.78%

SkillUp TANF Program PY19	Total Exited	Employed 1st Quarter after exit	Employed 2nd Quarter after exit	% of Total Participants	Employed 1st Quarter Rate	Difference in Rates	Standard Deviation	Number of Standard Deviations	Employed 2nd Quarter Rate	Difference in Rates	Standard Deviation	Number of Standard Deviations
All Gender	75	34	15	100.00%	0.4533				0.2000			
Male	23	11	7	30.67%	0.4783	0.00%	12.8601%	0.00	0.3043	0.00%	10.3332%	0.00
Female	43	15	4	57.33%	0.3488	12.94%	10.7362%	1.21	0.0930	21.13%	8.6266%	2.45
Did Not Self Identify	9	8	4	20.93%	0.8889	-41.06%	17.4704%	-2.35	0.4444	-14.01%	10.6473%	-1.32
All Age	75	34	15	100.00%	0.4533				0.2000			
14-21	15	10	2	20.00%	0.6667	0.00%	15.3630%	0.00	0.1333	18.10%	12.3443%	1.47
22-29	24	9	2	32.00%	0.3750	29.17%	13.1934%	2.21	0.0833	23.10%	10.6010%	2.18
30-54	35	15	11	46.67%	0.4286	23.81%	11.9001%	2.00	0.3143	0.00%	9.5618%	0.00
55+	1	0	0	1.33%	Insuf Data	N/A	N/A	N/A	Insuf Data	N/A	N/A	N/A
All Race	75	34	15	100.00%	0.4533				0.2000			
American Indian	0	0	0	0.00%	Insuf Data	N/A	N/A	N/A	Insuf Data	N/A	N/A	N/A
Asian	0	0	0	0.00%	Insuf Data	N/A	N/A	N/A	Insuf Data	N/A	N/A	N/A
Black	34	16	4	45.33%	0.4706	6.27%	12.0738%	0.52	0.1176	24.90%	9.7014%	2.57
Pacific Islander	0	0	0	0.00%	Insuf Data	N/A	N/A	N/A	Insuf Data	N/A	N/A	N/A
White	30	16	11	40.00%	0.5333	0.00%	12.4698%	0.00	0.3667	0.00%	10.0196%	0.00
Did not Self Identify	10	2	0	33.33%	0.2000	33.33%	17.9469%	1.86	0.0000	N/A	N/A	N/A
*More than one Race	0	0	0	0.00%	Insuf Data	N/A	N/A	N/A	Insuf Data	N/A	N/A	N/A
All Disability	75	34	15	100.00%	0.4533				0.2000			
Disabled	62	24	10	82.67%	0.3871	11.29%	8.9411%	1.26	0.1613	8.87%	7.1842%	1.23
Not Disabled	4	2	1	5.33%	0.5000	0.00%	25.6813%	0.00	0.2500	0.00%	20.6351%	0.00
Participant Did Not Disclose	9	8	4	225.00%	0.8889	-38.89%	17.8354%	-2.18	0.4444	-19.44%	15.4459%	-1.26

Summer Jobs

Beginning October 1, 2019 the Summer Jobs or Jobs League was contracted directly with the Southeast Workforce Development board through FSD as opposed to the contract flowing through Missouri Office of Workforce Development to the Southeast Workforce Development Board. This is under a Generic Application in MoJobs and we are not aware of any reports that will pull the EO Demographic information from the system. We locally track all enrollments and demographics on each enrollment, for PY19 we only have demographics for gender, age, and disability. We began tracking the other demographics for race, Hispanic, and limit English proficiency in PY20 and that information will be reported in the PY2020 Programs and Services Report. There were no areas identified in both assessments for adverse impact in the Summer Jobs League Program.

Summer Jobs PY18	Total Served During Program Year	Percent of Demographic Served	Total Participants able to complete	Total Participants who completed	Percent of Population in Q2 Employment Measure	Employment Rate 2nd Quarter after Exit	Q2 Adverse Impact
All Gender	40		37	34	100.00%	91.89%	
Male	27	68%	24	23	64.86%	95.83%	Best
Female	13	33%	13	11	35.14%	84.62%	88.29%
All Age	40		37	34	100.00%	91.89%	
14-21	38	95%	35	32	94.59%	91.43%	91.43%
22-29	2	5%	2	2	5.41%	100.00%	Best
All Disability	40		37	34	100.00%	91.89%	
Not Disabled	34	85%	32	29	86.49%	90.63%	90.63%
Disabled	3	8%	2	2	5.41%	100.00%	Best
Participant Did Not Disclose	3	8%	3	3	8.11%	100.00%	Best

Summer Jobs PY18	Total Served During Program Year	Percent of Demographic Served	Total Participants able to complete	Total Participants who completed	Percent of Population in Q2 Employment Measure	Employment Rate 2nd Quarter after Exit	Q2 Adverse Impact
All Gender	40		37	34	100.00%	91.89%	
Male	27	68%	24	23	64.86%	95.83%	Best
Female	13	33%	13	11	35.14%	84.62%	88.29%
All Age	40		37	34	100.00%	91.89%	
14-21	38	95%	35	32	94.59%	91.43%	91.43%
22-29	2	5%	2	2	5.41%	100.00%	Best
All Disability	40		37	34	100.00%	91.89%	
Not Disabled	34	85%	32	29	86.49%	90.63%	90.63%
Disabled	3	8%	2	2	5.41%	100.00%	Best
Participant Did Not Disclose	3	8%	3	3	8.11%	100.00%	Best

Summary of Anecdotal Evidence

The American Community Survey provides a wide range of important statistics about people and housing, including statics on language, education, commuting, employment, mortgage status and rent, income, poverty and health insurance coverage for every community in the nation. The updated 5-year for 2016-2020 were scheduled to be released in December 2021, due to impacts of COVID-19 on data collection they have rescheduled this release for March 31st, 2022. Based on this information, I am continuing to us the 2013-2017 information since the updated version is not available until after the report is due. Please see the two images below stating this issue on the data update.

census.gov/newsroom/press-releases/2021/acs-5-year-estimates.html

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[Census.gov / Newsroom / Press Releases / Census Bureau Statement on 2020 American Community Survey 5-Year Data](#)

FOR IMMEDIATE RELEASE: MONDAY, DECEMBER 20, 2021

Census Bureau Statement on 2020 American Community Survey 5-Year Data

DECEMBER 20, 2021
RELEASE NUMBER CB21-RTQ.17


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Dec. 20, 2021 — In November, the U.S. Census Bureau announced it would delay the release of the 2016-2020 American Community Survey (ACS) 5-year data, originally scheduled for December 2021, due to the impacts of COVID-19 on data collection. We continue to make progress towards a mid- to late-March 2022 data product release.

Since November, we have refined our methodology to reduce the impact of the nonresponse bias due to the COVID-19 pandemic. The methodology improves the 2020 data input by comparing characteristics for responding and nonresponding households using administrative, third-party and decennial census data. The 2020 input data are then integrated with the inputs from 2016, 2017, 2018, and 2019, that were processed using the standard ACS methodology, in order to provide the basis for creating our 5-year data products.

The Census Bureau recognizes the critical importance of the ACS 5-year data, in particular, on government and business decision-making and the need for quality ACS data for that purpose. Over the next month, the Census Bureau will conduct quality reviews to ensure that this methodology is performing appropriately at all levels of geography and that the resulting data meet our quality standards.

We expect to provide another update early in 2022.





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Preview of 2016-2020 American Community Survey (ACS) Five-Year Estimates Release

MARCH 10, 2022

Description

The Census Bureau will also host a prerelease webinar March 10, to show participants how to access the data and how to compare geographies and statistics over time.

The [American Community Survey](#) provides a wide range of important statistics about people and housing, including statistics on language, education, commuting, employment, mortgage status and rent, income, poverty and health insurance coverage for every community in the nation. It is the only source of local estimates for most of the [40-plus topics](#) covered.

The five-year estimates will be available for all 50 states, the District of Columbia, Puerto Rico, every congressional district, and all counties, places, census tracts, ZIP Code Tabulation Areas and block groups.

Data from the 2016-2020 ACS 5-year Variance Replicate Estimates and the Public Use Microdata Sample will be available March 31, 2022. View the [release schedule](#).

