

**Central Region Workforce Development Board**

<b>Comprehensive Job Centers</b>	<b>Connection Centers</b>
<b>Capital City</b> 3600 Country Club Dr. Suite 2004 Room 100 Jefferson City, MO 65109 (573) 526-8115 Fax: 573-526-3494	<b>Fort Leonard Wood</b> Veteran Access Only 140 Replacement Avenue Bldg. 470, Suite 2201 Fort Leonard Wood, MO 65473 (573) 596-0294
<b>Columbia</b> 101 Park De Ville Dr., Ste. E Columbia, MO 65203 (573) 441-6361 Fax: 573-884-5055	<b>Fulton</b> Callaway Chamber of Commerce 510 Market Street Fulton, MO 65251 (573) 228-8442
<b>Lebanon</b> 2639 S. Jefferson Avenue Suite 1 Lebanon, MO 65536 (417) 532-6146 Fax: 417-532-6013	<b>Osage Beach</b> State Fair Community College Stone Crest Mall, Upper Level 3797 Osage Beach Parkway Osage Beach, MO 65065 (573) 348-0888
<b>Rolla</b> 1107 Kingshighway Rolla, MO 65401 (573) 368-2354 Fax: 573-364-1865	<b>Potosi</b> Washington County Industrial Development Authority 501 E. High Street Potosi, MO 63664 (573) 210-1436

Central Region One-Stop Partners

Agency Name	Program	Contact Name	Job Center Services
Central Workforce Development Board 1107 Kingshighway Rolla, MO 65401	WIOA Title I Adult, Dislocated Worker, and Youth	Thomas R. Dudley Board Chair 573-438-2767 trdudley@potosicityhall.org	Career and training services, job search assistance, assessments, support services, tuition assistance. Services for in-school and out-of-school youth.
Job Point 400 Wilkes Columbia, MO 65201	WIOA Title I YouthBuild Boone County	Steven Smith, President & Chief Executive Officer 573-777-1505 steves@jobpoint.org	Job Point provides clients with skills training and employment services.
United Migrant Opportunity Services (UMOS) UMOS National Farmworker Jobs Program 432 W Fir Road Carthage, MO 64836	Title I Migrant and Seasonal Farmworker Programs	Jeri Cochran, Lead Case Manager – Missouri 417-204-2395 jeri.cochran@umos.org	Assists migrant and seasonal farmworkers with seasonal unemployment and underemployment. Offers career and training services. Assistance with books, lodging, fees, work-related equipment, tuition.
Department of Higher Education and Workforce Development PO Box 1087 Jefferson City, MO 65102	WIOA Title III Wagner-Peyser Act, Jobs for Veterans Act, Disabled Veterans Outreach Program, Local Veterans Employment Representatives, Trade Act Title II, Trade Adjustment Assistance, North American Free Trade Agreement	Jennifer Taylor, Regional Manager 573-364-7030 Jennifer.taylor@dhewd.mo.gov	Wagner-Peyser – Career services including labor market information, assessments, employment plans and counseling, labor exchange services.  Trade Adjustment Assistance – provides opportunity to obtain skills, credentials, and resources to become re-employed. Includes employment and case management services, training, job search, and weekly cash payments.  Jobs for Veterans – Assisting veterans in transitioning into the civilian workforce. Includes job search assistance, labor market information, employment workshops, National Career Readiness Assessment, Show-Me Heroes program.
Moberly Area Community College 601 Business Loop 70 West, Suite 216 Columbia, MO 65203	WIOA Title II Adult Education & Literacy	Shannon Hinson Director of Adult Education and Literacy 660-263-4100 shannonm@macc.edu	Preparation for High School Equivalency test. Pre-test, orientation, instruction. Columbia Job Center only.

Central Region  
Attachment 2

East Central College 1964 Prairie Dell Road Union, MO 63084	WIOA Title II Adult Education & Literacy	Alice Whelan Adult Education Program Director 636-584-6532 Alice.Whalen@eastcentral.edu	Preparation for High School Equivalency test. Pre-test, orientation, instruction. Rolla Job Center only.
Ozarks Technical Community College 1001 East Chestnut Expressway Springfield, MO 65802	WIOA Title II Adult Education & Literacy	Ramona George Adult Education and Literacy College Director 417-447-8861 georger@otc.edu	Preparation for High School Equivalency test. Pre-test, orientation, instruction. Lebanon Job Center only.
Missouri Vocational Rehabilitation 3024 DuPont Circle Jefferson City, MO 65109	Rehabilitation Act, Title 1	Elizabeth Perkins Manager, Workforce Implementation 573-522-8082 Elizabeth.perkins@vr.dese.mo.gov	Employment and training services for people with a disability. Provides vocational guidance and counseling, assistance with transition services, supported employment services.
Missouri Department of Labor 421 East Dunklin Jefferson City, MO 65102	State Unemployment Compensation Law activities	Anna Hui, Director 573—751-4091 diroffice@labor.mo.gov	Re-employment Services and Eligibility Assessment (RESEA) program provides assistance to unemployed individuals with mandatory re-employment activities and training options.
Missouri Department of Social Services Broadway State Office Building Jefferson City, MO 65102	Temporary Assistance for Needy Families, Community Services Block Grant, Rehabilitation Services for the Blind	Pat Luebbering Chief Financial Officer 573-751-4815 Patrick.Luebbering@dss.mo.gov	Provides eligible participants with training, employment, skill building, job search skills, and other resources.
MERS Goodwill Lippman Center 2545 South Hanley Rd. St. Louis, MO 63144	Older Americans Act Title V  Senior Community Service Employment Program (SCSEP)	Laura MCintosh SCSEP Director 314-646-5815 lmcintosh@mersgoodwill.org	Work-based job training for low- income adults age 55 and older. Provides skills training and work experience. Rolla and Lebanon only.
SER Jobs for Progress National, Inc. 100 E. Royal Lane Suite 130 Irving, TX 75039	Older Americans Act Title V  Senior Community Service Employment Program (SCSEP)	Emma Trevino, National Director  Isaura Betancourt 2610 Buttonwood Drive, Suite 200 Columbia, MO 65201 573-886-8988 lBetancourt@ser-national.org	Work-based job training for low- income adults age 55 and older. Provides skills training and work experience. Rolla and Lebanon only
Rolla Technical Center/Institute 1304 E 10 <sup>th</sup> St. Rolla, MO 65401	Carl D. Perkins Vocational Education	Amy Herrman Director, RTI/C 573-458-0160 aherrman@rolla.k12.mo.us	Provides customers with career and technical training, eligible training provider

**Memorandum of Understanding**  
**And**  
**Infrastructure Cost Sharing Agreement**  
**Between**  
**Central Region One-Stop System Partners**

**Introduction**

This Memorandum of Understanding (MOU) establishes the spirit of cooperation and collaboration between the Central Region Workforce Development Board (CWDB) and the Region's One-Stop Delivery System signatory partners (Partners). The agreement describes how the Partners will collaborate and use their resources to serve their mutual customers, both job seekers and employers, through an integrated system of service delivery operated at four comprehensive sites, called Missouri Job Centers in the Central Region of Missouri. The Job Centers will serve as focal points for local and regional workforce innovation initiatives.

The Workforce Innovation and Opportunity Act (WIOA), the first legislative remodeling of the public workforce system in more than 15 years, became effective on July 1, 2015.

WIOA is the authority for the establishment and operation of the state and national One-Stop Delivery System. This system shares responsibilities at the national, state, and local levels for programs and services to accomplish six legislative purposes:

To expand access to employment, education, training, and support services for people with barriers to employment;

To coordinate workforce investment, education, and economic-development efforts among multiple agencies;

To enhance the labor market relevance of workforce investment, education, and economic development, providing workers with skills and credentials and providing employers with a skilled workforce;

To improve the structure of, and delivery of, services through the workforce development system;

To boost the prosperity of workers and employers, the economic growth of communities, regions, and states, and overall U.S. global competitiveness;

To increase the employment, retention, and earnings of system participants, and to enlarge their attainment of postsecondary credentials, with the aim of improving workforce quality, reducing welfare dependency, increasing economic self-sufficiency, and meeting skill requirements of employers.



## **The One-Stop Delivery System**

“One-Stop” refers to the concept that employers and jobseekers should be able to access essential programs and services at one physical location in the area.

Another name for a One-Stop Centers is a Comprehensive One-Stop Center. The Center must provide: career services, access to training services, access to specific employment and training activities, access to specific programs and activities, including Wagner-Peyser Employment Services and workforce and labor market information. Customers must minimally have “access” to these programs, services, and activities during regular business hours and days. Access means either:

- 1) Having staff physically present;
- 2) Having partner program staff physically present at the One-Stop appropriately trained to provide information to customers about the programs, services, and activities available through partner programs; or
- 3) Providing direct linkage through technology to program staffers who can provide meaningful information or services. Direct linkage means direct connection at the One-Stop, within a reasonable time, by phone or through a real-time Web-based communication to a program staff member who can provide program information or services to the customer. Simply handing out a phone number, brochure or website address is insufficient.

## **WIOA – Identified MOU Partners**

WIOA requires the Local Workforce Development Board for a Local Workforce Development Area (LWDA), with the agreement of the Chief Elected Official for that LWDA, to develop and enter into an MOU with each One-Stop partner that is involved with the workforce programs and activities required to be available at the Comprehensive One-Stop Center(s). WIOA likewise obligates the required One-Stop partners to enter an MOU with the Local Workforce Development Board.

The Central Region WIOA Partners and the Corresponding Provider Agency Are Listed Below: Per WIOA Section 121(B)(1)(B)

### **WIOA Title I Adult, Dislocated Worker, and Youth programs (*Section 131, 126*)**

Partner Agency: Central Workforce Development Board (CWDB)

### **WIOA Title III Wagner-Peyser Act (*29 USC 49*), Jobs for Veterans Act (*38 USC 41*) Disabled Veterans’ Outreach Program (DVOP) and Local Veterans’ Employment Representatives (LVER) Trade Act Title II, Chapter 2, Trade Adjustment Assistance (TAA) (*19 USC 2317*) and North American Free Trade Agreement (NAFTA) (*19 USC 2271*)**

Partner Agency: Missouri Department of Higher Education & Workforce Development

**Unemployment Insurance (UI) (5 USC 85)**

Partner Agency: Missouri Department of Labor and Industrial Relations

**WIOA Title II Adult Education and Literacy (Section 206)**

Partner Agencies: East Central College  
Moberly Area Community College  
Ozarks Technical Community College  
Lincoln University

**Rehabilitation Act, Title I (29 USC 720 et seq)  
Vocational Rehabilitation**

Partner Agency: Missouri Department of Elementary & Secondary Education, Vocational Rehabilitation

**Carl D. Perkins Vocational and Applied Technology Education Act (20 USC 2301)  
Postsecondary Vocational Education**

Partner Agency: East Central College

**Older Americans Act Title V (42 USC 3056)  
Senior Community Service Employment Program (SCSEP)**

Partner Agencies: MERS Goodwill  
SER  
AARP FOUNDATION

**Social Security Act Title IV-A (42 USC 601. Subject to Subparagraph (C) )**

**Temporary Assistance to Needy Families (TANF)**

**Rehabilitation Services for the Blind**

Partner Agency: Missouri Department of Social Services

**WIOA 167 Title 1 National Farmworker Jobs Program**

Partner Agency: United Migrant Opportunity Services (UMOS)

**WIOA Title I Youthbuild (Section 171)**

Partner Agency: Job Point (Boone County only)

## **Indians and Native American Programs**

Not represented in the Central Region

## **Department of Housing and Urban Development Employment and Training Programs**

Not represented in the Central Region

### **Allocating One-Stop Infrastructure Costs**

The Workforce Innovation and Opportunity Act of 2014 (WIOA) requires all WIOA partners to contribute to infrastructure funding of the One-Stop system in each Local Workforce Development Area (LWDA). Each local Workforce Development board is required to establish a Memorandum of Understanding (MOU) with each partner in the LWDA that includes a One-Stop operating budget and an infrastructure funding agreement (IFA) that details how infrastructure funding will be contributed.

### **Purpose of This Memorandum of Understanding**

All parties agree that the purpose of this MOU is to document the roles, responsibilities, and funding commitments the parties have negotiated and mutually agreed upon for the operation and funding of the Americas Job Center(s) in the Central Region of Missouri.

### **Definitions**

- A. **Connection Center:** A site that makes available one or more of the required or optional programs, services, and activities to job seekers and employers in the local area.
- B. **Career Services:** Services that must be provided through the local workforce development system to adults or dislocated workers as authorized under each partner's program. Services are listed in Article IV of this MOU.
- C. **Chief Elected Officials:** When used in reference to a local area, is the chief elected executive officers of the units of general local government in a local area.
- D. **Common Costs:** Per WIOA Section 121(i), is the costs shared by partner programs which may include costs for basic career services, such as initial intake, assessment of needs, basic skills assessment, identification of appropriate services, referrals by one partner to another partner's program, and other similar services that may be chargeable to more than one program. Common costs and methodologies for cost sharing are included in the cost-sharing portion of this MOU.
- E. **Comprehensive Center:** A physical site where services and activities under all required programs are made available to local job seekers and employers.
- F. **Cost Allocation:** Measurement of actual costs in relation to the benefit received in order to determine each partner's fair share of local workforce development system operating costs.
- G. **Fiscal Agent:** An entity appointed by local area chief elected officials and partners to be responsible for the administration and disbursement of WIOA and other funds allocated for workforce development programs activities in the local area.

- H. **Individuals with Barriers to Employment:** Defined in WIOA Section 3(24) as member of one or more of the following populations:
1. Displaced homemakers.
  2. Low-income individuals.
  3. Indians, Alaska Natives, Native Hawaiians.
  4. Individuals with disabilities (including youth).
  5. Older individuals.
  6. Ex-offenders.
  7. Homeless individuals.
  8. Youth that are in, or have aged out of, the foster care system.
  9. Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers.
  10. Eligible migrant and seasonal farmworkers.
  11. Individuals within two years of exhausting lifetime eligibility under Title IV of the Social Security Act.
  12. Single parents—including single pregnant women.
  13. Long-term unemployed individuals.
- I. **Infrastructure Costs:**  
Per WIOA Section 121(h)(4), it is the costs necessary for the general operation of “One-Stop” centers to be shared by a local area and partners. Infrastructure costs include facility rental costs, utilities and maintenance, equipment (including assessment-related products and assistive technology for individuals with disabilities), and technology to facilitate access to the center—including planning and outreach activities.
- J. **Local Area:**  
A geographic area of a state designated by the Governor in accordance with WIOA Section 106 that serves as a jurisdiction for the administration of workforce development activities delivered through a local workforce development system.
- K. **Local WIOA Plan:**  
The local area workforce development plan developed by the local workforce development board in cooperation with the chief elected officials pursuant to WIOA Section 108 that describes the local workforce development system, the programs and services delivered through the system, an analysis of the local area workforce, workforce needs, and the strategies to align service delivery among core programs in a manner consistent with the State Plan to achieve performance goals.
- L. **Local Workforce Development Board:**  
The board appointed by a local area’s chief elected officials to be certified by the Governor or designee

per WIOA Section 107. The board is responsible for administration and oversight of the local area workforce development system in agreement with the chief elected officials and in collaboration with required and additional partners.

