



1021 Kingsway, Suite 1, Cape Girardeau, MO 63701

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Workforce System Network Committee Meeting Minutes

Members Present: Stacy Snider, Latricia Fennell, Diana Salazar

Members Absent: Sandra Cabot, Kystal McLane

Board Staff Present: Gretchen Morse & Danise Clay

April 9th, 2025 - Virtual Only 9:00am-10:30am

- **Welcome**

Meeting opened by Committee Chair, Stacy Snider

- **One-Stop Operator Report for PY24 Q3**

Board staff shared the quarterly report for the region, highlighting the increase in foot traffic at job centers. It was noted that over 2,700 individuals had visited the centers in the third quarter, bringing the total for the three quarters to about 8,000. The report also showed that the majority of visitors were seeking unemployment assistance. Stacy asked about the lack of data on referrals from other sources, to which it was explained that the data is pulled from the case management system, MOJobs, and the categories are built-in. Discussed the importance of individual feedback in improving services. Highlighted the use of MOJobs, the case management system, to gather data on job seeker and employer satisfaction. The team also discussed the use of open-ended text analytics to identify frequently used words in surveys, such as "helpful" and "professional". The team emphasized the need for continuous improvement based on feedback and expressed gratitude for the assistance received. Committee discussed the high level of customer service provided at the Park Hill job center. Stacy praised the staff for their professionalism and dedication, even on difficult days. Gretchen shared that Allysia Long, the regions EO officer, tracks quarterly complaints but they rarely occur. Stacy mentioned that the job centers are involved in the community, such as conducting mock job interviews for high school students. Gretchen also highlighted the efficiency of the job centers, with staff from different employers working well together. Discussed the importance of employers in providing job opportunities for participants. Gretchen presented a report on job orders and referrals, showing a consistent number of job referrals over the past three quarters.

- **Regional Program Enrollments PY24 Q3- EDSI**

Committee discussed the enrollment goals and active caseloads of a program. Gretchen shared that EDSI has met their contractual enrollment goals, with 212 new enrollments from July 1, 2024, to March 31, 2024. The active caseload as of March 31, 2024, was 229, and the total number of people being served was 432. Stacy raised a question about the accuracy of the numbers, suggesting that the program was likely serving more people than the snapshot showed. She also expressed excitement about the program's expansion into Perry County.

Stacy mentioned that while some youth may not be counted yet, they are working with more people than what's being counted in the numbers.

- **Regional WIOA Performance PY24 Q3**

Committee discussed WIOA performance as of 3/2025. The region is meeting all negotiated measures with the exception of the WIOA Youth Credential. Danise tracks all the individuals in each measure for accuracy and works with the EDSI program manager on individuals being measured. New data has shown that the WIOA Youth Credential measure has been obtained and the next data pull should show an increase of this measure. Gretchen assured the committee that they are continuing to work towards their goals and are confident in their performance. The region has met WIOA performance for the last two years. Gretchen also mentioned that the region received a \$25,000 incentive for attaining PY23 WIOA performance.

- **Local Sub-State Compliance Report**

Danise, the board compliance monitor, reviewed 79 files from July 2024 to March 2025, identifying no eligibility issues or disallowed costs. There were a few non-compliance issues, a couple of areas for improvement, and best practices discussed. She highlighted the importance of compliance monitoring to avoid disallowed costs. EDSI does a really great job on efficient enrollments and obligating funds timely. Danise also suggested EDSI case managers use the MOJobs alert system more frequently on employment plans and objective assessments. She recommended incorporating assessment tools into their routine and working closely with EDSI program manager for any concerns. Danise discussed the need for a refresher on assessment tools, particularly new hires. Discussion about E-Verify completion, which is a requirement from Homeland Security for all new employees and individuals placed work experiences. During the course of local monitoring it was discovered that the third-party agency, Ascend Staffing (employer of record), who is responsible for E-Verify for EDSI, had a few individuals on work experience that were not E-Verified within the 3 day requirement. The E-Verify was completed late, however, the individuals were approved to work in the US. The issue was resolved, and a new process was put in place to prevent such incidents moving forward.

- **EDSI Contract Discussion**

Committee discussed current contract with EDSI that ends 6/30/25. Contract can be renewed for two more years. Motion to extend EDSI's contract through 6/30/26 based on their performance review and compliance monitoring report made by Stacy Snider, seconded by Latricia Fennell, all in favor, motioned carried.

Committee Chair, Stacy Snider will make recommendation of extending EDSI contract to full board in closed session at the May 16th, 2025 meeting.

- **Next Meeting – 7/16/25 Virtual 9:00am**

- **Adjourn – Motion to adjourn by Stacy Snider, seconded by Diana Salazar, all in favor, motion carried.**