County	Total Population				Gender		Veterans	Race/Ethnicity							
	Under 24 years	Age 25-34	Age 35-54	Age 55+	Male	Female		White	Black or African American	American Indian and Alaska Native	Asian	Native Hawaiian and Other Pacific Islander	Some other race	Two or more races	Hispanic or Latino
Missouri	32.5%	13.3%	25.3%	28.9%	49.1%	50.9%	9.7%	79.8%	11.5%	0.4%	1.8%	0.1%	0.1%	2.2%	4.0%
Bollinger	29.6%	10.6%	25.9%	33.8%	50%	50%	8.0%	96.5%	0.4%	0.7%	0.4%	0.0%	0.0%	0.8%	1.2%
Cape Girardeau	35.8%	12.6%	23.4%	28.2%	49%	51%	8.3%	86.4%	7.9%	0.1%	1.4%	0.0%	0.0%	1.8%	2.3%
Dunklin	34.2%	10.8%	24.5%	30.5%	48%	52%	8.2%	81.1%	9.7%	0.3%	0.4%	0.0%	0.0%	2.1%	6.4%
Iron	28.2%	9.9%	25.2%	36.7%	50%	50%	10.4%	94.5%	1.5%	0.6%	0.0%	0.0%	0.0%	1.6%	1.7%
Madison	30.1%	13.1%	24.7%	32.2%	49%	51%	10.8%	94.9%	0.9%	0.3%	0.4%	0.0%	0.0%	1.1%	2.3%
Mississippi	29.5%	14.1%	27.6%	28.7%	54%	46%	7.8%	71.8%	23.9%	0.8%	0.1%	0.0%	0.0%	1.4%	2.0%
New Madrid	31.0%	10.9%	25.8%	32.2%	48%	52%	9.4%	80.0%	16.0%	0.4%	0.0%	0.0%	0.0%	1.7%	1.8%
Pemiscot	35.4%	11.6%	24.2%	28.9%	47%	53%	7.0%	68.9%	26.7%	0.1%	0.0%	0.0%	0.0%	1.8%	2.4%
Perry	31.9%	11.6%	25.5%	31.0%	49%	51%	8.5%	95.6%	0.3%	0.5%	0.7%	0.0%	0.0%	0.8%	2.1%
Scott	32.2%	12.0%	25.4%	30.4%	48%	52%	9.1%	83.6%	11.4%	0.5%	0.4%	0.0%	0.3%	1.7%	2.2%
St. Francois	30.0%	14.7%	26.9%	28.3%	54%	46%	9.5%	92.0%	4.3%	0.2%	0.5%	0.0%	0.0%	1.4%	1.5%
Ste. Genevieve	29.7%	10.6%	25.7%	34.0%	50%	50%	9.4%	95.7%	2.6%	0.0%	0.1%	0.0%	0.0%	0.6%	1.1%
Stoddard	30.3%	11.4%	25.6%	32.7%	49%	51%	10.3%	95.6%	1.5%	0.1%	0.1%	0.0%	0.0%	1.0%	1.6%

Sources: 2013-2017 American Community Survey 5-Year Estimates

Data in this chart is from the American Community Survey 5-Year Estimates and show a comparison for the state and each county in the Southeast Region. The timeframe for this chart

was 2013-2017 which would have been applicable to the timeframe of our participants who were reported during the PY2018 program year and comparing that as the latest American Community Survey information available. This chart should be noted as relevant to all programs in this section although it will not be copied and pasted into each program section. Reported percentages for the three lowest served groups show 4.5% of the region is Asian, 4.6% of the region American Indian/Alaskan Native, 0% Pacific Islander. American Indian/Alaskan Native was flagged for adverse impact in the 4th quarter after exit; however, we served more than 180 more customers from this demographic group with only a 0.1% difference in the region's population. Asian and Pacific Islanders information was so low that it was considered insufficient data. Based on the data analysis, it is believed that this race group was flagged on both assessments due to the large gap between this group and other groups who have a higher population in the region and thus higher percentage potentials. To demonstrate this, please look at the numbers below showing how many people in the measure for 4th quarter employment were not employed for each demographic.

- American Indian/Alaskan Native – 206/357, 151 not employed
- Asian – 44/61, 17 not employed
- African American – 2,846/3,806, 960 not employed
- Pacific Islander – 50/75, 25 not employed
- White – 8,967/12,847, 8,967 not employed
- Not Self-Identified – 230/326, 96 not employed
- More than One Race – 282/445, 163 not employed

The American Indian/Alaskan Native demographic group had enough customers in the measure not to register as insufficient data but was just low enough to fall under the testing analysis measures. On the 80% rule test, this demographic came in at 77.17% on the 2-standard deviation test, this demographic came in at 2.29 – both just barely under or over the limits to flag that group.

This race group does have a smaller number of people compared to the other groups that were not computed as insufficient data, the closest race demographic groups with data were More than One Race and Did not Self-Identify. More than one race had more people not employed in the 4th quarter but more people overall in the denominator, which allowed the percentage to be higher even with a higher number of unsuccessful employments. There were also 230 participant in the Not self-identified group, some of those could have been American Indian/Alaskan Native but because not self-identified was chosen, they are in a category of their own.

Wagner-Peyser

There are no areas in the Wagner-Peyser Program identified in both assessments for adverse impact for PY19.

Adult

The area identified in both assessments for adverse impact was the age group of 55 and older for the 4th Quarter Employment Retention Rate.

Summary for the age group flagged as adverse impact

MERIC data for the Southeast Region in the 2021 report, which was available during generating this report, shows that only 25% of the region's workforce population is made up of workers who are 55 and older. The 4th Quarter after exit was flagged for this group so it appears that they were able to obtain a job but possibly not able to keep it. Last year, the 2nd quarter was flagged and not the 4th for this age group.

This age group does have a smaller number of people served compared to the other groups. From the performance information provided, 55 and over was the second to lowest group of exiting participants in the 2nd Quarter and the second to lowest group of exiting participants in the 4th Quarter. Overall for the total amount of participants served, this age group was drastically the lowest out of all age groups.

For total number of participants served:

- 14-21: 84 - 21% of the total demographic served for age
- 22-29: 99 – 25% of the total demographic served for age
- 30-54: 190 - 48% of the total demographic served for age
- 55 and over: 26 - 7% of the total demographic served for age

For the 4th Quarter performance outcomes:

- 14-21: Out of 50 participants in the measure, 40 were employed 4th Quarter After Exit – 80%
- 22-29: Out of 102 participants in the measure, 85 were employed 4th Quarter After Exit – 83.33%
- 30-54: Out of 226 participants in the measure, 183 were employed 4th Quarter After Exit – 80.97%
- 55 and over: Out of 49 participants in the measure, 29 were employed 4th Quarter After Exit – 59.18%

When comparing these age groups to the percentage of the population in the 4th Quarter Measure for our region, you can see that this is the age group runs close to the 14-21 demographic group, which contributes to the lower number of participants, enrolled, served, and therefore contributes to exit outcome possibilities.

Dislocated Worker

African American was flagged for adverse impact in the 2nd Quarter. It was not flagged in the 4th quarter and no other areas were identified in the 80% and 2.0 Standard Deviation.

Summary for the age group flagged as adverse impact

MERIC data for the Southeast Region in the 2021 report, which was available during generating this report, shows that only 10% of the region's workforce population is made up of non-white residents. The 2nd Quarter after exit was flagged for adverse impact, the 2nd quarter numbers and the 4th quarter numbers are almost doubled in difference which will also attribute to lower percentages. In the 2nd Quarter, 10 out of 15 in this race group were employed. In the 4th Quarter, 25 out of 29 were employed. In PY18 no demographics were flagged in our region.

This race group is the second largest number of people served and in both Quarter 2 and 4 performance numbers compared to the other groups. From the performance information provided. Additionally, Dislocated Worker numbers for enrolled, served, and in the performance measures is typically one of the lowest program numbers to work with, unless there is a mass layoff in the region. The amount of low numbers as listed below can contribute to an area being flagged when compared against other groups.