- M. **Local Workforce Development System:**  
The system established in accordance with WIOA Section 121 through which career services, access to training services, employment and training activities, and partner programs and activities as well as related support and specialized services are made available to workers and employers in a local area.
- N. **Job Center:**  
Referred to in WIOA as “One-Stop” centers, it is the term used collectively under the Missouri workforce system brand, for the comprehensive, connection centers, and specialized centers that operate in a local area and make WIOA programs, services, and activities available to job seekers and employers.
- O. **One-Stop Operator:**  
One or more entities selected in accordance with WIOA Section 121(d) to operate an America’s Job Center and to perform service delivery activities in accordance with all applicable federal, state, and local rules and policies and the terms of this MOU.
- P. **Proportionate Share:**  
The portion of local workforce development system operating costs to be contributed by each partner in proportion to the benefits the partner’s program receives from participation in the local workforce development system.
- Q. **Required Partner:**  
An entity that carries out one or more of the programs or activities identified under WIOA Section 121(b)(1) required to make the services and activities under the partner’s program available through the local workforce development system.
- R. **Resource Sharing:**  
The cash and/or resources each partner will contribute to fund its proportionate share of costs for operation of the local workforce development system.
- S. **Shared Services:**  
For purposes of this MOU, it is a shared function or activity that benefits more than one partner program and partners contribute staff time rather than cash or other resources to fund their proportionate share of these types of costs.
- T. **State Infrastructure Funding Mechanism:**  
The formula that will be implemented by the state to calculate required partners’ proportionate shares of infrastructure costs when consensus agreement cannot be reached among a local workforce development board and required partners in a local area.
- U. **State WIOA Plan:**  
The workforce plan developed with WIOA, and approved by the DOL that outlines the programs, services, strategies and performance goals for the statewide workforce development system.
- V. **Training Services:**  
Persons deemed unable to obtain or retain employment through career services are eligible to receive training services, which include, but are not limited to: occupational skills training, on-the-job training, programs that combine workplace training with related instructions, private-sector training programs,

skills upgrades, entrepreneurial training, job-readiness training, adult education and literacy activities in combination with a training program, or customized training.

**W. WIOA:**

The Workforce Innovation and Opportunity Act of 2014, enacted to amend the Workforce Investment Act of 1998 (WIA) and to align and continuously improve workforce, education, and economic development systems to effectively address the employment and skill needs of workers, jobseekers, and employers.

**Article I: Local Workforce Development System Description**

**A. Overview & General Description:**

The Central Workforce Development Board includes the following counties: Audrain, Boone, Callaway, Camden, Cole, Cooper, Crawford, Dent, Gasconade, Howard, Laclede, Maries, Miller, Moniteau, Morgan, Osage, Phelps, Pulaski, and Washington.

Comprehensive Job Centers and Connection Centers in the Central Region are listed below.

Comprehensive Jobs Center	Address
Capital City	3600 Country Club Dr. Suite 2004, Room 100 Jefferson City, MO 65109
Columbia	101 Park De Ville Dr., Ste. E Columbia, MO 65206
Lebanon	2639 South Jefferson Avenue, Suite 1 Lebanon, MO 65536
Rolla	1107 Kingshighway Rolla, MO 65401
<b>Connection Centers</b>	
Fort Leonard Wood Veteran Access Only	140 Replacement Ave. Bldg. 470, Suite 2201 Fort Leonard Wood, MO
Fulton	Callaway Chamber of Commerce 510 Market Street Fulton, MO 65251
Osage Beach	State Fair Community College Stone Crest Mall 3797 Osage Beach Parkway Osage Beach, MO 65065
Potosi	Washington County Industrial Development Authority 501 E. High Street Potosi, MO 63664

## **Administrative Structure**

1. The Missouri Department of Higher Education & Workforce Development, Office of Workforce Development has responsibility for the administration and oversight of Missouri's workforce development system at the state and local levels.
2. Chief Elected Official (CEO): The Chief Elected Official has been delegated authority to act on behalf of the other presiding commissioners for WIOA/One-Stop matters. The CEOs are responsible for the selection of the CWDB members, the development of Caucus by-laws and are identified as the recipients of WIOA Adult, Dislocated Worker, and Youth funds per WIOA Section 107(d)(12).
3. Local Workforce Development Board: Central Workforce Development Board, 1107 Kingshighway, Rolla, MO 65401. The CWDB is responsible for oversight and operation of the local workforce development system, which includes (with the agreement of the CEOs), the development of the local plan and the selection of One-Stop operators.
4. Fiscal Agent: Central Workforce Development Board - For purposes of this MOU, the Fiscal Agent is the party responsible for tracking shared local workforce development system costs, collection of partners' financial data and documentation needed for reconciliation, completion of reconciliations, adjusting budgets to actual costs, invoicing and collecting payments from partners, and distributing adjusted budgets to partners in accordance with this MOU.
5. Comprehensive Job Center Operator (One-Stop Operator): Central Ozarks Private Industry Council.
6. Connection Center Operator: Central Ozarks Private Industry Council, Inc.

## **Article II: Agreement Period**

- A. The term of this agreement is from July 1, 2022, until June 30, 2025.
- B. CWDB will review the MOU with the Partners at least every three years to ensure appropriate funding and delivery of services.

## **Article III: Partner Responsibilities**

- A. WIOA identifies the following minimum responsibilities for required partners in each local area workforce development system. For consistency, each partner, including each additional partner, will assume the responsibilities identified below, unless otherwise specified in this memorandum of understanding.
  1. Provide access to partner programs and activities through the local workforce development system.
  2. Use a portion of funds made available for partner program and activities to provide career services through the local workforce development system and to maintain the local workforce development system, including costs for infrastructure, in accordance with Article VI of this MOU.
  3. Continue as a party to this MOU and enter into renewal MOUs as long as participating as a partner in the local workforce development system.

4. Participate in the operation of the local workforce development system consistent with the terms of this MOU, the federal laws that authorize partners program or activities, and all applicable state and local laws.
- B. In addition to the minimum responsibilities required under WIOA as identified in Section A of this Article, the partners will:
1. Ensure priority of service to veterans and covered spouses for any qualified job training program pursuant to the Jobs for Veterans Act as prescribed in 38 USC 4215.
  2. Ensure the programmatic accessibility of facilities, programs, services, technology, and materials to individuals with disabilities per WIOA Section 188.
  3. Follow procedures identified in the State, Local, and Regional Plans for compliance with WIOA Section 188 provisions regarding nondiscrimination.
  4. Notify the CWDB of any changes to the rules governing partner's program that impact the partner's performance and/or proportionate share under this MOU. The CWDB will communicate the changes to the CEOs, One-Stop Operator, and other partners and will initiate the process to amend this MOU if necessary.
  5. Ensure compliance with Office of Workforce Development policies and procedures. Should a conflict exist between the Office of Workforce Development personnel policies and a partner's personnel policies; the partner's policies will prevail.
  6. Cooperate with efforts to implement the use of an integrated, technology-based intake and case management information system as required under WIOA.
  7. Participate and cooperate in data collection, reporting, and other activities to track and evaluate performance of the local workforce development system using state and local performance accountability measures.

#### **Article IV: Coordination of Programs, Services, & Activities**

All parties agree to work in cooperation to prevent duplication and to streamline and coordinate services delivered through the local workforce development system as described in this Article.

- A. **Coordination of Services** – WIOA places a strong emphasis on planning across multiple partner programs to ensure alignment in service delivery. The partners agree to develop effective partnerships across programs and providers to provide individuals with employment, education, and training services they need. The partners will work together to ensure a customer-centered approach to service delivery.
- B. **Shared Service Delivery**– The parties agree that services will be shared among the partners as described below. The parties further agree that any staff assigned to provide a service will possess the skills and qualifications needed to sufficiently perform the functions involved in the delivery of the service.
- C. **Accessibility** – The partners will implement the strategies described below to ensure that access to services provided through the local workforce development system effectively meets the needs of workers, youth, and individuals with barriers to employment—including individuals with disabilities:



## Article V: Methods of Referral

Referrals between the Partners will be made in an effective, customer-friendly manner.

Through cross training, staff will be sufficiently trained on Partner services and programs so they can make appropriate referrals.

Direct linkage connection by phone or video conferencing may be used to help a job seeker access services not available on site. A direct linkage will consist of more than simply providing a phone number or website to the participant.

The Partners will share information regarding the services available through their agencies within the One-Stop System.

Customers accessing services through the One-Stop System will receive assistance in determining which of the Partner agencies have services that are appropriate and beneficial for them and will be provided an appropriate referral and means to contact the Partner program.

Staff will make appropriate referrals depending on each customer's individual needs, eligibility requirements, and other services that may be available.

The specific steps in the referral process may vary between partner agencies.

***Referrals do not imply automatic eligibility; the result of the referral is dependent on eligibility determination by each partner based on their unique program guidelines and fund availability.***

## Article VI: Cost Sharing

Each partner agrees to pay its allocable share of infrastructure and other shared costs in proportion to use and the benefit received as negotiated and described herein. Total costs are detailed and calculated in the Budget, which is included with this MOU and hereby incorporated.

- A. **Identification of Shared Costs** – The parties agree that the costs detailed in the budget are beneficial to more than one partner program and therefore must be shared by the partners in proportion to the benefit received or use by each partner program.
1. **Infrastructure** – Shared non-personnel costs necessary for the general operation of the Central Region Jobs Centers.
  2. **Additional Costs** – Shared costs beneficial to more than one partner program that relate to the operation of the local workforce development system, including costs for the provision of career services that are not funded with staffing resources per Article IV, and other common costs that are not considered “infrastructure” costs as defined in WIOA Section 121(h).

- B. **Budget** – The Budget spreadsheets included as an attachment to this MOU detail all shared services, shared costs, cost pools, and cost allocation methods. Cost allocation and reconciliation will be calculated and documented in the Budget.

#### **Article VII: Termination/Separation**

- A. **MOU Termination:** This MOU will remain in effect until the end date specified in Article II, Section A, unless:

1. All parties mutually agree to terminate this MOU.
2. WIOA and the corresponding regulations are repealed.
3. Local area designations are changed.

- B. **Partner Separation** – Any partner may terminate their participation as a party to this MOU upon 60 days written notice to the CWDB. In such an event:

1. The CWDB will provide written notice to all remaining partners and to OWD Grants Administration.
2. The CWDB will review the budget to determine where adjustments can be made that will prevent an increase in the remaining partners' shared cost amounts.
3. The CWDB will amend this MOU per Article VIII and will prepare a revised budget document

C. **Effect of Termination**

1. Required Partners – Each required partner understands that participation as a party to this MOU is required under WIOA Section 121(b)(1)(A)(III) and any required partner that opts to terminate its participation as a party to this MOU:
  - a. Is still obligated as a required partner to provide access to program activities and services through a direct linkage with a comprehensive Central Region Jobs Center.
  - b. Will be subject to, and will cause all other required local partners to be subject to, the state infrastructure funding mechanism.
  - c. Will be required to pay its proportionate share of infrastructure costs as determined under the state infrastructure funding mechanism.
  - d. Must be reported to OWD Grants Administration and to the state agency that administers the partner program, as applicable. For required partners that get program funds directly from the DOL, the DOL will be notified.
  - e. May be subject to sanctions by the state and/or federal agency that administers the partner program.

- f. Must make best efforts to find another entity that will fulfill the required partner role and/or will make recommendations to the CWDB on budget adjustments or other means to defray a cost increase to the remaining partners.
  - g. Will send written notice to OWD Grants Administration and to the state agency that administers the partner program, as applicable, prior to submitting written notice of the separation to the CWDB. Required partners that receive funds directly from the DOL must send written notice to the DOL Grant Officer assigned to the partner in addition to OWD Grants Administration.
2. Any non-required partner that terminates its role as a party to this MOU is no longer eligible to participate as a partner in the local workforce development system.

### **Article VIII: Amendment**

- A. This MOU and Budget may be amended upon mutual agreement of the parties as allowable under applicable federal, state and local laws. This MOU must be amended when one or more of the following occurs:
  1. The addition or removal of a partner from this MOU.
  2. A change of the Job Center operator, the administrative structure, or the physical location of a Missouri Jobs center.
  3. A change that significantly alters negotiated terms to this MOU—including, but not limited to—changes in shared services, service delivery, referral methods, costs or cost sharing.
  4. Any other change that will impact shared costs, which does not include updates to the budget as a result of quarterly reconciliation.
- B. All parties agree that amendments involving changes with no impact on shared services, cost-sharing, or other negotiated terms need only be signed by authorized representatives of the CWDB, the CEOs, and the affected partner(s). All other amendments will require the signatures of all parties. All amendments will involve the following process:
  1. The party seeking an amendment will submit a written request to the CWDB that includes:
    - a. The requesting party's name.
    - b. The reason(s) for the amendment request.
    - c. Each Article and Section of this MOU that will require revision.
    - d. The desired date for the amendment to be effective.
    - e. The signature of the requesting party's authorized representative.
  2. If the request is approved, the CWDB will notify the remaining partners of the intent to amend and will allow 30 days from the date of the notice (unless another timeframe is specified in the notice) for the remaining partners to review the requested changes and to submit a response to the CWDB. No response by a partner will be considered approval of the requested changes.

3. Any partner with questions and/or concerns regarding the requested changes must be submitted to the CWDB in writing within the specified timeframe.
  4. The CWDB will provide a written response to the partner within 15 days of receipt of the partner's questions. The CWDB will have the discretion to share questions/concerns with other partners and/or to schedule a meeting to achieve consensus on a final amendment draft.
  5. The final, approved amendment draft will be signed by authorized representatives of the affected partners then submitted to the CWDB for the final signature unless it is an amendment that requires the signatures of all parties, in which case, CWDB must secure all local signatures and submit to ODJFS for final signature.
  6. The CWDB will distribute copies of the fully executed amendment to all parties and to the Office of Workforce Development.
- C. This MOU is the entire agreement among the parties with respect to each party's role and responsibilities in the local workforce development system. All parties agree that any amendments to applicable laws or regulations cited herein will result in the correlative modification of this MOU without a formal, written amendment.
- D. All parties agree to communicate details of any amendments to their respective staff members whose responsibilities may be impacted by the changes and further agree to ensure that their staff members are referencing or utilizing the most current version of the MOU in the performance of their responsibilities.
- E. Amendments that will require the signatures of all parties must be executed no later than 90 days prior to the end of the MOU period. Amendments that require only the signatures of the CWDB, the chief elected officials, and the affected partner(s) must be executed no later than 45 days from the end of the current State Fiscal Year to allow time for Purchase Order modifications.

#### **Article IX: Confidentiality**

All parties acknowledge that program participant information and certain other types of information are considered confidential under federal and state law. All parties further acknowledge that service delivery and other activities conducted by the parties' staff members under this MOU will generate and involve the use of confidential information for more than one partner program. Therefore, all parties agree to implement the strategies described below to minimize the risks of unauthorized disclosure:

- A. All parties will ensure that their respective staff members who will deliver services and carry out activities through the local workforce development system and in the Central Region Job Centers are properly informed and have completed training on the use, protection, disclosure, and disposal of confidential data as well as the criminal penalties for unauthorized use or disclosure under federal and state confidentiality laws.
- B. Further, all parties will develop procedures to implement the following safeguards, which are common requirements across federal and state confidentiality laws, and will ensure that their respective staff members are effectively trained on such procedures and follow them.
  1. Identifying the staff members who will be authorized to access confidential data in the performance of their work under this MOU.

2. Authorizing access to such staff members in a written statement to be signed by the staff member that identifies and describes the confidential data, the authorized representative of the partner program that owns the data, the system that contains the data, the allowable uses of the data, the procedures for safeguarding the data, and the requirements, restrictions, and penalties under the applicable federal and state confidentiality laws.
  3. Storing confidential data in an area that is physically safe from access via computer, remote terminal or any other means during duty hours, non-duty hours, or when not in use.
  4. Segregating each partner program's confidential data from other data.
  5. Restricting access of confidential data to only authorized employees and officials of the parties to this MOU who must access the data in the performance activities under this MOU.
  6. Prohibiting disclosure of any confidential data to a third party without prior written permission from the authorized representative of the partner program responsible for the data.
  7. Limiting collection and use of any information, systems, or records that contain personal identifying data to purposes that support programs and activities under this MOU, and, when possible, de-identifying data and presenting it in aggregate form for purposes such as evaluation or reconciliation.
- C. The CWDB will allow partner representatives to make onsite inspections to ensure compliance with federal and state data-protection laws, regulations, and standards.
- D. In the event of any suspected or actual breach or violation of confidentiality laws or regulations for a particular program,
- E. Federal and State laws and regulations regarding the use and disclosure of confidential information under WIOA and the partner programs include:
1. 29 USC 2935(a)(4) WIOA Reports, Recordkeeping, Investigation.
  2. The Privacy Act (5 USC 552a).
  3. The Family Educational and Privacy Rights Act (20 USC 1232g), also referenced in WIOA Section 136(f)(3).
  4. 42 USC 602(a)(1)(A)(iv) and 42 USC 608(a)(9)(B) regarding information on TANF recipients.
  5. 7 USC 2020(e)(8) and 7 CFR 272.1(c) regarding information on recipients of Supplemental Nutrition Assistance Program (SNAP) benefits.
  6. 34 CFR 361.38 Protection, use and release of personal information of Vocational Rehabilitation Services participants.
  7. Department of Labor, Training and Employment Guidance Letter (TEGL) 39-11 regarding handling and protection of personally identifiable information.

### **Article X: Dispute Resolution**

- A. For purposes of this MOU and for other issues relevant to participation in the local workforce development system, each party expressly agrees to participate in good faith negotiations to reach a consensus on the terms and conditions in this MOU.
- B. Every effort will be made to resolve the dispute at the local level. The CWDB will report the dispute to the Office of Workforce Development, which will intervene with the parties to resolve the dispute. The CWDB and/or partners may ask other state agencies responsible for oversight of partner programs to participate in the dispute resolution process.
- C. If the parties cannot reach a consensus agreement on infrastructure costs by June 1, 2020, the Office of Workforce Development is required to initiate the state infrastructure funding mechanism to ensure that infrastructure costs are paid.

The U.S. Department of Labor noted in its preamble to the WIOA Final Rules, "... while under the local funding mechanism Partner programs may contribute through any funds allowed by their authorizing statutes, under the State funding mechanism, infrastructure funds must come from administrative funds for the majority of Partner programs."

### **Article XI: Human Resources Management**

The Partners will develop commonly accepted expectations for customer service and engagement that are compliant with each individual entity's employee policies. Each Partner will incorporate those expectations into their own employee performance system and agree to conduct periodic performance reviews in accordance with the requirements of their organization.

### **Article XII: Limitation of Liability**

To the extent permitted by law, each party agrees to be responsible for any liability that directly relates to any and all of its own acts or omissions or the acts or omissions of its employees. In no event will any party be liable for any indirect or consequential damages caused by actions or omissions of another party or by the employees of another party.

### **Article XIII: Safety and Security**

- A. All parties acknowledge that the staff members who will deliver services or conduct activities in Central Region Jobs Centers must be provided with a safe and healthy working environment that is compliant with the Occupational Safety and Health Administration (OSHA) standards.
- B. All parties will ensure that the staff members are effectively trained on policies and procedures relevant to workplace safety and workplace conduct.
- C. Each party with staff assigned to work in the Central Region Jobs Centers will identify a contact person at each party's administrative office who will be notified of any safety concerns or personnel issues.

#### **Article XIV: One-Stop Delivery System Performance Criteria**

The Partners agree that the One-Stop Delivery System will strive to achieve these standards of quality service for its customers, employees, and workforce system partners:

1. All customers will receive prompt and courteous service from the staff.
2. All customers will receive the services designed to assist customers in achieving their educational and/or job placement goals.
3. All employees can expect to work in a safe and professional environment.
4. All employees can expect to receive the best tools to achieve the desired outcome for their customers.
5. All Partners will deliver high quality services through the Central Region Job Centers.

#### **Article XV: Governance of the One-Stop Delivery System**

The ultimate accountability and responsibility for the One-Stop System organizational processes, services, and accomplishments will rest with the Central Region Workforce Development Board, the One-Stop Operator, and the Partners.

The Central Workforce Development Board's responsibilities will be:

- Provide administrative and fiscal oversight, and monitoring of all functions of the One-Stop System;
- Negotiate local performance goals;
- Select the One-Stop operator and service providers through a competitive procurement process;
- Assist the One-Stop Operator in making data-driven decisions to improve performance and customer satisfaction.

The One-Stop Operator's responsibilities will be:

- Coordinate service delivery of required partners and service providers;
- Work with the CWDB to meet performance goals;
- Provide guidance to the partners regarding the provision of labor-exchange services.

The One-Stop Partners responsibilities will be:

- Provide access to its programs or activities through the One-Stop delivery system, in addition to any other appropriate locations;
- Use a portion of funds made available to the Partner's program, to the extent consistent with the Federal law authorizing the partner's program and with Federal cost principles in 2 CFR parts 200 and 29000 to provide applicable career services and work collaboratively with the local board to establish and maintain the one-stop delivery system. This includes jointly fund the one-stop infrastructure through partner contributions that are based upon:
  - a) A reasonable cost allocation methodology by which infrastructure costs are charged to each partner based on proportionate use and relative benefit received;
  - b) Federal cost principles; and
  - c) Any local administrative cost requirements in the Federal law authorizing the partner's program.

- Participate in the operation of the one-stop delivery system consistent with the terms of the MOU, requirements of authorizing laws, the Federal cost principles, and all other applicable legal requirements.
- Provide representation on the Central Workforce Development Board as required and participate in committees as needed.

### **Article XVI: General Provisions**

All parties agree to follow all federal, state and local laws and regulations as applicable under this MOU, including those listed below, which are generally applicable to WIOA, most federally-funded partner programs, and to parties that provide programs and services on behalf of the State of Missouri.

- A. **Jobs for Veterans Act** – As stated in Article III B 1, each party agrees to provide priority of service to veterans and covered spouses for any qualified job training program pursuant to 38 USC 2813.
- B. **Americans with Disabilities** – Each party, its officers, employees, members, and subcontractors hereby affirm current and ongoing compliance with all statutes and regulations pertaining to The Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973.
- C. **Pro-Children Act** – If any activities under this MOU call for services to minors, each party agrees to comply with the Pro-Children Act of 1994 (45 CFR 98.13) that requires smoking to be banned in any portion of any indoor facility owned, leased, or contracted by an entity that will routinely or regularly use the facility for the provision of health care services, day care, library services, or education to children under the age of 18.
- D. **Drug-Free Workplace.** Each party, its officers, employees, members, subrecipient(s) and/or any independent contractors (including all field staff) associated with this MOU agree to comply with 29 CFR 94 and all other applicable state and federal laws regarding a drug-free workplace and to make a good faith effort to maintain a drug-free workplace. Each party will make a good faith effort to ensure that none of each party's officers, employees, members, and subrecipient(s) will purchase, transfer, use, or possess illegal drugs or alcohol or abuse prescription drugs in any way while working or while on public property.
- E. **Fair Labor Standards and Employment Practices**
  - 1. Each party hereby affirms compliance with all applicable federal and state laws, rules, and regulations governing fair labor and employment practices.
  - 2. Each party agrees to post notices affirming compliance with all applicable federal and state non-discrimination laws in conspicuous places accessible to all employees and applicants for employment.
  - 4. Each party agrees to collect and maintain data necessary to show compliance with the foregoing nondiscrimination provisions of WIOA Section 188.
- F. **Nondiscrimination and Equal Opportunity.**

As a condition to the award of financial assistance from the Department of Labor under Title I of WIOA, the grant applicant assures that it has the ability to comply with the nondiscrimination and equal opportunity provisions of the following laws and will remain in compliance for the duration of the award of federal financial assistance:



- (A) Section 188 of the Workforce Innovation and Opportunity Act (WIOA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or against beneficiaries on the basis of either citizenship status or participation in any WIOA Title I-financially assisted program or activity;
- (B) Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color and national origin;
- (C) Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
- (D) The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and
- (E) Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

The grant applicant also assures that, as a recipient of WIOA Title I financial assistance, it will comply with 29 CFR part 38 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIOA Title I-financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIOA Title I-financially assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance.

G. **Conflict of Interest** – All parties agree to comply with the following, as applicable:

- a. All parties agree that they, their officers, employees, and members have not nor will they acquire any interest, whether personal, business, direct or indirect, that is incompatible, in conflict with, or would compromise the discharge and fulfillment of functions and responsibilities under this MOU. If any party, its officers, employees, or members acquire any incompatible, conflicting, or compromising interest, the party will immediately disclose the interest in writing to the CWDB at 1107 Kingshighway, Rolla, MO 65401. The parties further agree that the person with the conflicting interest will not participate in any activities hereunder until CWDB, in collaboration with other state partners determines that participation would not be contrary to public interest.
- b. Each party will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain.

### Central Region One-Stop Partners

Agency Name	Program	Contact Name	Job Center Services	Referral Method
Job Point 400 Wilkes Columbia, MO 65201	WIOA Title I YouthBuild Boone County	Steven Smith, President & Chief Executive Officer Job Point 400 Wilkes Columbia, MO 65201 573-777-1505 steves@jobpoint.org	Manages the YouthBuild grant, links people and jobs by providing career assessments, skills training, and job placement assistance and support. Affordable Housing, Reentry Services, Ticket to Work program.	<p>Refers any student applying for, or enrolled into the YouthBuild program that are eligible and appropriate for enrollment in WIOA programs. Assists in completion/collection of any required eligibility or enrollment documentation specific to WIOA participants. Central Region will provide referrals for qualified individuals to Job Point's YouthBuild and other training programs. Assist with tuition, provide support services, assist with job placement of youth, promote and sponsor registered apprenticeships, enrollment in Summer Jobs programs as appropriate, share case record documentation.</p> <p>A written referral is printed and given to the customer with the contact information form, in most cases, the staff member calls ahead to confirm that resources/funding is available. Incoming referrals are normally made by email, staff initiate contact with the customer, Referrals are documented in MoJobs in case notes, in the objective assessment, and the training plan.</p>
UMOS 2701 S. Chase Avenue, Suite B Milwaukee, WI 53207	WIOA 167 Title 1 National Farmworker Jobs Program	Jose Martinez VP of Farmworker and Community Based Services 2701 S. Chase Ave. Milwaukee, WI 53207 414-389-6006 jose.martinez@umos.org	Provides programs and services which improve the employment, educational, health and housing opportunities for under-served populations. Offers career and training services. Assistance with books, lodging, fees, work-related equipment, tuition. May provide screening, recruitment and training, paid internships from employers. CWDB has collaborated in service to participants by providing support services and tuition assistance.	<p>A written referral is printed and given to the customer with the contact information form, in most cases, the staff member calls ahead to confirm that resources/funding is available. Incoming referrals are normally made by email, staff initiate contact with the customer. Referrals are documented in MoJobs in case notes, in the objective assessment, and the training plan.</p>

<p>Department of Higher Education and Workforce Development          PO Box 1087          Jefferson City, MO 65102</p>	<p>WIOA Title III Wagner-Peyser Act, Jobs for Veterans Act, Disabled Veterans Outreach Program, Local Veterans Employment Representatives, Trade Act Title II, Trade Adjustment Assistance, North American Free Trade Agreement WIOA Title I Adult, Dislocated Worker and Youth</p>	<p>Dr. Mardy L. Leathers          Director, Workforce Development          Missouri Department of Higher Education &amp; Workforce Development          PO Box 1087          Jefferson City, MO 65102          573-751-3349          mardy.leathers@dhewd.mo.gov</p>	<p>Wagner-Peyser – Career services including labor market information, assessments, employment plans and counseling, labor exchange services.          Trade Adjustment Assistance –provides opportunity to obtain skills, credentials, and resources to become re-employed. Includes employment and case management services, training, job search, and weekly cash payments.          Jobs for Veterans – Assisting veterans in transitioning into the civilian workforce. Includes job search assistance, labor market information, employment workshops, National Career Readiness Assessment, Show-Me Heroes program.</p>	<p>Since Office of Workforce Development staff and WIOA staff are normally co-located, referrals are made in-person to the appropriate staff. Referrals are documented in MoJobs in case notes, in the objective assessment, and the training plan.</p>
<p>Ozarks Technical Community College          Springfield Campus Suite GRF 113</p>	<p>WIOA Title II Adult Education &amp; Literacy</p>	<p>Linda Whipple          Adult Education and Literacy College Director          1001 East Chestnut Expressway,          Suite IC205          Springfield, MO 65802          417-447-8861          whipplel@otc.edu</p>	<p>Preparation for High School Equivalency test. Pre-test, orientation, instruction. Provides assistance to individuals in overcoming barriers to employment, including lack of a high school diploma, low education skills, and lack of English language skills. Lebanon Job Center only. AEL staff will include information about Job Center services in new student orientation, will provide agency referral for students to the Job Center for job-seeking assistance, employment workshops, and supportive services. Job Center staff will be available to enroll AEL students in jobs.mo.gov in person at AEL class sites or as otherwise arranged. Job Center staff will refer individuals who need to learn English as a second language, are in need of remediation or who do not have a high school equivalency.</p>	<p>A written referral will be printed and given to the customer with contact information included. Staff will normally call ahead to confirm that resources are available. Incoming referrals are normally made by email, staff initiate contact with the customer. Referrals are documented in MoJobs in case notes, in the objective assessment, and the training plan.</p>

<p>East Central College          1964 Prairie Dell Road          Union, MO 63084</p>	<p>WIOA Title II Adult Education &amp; Literacy</p>	<p>Alice Whelan          Adult Education Program Director          East Central College          636-584-6532          Alice.Whalen@eastcentral.edu</p>	<p>Preparation for High School Equivalency test. Pre-test, orientation, instruction. Provides assistance to individuals in overcoming barriers to employment, including lack of a high school diploma, low education skills, and lack of English language skills. Rolla Job Center only. AEL staff will include information about Job Center services in new student orientation, will provide agency referral for students to the Job Center for job-seeking assistance, employment workshops, and supportive services. Job Center staff will be available to enroll AEL students in jobs.mo.gov in person at AEL class sites or as otherwise arranged. Job Center staff will refer individuals who need to learn English as a second language, are in need of remediation or who do not have a high school equivalency.</p>	<p>A written referral will be printed and given to the customer with contact information included. Staff will normally call ahead to confirm that resources are available. Incoming referrals are normally made by email, staff initiate contact with the customer. Referrals are documented in MoJobs in case notes, in the objective assessment, and the training plan.</p>
<p>Moberly Area Community College          101 College Avenue          Moberly, MO 65270          660-263-4100</p>	<p>WIOA Title II Adult Education &amp; Literacy</p>	<p>Dr. Jeffery Lashley,          President          Moberly Area Community College          101 College Avenue          Moberly, MO 65270          660-263-4100          JeffLashley@macc.edu</p>	<p>Preparation for High School Equivalency test. Pre-test, orientation, instruction. Provides assistance to individuals in overcoming barriers to employment, including lack of a high school diploma, low education skills, and lack of English language skills. Columbia Job Center only. AEL staff will include information about Job Center services in new student orientation, will provide agency referral for students to the Job Center for job-seeking assistance, employment workshops, and supportive services. Job Center staff will be available to enroll AEL students in jobs.mo.gov in person at AEL class sites or as otherwise arranged. Job Center staff will refer individuals who need to learn English as a second language, are in need of remediation or</p>	<p>A written referral will be printed and given to the customer with contact information included. Staff will normally call ahead to confirm that resources are available. Incoming referrals are normally made by email, staff initiate contact with the customer. Referrals are documented in MoJobs in case notes, in the objective assessment, and the training plan.</p>

			who do not have a high school equivalency.	
Lincoln University Adult Learning Center 204 E. Dunklin Jefferson City, MO 65101 573- 659-3122	WIOA Title II Adult Education & Literacy	Ron Jewell Assistant AEL Program Director Mid-MO Adult Learning Center 204 E. Dunklin Jefferson City, MO 65101 573- 659-2739 jewellr@lincolnu.edu	Preparation for High School Equivalency test. Pre-test, orientation, instruction. Provides assistance to individuals in overcoming barriers to employment, including lack of a high school diploma, low education skills, and lack of English language skills. Rolla Job Center only. AEL staff will include information about Job Center services in new student orientation, will provide agency referral for students to the Job Center for job-seeking assistance, employment workshops, and supportive services. Job Center staff will be available to enroll AEL students in jobs.mo.gov in person at AEL class sites or as otherwise arranged. Job Center staff will refer individuals who need to learn English as a second language, are in need of remediation or who do not have a high school equivalency.	A written referral will be printed and given to the customer with contact information included. Staff will normally call ahead to confirm that resources are available. Incoming referrals are normally made by email, staff initiate contact with the customer. Referrals are documented in MoJobs in case notes, in the objective assessment, and the training plan.
Department of Elementary and Secondary Education 3024 DuPont Circle Jefferson City, MO 65109	Rehabilitation Act, Title 1	Shelly Woods Chief Operations Officer Department of Elementary & Secondary Education 205 Jefferson St. Jefferson City, MO 65101 573-751-1297 Shelley.Woods@dese.mo.gov	Adult Education & Literacy Disability Determination Services Dropout Reporting High School Equivalency Independent Living Troops to Teachers Veterans Education Vocational Rehabilitation Business Services Counselor Services Disability Resources Publications	A written referral will be printed and given to the customer with contact information included. Staff will normally call ahead to confirm that resources are available. Incoming referrals are normally made by email, staff initiate contact with the customer. Referrals are documented in MoJobs in case notes, in the objective assessment, and the training plan.