For total number of participants served:

- American Indian/Alaskan Native: 1 - 1% of the total demographic served
- Asian: 0 - 0% of the total demographic served
- African American: 13 - 18% of the total demographic served
- Pacific Islander: 1 - 1% of the total demographic served
- White: 59 - 80% of the total demographic served
- Did not self-identify: 2 - 3% of the total demographic served
- More than one race: 2 - 3% of the total demographic served

For the 2nd Quarter performance outcomes:

- American Indian/Alaskan Native: Out of 2 participants in the measure, 2 were employed 2nd Quarter After Exit – 100%
- Asian: Out of 0 participants in the measure, 0 were employed 2nd Quarter After Exit – Insufficient to calculate based on the other demographic comparisons
- African American: Out of 15 participants in the measure, 10 were employed 2nd Quarter After Exit – 66.67%
- Pacific Islander: Out of 0 participants in the measure, 0 were employed 2nd Quarter After Exit – Insufficient to calculate based on the other demographic comparisons
- White: Out of 74 participants in the measure, 61 were employed 2nd Quarter After Exit – 82.43%
- Did not self-identify: Out of 0 participants in the measure, 0 were employed 2nd Quarter After Exit – Insufficient to calculate based on the other demographic comparisons

- More than one race: Out of 2 participants in the measure, 2 were employed 2nd Quarter After Exit – 100%

When comparing these race groups to the percentage of the population in the 2nd Quarter Measure for our region, you can see that compared to the 0% and 100% this race group was flagged based off the having participants in the measure but not having as many as the White race group.

Youth

The area identified in both assessments for adverse impact was the race group for more than two races, and in the Hispanic area Non-Hispanic and Did not self-identify in the 2nd Quarter. These demographic groups were not flagged in the 4th quarter. No other areas were flagged on both the 80% and 2.0 Standard Deviation analysis.

Summary for the race group flagged as adverse impact

This race and Hispanic group have small numbers to work out percentages in the analysis. The two or more age group does have a smaller number of people served compared to the other groups. Overall for the total amount of participants served, this age group was drastically the lower than some of the other race groups.

For total number of participants served:

- American Indian/Alaskan Native: 6 - 3% of the total demographic served
- Asian: 1 - 1% of the total demographic served
- African American: 50 - 26% of the total demographic served
- Pacific Islander: 0 - 0% of the total demographic served
- White: 116 - 60% of the total demographic served
- Did not self-identify: 25 - 13% of the total demographic served
- More than one race: 5 - 3% of the total demographic served

For the 2nd Quarter performance outcomes:

- American Indian/Alaskan Native: Out of 0 participants in the measure, 0 were employed 2nd Quarter After Exit – Insufficient to calculate based on the other demographic comparisons
- Asian: Out of 0 participants in the measure, 0 were employed 2nd Quarter After Exit – Insufficient to calculate based on the other demographic comparisons
- African American: Out of 30 participants in the measure, 20 were employed 2nd Quarter After Exit – 66.67%
- Pacific Islander: Out of 1 participants in the measure, 0 were employed 2nd Quarter After Exit – Insufficient to calculate based on the other demographic comparisons
- White: Out of 61 participants in the measure, 49 were employed 2nd Quarter After Exit – 80.33%

- Did not self-identify: Out of 2 participants in the measure, 2 were employed 2nd Quarter After Exit – 1000%
- More than one race: Out of 3 participants in the measure, 1 were employed 2nd Quarter After Exit – 33.33%

When comparing this race group to the percentage of the population and percentage of performance measures in the 2nd Quarter Measure for our region, you can see that compared to the 0% and 100% this race group was flagged based off the having participants in the measure but not having as many positive based on percentage rates.

Non-Hispanic and Did not Self-Identify was also flagged for the 2nd quarter. There were 5 – 3% Hispanic identified participants served with 4 out of 4 being employed in the 2nd quarter and 1 out of 1 being employed in the 4th quarter. When you compare those two 100% employment rates to the Non-Hispanic and Did not Self-Identify groups you can see a drastic difference in the numbers and in the percentages which caused these two groups to be flagged. Non-Hispanic had 25 served – 13% of the demographic, out of 7 participants 5 were employed in the 2nd quarter and for the 4th quarter out of 19 participants 13 were employed. The same comparison and rates happened with the Did not Self-Identify group when compared to the Hispanic Group. 162 participants did not self-identify – 84% of that population. Out of 80 participants 61 were employed in Quarter 2 and out of 99 participants 66 of those were employed in the 4th quarter. That shows a huge difference in the number served and employed when comparing it to a group that reached 100% employment rates for both quarters.

Veterans

The areas identified in both assessments for adverse impact in the Veterans Program was Male and Age Groups 55 and older in both the 1st and 2nd quarter employment measures. These quarters were used instead of 2nd and 4th by the performance information sent out from the state.

Summary for the gender group flagged as adverse impact

Males were flagged for adverse impact in the 1st and 2nd quarter and have almost 100 more exits than the female group.

Percentage of Total Participants

- Males: 107 – 87.70% of the total participants
- Females: 15 – 12.3% of the total participants

From the performance information provided, males had the highest group of exiting participants and the highest number of participants employed during the 2nd Quarter after Exit and for Retention in the 4th Quarter after exit; out of a total of 122 participants who exited during this program year.

- Male: 107 exited, 29 employed 1st quarter – 27.1%, 17 employed 2nd quarter – 15.89%

➤ Female: 15 exited, 9 employed 1st quarter – 60%, 5 employed 2nd quarter – 33.33%
The Male demographic group was flagged based on the difference in the amount of people who are in the measure and who were positive. When you are comparing that group with the female group, there is a much smaller difference between the exited, 1st quarter, and 2nd quarter numbers.

Summary for the age group flagged as adverse impact

The age group 55 and over was also flagged in the analysis. This age group the second highest served and the second highest employed in both 1st and 2nd when compared to the other groups. From the performance information provided, 30-54 and 55 and over were the highest groups of exiting participants, out of 122 total participants who exited during this program year.

- 14-21: 3 exited, 1 was employed in the 1st and 2nd quarters.
- 22-29: 10 exited, 5 were employed in the 1st quarter – 50%, 2 of those were employed in the 2nd – 20%
- 30-54: 71 exited, 25 were employed in the 1st quarter – 35.21%, 15 of those were employed in the 2nd – 21.13%
- 55 and over: 38 exited, 7 were employed in the 1st quarter – 18.42%, 4 of those were employed in the 2nd – 10.53%

These age groups have the second largest number of people who exited for this year compared to the other groups. There is a significantly lower number of people in the 14-21 age group and the 22-29 age group compared with the 30-54 and 55 and over groups.

Trade/Migrant Seasonal Farmworkers/Reemployment Services and Eligibility Assessment

These programs have performance rates but as a board we are not included in those negotiations and did not have information to provide to the local level for these programs, we do not locally hold contracts or operate these programs at the Southeast Workforce Development Board Level, these are all state operated and contracted programs. With this, we have no information on adverse impact or data analysis results within these programs.

SkillUP FNS

In the SkillUp FNS program the age groups of 22-29 and 30-54 were flagged for adverse impact. These are the two highest age groups served when compared to other age groups within the program.

Summary for the age group flagged as adverse impact

- 14-21: 2 enrolled, 1 received a fundable service and that one also reported employment at exit of the program – 5.41% of total participants
- 22-29: 9 enrolled, 1 received a fundable service and that one also reported employment at exit of the program – 24.32% of total participants

- 30-54: 21 enrolled, 4 received a fundable service and 3 also reported employment at exit of the program – 56.76% of total participants
- 55 and over: 5 enrolled, 1 received a fundable service and 1 was also reported employment at exit of the program – 13.51% of total participants

These age groups have the second largest number of people who were enrolled for this year compared to the other groups. There is a significantly lower number of people in the 14-21 age group and a smaller age group in the 55 and over.

SkillUP TANF

The SkillUp TANF program had a few areas flagged for Adverse Impact, the age group of 22-29, females, and the race group African American. While these demographic groups were flagged, the female group and African American group were the largest of served. The age group of 22-29 was the second to largest group for age.

Summary for the age group flagged as adverse impact

- 14-21: 15 enrolled, 10 received a fundable service and 2 also reported employment at exit of the program – 20%% of total participants
- 22-29: 24 enrolled, 9 received a fundable service and 2 also reported employment at exit of the program – 32% of total participants
- 30-54: 35 enrolled, 15 received a fundable service and 11 also reported employment at exit of the program – 46.67% of total participants
- 55 and over: 1 enrolled, none received a fundable service and none reported employment at exit of the program – 1.33% of total participants

Summary for the race group flagged as adverse impact

- American Indian/Alaskan Native: 0 participants enrolled for this demographic
- Asian: 0 participants enrolled for this demographic
- African American: Out of 34 participants enrolled, 16 were provided a fundable service, 11 of those reported employment – 45.33%% of total participants
- Pacific Islander: 0 participants enrolled for this demographic
- White: Out of 30 participants enrolled, 16 were provided a fundable service, 11 of those reported employment – 40% of total participants
- Did not self-identify: Out of 10 participants enrolled, 2 were provided a fundable service, none of those reported employment – 33.33% of total participants
- More than one race: 0 participants enrolled for this demographic

The African American demographic group that was flagged has the most participants enrolled, an equal number of participants who received a fundable service but a lower amount of participants who reported employment when compared to the other demographic race groups.