			<p>Rehabilitation Technology                  Supported Employment                  Ticket to Work                  Transition Services                  Vocational Rehabilitation and                  Rehabilitation Services for the Blind will be engaged to provide assessments for the job centers to ensure universal accessibility. Joint outreach projects will be conducted to employer and job seekers. Vocational Rehabilitation will designate a representative to serve on the region's youth council and business services team.</p>	
<p>Department of Labor and Industrial Relations                  3315 West Truman Boulevard                  Jefferson City, MO 65102</p>	<p>State Unemployment Compensation Law activities</p>	<p>Anna Hui, Director                  Department of Labor and Industrial Relations                  3315 West Truman Boulevard                  Jefferson City, MO 65102                  573-751-3262                  diroffice@labor.mo.gov</p>	<p>Administers Missouri's Unemployment Insurance program, the Shared Work program, the Reemployment Services Eligibility Assessment program, Disaster Unemployment Assistance, Trade Readjustment Allowances, including Reemployment Trade Adjustment Assistance.                  DOLIR makes a contribution to the Office of Workforce Development for Labor Exchange services.                  Job center staff provide meaningful assistance to UI claimants onsite, or by phone or other technology. Job Center staff must be familiar with the DES online claims filing system and the rights and responsibilities of UI claimants.</p>	<p>A priority phone line is maintained in each job center for claimants to speak directly with DES staff.                  An electronic feedback system is in place for job center staff to refer UI eligibility issues to DES for investigation.</p>

<p>Missouri Department of Social Services          Broadway State Office Building          Jefferson City, MO 65102</p>	<p>Temporary Assistance for Needy Families, Community Services Block Grant, Rehabilitation Services for the Blind</p>	<p>Pat Luebbering          Chief Financial Officer          Department of Social Services          Broadway State Office Building          Jefferson City, MO 65102          573-751-4815  <a href="mailto:Patrick.Luebbering@dss.mo.gov">Patrick.Luebbering@dss.mo.gov</a></p>	<p>Provides eligible participants with many services including, but not limited to, health care, food assistance, child support, blind services. Also, Ticket to Work, Healthcare Industry Training Program, and Missouri Work Assistance program. CWDB is contracted for Summer Jobs, SkillUP, and Healthcare Industry Training programs.</p>	<p>A written referral will be printed and given to the customer with contact information included. Staff will normally call ahead to confirm that resources are available. Incoming referrals are normally made by email, staff initiate contact with the customer. Referrals are documented in MoJobs in case notes, in the objective assessment, and the training plan.</p>
<p>MERS Goodwill          1727 Locust St.          St. Louis, MO 63103</p>	<p>Older Americans Act Title V           Senior Community Service Employment Program (SCSEP)</p>	<p>Beth Brown          Vice President          MERS Goodwill          1727 Locust St.          St. Louis, MO 63103          314-982-8890  <a href="mailto:bbrown@mersgoodwill.org">bbrown@mersgoodwill.org</a></p>	<p>Work-based job training for low-income adults age 55 and older. Provides skills training and work experience. Rolla and Lebanon only. Referrals are normally related to assistance with gaining employment and related support services.</p>	<p>A written referral will be printed and given to the customer with contact information included. Staff will normally call ahead to confirm that resources are available. Incoming referrals are normally made by email, staff initiate contact with the customer. Referrals are documented in MoJobs in case notes, in the objective assessment, and the training plan.</p>
<p>SER          100 E. Royal Lane #130          Irving, TX 75039          469-549-3649</p>	<p>Older Americans Act Title V           Senior Community Service Employment Program (SCSEP)</p>	<p>Emma Trevino          Vice President of Program Operations          SER Jobs for Progress National, Inc.          100 E. Royal Lane #130          Irving, TX 75039          469-549-3649  <a href="mailto:etrevino@ser-national.org">etrevino@ser-national.org</a></p>	<p>Work-based job training for low-income adults age 55 and older. Provides skills training and work experience. Rolla and Lebanon only. Referrals are normally related to assistance with gaining employment and related support services.</p>	<p>A written referral will be printed and given to the customer with contact information included. Staff will normally call ahead to confirm that resources are available. Incoming referrals are normally made by email, staff initiate contact with the customer. Referrals are documented in MoJobs in case notes, in the objective assessment, and the training plan.</p>
<p>AARP Foundation          11679 West Florissant Avenue          Florissant, MO 63033</p>	<p>Older Americans Act Title V           Senior Community Service Employment Program (SCSEP)</p>	<p>Robert Yeaton          Project Director          AARP Foundation          11679 West Florissant Avenue          Florissant, MO 63033          314-830-3600  <a href="mailto:ryeaton@aarp.org">ryeaton@aarp.org</a></p>	<p>Work-based job training for low-income adults age 55 and older. Provides skills training and work experience. Rolla and Lebanon only. Referrals are normally related to assistance with gaining employment and related support services.</p>	<p>A written referral will be printed and given to the customer with contact information included. Staff will normally call ahead to confirm that resources are available. Incoming referrals are normally made by email, staff initiate contact with the customer. Referrals are documented in MoJobs in case notes, in the objective assessment, and the training plan.</p>

<p>East Central College        1964 Prairie Dell Road        Union, MO 63084</p>	<p>Carl D. Perkins        Career and Technical Education</p>	<p>Joel Doepker        Vice President of External Relations        East Central College        1964 Prairie Dell Rd.        Union, MO 63084        636 – 584-6527        Joel.Doepker@eastcentral.edu</p>	<p>Career and Technical Education program development, aligning education, training, and workforce development.</p>	<p>A written referral will be printed and given to the customer with contact information included. Staff will normally call ahead to confirm that resources are available. Incoming referrals are normally made by email, staff initiate contact with the customer. Referrals are documented in MoJobs in case notes, in the objective assessment, and the training plan.</p>
<p>Central Workforce Development Board        1107 Kingshighway        Rolla, MO 65401</p>	<p>WIOA Title I Adult, Dislocated Worker, and Youth programs</p>	<p>Kathy Groves        Chairman        William Woods University        One University Avenue        Fulton, MO 65251        573-592-1106        Kathy.groves@williamwoods.edu</p>	<p>Serve as connection between the Office of Workforce Development and job centers that deliver services to workers and employers. The CWDB's role is to develop regional strategic plans and set funding priorities for nineteen counties in Central Missouri.</p>	
<p>Central Workforce Development Board CLEO</p>	<p>Chief Elected Official</p>	<p>Gary Jungermann        Chief Local Elected Official        Callaway County Courthouse        10 East 5<sup>th</sup> Street        Fulton, MO 65251        573-642-0737        GJungermann@callawaycounty.org</p>	<p>Chief Elected Official</p>	
<p>Central Ozarks Private Industry Council        2639 S Jefferson Ave. Suite 101        Lebanon, MO 65536</p>	<p>WIOA Adult, Dislocated Worker, and Youth service provider and One-Stop Operator</p>	<p>Patricia Rogers        Executive Director        2639 S Jefferson Ave.        Suite 101        Lebanon, MO 65536        573-201-1143        progers@copicinc.org</p>	<p>Provide WIOA Title-I Adult, Dislocated Worker, and Youth Services. Serve as the One-Stop Operator. Provide Basic Career Services, Individualized Career Services, Follow-Up Services, and Training Services. Provide Business Services and convene and coordinate the service delivery of participating one-stop partners and service providers. Create partnerships among workforce development, economic development, business, and community agencies to meet the needs of employers and job seekers in the region.</p>	



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**Central Region WIOA Partners  
Memorandum of Understanding  
and  
Infrastructure Funding Agreement**

By signing, **AARP FOUNDATION** affirms that this MOU accurately describes the negotiated roles, responsibilities, and costs.

The **AARP FOUNDATION** annual cost share amount is \$548.80.

**Agreement Period**

This MOU will be in effect from July 1, 2022, until June 30, 2025.

CWDB will review the MOU with the Partners at least every three years to ensure appropriate funding and delivery of services.

Payments may be made quarterly or as a one-time payment.

CWDB will invoice the agency according to their preference.

**Older Americans Act Title V (42 USC 3056)  
Senior Community Service Employment Program (SCSEP)**

**AARP FOUNDATION**

**Partner Job Center:** Jefferson City

Demetrious Antzoulatos  
Printed Name, Vice President finance, Grants, Operations

AARP Foundation

Demetri Antzoulatos 6/16/2022  
Signature Date

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**Central Region WIOA Partners  
Memorandum of Understanding  
and  
Infrastructure Funding Agreement**

By signing, East Central College (AEL Program) affirms that this MOU accurately describes the negotiated roles, responsibilities, and costs.

The East Central Community College annual cost share amount is \$405.31

**Agreement Period**

This MOU will be in effect from July 1, 2022, until June 30, 2025.

CWDB will review the MOU with the Partners at least every three years to ensure appropriate funding and delivery of services.

Payments may be made quarterly or as a one-time payment.

CWDB will invoice the agency according to their preference.

**Adult Education and Literacy (AEL) (Title II)**

**East Central Community College**

**Partner Job Center: Rolla**

Alice Whelan                      Director

Printed Name                      Title

                      6/15/22

Signature

Date

**Central Region WIOA Partners**  
**Memorandum of Understanding**  
**and**  
**Infrastructure Funding Agreement**

By signing, **Job Point** affirms that this Memorandum of Understanding accurately describes the negotiated roles, responsibilities, and costs of the Central Region One-Stop Delivery System.

The **Job Point** annual cost share amount is 553.90

**Agreement Period**

This MOU will be in effect from July 1, 2022, until June 30, 2025.

CWDB will review the MOU with the Partners at least every three years to ensure appropriate funding and delivery of services.

Payments may be made quarterly or as a one-time payment.

CWDB will invoice the agency according to their preference.

**YouthBuild (Boone County Only)**


**Job Center Partner – Columbia**

**Job Point**

Steve Smith    President & CEO

Printed Name

Title

    8/23/22

Signature

Date



**Memorandum of Understanding (MOU)  
Disclosure Statement  
Missouri Department of Social Services**

**MOU Title:**

**One-Stop Delivery System**

1. Department of Social Services (DSS) is signing the Workforce Innovation and Opportunity Act (WIOA) Memorandum of Understanding (MOU) with the following stipulations:
  - a. All fourteen (14) Workforce Development Boards MOUs must fully comply with the WIOA regulations.
  - b. Local cost sharing negotiations must allow for DSS, including DSS contractors, to provide "in kind" services in lieu of cash payments as applicable.
  - c. WIOA requires one-stop partners to contribute funding to establish and maintain the one-stop delivery system based on each partner's proportionate use of the system and the relative benefits received (WIOA sec. 121(h)(1)(B)(i) and 121(h)(2)(C); 20 CFR 678.420(b), 34 CFR 361.420(b), and 34 CFR 463.420(b)). One-stop partners must use a reasonable cost allocation methodology in determining appropriate partner contributions based on proportionate use and relative benefits received (20 CFR 678.420(b)(2)(i), 34 CFR 361.420(b)(2)(i), and 34 CFR 463.420(b)(2)(i)).
  - d. DSS, its affiliates, successors, assignees, and contractors will continue to adhere to their confidentiality and security policies.
  - e. Termination of the MOUs: Any Partner to these MOUs may withdraw, giving written notice of its intent to withdraw as a Partner. All pertinent terms of the MOUs will continue in effect for the remaining Partners. Any party may cancel the MOU at any time for cause or without cause on a 30-day written notice.
  - f. In the event, there is a conflict of language between the MOU and this Disclosure Statement, the language in this Disclosure Statement shall prevail.
  - g. In the event there is a conflict between law, regulations, and policy governing DSS and the WIOA MOU, then the law, regulations, and policies governing DSS shall prevail.

Patrick Luebbering, Director  
Division of Finance and Administrative Services

Temporary Assistance for Needy Families  
Community Services Block Grant  
SNAP Employment and Training  
Rehabilitation Services for the Blind

**Central Region WIOA Partners  
Memorandum of Understanding  
and  
Infrastructure Funding Agreement**

By signing, **Lincoln University** affirms that this MOU accurately describes the negotiated roles, responsibilities, and costs.

The Lincoln University annual cost share amount is \$ 548.80

**Agreement Period**

This MOU will be in effect from July 1, 2022, until June 30, 2025.

CWDB will review the MOU with the Partners at least every three years to ensure appropriate funding and delivery of services.

Payments may be made quarterly or as a one-time payment.

CWDB will invoice the agency according to their preference.

**Adult Education and Literacy (AEL) (Title II)**

**Lincoln University**

**Partner Job Center:** Jefferson City

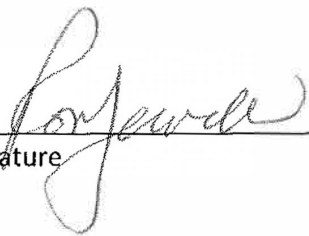
Ron Jewell                      Assistant AEL Program Director

Printed Name

Date

Signature

Date



7/6/2022

**Central Region WIOA Partners  
Memorandum of Understanding  
and  
Infrastructure Funding Agreement**

By signing, **Moberly Area Community College** affirms that this MOU accurately describes the negotiated roles, responsibilities, and costs.

The **Moberly Area Community College** annual cost share amount is \$6,005.45 based on utilizing space in the Columbia Job Center for the AEL class.

**Agreement Period**

This MOU will be in effect from July 1, 2022, until June 30, 2025.

CWDB will review the MOU with the Partners at least every three years to ensure appropriate funding and delivery of services.

Payments may be made quarterly or as a one-time payment.

CWDB will invoice the agency according to their preference.

**Adult Education and Literacy (AEL) (Title II)**

**Moberly Area Community College**

**Partner Job Center: Columbia**

Dr. Jeffery Lashley                      President  
Printed Name                              Title

Jeffery C. Lashley                      6-17-22  
Signature                                      Date

**Central Region WIOA Partners  
Memorandum of Understanding  
and  
Infrastructure Funding Agreement**

By signing, **MERS Goodwill** affirms that this MOU accurately describes the negotiated roles, responsibilities, and costs.

Rolla Job Center annual amount: \$405.31

Lebanon Job Center amount: \$480.81

The MERS Goodwill annual cost share amount is \$886.12

**Agreement Period**

This MOU will be in effect from July 1, 2022, until June 30, 2025.

CWDB will review the MOU with the Partners at least every three years to ensure appropriate funding and delivery of services.

Payments may be made quarterly or as a one-time payment.

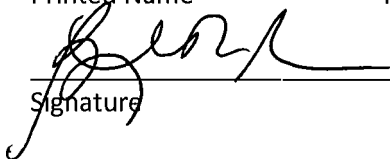
CWDB will invoice the agency according to their preference.

**Older Americans Act Title V (42 USC 3056)  
Senior Community Service Employment Program (SCSEP)**

**Partner Job Centers:** Rolla and Lebanon

**MERS Goodwill**

Beth Brown Vice President  
Printed Name Title

 6/30/22  
Signature Date



**Central Region WIOA Partners**  
**Memorandum of Understanding**  
**and**  
**Infrastructure Funding Agreement**

By signing, Missouri Department of Labor & Industrial Relations affirms that this MOU accurately describes the negotiated roles, responsibilities, and costs.