Summary for the gender group flagged as adverse impact

Females were flagged for adverse impact. They are the largest group for gender demographics that were enrolled.

- Males: 23 – 30.67% of the total participants enrolled, 11 of those received a fundable service and 7 reported employment.
- Females: 43 – 57.33% of the total participants enrolled, 15 of those received a fundable service and 4 reported employment.
- Did not self-identify: 9 – 20.93% of the total participants enrolled, 8 of those received a fundable service and 4 reported employment.

The female demographic group had more people enrolled and more people who received a fundable service but less or equal in the number of participants who reported employment.

Summer Jobs League

There are no areas identified in the Summer Jobs League Program both assessments for adverse impact for PY19.

Program Investigation - EO Analysis Meeting

Wagner-Peyser, Adult, Dislocated Worker, Youth

The program analysis investigation meeting was conducted by the Southeast Workforce Development Board on March 4th 2022. The meeting was held during the Management meeting at the Southeast Workforce Development Board. The information provided by the meeting attendees has been included throughout the report, especially within the Justifiable Reasoning for any flagged adverse impact. The staff input and experiences with these programs have been vital to the overall composition of this report. The adverse impact that has been found during the analysis directly relates to the number of people coming into the job center, enrollments for each demographic group in the program they are eligible for, and correlates to the lay-off/closures, and economic impacts within the Southeast Region. We have determined the cause of this adverse impact to be based on economic factors outside of the control of the job center. At the time of this meeting we also discussed SkillUp Adverse impact, due to not having an analysis of this program in previous years, we will continue to watch it in future reporting.

Southeast Workforce Development Board

Program Data Analysis Meeting

March 4th, 2022

- Program Report is covering performance reporting for Program Year 2019.
 - July 1 2019 - June 30 2020
 - With the 2nd Quarter Performance Measure. These participants would have exited 7/1/2018 – 6/30/2019 to report in the 2019 program year.
 - The 2nd quarter after exit performance reporting periods would have been between January 2019 – December 2019. Performance was reported as PY2019
 - With the 4th Quarter Performance Measure. These participants would have exited 1/1/2018 – 12/31/2019 to report in the 2019 program year.
 - The 4th quarter after exit performance reporting periods would have been between January 2019 – December 2019. Performance was reported as PY2019.
- Data Analysis – 80% Rule and 2.0 Standard Deviation Testing
 - When flagged on both analysis tests we have to look further into this area, the groups that are identified on both tests are considered experiencing adverse impact.
- Adverse Impact Flags for PY~~2018~~ 2019
 - Adult Program
 - 55+ flagged for adverse impact for the 4th quarter after exit.
 - Dislocated Worker Program
 - African American flagged for adverse impact for the 2nd quarter after exit.
 - Youth Program
 - One or more races flagged for adverse impact for the 2nd quarter after exit.
 - Non-Hispanic and Did not self-identify flagged for adverse impact for the 2nd quarter after exit.
- Follow-up from PY2018 Data Analysis
- Outreach Efforts by Job Centers/Youth Offices/WDB for programs and services
 - Meetings/Partners/Resource Groups
 - Pushing notifications through these groups, giving case managers permission
 - Increasing awareness of programs/JCF Initiative at the State Level
- Questions/Concerns

Printed Name	Signature
Gretchen Morse	<i>Gretchen Morse</i>
Cathy Harris	<i>Cathy Harris</i>
Tammy Tankersley	<i>Tammy Tankersley</i>
David Davis	<i>David C. Davis</i>

Veteran Program

I did not hold a Veterans Program Adverse Impact Investigating Meeting this year. The areas flagged have been on previous reports, in PY19 we actually have less demographic groups flagged than previous years. The information they provided during that meeting is still active and relevant to the two demographic flags this year. In place of the Conference Call with multiple Veteran Staff, I contacted the staff in Park Hills who is usually the person I get most information on the Veteran program from. He confirmed the information is still relevant and there have been no changes based on the demographics and outcomes for the Male and 55 and over population.

Justifiable Reasoning

Any demographic groups that were flagged with adverse impact on both data analysis reports must be investigated. The information that follows for Justifiable Reasoning is a combination of program information and information uncovered during the investigation meetings. The investigation meeting helps to uncover factors that contributed to the performance reports. Just because a demographic area is flagged for adverse impact does not mean there was discrimination. It does mean that we have to look into why these demographic groups were flagged or other contributing factors/barriers.

Although Disability was not flagged in any programs for possible adverse impact this year, Services at the Job Centers are marketed equally to any individual that needs or wants to use our services. Services are made available to anyone that comes into the Job Center. Disability is an elected self-disclosure element. Many people who have a disability choose to not disclose that when registering or enrolling for services. Each Job Center has ADA accessible equipment and serve all clients equally with employment and training opportunities, regardless of age, race, income, sex, or any other factor including disability status. There are no rules that force a person to disclose so that is strictly left up to the individual. Participants who do self-disclose disabilities are also given partner agency information for other program options. No one is required to be referred to another agency based on their demographic factors. Disabled participants are often times taken care of through Vocational Rehabilitation or other disability services within the area. While we do serve some clients with disabilities, they are increasingly using other services that are becoming more available in the area (Blue Sky Network, contract VR, SADI, Autism Center, and many others) Participants have the right to choose which services and programs they want to participate in. When we have the opportunity of the disclosure and information of them being enrolled into one of these other programs, we are able to look at braiding services between the two organizations to find the correct support and balance that they need to advance in their training or employment path.

The Job Centers in Southeast Missouri have been trained on providing services equally to all eligible people. Residents of the Southeast Region are seen as individual people who all come in with different needs, backgrounds, and employment and training goals. Each resident is different

from the other and needs equal services that will allow them to achieve self-sufficiency. While everyone does not get the same amount or the same services, we are equally serving them by ensuring that we include their situation and what they need as opposed to a process where everyone gets a service that may or may not be needed for their individual training or career path. We operate under the vision of equity and meeting each person where they are, creating a service plan tailored to their needs, and providing the assistance that each person needs to be able to reach self-sufficiency which is our service goal for all the residents who come into the job center.

Wagner-Peyser & WIOA

There were no areas identified in the Wagner-Peyser Program under both assessments that would create a flag to investigate adverse impact during the PY19 period.

WIOA Adult Program

Under the WIOA Adult Program, the identified area was the age group of 55 and over for the 4th Quarter Employment Retention Rate. This age group is one of the lowest age populations that we are able to serve. Many people who fall into this age group already have an established career, are getting ready to retire, or do not want to enter into job skill or training programs. The Job Centers do serve anyone who is an exception to these and we do have participants who fall into this category who do select training, longer employment time, or express the need to be assisted with finding new or additional work.

Looking at the adverse impact flagged for this group and the retention of 4th quarter employment shows that those who are coming in to get services are provided with services and employment connections. They were not flagged for the second quarter after exit but were flagged in the 4th which would be a full year after they went through the program and then exited before that employment information is reported. A year within this age group could have a drastic change in circumstances and/or needs. Some of this population would reach Social Security age for benefits and make a decision to stay in the workforce or to retire from the workforce. The data for this group of participant's shows that it is the least of the total demographic ages served coming in with 7% of the overall population and when you look at the 4th quarter outcomes within age groups you can see the percentages fall and rise based on age groups.

When comparing this to the other age groups and outcomes, the 14-21 age group is majority just entering into the workforce, 21% of that total demographic age range was served, 80% of those served retained employment through the 4th quarter. 22-29 age group majority stays close to the 30-54 age group where these two groups based on age could be changing to better employment, higher wages, and changes from part-time to full-time employment based on the need to increase wages, graduate, hold more skills, and have more experience. 25% of the total demographic served was between the ages of 22-29 and 48% were between the ages of 30-54, when looking at outcomes for those two age ranges the percentages are closer in value than the

total number of demographics served which can represent a change in life, a change in employment, and a change in the overall stages of life. 83.33% of the 22-29 age group were employed through 4th quarter employment retention. 80.97% of the age group 30-54 were employed through the 4th quarter.