Missouri Department of Labor & Industrial Relations (DOLIR) makes a contribution to the Office of Workforce Development for Labor Exchange Services, which is in turn shared with the Local Workforce Development Boards.

Therefore, DOLIR is exempt from negotiating costs.

**Agreement Period**

This MOU will be in effect from July 1, 2022, until June 30, 2025.

CWDB will review the MOU with the Partners at least every three years to ensure appropriate funding and delivery of services.

**Unemployment Insurance**

**Missouri Department of Labor & Industrial Relations**

Anna Hui \_\_\_\_\_ Director, Department of Labor  
Printed Name Title

Anna Hui 6/29/22  
Signature Date

**Central Region WIOA Partners**  
**Memorandum of Understanding**  
**and**  
**Infrastructure Funding Agreement**

By signing, **Ozarks Technical Community College** affirms that this MOU accurately describes the negotiated roles, responsibilities, and costs.

The **Ozarks Technical Community College** annual cost share amount is \$ 480.81

**Agreement Period**

This MOU will be in effect from July 1, 2022, until June 30, 2025.

CWDB will review the MOU with the Partners at least every three years to ensure appropriate funding and delivery of services.

Payments may be made quarterly or as a one-time payment.

CWDB will invoice the agency according to their preference.

**Adult Education and Literacy (AEL) (Title II)**

**Ozarks Technical Community College**

**Partner Job Center: Lebanon**

Linda Whipple    College Director Adult Education and Literacy

Printed Name

Title

 7-6-22

Signature

Date

**Central Region WIOA Partners  
Memorandum of Understanding  
and  
Infrastructure Funding Agreement**

By signing, **East Central College (Carl D. Perkins)** affirms that this MOU accurately describes the negotiated roles, responsibilities, and costs.

The East Central College annual cost share amount is \$405.31

**Agreement Period**

This MOU will be in effect from July 1, 2022, until June 30, 2025.

CWDB will review the MOU with the Partners at least every three years to ensure appropriate funding and delivery of services.

Payments may be made quarterly or as a one-time payment.

CWDB will invoice the agency according to their preference.

**Carl D. Perkins Vocational and Applied Technology Education Act (20 USC 2301)  
Postsecondary Vocational Education**

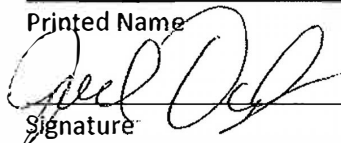
**East Central College**

**Rolla Job Center**

Joel Doepker Vice President of External Relations

Printed Name

Title



7.7.22

Signature

Date

**Central Region WIOA Partners  
Memorandum of Understanding  
and  
Infrastructure Funding Agreement**

By signing, **SER** affirms that this MOU accurately describes the negotiated roles, responsibilities, and costs.

The SER annual cost share amount is \$553.90.

**Agreement Period**

This MOU will be in effect from July 1, 2022, until June 30, 2025.

CWDB will review the MOU with the Partners at least every three years to ensure appropriate funding and delivery of services.

Payments may be made quarterly or as a one-time payment.

CWDB will invoice the agency according to their preference.

**Older Americans Act Title V (42 USC 3056)  
Senior Community Service Employment Program (SCSEP)**

**SER**

**Partner Job Center:** Columbia

Emma Treviño Vice President of Program Operations

Printed Name                      Title

<small>DocuSigned by:</small>	
<i>Emma Trevino</i>	7-6-22
<small>0E8337488303431...</small>	
Signature	Date

**Central Region WIOA Partners**  
**Memorandum of Understanding**  
**and**  
**Infrastructure Funding Agreement**

By signing, **UMOS** affirms that this MOU accurately describes the negotiated roles, responsibilities, and costs of the Central Region One-Stop Delivery System.

UMOS agrees to provide 25 brochures for each of the four Central Region Comprehensive Job Centers and provide a teleconference as needed for each of the centers. Additional brochures may be available if needed.

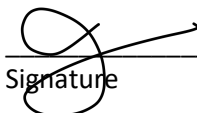
**Agreement Period**

This MOU will be in effect from July 1, 2022, until June 30, 2025.

CWDB will review the MOU with the Partners at least every three years to ensure appropriate funding and delivery of services.

**WIOA 167 Title 1 National Farmworker Jobs Program**  
**UMOS**

Jose Martinez                      Senior Vice-President  
Printed Name    Title

                      6-27-22  
Signature    Date



Record of Signing

For Missouri Department of Elementary & Se...  
Name Shelley Woods  
Title Chief Operations Officer

*Shelley Woods*

**Signed on 2022-08-08 17:10:01 GMT**

Secured by Concord™  
DocumentID: MjQyNzc0Y2QtYT  
SigningID: YmExMGFkMDMtYT  
Signing date: 8/8/2022  
IP Address: 168.166.80.242  
Email: shelley.woods@dese.mo.gov







**Central Region WIOA Partners**

**Memorandum of Understanding  
and  
Infrastructure Funding Agreement**

By signing, **Missouri Department of Higher Education & Workforce Development, Office of Workforce Development** affirms that this MOU accurately describes the negotiated roles, responsibilities, and costs of the Central Region One-Stop Delivery System.

**Agreement Period**

This MOU will be in effect from July 1, 2022, until June 30, 2025.

CWDB will review the MOU with the Partners at least every three years to ensure appropriate funding and delivery of services.

Missouri Department of Higher Education & Workforce Development, Office of Workforce Development, WIOA partner for Title I Adult, WIOA Dislocated Worker, WIOA Youth, and Title III Wagner-Peyser, Trade Assistance Act, and Jobs for Veterans State Grant.

Dr. Mardy Leathers                      Director  
Printed Name                              Title

                      8/12/22  
Signature                                      Date

The signatures below affirm that the content of this MOU and attachments are compliant with the requirements set forth in WIOA Section 121(c) and the corresponding regulations in 20 CFR 678.

**Agreement Period**

This MOU will be in effect from July 1, 2022, until June 30, 2025.

CWDB will review the MOU with the Partners at least every three years to ensure appropriate funding and delivery of services.

Gary Jungermann Chief Elected Official

Printed Name Title

DocuSigned by:

*Gary Jungermann*

8/9/2022

CF7724F261454C7...  
Signature

Date

Kathy Groves Board Chair, CWDB

Printed Name Title

DocuSigned by:

*Kathy Groves*

8/9/2022

379E02CC81514B0...  
Signature

Date

Amy Sublett Executive Director, CWDB

Printed Name Title

DocuSigned by:

*Amy Sublett*

8/9/2022

7C181F38DF03428...  
Signature

Date

Patricia Rogers Executive Director, COPIC

Printed Name Title

DocuSigned by:

*Trish Rogers*

8/10/2022

32AC1B00BDC040D...  
Signature

Date

## Sub-State Monitoring Policy

**Responsible Representative:** The region's program Quality Assurance Manager will perform program monitoring and data element validation and may involve other monitoring staff. This staff position is independent of program operations and reports directly to the Executive Director. Financial monitoring will be conducted by the Fiscal Officer and may involve other fiscal staff. This staff position also reports directly to the Executive Director. Equal Opportunity (EO) monitoring will be conducted by the EO Officer. This position is independent of program operations and reports to the Quality Assurance Manager.

**Quality Assurance:** The quality of regional programs is of paramount importance. Sub-State monitoring will be in compliance with the OWD Sub-State Monitoring Policy. Programs will be monitored to ensure they meet the needs of customers, meet or exceed performance goals, and have an effective delivery process. Continuous improvement will be the standard; compliance issues cited in prior federal, State, and local reviews will be monitored. Written determinations will state whether corrective measures taken to address prior issues have been effective.

**Methodology and Target Universe:** Random sampling techniques will be used in participant files reviews to test eligibility in every funding stream for which there is a contract with OWD. Sample sizes will meet or exceed the minimum requirements of the OWD Sub-State Monitoring Policy.

### **Data Validation:**

CWDB will conduct quarterly Date Element Validation (DEV) reviews to verify the accuracy, validity and reliability of data, following the procedures outlined in OWD's most current policy issuance on DEV. This review is to verify that performance data elements reported by Missouri are valid, accurate, reliable, and comparable across all programs; identify anomalies in the data and resolve issues that cause inaccurate reporting; and to improve program performance accountability through the results of data validation efforts.

CWDB staff will complete a DEV review after the end of each quarter on active and exited records, utilizing the PIRL data sampling report to randomly identify records to review, as outlined in the OWD DEV Desk Aid. As required, staff will complete DEV reviews within 30 days of the OWD notification that data samples are ready and results uploaded to MoJobs.

Data Validation concerns will be included in the quarterly Programmatic Monitoring report provided to the region's Program Operator.

### **Programmatic Monitoring**

CWDB is responsible for conducting quarterly Programmatic Monitoring Reviews (PMR) to test compliance in every funding stream for which CWDB has a contract with OWD. Samples will include records enrolled in the current program year; however, monitors may pull samples from the previous quarter if needed to meet sample size.

Monitors will use random-sampling techniques, and will use the reports feature in the electronic statewide case management system (MoJobs) to obtain random-samples, whenever possible.

Programmatic monitoring will be conducted quarterly. At a minimum, the region will review 20 to 30 files per quarter. This sample size exceeds the minimum sample size required by the OWD Sub-State Monitoring Policy. The sample size will be adjusted as necessary, based on the results of risk assessments, prior monitoring efforts and other identified issues.

When WIOA Adult, Dislocated Worker and Youth participant records are reviewed, they will be sampled by service/activity. The review will have a statistically valid sample of participants enrolled in each of the following services:

1. Classroom Training;
2. On-the-Job Training;
3. Work Experience/Internship/Apprenticeship;
4. Youth Incentives;
5. Supportive Services/Needs-related payments; and
6. Any other services that result in a direct payment to or on behalf of the participant.

Monitors will monitor participant records for, at a minimum:

1. Documentation of participant and training eligibility and/or priority for the programs and services received.
2. Orientation to services;
3. Signed acknowledgement from the participant that notification of complaint and grievance rights and procedures was received;
4. Justification for the provision of Individualized Career Services or training services;
5. Method of assessment;
6. Employment planning;
7. Individual Training Accounts including all applicable paperwork/documentation;
8. Work Based Learning including all applicable paperwork/documentation;
9. Appropriateness and accuracy of participant payments, such as, Supportive Services;
10. Appropriate data entry;
11. Posting of outcomes, including the attainment of a degree or certificate, measurable skill gains, and any supplemental employment data;
12. Examination of historical change requests;
13. Compliance issues cited in prior federal, State, and local reviews; and
14. Determination if prior corrective measures have proven effective.

CWDB monitors will ensure WIOA Youth monitoring procedures account for the following requirements and are meeting requirements set forth in the current agreement for carrying out programmatic duties:

1. Out-of-School Youth percentage expenditure requirement;
2. 20% work-based learning with educational component requirement;
3. 5% limit on In-School Youth enrolled with the "Requires additional assistance" barrier; and
4. 5% over-income exception.

In addition, CWDB monitors will review for compliance with:

1. Adult Priority of Service;
2. Co-enrollment requirements;
3. Resulted referrals to WIOA;

4. System closures;
5. [Subrecipient\(s\) meeting the requirements set forth in the current MOU/RFP/Contract for carrying out programmatic duties.](#)

Quarterly monitoring summary reports will be issued to the region's Program Operator within 30 days of the quarter end. Reports shall include an overall summary of programmatic results, data validation concerns, any concerns with meeting required minimums/maximums. A workbook with specific findings per record reviewed will also be provided to the Program Operator with a requirement for completing record corrections and providing a timely response.

### **Financial Monitoring**

CWDB will conduct quarterly Financial Monitoring Reviews (FMR) of subrecipients to ensure fiscal integrity. At least one monitoring a year will be on-site.

Additional reviews may be warranted, based on the evaluations of risk of noncompliance. The FMR will be performed to comply with WIOA section 184(a)(4) [29 U.S.C. 3244(a)(4)], annual OWD agreements, and 2 CFR Part 200 and Part 2900.

The FMR is conducted to ensure the adequacy of internal controls and the reliability of the subrecipient's financial management system as they relate to the administrative subaward. The FMR will ensure the subrecipient meets the terms and conditions of the subaward and the fiscal goal or requirements, and that amounts reported are accurate, allowable, supported by documentation, and properly allocated.

The FMR will include, but is not limited to, reviews of the following processes:

1. Audit Resolution/Management Decision;
2. Financial Reports;
3. Internal Controls;
4. Source Documentation;
5. Cost Allocation/Indirect Costs;
6. Cash Management; and
7. Procurement.

CWDB will incorporate additional financial and programmatic monitoring policies to ensure funds intended to support stand-alone special initiatives are administered in accordance with the contractual scopes of work. This policy supplements existing monitoring duties and will be conducted during program operation to ensure accountability and transparency of expenditures.

In addition, Inventory Reviews will be conducted on a yearly basis.

Quarterly financial monitoring reports will be issued to the region's Program Operator within 30 days of the quarter end. Reports will include Compliance Findings, Areas of Concern and Comments. Compliance Findings will require a response to include corrective actions being taken to resolve the findings.

### **Equal Opportunity (EO) Monitoring:**

The Board has appointed an Equal Opportunity Officer responsible for coordinating the board's obligations under 29 CFR Part 38, Section 188 of WIOA and the Missouri Nondiscrimination Plan. EO monitoring responsibilities include, but are not limited to:

Monitoring and investigating the subrecipient's activities, and the activities of the entities receiving WIOA Title I-financial assistance on behalf of the subrecipient. Entities include contracted Service Providers (One Stop Operators, Adult/Dislocated Worker/Youth program providers), Eligible Training Providers, On-the Job Training employers, Work Experience employers, and any other recipients defined under 29 CFR 38.4. Monitoring is to ensure the recipient and its subrecipients are not violating their nondiscrimination and equal opportunity obligations under WIOA Title I, which includes monitoring the collection of data required in Section 188 of WIOA to ensure compliance with the nondiscrimination and equal opportunity requirements of Section 188 of WIOA, 29 CFR Part 38 and the Missouri Nondiscrimination Plan.

The CWDB EO Officer is responsible for monitoring providers (ETPS, OJTs, Work Experience employers) defined under 29 CFR 38.4 with 15 or more participants in one program year. This includes monitoring providers for adopting and publishing complaint procedures and processing complaints, in accordance with Section 188 of WIOA, 29 CFR Part 38 and the Missouri Nondiscrimination Plan and reviewing recipient's written policies to make sure those policies are nondiscriminatory.

CWDB will conduct EO Monitoring in accordance with the OWD Sub-State Monitoring policy. Monitoring includes, but is not limited to:

1. Ensuring compliance with the nondiscrimination and equal opportunity provisions of WIOA, 29 CFR Part 38 and the Missouri Nondiscrimination Plan, and negotiating, where appropriate, with a recipient to secure voluntary compliance when noncompliance is found under 38.91 (b).
2. Monitoring of the compliance of recipients with WIOA section 188, 29 CFR Part 38 and the Missouri Nondiscrimination Plan, including a determination as to whether each recipient is conducting its WIOA Title I-financially assisted program or activity in a nondiscriminatory way. At a minimum, each annual monitoring review required must include:
  - a. A statistical or other quantifiable analysis of records and data kept by the recipient under 38.41, including analyses by race/ethnicity, sex, limited English proficiency, preferred language, age, and disability status;
  - b. An investigation of any significant differences identified in paragraph (b) (1) of this section in participation in the programs, activities, or employment provided by the recipient, to determine whether these differences appear to be caused by discrimination. This investigation must be conducted through review of the recipient's records and any other appropriate means; and
  - c. An assessment to determine whether the recipient has fulfilled its administrative obligations and any duties assigned to it under the Missouri Nondiscrimination Plan.

An Employment Practices Analysis will typically be conducted in the 1<sup>st</sup> quarter with a report issued by October 31st, a Program Analysis in the 2<sup>nd</sup> quarter with a report issued by December 31st, an on-site Job Center monitoring in the 3<sup>rd</sup> quarter with reports issued by June 30th and provider (ETPS, OJTs, Work Experience employers) monitoring in the 4<sup>th</sup> quarter with reports issued by June 30th.