All the data and information obtained through investigative measures and the overall outcome comparison all support the justifiable reasoning information for this age group to be flagged for adverse impact but not experiencing adverse impact based on the Job Center Staff and services.

When comparing these age groups to the percentage of the population in the 4th Quarter Measure for our region, you can see that this is the age group runs close to the 14-21 demographic group, which contributes to the lower number of participants, enrolled, served, and therefore contributes to exit outcome possibilities.

Like previously mentioned, at times it is more difficult to secure new employment for the participants in this age range. That can be based on the decision to take retirement and/or even early retirement. The retirement age in the United States is changing as the generations' progress through the workforce stages. A person can start receiving Social Security Retirement benefits at age 62, the amount of those benefits is determined based on the retirement age including months. The full benefit for Social Security Retirement is between the ages of 65 and 67 which is gradually increasing over a 22-year period that began in 2000. Since this age group is 55 and up, it does include those participants who are out of the civilian labor force demographics and those who choose retirement options through their own retirement plans, savings, and Social Security Benefits.

Additionally, this age group is also able to benefit through other programs in and outside of the Job Center including but not limited to Experience Works which is a program that all staff are made aware of in case they meet someone who could qualify for that benefit program either in connection with other Job Center services or as a stand-alone service depending on the customers preference.

Based on observations, consulting with case managers, and management meeting investigation discussions we do not see any policy or staff that are creating adverse impact for this group but it will continue to be monitored and followed up with on Program and Services reporting over the next few years to look for and identify if there are reoccurring patterns and flags for this group and quarter.

WIOA Dislocated Worker Program

The 2nd Quarter under the Dislocated Worker Program identified the African American race demographic group as an area to investigate for adverse impact. It is important to note it was not flagged in the 4th Quarter.

The participants served within this race group is 18% of the total demographics, MERIC data shows that only 10% of the regions workforce is non-white residents. Our serving rate is a higher percentage than the regions overall makeup. This ability to get higher than the rate of the population is based on referrals, outreach, and work of mouth from staff and other participants. For PY19 the White race demographic group made up of 80% of the total population served, region wide the make up for this age group would be around 90% which shows we served less of the population make up percentage within this group.

When comparing all race demographic groups to the percentage of the population in the 2nd Quarter Measure for our region, you can see that compared to the 0% (Asian, Pacific Islander, and Did-Not Self-Identify) and 100% (American Indian/Alaskan Native, and more than one race group) The African American race group was flagged based off the having participants in the measure but not having a 100% employment outcome. The American Indian/Alaskan Native had two participants who were also both employed. Having only two in this group and them both being reported as a positive outcome in the 2nd quarter is different from the no participants available to be employed in other groups and the outcomes for African American and White race groups.

Out of 74 participant in the white race group, 61 were employed in quarter two providing an outcome of 82.43% which represents 13 participants not employed in the 2nd Quarter after they exited the program. Comparing to the African American group that was identified, out of 15 participants, 10 were employed in the 2nd Quarter after they exited the program which provided the outcome of 16.76% but represents only 5 participant who were not employed in the 2nd quarter after exit. Based on 5 people not being employed vs. the other groups who had non unemployed and against the white race group who had 61 employed but had a drastic difference (71 white, 10 African American) of participants in the demographic area who exited for the comparison makes a difference in the outcome possibilities. With the 100% groups being rated best, the white group having more participants to be able to make a better outcome and the African American group having less participants to have the ability to match the outcome percentages is why this group was flagged. Based on observations, consulting with case managers, and management meeting investigation discussions we do not see any policy or staff that are creating adverse impact for this group but it will continue to be monitored and followed up with on Program and Services reporting over the next few years to look for and identify if there are reoccurring patterns and flags for this group and quarter.

WIOA Youth Services

Unlike Adult/Dislocated worker programs the focus for the Youth Program and combination of services is not always immediate employment after exit. Youth are offered 14 program elements and based on their career pathway, goals, and individual service strategy developed jointly between the participant and the case manager – those 14 elements are combined to create the optimal experience for the youth. Not all services will be requested by the youth, and not all

services are appropriate for the youth. The explanation of which services were selected can be found in each youth record.

Other programs managed outside of the Job Center may also have an effect on those that use our services. Separate Youth programs (AEL, MERS Youth, Job Corps, etc.) take care of those under the age of 18 and so they do not normally use our services. Additionally, within the Job Center, once a participant is 18 they are not required to be enrolled into the Youth Program. There is options between the Adult Program, Dislocated Worker Program, and the Youth Program. Based on the participant's background, employment history, funding, barriers, and needs they can be enrolled into all or either one of these programs.

The area identified in both assessments for adverse impact was the race group for more than two races, and in the Hispanic area Non-Hispanic and Did not self-identify in the 2nd Quarter. These demographic groups were not flagged in the 4th quarter.

Participants who identified with two or more races was only 3% of the total demographic served, this was 5 participants. While we know there is a growing population of participants who are considered two or more races, some participants identify with one group more than the other or select one group when this group explains their race better. Participants do not have to identify their race, 25 participants, 13% of the total demographic served did not identify as any race. This would include people who would have fallen into the two or more race identity. In the did not self-identify group is the third largest group following white and African American. 60% identified as white and 26% identified as African American, based on our census and demographic information we know that only 10% non-white in our region so in the youth program we are serving more participants in all of the groups defined as non-white.

In the Hispanic demographics, the Non-Hispanic and did not self identify groups were both flagged. Same as above with the two or more races, participants do not have to self-identify and the participants who fell into this group would either be Hispanic or Non-Hispanic which could change the outcome from this group. Only 5 participants identified under the Hispanic group, with all four of those falling into 2nd quarter having employment and the one in the 4th quarter having employment. This created a 100% outcome for this Hispanic group based on only these 5 people. There is a huge difference in the numbers for the other groups under Hispanic. There were 25 Non-Hispanic participants who were in the outcome for this group, 13% of the total demographics served. Out of 7 participants 5 were employed in the 2nd quarter and for the 4th quarter out of 19 participants 13 were employed. This would make the Non-Hispanic group have only 2nd quarter who were not employed and 6 in the 4th quarter. This is better than many of our outcomes in terms of the number of people working and being a positive result. The same thing happened within the comparison and rates happened with the Did not Self-Identify group when compared to the Hispanic Group. 162 participants did not self-identify – 84% of our population served, that is a huge amount of people that would have been included in the Hispanic or Non-Hispanic Group. There were 61 participants out of 80 that were positive in the 2nd quarter and 66

out of 99 that were employed in the second quarter. Those numbers are drastically different from the 5 in the Hispanic group that had 100% outcomes for both quarters and the 25 in the Non-Hispanic group. These flags are based on the comparisons and the demographic numbers in each group. We do not see any policy or staff that are creating adverse impact for this group but it will continue to be monitored and followed up with on Program and Services reporting over the next few years to look for and identify if there are reoccurring patterns and flags for this group and quarter.

Veteran Services

Veterans have a unique set of circumstances that affect them more than other programs. here are a few that were discussed during our investigation meeting that directly related to each adverse impact area but there is also more information in the general comments discussed that could have an effect on all four adverse impact areas flagged later in this section.

Gender

From the previous Veterans Investigation Meeting here are a few of the discussion points that related directly to the Males/Female Gender group. Males in the 1st and 2nd quarters were flagged as adverse impact. When looking at these numbers, out of 122 exiters, 107 of those were males while only 15 were females. We believe this skewed the numbers a little, as that is a huge difference in the numbers and showed in both the 1st and 2nd quarters of employment, here are some other things these staff members are seeing:

- Based on the data we served 87.7% of males for the total population vs only 12.3% of females. We know from Census Data that our region is comprised of only 6.73% of those residents in the military.
- Only 15 Females were shown as exiters, 29 were employed in the 1st quarter and only 17 in the 2nd. The staff have noticed that females are generally not coming into the Center to access veteran services; the majority of the participants they work with are males, which is supported by this data.
- There is a big difference in the military enrollments when it comes to gender. Current statistics show that out of 200,000 active duty military, only 14.4% are female.
- The staff believe there are more females who are Veterans who are in the Center and accessing services but do not disclose their Veteran status during enrollment.
- Demographics for Veterans and Military Recruits follow along these same data gender lines and show a “stereotypical” picture that there are more males than females that join the military.
- The Female Veterans appear to get jobs on their own after military service, sometimes without seeking or needing the job center services. It was also discussed that while some people come in and find out about the Veteran Program, the marketing for the program is almost non-existent so some females are not aware of

these benefits or services, which lead to the lower enrollment numbers and lower exit numbers.

- When comparing a low number of exiters in the female demographic, 15 participants, 9 were employed in the 1st quarter and 5 in the 2nd quarter. This allowed the female demographic group to be set at the “Best” in the analysis when compared to the Male demographic group.

Age

There are a lot of contributing factors for the age group of 55 and over that were flagged as adverse impact. With the age group that was flagged with adverse impact is being compared to groups that had with a smaller number of exiters making up the total population percentages. We are comparing that to both much larger and smaller groups and with groups that has different factors they are facing. Out of 122 total participants who exited during this program year, 38 of those were aged 55 and over. 71 were 30-54 which is the largest group, 10 were 22-29, and 14-21 only had three. This data supports the information provided by the Veteran Program staff and their observations/knowledge of the specific barriers, needs, and requests of participants who enroll and military residents they encounter.

- A majority of the participant traffic for the veteran program is an older generation. When talking with them, there is a combination of inability to change or resistance to change – especially in the workforce. These people tend to want to do the jobs they have been doing and do not always respond well to changes in technology, the workforce, and employer approaches. This group of people tends to be selective when it comes to the type of work/positions they are willing to take.
- A majority of the participants in the 55 and over demographic group are coming out of retirement to supplement their income or because they are bored. The issue is finding a job they are interested in, a job that they want to take, the skills and technology needed, and their ability to adjust or adapt to the difference in the workforce. While we may be able to get them a job, from the data analysis, they are less likely to keep the job.
- Some veterans are considered long-term enrollments/projects. For example, JVSG Guidance requires the veteran reps to make contact and attempt to provide services to Veterans who are incarcerated, in DMH Facilities, and under Probation and Parole supervision. Some of the Veterans they work with will not be released for 6-9 months. Veterans on probation and parole also face a unique set of challenges that are barriers to employment. Often time, the specific set of circumstances impact the amount of time needed for DVOP or JVSG to work with them and case manage them. DOL set a target marker to place 58.5% of all program participants into jobs within one fiscal quarter of receiving services, this type of marker could have a less than desired effect on retaining that employment. Some Veterans, depending on their barrier may need more time and effort compared to an average job seeker.
- Enrollments do not tend to have a lot of the younger population in the veterans world, automation and the change and the younger generations are up to speed and have the technology background that allows them to quickly learn and adapt to the modern workforce. If younger veterans were enrolled, we believe we would see higher

employment and retention rates based on the technology and changes in military transition.

- Job market is completely different; the military is trying to do a better job at preparation for the transition. Younger generation come out more prepared, adaptable, and flexible.
- Generational differences, military vs. citizen work ethics and approaches have changed and there is a lot of resistance among the older veterans based on lack of willingness and adaptation skills.
- The Veteran staff have reported seeing that veterans under the age of 29 that they have encountered seem to be more interested in going to school or have an immediate need like parental status that requires them to go into the workforce quicker upon leaving the military. This could influence why the age group of 14-21 and 22-29 has the least number of exits but labeled best in the analysis reports.
- With the ages of 30 and over, sometimes it is harder to find a job or they are not looking at first. Typically, the staff has seen these people have served longer times within the service and in some cases they had no perspective of ever leaving the military so adjusting takes time and finding their new path requires them to find a new plan.

General Notes for Veteran Program Adverse Impact

General things affecting this program group that applies to all demographic areas:

- Job market is completely different; the military is trying to do a better job at preparation for the transition. Noted in the age category because with the younger generation this is becoming less of an issue than for the older generation. The military is adapting and recognizing this as a true problem and have adapted to assist them better when they transition into citizen life. However, overall this is still a justifiable reason within the program as why it is harder
- Cultural differences, generational, military vs. citizen work ethics, and approaches have changed and there is a lot of resistance among the older veterans based on lack of willingness and adaptation skills
- Some Veterans are or feel over qualified – employment can come quickly but there could be struggles to keep the job and navigate all the factors and barriers in transition. The skills and marketable values for employers were all there but the personal ability to maintain employment in the civilian workforce. This shows the barriers of not only getting the employment but also retaining it.
- Enrolled participants are not always looking for a job when they come in. They come in for other services like assistance with being homeless, applying for VA Compensation, Access to Vet Services that does not always include employment. It is important to keep in mind every participant who was enrolled and exited the program came in for a need other than employment.
- This group of people has the ability to be selective on what jobs they take. This group of people are able to be selective or choose to not accept a position change or have the ability to transition well into the workforce in today's context.
- Some participants are already employed when they come in - many veterans who are working have to work because of needing the insurance, this is a factor. Only some jobs provide medical coverage but not all do.
- There is a difference in the expectations vs. the reality of a job. This can cause some of these people to not get a job or not keep a job. Within the military world, expectations on

how to advance, for example, are written with standards, test, time, points, board, and money, etc. Evaluations are still there but your advancement steps are black and white and written out for you to follow. In the civilian world, this does not happen the same way and the expectations are different. Sometimes they are verbal, fluid, changing, and uncertain. They are typically hard to plan and map out and are not as strictly written or followed as in the military.

- Employer expectation in the civilian world revolve around the Resume, Cover Letter, Dress, Interview, Personal Skills, Experience, etc. The ability to answer questions outside of the military mindset does not always translate into the employers expectations because military and civilian employment and standards are different.
- In the military there is a sense of vision in the area you are in. You identify with who you work with and in civilian life, it is you and you work for yourself. There are pitfalls from that with Veterans who reenter the civilian workforce. The military works to build the team and confidence within the team you learn to build and grow and act as one, you and everyone else know the job, duties, and vision. In the Civilian world, you work for yourself, for your promotion, for your success. There is not the same sense of a team in which you do not depend, learn, or know each other as well to ensure the survival of everyone.
- Leadership is also another area that is very different within the military and civilian workforce and can create some issues with the transition and retention process. Within the military people are walked through and given a process and a team with guides and true leadership. The hat of leadership is earned and accountable. They value the position, take ownership in the team and pride in each members and the work they perform. The leader is given a team and they are evaluated by that team, they are only as strong as the weakest link. The leaders set a standard and build from trust having been in the lower position and working their way up. The leader is not done or relieved from responsibility at the end of the day, they are responsible for their team 24/7, not just M-F 8-4. While this culture and scenario can play out in the civilian workforce as well, often times there is an expectation of it being as strong as it had been within the military.
- Training is another aspect that is seen as a difference in the military vs. civilian world. Within the military, you start on your job and it never stops, there are records to follow, cross training, and never a question on if you are supposed to do something or not – you already know from the beginning to the end that your responsibilities are. Everything that you are responsible for is laid out and it is set up for you to be successful. Within the civilian workforce, the training is typically front end loaded and then you are out there to complete the job but often times the lines are blurred or things change with additions and uncertainty.

While there are many more scenarios that we could discuss these highlight the differences that can create some resistance or issues to transitioning from military work to civilian work. This program works with a unique set of circumstances to help Veterans overcome barriers to employment and work with them when they encounter these differences within the workforce.

SkillUp Programs – FNS and TANF

This year the data was analyzed using enrollments during PY2019, fundable services, and employment outcomes. SkillUp does not use the MoPerforms system to show outcomes like the WIOA Adult, Dislocated Worker, Youth, and Veterans Programs. Additionally the reporting in MoJobs lacks SkillUp consideration and filters. We do believe some things are under reported, like employment, and based on gathering data on enrollments vs. exits and a system that can pull reporting, we have to rely on our own tracking and information provided from the school or employer or participant. We have recorded Age, Disability Status, Race, and Gender. However, Hispanic, and LEP was not tracked for this program year, we will start to track those other two demographics for future reporting. I have instructed all program management leads that all demographics and outcomes must be recorded and available starting this year.