### **Risk Assessments**

Prior to issuing or renewing any award under WIOA Title I, CWDB will conduct risk assessment to assess the

subrecipient's overall ability to administer federal funds as required under 2 CFR 200.205.

As part of this assessment, CWDB will consider the subrecipient's:

- History with regard to management of other grants;
- Financial stability;
- Quality of management systems and standards;
- History of performance;
- Timeliness of compliance;
- Conformance to terms and conditions of previous awards;
- Reports and findings from audits; and
- Ability to effectively implement statutory, regulatory, or other requirements.

Thereafter, CWDB will conduct annual subrecipient risk assessments based on the criteria identified above.

### **One-Stop Operator**

CWDB staff will conduct an annual review of the One-Stop Operator to ensure compliance with the requirements of 20 CFR 678.620, as well as the requirements outlined in the current MOU and Annual Agreement. Oversight and monitoring are integral functions to ensure the One-Stop Operator's compliance with the activities per the scope of work, performance reporting requirements, and the terms and conditions of the contract governing the One -Stop Operator.

One-Stop Operator monitoring will occur each June, with a monitoring report issued to the Operator outlining findings, concerns and opportunities for improvement. If it is determined the One-Stop Operator is not meeting expectations, corrective action will be taken which can include contract termination.

### **Annual Monitoring Reports**

CWDB will submit annual reports for Financial, Programmatic, One-Stop Operator, and EO monitoring each program year to their subrecipient(s). Annual reports will be issued by June 30<sup>th</sup> of each program year.

Each report will be addressed to the subrecipient, include the date issued, the timeframe of monitoring, all identified issues, the corrective action, along with an explanation of the required corrective action, and a deadline for completion of the corrective action.

The following reports will be presented at a Board meeting and documented in meeting minutes:

- 1) One-Stop Operator monitoring;
- 2) Programmatic monitoring;
- 3) Financial monitoring;
- 4) Equal Opportunity monitoring; and
- 5) Special initiatives/ grants monitoring.

Monitoring reports will cover, but not be limited to adequacy of assessments, planning of activities and services, coordination with One-Stop Delivery System partners to meet the comprehensive needs of customers, and customer outcomes.

The regulations implementing WIOA require that when monitoring identifies issues, those issues must be

resolved by prompt and appropriate corrective action. Reports will identify areas of noncompliance and corrective actions taken or required for improvement. CWDB will provide any technical assistance needs identified through monitoring.

CWDB will ensure business is conducted through an open manner by making documents available to the public, on a regular basis through electronic means and open meetings. CWDB will ensure their website contains the following information:

- a) Local Plan and modifications;
- b) Board members and their affiliations;
- c) Selection of one-stop operators;
- d) Award of grants or contracts to eligible training providers of workforce investment activities including providers of youth workforce investment activities;
- e) Minutes of formal meetings of the CWDB; and
- f) Board bylaws.



The Chief Elected Official for the Central Region is Gary Jungermann, Presiding Commissioner for Callaway County.

Contact information is

Gary Jungermann  
Callaway County Commission  
10 E. 5<sup>th</sup> Street  
Fulton, MO 65251  
Phone: (573) 642-0737  
Fax: (573) 642-1032  
Email: [comish@callawaycounty.org](mailto:comish@callawaycounty.org)  
<https://callawaycounty.org/commission/>

## Central Workforce Development Board

### Committees

Executive	Finance	Disabilities	Employer Engagement/ Sector Strategies	Evaluation	One-Stop/Workforce System	Youth
Chair Kathy Groves	Chair T.R. Dudley	Chair Elizabeth Perkins	Chair Betty Jo Sydenstricker	Chair Kathy Groves	Chair Jennifer Taylor	Chair Ray Crouch
Vice-Chair Ray Crouch	Kathy Groves	Mark Maasen	Tamara Tateosian	Dewey Thompson	Elizabeth Perkins	Mark Maasen
Secretary Matt Hurley	David Miller	Suzanne Absheer	Mark Maasen	Ray Crouch	Dewey Thompson	Patrick Kelly
Treasurer T.R. Dudley			Ray Crouch	Elizabeth Perkins	Ray Crouch	Curtis Koelling
			Matt Hurley	T.R. Dudley	David Miller	Tamara Tateosian
			Curtis Koelling		Suzanne Absheer	Suzanne Absheer



## LOCAL WORKFORCE DEVELOPMENT BOARD MEMBERSHIP CERTIFICATION/NOMINATION DOCUMENTATION CHECKLIST

**For individuals already seated on the Local Workforce Development Board (WDB) (a current member) and previously certified, provide the industry sector or organization for each person and:**

- The attestation/certification form, shown in *Attachment 2*, completed with all information, signed by the Local Workforce Development Area's (LWDA) Chief Elected Official (CEO), or the CEO Consortium Chair, whichever may be applicable. This will be a CEO attestation that the previously approved certification for each member is current and still approved. (*See Attachment 2*)

**For individuals not on the Local WDB at the previous certification or recertification (a new member), provide:**

- In the case of a business-sector representative, the Federal Employer Identification Number (FEIN) for the business represented by the appointee.
- The letter of nomination to the CEO, from the appropriate nominating source, documenting the nomination.
- The letter from the CEO, addressed to the Director of the Division of Workforce Development, appointing each new Local WDB member. (This may be done collectively for multiple appointees in one letter).
- The attestation/certification form, shown in *Attachment 2*, completed with all information, signed by the LWDA's CEO, or CEO Consortium Chair, whichever may be applicable.

Please submit all documents by April 30, 2021, to [yvonne.wright@dhewd.mo.gov](mailto:yvonne.wright@dhewd.mo.gov) or **Missouri Office of Workforce Development**

Attn: Yvonne Wright, Deputy Director  
P.O. Box 1087  
Jefferson City, MO 65102-1087

Missouri Office Workforce Development

For information about [Missouri Office of Workforce Development](#) services, contact a [Missouri Job Center](#) near you. Locations and additional information are available at [jobs.mo.gov](http://jobs.mo.gov) or 1-(888)-728-JOBS (5627).

Missouri Office of Workforce Development is an [equal opportunity](#) employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.



## Matrix of Minimum Membership Requirements for WIOA Local Workforce Development Board (Local WDB)

WIOA Local Workforce Development Board	Members	
<b>Business</b> (51% majority of total Local WDB membership)	<b>13</b>	
<b>Labor/Workforce</b> (at least 20% of total Local WDB membership—minimums: 2 Labor; 1 Apprenticeship); However, total must be equal or exceed 20%, so to these three add two more “representatives of the workforce.”	<b>3</b>	
<b>Adult Education and Literacy (AEL)</b>	<b>1</b>	
<b>Vocational Rehabilitation (VR)</b>	<b>1</b>	
<b>Wagner-Peyser (Labor Exchange Services—OWD)</b>	<b>1</b>	
<b>Higher Education</b> (individual nomination from among other area institutional representatives)	<b>1</b>	
<b>Economic Development</b>	<b>1</b>	
<b>Temporary Assistance for Needy Families/Missouri Work Assistance Program – MWA</b>	<b>1</b>	
<b>Community Based Organization</b>	<b>1</b>	
<b>Other - HR Professional and Policy Consultant</b>	<b>1</b>	
<p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• Only need one Economic Development rep. under WIOA.</li> <li>• WIOA Higher Education rep. must be nominated from among other institutions. [Special Rule: WIOA Sec. 107(b)(6)].</li> <li>• At least 20% of Local WDB membership must include 2 members from labor and 1 from an apprenticeship program, if it exists in the local area. Other “representatives of the workforce.”</li> <li>• The State of Missouri allows Local WDB members (except within the business category) to represent more than one required category, per WIOA implementing regulations [20 CFR 679.320(h)].</li> <li>• This information is a guide and <b>nothing should be construed to prevent optional member additions</b>, as long as compliance with content from the other categories exists.</li> </ul>	<b>1</b>	
<b>Total Members</b>	<b>24</b>	



\* Include the names of all ex officio, non-voting members of the board appointed to the board by the CEO.

†Categories include Business, Small Business, Workforce (Labor/Apprenticeship/Employees-Workforce), AEL, VR, Wagner/Peysner (OWD), Higher Education, Economic Development, TANF/MWA, or OTHER additional categories designated by the Chief Elected Official. If "OTHER," specify the category or reason for the appointment. If a member is "double hatting" (representing two board categories) list both categories that person represents.

‡Use the Federal Employer Identification Number (FEIN) issued by the U.S. Internal Revenue Service *for the business the nominee represents*, not a personal FEIN.

**ATTESTATION**

I, Gary Jungermann, the undersigned Chief Elected Official (CEO) or CEO Consortium Chair (as applicable) of the

(PLEASE PRINT OR TYPE)

Central Workforce Development Board Local Workforce Development Area, hereby attest that the information provided within this Local Workforce Development Board certification application is complete and accurate to the best of my knowledge. I also certify that all applicable provisions of the Workforce Innovation and Opportunity Act, federal regulation, and any additional requirements by the state of Missouri have been followed in the selection process of the appointee(s) listed

above  
Signed by:  
Gary Jungermann  
FA41800B881C4F6...

4/13/2022

\_\_\_\_\_  
(CEO or CEO Consortium Chair signature)

\_\_\_\_\_  
(Date)

For information about [Missouri Office of Workforce Development](#) services, contact a [Missouri Job Center](#) near you.

Locations and additional information are available at [jobs.mo.gov](http://jobs.mo.gov) or 1-(888)-728-JOBS (5627).

Missouri Office of Workforce Development is an [equal opportunity](#) employer/program.  
Auxiliary aids and services are available upon request to individuals with disabilities.

**Local Workforce Development Board New Member Certification and Biennial Board Recertification Form**Name of Local Workforce Development Board: Central Workforce Development Board*(The rows below will expand to fit. Attach additional copies of this page, as needed, to list additional board members. For a board recertification submission, report all current board members (including ex officio non-voting members ) not just the members added since the last reporting.)***Note: Members added since the last reporting are in blue font.**

Appointee's name & title*	Membership category†	Nominating organization	Appointee's company or organization, mailing address, phone #, fax #, and email address	FEIN ‡ (for Business nominees only)	Member being replaced (if applicable)
T. R. Dudley Community Champion, Resource and Development Specialist	Business	Washington County Chamber of Commerce	Great Mines Health Center-Potosi #1 Southtowne Drive Potosi, Missouri 63664 Ph 573—438-9355 Fax 573-438-7892 trdudley123@gmail.com	81-0546390	
Patrick Kelly Operations Superintendent	Business	Mexico Area Chamber of Commerce	Missouri American Water Company 506 Southwestern Mexico, MO 65265 Ph 573-581-9389 Patrick.kelly@amwater.com	23-1340234	
Jeremy Porter Owner	Business	Washington County Chamber of Commerce	SomethingCool.com LLC 121 A East High Street Potosi, MO 63664 Ph 855-609-2665 x 501 jeremy@somethingcool.com	43-1891574	
Kathy Groves Vice President of Advancement	Business	Callaway Chamber of Commerce	Williams Woods University One University Avenue Fulton, MO 65251 Ph 573-592-1106 Fax: 573-592-4180 Kathy.groves@williamwoods.edu	43-0654876	

Katrina Lambrecht Chief Operating Officer	Business	Columbia Chamber of Commerce	MU Health Care One Hospital Drive, DC059.20 Columbia, MO 65212 Ph 573-882-6467 lambrecht@health.missouri.edu	43-60003859	
Ray Crouch Director of Manufacturing	Business	Rolla Area Chamber of Commerce	MO-SCI Corporation 4040 Hypoint North, Rolla, MO 65401 Ph 573-364-2338 Fax 573-364-9589 rcrouch@mo-sci.com	43-1372193	
Curtis Lilly Director of Dining and Nutrition Services	Business	Jefferson City Chamber of Commerce	MU Health Care One Hospital Drive, DC020.00 Columbia, MO 65212 Ph 573-476-4126 lillycr@health.missouri.edu	43-60003859	
Mark Massen Co-Owner	Business	Camdenton Area Chamber of Commerce	Poly Lift 17163 N. State Hwy. 5 Sunrise Beach, MO 65079 Ph 573-216-2029 mark@polylift.com	43-1281451	
Betty Jo Sydenstricker Broker Owner	Business	Mexico Chamber of Commerce	RE/MAX On The Move 3626 S. Clark St., Suite C Mexico, MO 65265 Ph 573- 581-8282 Bettyjoonthemove@gmail.com	26-2453575	
Dewey Thompson Director, Extension Missouri Training Institute	Higher Education	Missouri Training Institute, College of Business	Missouri Training Institute UMC- College of Business 304 Cornell Hall Columbia, MO 65211 Ph 573-882-2861 Fax 573-884-4151 thomsonde@missouri.edu		

Elizabeth Perkins Mangager, Workforce Implementation	Vocational Rehabilitation  CBO	Asst Commissioner Dept of DESE	Missouri-DESE Office of Adult Learning & Rehab Serv. 3024 Dupont Circle Jefferson City, MO 65109 Ph 573-522-8082 Elizaeth.perkins@vr.dese.mo.gov		
Matt Hurley Coordinator at Carpenters Training Center of Central Missouri	Labor	Carpenters' District Council	Carpenters Apprenticeship Program Central Missouri Training Center 5218 Business Hwy 50 West Jefferson City, MO 65109 Ph 573-616-9692 mhurley@cjtf.org		
Curtis Koelling Business Representative	Labor	Director with the MO AFL-CIO	Painters Local Union #1185 1744 Halifax Road Holts Summit, MO 65043 Ph: 573-896-0206 ckoelling@dc58.org		
David Miller Executive Director	CBO/Hud TANF	Pulaski County Clerk	Missouri Ozarks Community Action Inc. P.O. Box 69 Richland, MO 65556 Ph: 573-765-3263 dmiller@mocacaa.org		
Suzanne Absheer Program Specialist	TA/MWA TANF	Social Services Mgr. Missouri Dept of Social Services – FSD	Mo Department of Social Services 3418 Knipp Dr. Suite D. Jefferson City, MO 65109 Ph: 573-751-0347 suzanne.absheer@dss.mo.gov		



Jennifer Taylor Operations Coordinator	Wagner Pysr & Vet/Core & Intensv Srv Provider/Econ	OWD 301 West High St Jefferson City, MO 65102 -1087	Missouri Department of Higher Education and Workforce Development PO Box 1087 Jefferson City, MO 65102 Ph (573) 201-4830 Jennifer.Taylor@dhewd.mo.gov		
Tamara Tateosian Executive Director	Economic Development	Callaway Chamber of Commerce	Callaway Chamber of Commerce 510 Market Street Fulton, MO 65251 Ph 573- 642-3055 tamara@callawaychamber.net		
Jimmy Rogers Director of Marketing	Labor	Missouri AFL-CIO	SMART Local 36 P.O. Box 471 Fulton, MO 65251 Ph 573-645- 0455 jrogers@sheetmetal36.org		
John Butz City Administrator	Business	Rolla Chamber of Commerce	City of Rolla 901 N. Elm Street Rolla, MO 65402 Ph 573-426-6948 jbutz@rollacity.org	43-1240668	
Charissa Lee Team Lead- Talent Acquisition	Business	Lebanon Regional Economic Development, Inc	Brunswick - Lowe Boats 2900 Industrial Drive Lebanon, MO 65536 Ph 417-532-8913 Charisa.Lee@brunswick.com	36-0848180	

Loreli Wilson Director of Inclusion and Social Impact	Business	Regional Economic Development, Inc.	Veterans United Home Loans 1400 Veterans United Dr. Columbia, Missouri 65203 Ph 573-876-2600 ext. 3394 573-445-6818 (fax) lwilson@vu.com	431965151	
K # = k )	Business	Vienna Chamber of Commerce	Maries County Bank 205 Hwy 63 N Vienna, MO 65582 Ph 573-422-3323 jcrum@mariescountybank.com	430 393 170	
Alice Whalen Director, Adult Education and Literacy	AEL	Director of Adult Education and Literacy DESE	Adult Education and Literacy East Central College 1964 Prairie Dell Road Union, MO 63084 Ph 636-584-6500 Alice.Whalen@eastcentral.edu		
Paula S. Benne President/Owner	Business	Jefferson City Chamber of Commerce	C&S Business Services 1731 Southridge Dr. Suite A Jefferson City, MO 65109 Ph. 573-635-9295 paulab@cs_business.com	43-1698924	

categories d.