One important thing to note regarding the age demographics, is the eligibility requirements. 16-24 year olds and persons 25 years and older with a minor child qualify for TANF funding. In addition, as ABAWD determinations are based on the SNAP household and those that purchase and prepare together, the ABAWD could be a non-custodial parent and still qualify for TANF funds. ABAWDs who are 16-24 or who have child(ren) not within their SNAP household (including noncustodial parents) do qualify for TANF funds. The age group of 14-21 would include only those eligible under the program parameters, this is also the case for the age groups of 55 and over. With those two groups seeing a much smaller amount of total participants once they are compared to the two groups with the most enrollments and positive outcomes, the discrepancy shows in the 22-29 age group. This group was the second to highest served but the third highest for fundable services and tied as second highest for reported employment.

One of the biggest issues we face with employment outcomes, where all three demographic groups – Females, Age 22-29, and African Americans were flagged, in the SkillUp Program the reporting of that employment can only be done by the program participants. Because the SkillUP Program is directly connected to Family Support Division and all employment and training information is passed on to the Family Support Division which in turn affects or turns off Missouri State Benefit services like Food stamps, Medicaid Cards, TANF cash assistance, and Child Support. Because this program is directly linked to those state assistance programs many participants do not want to share employment information with our staff.

As for females receiving more enrollments and fundable services but reporting less employment we believe this is due to none reporting so that the information is not able to be passed onto FSD so quickly which as explained directly affects public benefits. There were only 7 males who reported employment vs. 4 females – a difference in only three when 15 females received fundable services and 11 males – a difference of 4. Female Civilian Labor Force is consistent with a lower number of females entering into the workforce.

Jobs League Program

There were no areas identified in the Jobs League Program under both assessments that would create a flag to investigate adverse impact during the PY19 period.

Southeast Region Affirmative Outreach Plan

The services of the Job Centers are not only for Job Seekers but also for Employers, Organizations, and Community Partners as well. Education and agency partnerships are major factors in meeting the needs of both job seekers and employers. WDB continues strong partnerships with our two community colleges, our university and with our many votech schools. We need their expertise to develop curriculum to educate our workforce. Working together with both education and agency partners is not only the best use of the funding, but also our best option for meeting the needs of both job seekers and employers.

Outreach to businesses is conducted through WDB and Job Center involvement with regional chambers of commerce, and economic development departments, as well as by contact from the WDB Business Outreach/Marketing Specialist & Outreach Trainers. The Southeast Region's outreach plan for businesses is designed to increase the awareness of available services to increase the number of businesses that use the Missouri Job Center products and services.

- Gather business intelligence to identify current economy
- Work with local and regional economic development professionals
- Provided one-on-one assistance to employers with job matching system
- Encourage entrepreneurship with economic developers

For outreach with Jobseekers, the job center staff, youth staff, and SE WDB staff have each made it a priority to get out into the communities and help to spread the word about the job centers, services, and openings. Through this targeted outreach, we have been able to connect with county and city resource organizations. This outreach can include setting up booths at events, collaborating through meetings and taskforces, sharing and gathering information, co-enrollment for braiding of resources, and offering services off-site.

In PY2019, we were making effort of building strong partnerships through the Job Center Leadership Teams. Most community based organizations and many faith-based organizations are present and collaborating with other members to plan outreach and educate regarding the Workforce Development System in their respective areas.

The region's Missouri Job Centers offer an array of services aimed at making every job seeker a better job candidate. Through the website, www.jobs.mo.gov job seekers are able to have access to regional, state, and national job openings. Through labor market information, career exploration activities, job-seeking assistance, resume preparation assistance, assessments, skills certifications such as the National Career Readiness Certificate, and workshops we can assist job seekers in the preparation of applying for jobs that match with their knowledge, skills, and abilities. We offer access to short and long term skill-building training and employment services, supportive services information, job specific training and certifications, placement assistance, opportunities for on-the-job training, and tuition assistance to build on the knowledge, skills, and abilities that a job seeker will need for their chosen career path. Methods of referral and opportunities for co-enrollment with other workforce partners will continue to be refined.

Collaborating with partner agencies to develop a triage approach to serving customers will increase awareness of area resources and avoid duplication of services.

The Southeast Workforce Development Boards website www.job4you.org links all of our programs, services, and offerings through the job center with locations, phone numbers, and staff members who are available to help. Information can be translated into Spanish. All resources including previous trainings are uploaded onto the site.

The Southeast Region has a Priority of Service Policy that allows Veterans and their eligible Spouses, Veteran Representatives in the Southeast Region work closely with Veteran Organizations to assist in the outreach and recruitment of qualified and eligible veterans.

The Missouri EO Unit, State Monitor Advocate, and Southeast Region EO Officer trained staff on Migrant Seasonal Farmworker complaints in an effort to assist customers with those participants' needs and barriers that could be addressed within the job center.

The Southeast Region also has an additional income eligible tier, Priority Level Two Enrollments, this tier allows participants to enroll into the program for assistance as long as their income does not exceed 250% of the Lower Living Income Level as compared to Priority Level One enrollments whose annual income cannot exceed 150% of the Lower Living Income Level. This allows us to serve participants who need assistance to achieve or maintain a level of self-sufficiency but are currently working in an effort to make a better life for them and their families.

For the purposes of combining outreach information at the Southeast Administration Office as well as this Employment Analysis Report and the Program Analysis Report for this year's submissions, staff members were requested to send in the contacts and organizations with who the outreach or collaborate with in an effort to inform and provide Job Center Programs and Services to as many Southeast Region eligible participants as possible. The response was overwhelming. Outreach includes agencies, organizations, required core partners, community organizations, schools at all educational levels, task forces, non-profits, and more. A summary of the work that is being done will still not highlight all the efforts of the regional staff members. Staff lead One Stop meets to bring together some of these organizations but also attend their collaboration meetings to be put in extend their reach, networking, and connection with their resources and subcontractors. Takes services, enrollments, workshops, etc. to these resources and connections. Works to Braid Services and funding with other partners to assist with the participant's success. Works on behalf of the participant to seek out resources they need to ensure they are reducing barriers on their path to success. Provide and receive referrals to organizations, schools, and community resources. The image is the list from the PY18 report that showed the outreach and referral agencies that our case managers reported working with. I asked all staff members to review the list to tell me of any that should be removed or added. In addition to that PY18 list, I was provided with the following as an update for PY19.

- UniTech Career Center;
Bonne Terre
- Chaffee Foster Youth;
- Presbyterian Children's
Homes and Services;

- Olivet Nazarene University;
- MAC Policy Academy;
- American Welding Academy;
- Missouri Truck Driving Company and Youth Truck Driving Company;
- Fresh Start Self-Improvement Center (MS CO)
- Multiple School district's and Alt High Schools throughout the region
- Multiple JAG Programs throughout the region
- Sikeston, Cape, Pemiscot, and Kennett - Career and Technology and Technical Skill Centers
- Multiple Colleges and Universities including Mineral Area College, SEMO, New York Rochester University (School for Deaf), Ranken, J' La Rue, Renaissance
- Multiple AEL Programs throughout the region
- Bootheel Babies
- Multiple County Juvenile, Probation, Prisons, Police Departments, and Parole Offices
- Charleston Board of Special education
- Missouri Bootheel Regional Consortium
- Multiple Departments of Social Services
- Hope International
- Bootheel Counseling Services
- SEMO Health Network
- Multiple Food Pantries including but not limited to: SEMO Food Bank
- NMCO Diaper Bank and Family Resource Center
- Heat Up St.Louis & LIHEAP
- DAEOC
- Community Resource Coalition
- Outreach community support center
- Virgie's place
- Multiple Area NEXUS meetings
- C.I.T.
- Tailor Institute and Center for Advancing Policy on Employment for Youth (CAPE-Youth) with Cornell University.
- Uplift Center, St. Francois County;
- Pemiscot county initiative network
- Sikeston, Cape, Perryville, Jackson, Madison - Chamber of Commerce
- SFC Community Partnership
- Multiple EMAA Agencies and Programs throughout the region
- United Way
- Vocational Rehabilitation
- Job Corp
- West County Hope Center
- Perryville Disability Alliance, Cape Chamber of Commerce,
- TRA Representative
- MBRC Community Outreach
- Bowden Outreach Center
- UMOs
- MO DESE
- Skills USA Chapter, New Madrid County
- US DOL
- SNAP and SkillUp Agencies
- Show Me Hope Missouri
- Presbyterian Children's Home and Services
- Farmington Pet Adoption Center
- Vocational Rehab for Deaf/Hard of Hearing
- Public Libraries
- ResCare Homecare
- Catholic Charities of SE MO
- Shared Blessings Homeless Shelter
- St Francois County Board for the Developmentally Disabled
- MERS/Goodwill
- Life Center for Independent Living
- First State Community Bank
- Visions of Hope/Dress to Impress
- Social Security Administration
- Family Support Division
- MWA/TANF Programs
- Park Hills/Leadington Chamber of Commerce;
- Perryville Chamber of Commerce; Madison Chamber;
- Farmington Chamber;
- Bonne Terre Chamber;
- WIOA National Farmworker Program
- Veteran SBE Program
- Legendary Plainswalkers
- Safe Harbor
- 180 Healthcare
- Hope Chest
- Cape Community Counseling
- CoNEXTion Community Resource
- WIC
- HUD, USDA Rental Assistance Program, Liberty Apartment and Housing Program, MSCO Housing Authority
- Gibson Recovery Association
- Pregnancy Resource Center
- Birthright
- Amelia's Fashion Exchange Resale Shop
- Medicaid
- AmeriCorps
- Project Homeless Connect
- Probation and Parole -ReEntry Program
- Health Career Pathways - Missouri Hospital Association
- SHRM Society for Human Resource Management
- Project Cape
- Safe House for Women
- Caring Council
- Dunklin County Caring Council
- Helping Hands
- Break Through Recovery Group
- Social Media Outreach
- Ste. Genevieve community Forum
- Council of Agencies, Perryville
- Bollinger County Community Care Council
- E.D.G.E
- S.N.A.P Resource Office
- Community Partnership of SEMO