\* Include the names of all ex officio, non-voting members of the board appointed to the board by the CEO.

†Categories include Business, Small Business, Workforce (Labor/Apprenticeship/Employees-Workforce), AEL, VR, Wagner/Peyser (DWD), Higher Education, Economic Development, TANF/MWA, or OTHER additional

<p>Jerrell Morton YouthBuild Director</p>	<p>Community Organization</p>	<p>Columbia Chamber of Commerce</p>	<p>Job Point 400 Wilkes Boulevard Columbia, MO 65201 Ph: 573-777-1552 Jerrellm@jobpoint.org</p>		
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## **CENTRAL WORKFORCE DEVELOPMENT BOARD**

### **BYLAWS**

#### **MISSION STATEMENT**

The mission of the Central Workforce Development Board (CWDB) is to accomplish the following in the nineteen counties of the Central Region Workforce Investment Area:

- Support the alignment of workforce investment, education, and economic development activities in support of a comprehensive, accessible, and high-quality workforce development system;
- Increase for individuals, particularly those with barriers to employment, access to and opportunities for the employment, education, training, and support services they need to succeed in the labor market;
- Improve the quality and labor market relevance of workforce investment, education, and economic development efforts to provide workers with the skills and credentials necessary to secure and advance employment with family-sustaining wages and to provide employers with the skilled workers the employers need to succeed in a global economy;
- To promote improvement in the structure of and delivery of services through the workforce development system to better address the employment and skill needs of workers, jobseekers, and employers.

#### **ARTICLE I**

##### **Name and Location of the Principle Office**

- 1.1** The Board shall be known as the Central Workforce Development Board (CWDB).
- 1.2** The Board maintains its principle office at 1107 Kingshighway, Rolla, Missouri, 65401 and has established field offices at such other places as it has deemed necessary and appropriate. All such offices shall be located within the boundaries of the Central Region; nineteen contiguous counties in Central Missouri.
- 1.3** There are three sub-regions within the Central Region:  
Lake of the Ozarks: Camden, Laclede, Miller, Morgan, and Pulaski counties.  
Meramec: Crawford, Dent, Gasconade, Maries, Phelps, and Washington Counties.  
Mid-Missouri: Audrain, Boone, Callaway, Cole, Cooper, Howard, Moniteau, and Osage counties.

**ARTICLE II**  
**LOCAL WORKFORCE DEVELOPMENT BOARDS**

- 2.1** APPOINTMENT AND CERTIFICATION OF BOARD.—  
APPOINTMENT OF BOARD MEMBERS AND ASSIGNMENT OF RESPONSIBILITIES.— The chief elected official in a local area is authorized to appoint the members of the local board for such area, in accordance with the State criteria established under subsection (b).
- 2.2** *Section 107 (b)(2)* COMPOSITION.—Such criteria shall require that, at a minimum—

Minimum Required Membership	Category
<b>Section 107 (2) A.</b>	<b><i>a majority shall be representatives of business in local area;</i></b>
12	51% Private
<b>Section 107 (2) B.</b>	<b><i>Not less than 20% represent workforce of local area, who</i></b>
3	<i>(i) shall include representatives of labor organizations</i>
0 N/A	<i>(ii) shall include a representative, who shall be a member of a labor organization or a training director, from a joint labor-management apprenticeship program, or if no such joint program exists in the area, such a representative of an apprenticeship program in the area, if such a program exists</i>
1	<i>(iii) may include representatives of <u>community based organizations</u> that have demonstrated experience and expertise in addressing the employment needs of individuals with barriers to employment, including organizations that serve <u>veterans</u> or that provide or support competitive integrated employment for <u>individuals with disabilities</u>; and</i>
1	<i>(iv) may include representatives of <u>organizations</u> that have demonstrated experience and expertise in addressing the employment, training, or <u>education needs of eligible youth</u>, including representatives of <u>organizations that serve out-of-school youth</u></i>
<b>Section 107 (2) C.</b>	<b><i>shall include representatives of entities administering education and training activities in the local area, who</i></b>
1	<i>(i) shall include a representative of eligible providers administering adult education and literacy activities under title II</i>
1	<i>(ii) shall include a representative of institutions of higher education providing workforce investment activities (including community colleges)</i>
0	<i>(iii) may include representatives of local educational agencies, and of community-based organizations with demonstrated experience and expertise in addressing the education or training needs of individuals with barriers to employment;</i>
<b>Section 107 (2) D.</b>	<b><i>each local board shall include representatives of governmental and economic and community development entities serving the local area, who</i></b>
1	<i>(i) shall include a representative of economic and community development entities</i>

1	<i>(ii) shall include an appropriate representative from the State employment service office under the Wagner-Peyser Act</i>
1	<i>(iii) shall include an appropriate representative of the programs carried out under title I of the Rehabilitation Act</i>
1	<i>(iv) <u>may</u> include representatives of agencies or entities administering programs serving the local area relating to transportation, housing, and public assistance</i>
0	<i>(v) may include representatives of philanthropic organizations serving the local area</i>
Total Minimum Membership = 23	*WIOA provides that the Temporary Assistance for Needy Families (TANF) program is a mandatory local "one-stop" partner, whereas the Governor will not expressly opt-out of this provision. Thus the local board must include a TANF representative.

### **ARTICLE III** **Committees**

#### **3.1 STANDING COMMITTEES:**

**IN GENERAL - The local board may designate and direct the activities of standing committees to provide information and to assist the local board in carrying out activities under this section.**

Such standing committees shall;

- be appointed by the Chair and approved by the Board,
- be chaired by a member of the local board,
- shall include other individuals appointed by the local board who are not members of the local board and
- may include other members of the local board.

At a minimum, the local board may designate each of the following:

**a. One-Stop/Workforce System Committee:**

A standing committee to provide information and oversight of the one-stop delivery system and assist with operational, programmatic, and strategic issues relating to the one-stop system. The committee will include representatives of the one-stop partners, including subcontractors, and representatives of business.

Areas of oversight include, but are not limited to:

Ensuring inclusion for all individuals and addressing barriers to employment, program operation, service delivery, accessibility for all customers, including those with disabilities, customer satisfaction, performance review, marketing and outreach, and compliance with WIOA equal opportunity and nondiscrimination provisions .

b. **Youth Committee:**

A standing committee to provide information and to assist with planning, operational, oversight and other issues relating to the provision of services to youth, which shall include community-based organizations with a demonstrated record of success in serving eligible youth.

c. **Finance Committee:**

A standing committee to provide oversight of fiscal matters, including reviewing and providing input on financial reports and fiscal matters. The committee will understand the finances of the organization and convey information to the board, including the format used to present reports to the board. The committee will oversee the CWDB budget, accounting policies and procedures, the board's financial manual, and internal controls.

The committee will be composed of the board chairman, treasurer, and other board members appointed by the board chair.

d. **Executive Committee:**

The Executive Committee shall consist of the officers and shall have all powers of the board. A quorum shall be deemed to be present when at least a simple majority of the committee is present. Each and every decision of the majority of the committee members present at any regular or special meeting shall be valid as the binding act of the board. The Executive Committee shall meet to conduct business when the full board is unable to meet and shall report any action taken to the full board at the next scheduled meeting.

The Board of Directors will hire, regularly evaluate, and set the salary compensation of the Executive Director and address other personnel matters as required.

The Executive Committee shall have the authority to conduct such business as is required to be acted upon prior to the regular board meeting of the Directors. Any action taken by the Executive Committee shall be reported at the regular board meeting.

### **3.2 ADDITIONAL COMMITTEES:**

The local board may designate additional committees in addition to the standing committees specified in Article 3.1.

a. **Evaluation Committee:**

The Evaluation Committee shall consist of a minimum of five members and will meet as needed to evaluate and recommend to the board proposed agency (ies) to contract with for provision of Workforce Innovation and Opportunity Act (WIOA) services. Contracts will be awarded for a one year period with the possibility of two one- year extensions. The board may extend contracts beyond the two-one year extensions with approval of the full board. The Evaluation Committee will evaluate proposals following CWDB procurement policies.

The committee will evaluate other documents such as grant proposals and the board bylaws.

**b. Disabilities Committee:**

The Disability Committee shall consist of a minimum of five members, to include subject matter experts from the disability field. This committee will plan and coordinate the annual AccessAbility business summit, focused on inclusive hiring by employers in Central Region. In addition, this committee shall provide guidance to the Central Region Workforce board and Job Center staff, to better promote programmatic and physical access for persons with disabilities seeking employment.

**c. Employer Engagement/Sector Strategies Committee:**

The committee shall consist of a minimum of 5 members and will meet as needed to promote business representation from employers whose employment opportunities reflect existing and emerging employment opportunities in the region on the local board; to develop effective linkages with employers in the region to support employer utilization of the local workforce development system and to support local workforce investment activities; to ensure that workforce investment activities meet the needs of employers and support economic growth in the region, by enhancing communication, coordination, and collaboration among employers, economic development entities, and service providers; and to develop and implement proven or promising strategies for meeting the employment and skill needs of workers and employers (such as the establishment of industry and sector partnerships), that provide the skilled workforce needed by employers in the region, and that expand employment and career advancement opportunities for workforce development system participants in in-demand industry sectors or occupations.

There may be other committees of the Board designated as needed.

- 3.3** Board members are appointed for two year terms. Half of the membership will be appointed in January 2022 with the remaining membership being appointed in January 2023.

Vacant positions on the Board will be filled as soon as possible. In the event a vacancy occurs during the term of an appointment, the new member shall be appointed by the same nomination and appointment process used for all members. (Board approved 9-22-21).



**ARTICLE IV**  
**Functions of the Board**

Consistent with Section 107(d), as authorized by Public Law 113-128, the functions of the local board shall include the following:

- 4.1** LOCAL PLAN.—The local board, in partnership with the chief elected official for the local area involved, shall develop and submit a local plan to the Governor that meets the requirements in Section 108. If the local area is part of a planning region that includes other local areas, the local board shall collaborate with the other local boards and chief elected officials from such other local areas in the preparation and submission of a regional plan as described in Section 106(c)(2).
- 4.2** WORKFORCE RESEARCH AND REGIONAL LABOR MARKET ANALYSIS.—In order to assist in the development and implementation of the local plan, the local board shall—(A) carry out analyses of the economic conditions in the region, the needed knowledge and skills for the region, the workforce in the region, and workforce development activities (including education and training) in the region described in Section 108(b)(1)(D), and regularly update such information; (B) assist the Governor in developing the statewide workforce and labor market information system described in Section 15(e) of the Wagner-Peyser Act (29 U.S.C. 491–2(e)), specifically in the collection, analysis, and utilization of workforce and labor market information for the region; and (C) conduct such other research, data collection, and analysis related to the workforce needs of the regional economy as the board, after receiving input from a wide H. R. 803—37 array of stakeholders, determines to be necessary to carry out its functions.
- 4.3** CONVENING, BROKERING, LEVERAGING.—The local board shall convene local workforce development system stakeholders, assist in the development of the local plan under Section 108 and in identifying non-Federal expertise and resources to leverage support for workforce development activities. The local board, including standing committees, may engage such stakeholders in carrying out the functions described in this subsection.
- 4.4** EMPLOYER ENGAGEMENT.—The local board shall lead efforts to engage with a diverse range of businesses and with entities in the region involved—(A) to promote business representation (particularly representatives with optimal policymaking or hiring authority from employers whose employment opportunities reflect existing and emerging employment opportunities in the region) on the local board; (B) to develop effective linkages (including the use of intermediaries) with employers in the region to support employer utilization of the local workforce development system and to support local workforce development activities; (C) to ensure that workforce development activities meet the needs of employers and support economic growth in the region, by enhancing communication, coordination, and collaboration among employers, economic development entities, and service providers; and (D) to develop and implement proven or promising strategies for meeting the employment and skill needs of workers and employers (such as the establishment of industry and sector partnerships), that provide the skilled workforce needed by employers in the region, and that expand employment and career advancement opportunities for workforce development system participants in in-demand industry sectors or occupations. Efforts will be made to increase the use of work-based learning, including apprenticeships, pre-apprenticeships, on-the-job training, and other training programs.
- 4.5** CAREER PATHWAYS DEVELOPMENT.—The local board, with representatives of secondary and postsecondary education programs, shall lead efforts in the local area to develop and implement

career pathways within the local area by aligning the employment, training, education, and supportive services that are needed by adults and youth, particularly individuals with barriers to employment.

- 4.6** **PROVEN AND PROMISING PRACTICES.**—The local board shall lead efforts in the local area to—(A) identify and promote proven and promising strategies and initiatives for meeting the needs of employers, and workers and jobseekers (including individuals with barriers to employment) in the local workforce development system, including providing physical and programmatic accessibility, in accordance with Section 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.), to the one-stop delivery system; and (B) identify and disseminate information on proven and promising practices carried out in other local areas for meeting such needs. H. R. 803—38
- 4.7** **TECHNOLOGY.**—The local board shall develop strategies for using technology to maximize the accessibility and effectiveness of the local workforce development system for employers, and workers and jobseekers, by—(A) facilitating connections among the intake and case management information systems of the one-stop partner programs to support a comprehensive workforce development system in the local area; (B) facilitating access to services provided through the one-stop delivery system involved, including facilitating the access in remote areas; (C) identifying strategies for better meeting the needs of individuals with barriers to employment, including strategies that augment traditional service delivery, and increase access to services and programs of the one-stop delivery system, such as improving digital literacy skills; and (D) leveraging resources and capacity within the local workforce development system, including resources and capacity for services for individuals with barriers to employment.
- 4.8** **PROGRAM OVERSIGHT.**—The local board, in partnership with the chief elected official for the local area, shall—(A)(i) conduct oversight for local youth workforce development activities authorized under Section 129(c), local employment and training activities authorized under subsections (c) and (d) of Section 134, and the one-stop delivery system in the local area; and (ii) ensure the appropriate use and management of the funds provided under subtitle B for the activities and system described in clause (i); and (B) for workforce development activities, ensure the appropriate use, management, and investment of funds to maximize performance outcomes under Section 116.
- 4.9** **NEGOTIATION OF LOCAL PERFORMANCE ACCOUNTABILITY MEASURES.**—The local board, the chief elected official, and the Governor shall negotiate and reach agreement on local performance accountability measures as described in Section 116(c).
- 4.10** **SELECTION OF OPERATORS AND PROVIDERS.**—(A) **SELECTION OF ONE-STOP OPERATORS.**—Consistent with Section 121(d), the local board, with the agreement of the chief elected official for the local area—(i) shall designate or certify one-stop operators as described in Section 121(d)(2)(A); and (ii) may terminate for cause the eligibility of such operators. (B) **SELECTION OF YOUTH PROVIDERS.**—Consistent with Section 123, the local board—(i) shall identify eligible providers of youth workforce development activities in the local area by awarding grants or contracts on a competitive basis (except as provided in Section 123(b)), based on the recommendations of the youth standing committee, if such a committee is established for the local area under subsection (b)(4); and (ii) may terminate for cause the eligibility of such providers. H. R. 803—39 (C) **IDENTIFICATION OF ELIGIBLE PROVIDERS OF TRAINING SERVICES.**—Consistent with Section 122, the local board shall identify eligible providers of training services in the local area. (D) **IDENTIFICATION OF ELIGIBLE PROVIDERS OF CAREER SERVICES.**—If the one-stop operator does not

provide career services described in Section 134(c)(2)

in a local area, the local board shall identify eligible providers of those career services in the local area by awarding contracts. (E) CONSUMER CHOICE REQUIREMENTS.— Consistent with Section 122 and paragraphs (2) and (3) of Section 134(c), the local board shall work with the State to ensure there are sufficient numbers and types of providers of career services and training services (including eligible providers with expertise in assisting individuals with disabilities and eligible providers with expertise in assisting adults in need of adult education and literacy activities) serving the local area and providing the services involved in a manner that maximizes consumer choice, as well as providing opportunities that lead to competitive integrated employment for individuals with disabilities.