The Southeast Workforce Development Board is committed to implementing all non-discrimination and equal opportunity provisions of WIOA in Section 188. The Southeast region also requires full commitment of these laws and regulations in all contracts and assurances.

The Southeast Workforce Development Board and WIOA prohibits discrimination on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or, against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual's citizenship status or participation in any WIOA Title I-financially assisted program or activity. This policy governs all phases of enrollment. All employees are expected to comply with the policy in every respect.

The Harassment and Discrimination Policy outlines the commitment to provide a workplace free of unlawful harassment and discrimination for all employees and participants. Behaviors covered by this policy extend beyond normal work hours and office premises. Any employee found to be in violation of this policy will be subject to disciplinary action up to termination.

The Workforce Development Board of Southeast Missouri has also implemented an Accommodation Policy agreeing to comply with the Americans with Disabilities Act. This organization is committed to the fair and equal treatment of people with disabilities. The Workforce Development Board does not discriminate against qualified participants, job applicants or employees with disabilities with regard to job application procedures, hiring, employee compensation, advancement, training, discharge or other terms, conditions and privileges of employment. Both employees and applicants with disabilities shall be provided reasonable accommodation when necessary unless this would impose an undue hardship.

New policies will be implemented and updated to align with new state and federal regulations as they are released.

The Southeast Workforce Development Board utilizes the following tagline on all communications, brochures, advertisements, and other documents both inside and outside of the office.

“The Workforce Development Board of Southeast Missouri is an Equal Opportunity Employer/Program. Auxiliary Aids and services are available upon request to individuals with a disability. Missouri Relay Service 711.”

Follow-Up

Identification of continuing adverse impact

Wager-Peyser

Age group 55 and over was flagged in PY15, PY16, and PY17. It was not flagged in the PY18 or PY19 report.

The American Indian/Alaskan Native race group was flagged for adverse impact in PY18 for the 4th quarter. There were no flags for PY19

Adult

American Indian race group was flagged in PY18 but had not been previously flagged in Program reports before this one and was not flagged in the PY19 report.

In PY19, the Adult Program had adverse impact flagged in the age group for 55 and older for the 2nd quarter after exit. This demographic age group has been flagged in all Program and Services Reports that are available, however it has been on different quarters showing Employment and Retention changing for this demographic group being flag.

- PY15 – 1st quarter
- PY16 – 1st quarter
- PY17 – 4th Quarter
- PY18 – 2nd quarter

Based on this information being reoccurring as I compare reports over the years, we will have a mandatory Age Discrimination Training for all staff in the entire Southeast Region. While we do still strongly believe the information in the Justification Reasoning is valid and additionally this age group tends to rotate out of the workforce, I do believe this training would be appropriate to ensure all staff have the information needed related to age discrimination laws and WIOA programs.

The disabled demographic group was not flagged in the PY18 or PY19 program report but it was flagged in PY15, PY16, and PY17.

Dislocated Worker

African American race demographic group was flagged in this PY19 report for adverse impact investigation for the 2nd quarter. This group was not flagged in previous reporting.

Ages 55 and older were flagged in PY15, PY16, and PY17. As described in those reports, a direct correlation to the influx of participants in certain demographic categories due to mass lay-offs in the region. Additionally, participants in this program and these age groups would have experienced a lay-off or closure from their employment and are more likely to retire instead of choosing another career path after a significant change employment change such as a closure.

The Caucasian (White) had been flagged in only the PY17 report.

No demographic groups were flagged for adverse impact in the PY18 Report.

Youth

No areas of adverse impact were carried over from the PY15, PY16, PY17, or PY18 Report.

In the PY19 report, the following groups were flagged:

- Two or more races
- Within the Hispanic group, Non-Hispanic and those participants who did not self identify with Hispanic or Non-Hispanic was also flagged. The Hispanic Group was not flagged.

Veteran

In PY19 the age group of 55 and over in the 1st and 2nd quarter as provided through data from the Missouri Office of Workforce Development. This age group was also flagged in the PY17 for the 3rd Quarter and PY18 for the 2nd and 4th Quarters.

PY19 and PY18 flagged the Male Demographic Group – It is important to note the Female population of this program has not been previously flagged in any Program and Services Reports for the Southeast Region. The Female group is drastically smaller than the male group in each report.

In PY17 and PY18 The age group 30-54 and race groups African American and Caucasian were flagged. Those were not flagged in PY19

In PY18 the disabled group flagged for the 4th quarter. This was not flagged for PY19.

Veteran Programs were not previously monitored on the PY15 or PY16 reports from the Southeast Region, we are unaware of any previous flags in those reports.

Veteran staff deal with a unique set of circumstance as outlined in the Reasonable Justification section of this report. However, based on the reoccurring flag in the Age 55 and over demographic group the Veteran Staff for the Southeast Region will also be included in the Mandatory Age Discrimination Training.

SkillUp – FNS & TANF

The SkillUp programs were not previously analyzed in program reporting. We will watch this area for reoccurring issues over the next couple of program and services reports and respond with action if appropriate.

In the PY19 report, the FNS program had age groups of 22-29 and 30-54 were flagged for adverse impact for both receiving fundable services and reported employment.

In the PY19 report, the TANF program had age group of 22-29 flagged for adverse impact for both receiving fundable services and reported employment. Females flagged for adverse impact in the reported employment. African American flagged for reported employment.

Summer Jobs League

No areas of adverse impact were carried over from the PY15, PY16, PY17, or PY18. There was no adverse impact in the PY19 report.

Updates to the Affirmative Outreach Plan

Due to the COVID-19 Pandemic the approach and availability of virtual services has improved and become a regular practice. This allows staff to be able to work with people who already had transportation, child care, health, or other related barriers that made it hard for them to come into the Job Center. These virtual options for assisting participants, residents, and employers will continue to provide better options for people who need them. We also push more services and information through virtual platforms like social media, newspapers, and news outlets. Having options for our residents who want to seek service changes many things but becomes a crucial benefit for some people who would have never come into the Job Centers.

Babel Notice requirements are on all documents and flyers that are provided to customers and potential customers to inform them that there are translation services available at no cost to them. The Southeast Workforce Development Board utilizes the following Babel Notice.

“Please contact the Missouri Job Center for translation assistance. Este documento contiene información importante sobre acceso a los servicios del sistema de la fuerza laboral. Hay disponibles servicios de idioma, incluida la interpretación y la traducción de documentos, sin ningún costo y a solicitud.”

The Southeast Region has been provided with a Migrant Seasonal Farmworker Staff member who works out of the Sikeston Office. This addition to the region allows staff access to a local staff member who is trained and works with this program for any assistance or questions.

The Southeast Website has the ability to have the entire website translated from English to Spanish with the click of a drop down option to allow for our programs, services, and information to be provided in the second most frequent language spoken within our region.

This Outreach Plan is considered as always under review and will be updated accordingly.