- 4.11** COORDINATION WITH EDUCATION PROVIDERS.—(A) IN GENERAL.—The local board shall coordinate activities with education and training providers in the local area, including providers of workforce investment activities, providers of adult education and literacy activities under title II, providers of career and technical education (as defined in Section 3 of the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2302)) and local agencies administering plans under title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 et seq.), other than Section 112 or part C of that title (29 U.S.C. 732, 741). (B) APPLICATIONS AND AGREEMENTS.—The coordination described in subparagraph (A) shall include—(i) consistent with Section 232—(I) reviewing the applications to provide adult education and literacy activities under title II for the local area, submitted under such section to the eligible agency by eligible providers, to determine whether such applications are consistent with the local plan; and (II) making recommendations to the eligible agency to promote alignment with such plan; and (ii) replicating cooperative agreements in accordance with subparagraph (B) of Section 101(a)(11) of the Rehabilitation Act of 1973 (29 U.S.C. 721(a)(11)), and implementing cooperative agreements in accordance with that section with the local agencies administering plans under title I of that Act (29 U.S.C. 720 et seq.) (other than Section 112 or part C of that title (29 U.S.C. 732, 741) and subject to Section 121(f)), with respect to efforts that will enhance the provision of services to individuals with disabilities and other individuals, such as cross training of staff, technical assistance, use and sharing of information, cooperative H. R. 803—40 efforts with employers, and other efforts at cooperation, collaboration, and coordination.
- 4.12** BUDGET AND ADMINISTRATION.—(A) BUDGET.—The local board shall develop a budget for the activities of the local board in the local area, consistent with the local plan and the duties of the local board under this section, subject to the approval of the chief elected official. (B) ADMINISTRATION.—(i) GRANT RECIPIENT.—(I) IN GENERAL.—The chief elected official in a local area shall serve as the local grant recipient for, and shall be liable for any misuse of, the grant funds allocated to the local area under Sections 128 and 133, unless the chief elected official reaches an agreement with the Governor for the Governor to act as the local grant recipient and bear such liability.
- 4.13** ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES.—The local board shall annually assess the physical and programmatic accessibility, in accordance with Section 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.), of all one-stop centers in the local area. H. R. 803—41.

**ARTICLE V**  
**Meetings**

- 5.1** Meetings of the Board, and all committees advising the Board, shall be open and public meetings, in accordance with Chapter 610 R.S. MO 1989, revised 1998. Notice of all meetings, including closed meetings, shall be duly posted, with at least 24 hours advance notice, in conformance with the previously cited open meeting law.
- 5.2** The board will meet a minimum of six times in a fiscal year.
- 5.3** Members of the Central Missouri Chief Local Elected Officials will be welcome to attend all Board meetings but will only be able to participate in their (CLEO) bi-annual meetings or during special meetings called according to the by-laws of the Chief Local Elected Officials and the by-laws of the Board.
- 5.4** Public accessibility to meetings: The Sunshine Law will be adhered to and every effort will be made to ensure that meeting rooms and building entrances are American with Disabilities Act compliant.
- 5.5** Special meetings of the Board may also be called by the Chairperson at such time and place and for such purpose that the Chairperson shall designate. The business conducted at any special meeting shall be limited to the stated purposes of that meeting.
- 5.6** Written notice of regular and special meetings of the Board shall be mailed, emailed or faxed to each member ten (10) calendar days prior to the date of the meeting. A courtesy phone reminder may precede the meeting to determine if there will be a quorum.
- 5.7** Each member of the Board shall have one vote on all matters voted upon. Proxy voting shall not be permitted. Members shall declare conflict of interest, leave the room and refrain from voting when matters under consideration appear to involve real or apparent personal fiduciary interest. In any circumstances on which the Board is voting the award or distribution of funds for goods or services, Board members must abstain from voting or persuading votes in their direction if:
- a. The member is a vendor for the goods or services;
  - b. The member is a subcontractor or vendor for the goods or services;
  - c. The member serves in a Board capacity for any such vendors or contractors.

All declarations of conflict of interest and abstentions shall be recorded by name in the minutes.

- 5.8** A quorum shall be deemed to be present when at least a simple majority of the membership is present at a meeting or connected by telephone or video conferencing and at least 51% of the attendees are Private Sector members. Each and every decision of the majority of the members present at any regular or special meeting, where there is such a quorum, shall be valid as the binding act of the Board. (Board Approved 11-17-21)
- 5.9** If the aforementioned quorum is not met and there is less than a simple majority of the members present, the Chairperson shall adjourn without any action or deliberations being entered into.

- 5.10** The minutes of each meeting shall be prepared and distributed to the Board at least ten (10) calendar days prior to the next meeting. Members will be expected to bring their minutes to the meetings having been reviewed prior to the meeting for any corrections.

**ARTICLE VI**  
**Officers**

- 6.1** The officers of the Board, to be chosen by the members of the Board, shall be a Chairperson, Vice Chairperson, Secretary, and Treasurer. The Chairperson and Vice Chairperson must be business sector members of the Board. The Treasurer and Secretary may be any member of the Board, however, if not from the business sector, they may not assume the responsibilities of Chairperson or Vice Chairperson in their absence. None of the Officers so chosen shall be a resident of the same county as another officer.
- 6.2** All officers of the Board shall be elected every two years in the even years, and shall serve for a two-year period. Nominations may be taken from the floor for any of the officer positions in February and shall be presented to the Board and voted upon in June. Officers will be elected by a simple majority of the votes present at the meeting and shall assume their respective office on July 1, following the election.
- 6.3** Any officer elected by the members of the Board may be removed at any time, with cause, by the vote of a two-thirds majority of Board members. The Chairperson, with the simple majority approval of the Board, shall fill any vacancy occurring in any office for the unexpired term. If the Chairperson's position should become vacant, the Vice Chairperson would fill the unexpired term. The Board will elect a private sector member to fill the vacant Vice Chairperson position for the unexpired term.
- 6.4** Officers are not limited to terms in office with the exception of the Chairperson who is limited to two full consecutive terms. The Chairperson will be eligible for reelection after one full term has occurred.
- 6.5** Duties of the Chairperson: The Chairperson shall preside at all meetings of the Board, be designated as an authorized signatory on instruments for and on behalf of the Board, and perform all duties as may be prescribed by the Board from time to time. The Chairperson shall be entitled to vote on all matters coming before the Board, and any committee providing there is not a conflict of interest.
- 6.6** Duties of the Vice Chairperson: The Vice Chairperson shall act in place of the Chairperson and preside at meetings when the Chairperson temporarily vacates the Chair. In the absence of the Chairperson, the Vice Chairperson shall have all the powers and be subject to all the restrictions of the Chairperson. The Vice Chairperson shall be designated as an authorized signatory on the instruments for and on behalf of the Board.
- 6.7** Duties of the Treasurer: The Treasurer of the Board shall have oversight responsibility of the funds of the Board and shall cause to be instituted acceptable fiscal control of all funds of the Board. The Treasurer shall keep a full and accurate record of all the financial transactions of the Board. The Treasurer shall safeguard trusts and securities, and shall oversee and monitor from time to time the deposits and other transactions of the Fiscal Agent. The Treasurer shall render to the Board an account of transactions and the financial condition of the Board as required by the membership. The Treasurer may delegate financial duties to appropriate staff, as necessary. The Treasurer shall be designated as an authority signatory on instruments for and on behalf of the Board.

- 6.8** Duties of the Secretary: The Secretary of the Board shall provide management of external correspondence and ensure that requests made of the Board are relevant and reported and responded to in a timely manner. The Secretary will provide oversight of board staff relating to board documents, records, and membership lists.
- 6.9** The officers and employees who handle funds, or who are custodians of property, shall be bonded in an amount to be determined by the Board.
- 6.10** Any officer and/or the Executive Director may sign checks. The Treasurer will review all transactions and approve by initialing and dating the document.
- 6.11** In the event that the Chairperson and Vice Chairperson are unable to attend and conduct the Board meeting and if the Treasurer or Secretary are not from the business sector, then the group meeting that day will by majority vote select a temporary Chairperson from the business members attending for that day only.

**ARTICLE VII****Fiscal**

- 7.1** Fiscal Year: The Fiscal year of the Board shall be from July 1 to June 30.
- 7.2** Audit Requirements: The financial statements, books and records of the Board shall be examined as of the end of each fiscal year by an independent certified public accountant licensed to practice in the state of Missouri. Audited financial statements, appropriate disclosures, and such compliance or management advisory reports shall be submitted, along with an opinion letter, to the full Board not later than ninety (90) days subsequent to the close of the fiscal year or within thirty (30) days after receipt of the reports. Bids to secure audit proposals will occur and staff will pre-evaluate for compliance and recommendation to the Executive Committee.
- 7.3** Indemnification, Insurance and Bonds: All members of the Board may be indemnified by the Board against expenses actually and reasonably incurred by him/her in connection with the defense of any action, suit or proceeding, civil or criminal, in which they are made a part by reason of being or having been such Board member, except in relation to matters that they shall be adjudged to be liable for negligence or misconduct in the performance of duty. Such expenses shall include reasonable settlements; except that no amounts shall be paid hereunder in connection with any such settlements; unless the Board is advised by legal counsel that such person was not derelict in the performance of his/her duty and that such settlement is in the best interest of the Board. The Board is authorized to issue Requests for Proposals for appropriate insurance coverage's to protect the members against liability claims including action in tort. Any member of the Board with the custodial care of cash, checks or negotiable securities, or empowered to authorize the disbursements of same, shall be bonded in an amount to be determined by the Board.
- 7.4** Annually and at least 30 days prior to the end of the fiscal year, the Administrative Entity shall prepare a preliminary budget for consideration by the Board. The preliminary budget will be used until final budget is approved. The proposed budget will be presented to the Board and the Chief Local Elected Officials for final approval prior to implementation.
- 7.5** Dissolution Clause: In the event of dissolution of the Central Workforce Development Board (CWDB) and its Board of Directors (board members), all assets shall be turned over to the Missouri Office of Workforce Development.
- 7.6** The purposes for which the corporation is organized is exclusively charitable and educational within the meaning of Section 501 (C) (3) of the Internal Revenue Code of 1986 or the corresponding provision of any future United States Internal Revenue law. Notwithstanding any other provisions of these articles, this organization shall not carry on any activities not permitted to be carried on by an organization exempt from Federal income tax under Section 501 (C) (3) of the Internal Revenue Code of 1986 or the corresponding provision of any future United States Internal Revenue law.



**ARTICLE VIII**  
**General Provisions**

- 8.1** Board members shall be given a per diem "per DWD Travel Policy" in the performance of their duties upon the approval of the Chairperson. The Board shall adhere to the federal mileage reimbursement rate.
- 8.2** Any board member who is absent from three consecutive meetings, either regular or special, without notice and good reason will be given the opportunity to resign from the board or will be removed from the board by a majority vote of the membership.
- 8.3** The Chairman and Chief Elected Official will be notified within 10 business days of the occurrence of a Board vacancy. All vacancies should be filled within 90 days from the date the vacancy occurs. (Board Approved 11-17-21)
- 8.4** The Central Workforce Board (CWB) shall negotiate, subject to ratification of the Board, a working agreement with the Central Region Chief Local Elected Officials to operate and execute the duties and responsibilities under Public Law.
- 8.5** In recognition of potential "Conflict of Interest", no Board member will vote on issues or budgets if the member or a member's relative within the fourth degree, whether by affinity or consanguinity:
- a. is employed by the bidder
  - b. works for the bidder
  - c. is a general member of the bidder
  - d. is a member of the bidder's governing body; or
  - e. has a financial interest in the bidder.

**ARTICLE IX**  
**Amendments**

- 9.1** The By-Laws of the Board may be amended by a two-thirds majority vote of the members present and constituting a quorum at any regular or special meeting of the Board, provided that the notice of such regular or special meeting shall include a draft of the proposed amendment. No other method of amendment shall be permitted.


**ARTICLE X**  
**Parliamentary Authority**

- 10.1** Meetings of the Central Workforce Board (CWB) shall be conducted according to the procedures contained in Robert's Rules of Order, Revised and in accordance with the Missouri Sunshine Law.

**ARTICLE XI**  
**Civil Rights**

- 11.1** The Organization shall be an Equal Opportunity Employer and shall assure that this organization and its subcontractors shall conform to applicable laws, regulations and Executive Orders applying to employment opportunities as found in the provisions of the Civil Rights Act of 1964 (amended), Americans with Disabilities Act of 1990, and all other related laws and regulations.

-----  
These Bylaws have been adopted by the Board on this 16th day of June, 2021, attested by the Officer signatures below. The Attestation For Review of Bylaws form will be sent to each board member for signature.

DocuSigned by:  
  
9120C96E298B4FE...

\_\_\_\_\_  
T.R. Dudley, Chairman

DocuSigned by:  
  
7BF3B9DB0EEC4A6...

\_\_\_\_\_  
Peter Callan, Vice-Chairman

Revised 3.3 on September 22, 2021  
Revised 5.8 on November 17, 2021  
Revised 8.3 on November 17, 2021

## CENTRAL WORKFORCE DEVELOPMENT BOARD

### ATTESTATION FOR REVIEW OF BY-LAWS

July 1, 2021

The following form must be completed and submitted to the Office of Workforce Development annually.

The purpose of the form is to assure that all certified members of the Local Workforce Development Board have reviewed and understand their current by-laws.

Please include the printed name of the member on the line below their signature.

The following local board member attests by their signature that they have reviewed and understand the board's current bylaws, which were approved by the board on June 16, 2021.

DocuSigned by:

*Betty Jo Sydenstricker*

C763DAG34504483...

Betty Jo Sydenstricker

7/1/2021

Date

## CENTRAL WORKFORCE DEVELOPMENT BOARD

### ATTESTATION FOR REVIEW OF BYLAWS

July 1, 2021

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DocuSigned by:

*Bradley C. Dorris*

8CCAC0715A7C45D...

Brad Dorris

7/1/2021

Date

## CENTRAL WORKFORCE DEVELOPMENT BOARD

### ATTESTATION FOR REVIEW OF BYLAWS

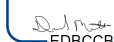
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DocuSigned by:  
  
EDBCCB74CBCE44E...  
\_\_\_\_\_  
David Miller

7/6/2021  
\_\_\_\_\_  
Date

## CENTRAL WORKFORCE DEVELOPMENT BOARD

### ATTESTATION FOR REVIEW OF BYLAWS

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DocuSigned by:  
*Dewey Thompson*  
BA9DEC845B61478...

\_\_\_\_\_  
Dewey Thompson

7/1/2021

\_\_\_\_\_  
Date

## CENTRAL WORKFORCE DEVELOPMENT BOARD

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DocuSigned by:

*Denise Boeckmann*

B63E6ADEBE46428...

Denise Boeckmann

7/6/2021

Date

## CENTRAL WORKFORCE DEVELOPMENT BOARD

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DocuSigned by:  
  
508F770222B04F6...  
\_\_\_\_\_  
Elizabeth Perkins

7/1/2021  
\_\_\_\_\_  
Date



## CENTRAL WORKFORCE DEVELOPMENT BOARD

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DocuSigned by:  
*Erica Ward*  
4E51BC1816A24FA...

Erica Ward

7/5/2021

Date

## CENTRAL WORKFORCE DEVELOPMENT BOARD

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DocuSigned by:  
  
C4CD3A5E297F41E...

7/1/2021

---

Julie Littrell

---

Date

## CENTRAL WORKFORCE DEVELOPMENT BOARD

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DocuSigned by:

*Jacob Crismon*

C254E626457D48D...

\_\_\_\_\_  
Jacob Crismon

7/6/2021

\_\_\_\_\_  
Date

## CENTRAL WORKFORCE DEVELOPMENT BOARD

### ATTESTATION FOR REVIEW OF BYLAWS

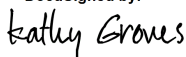
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DocuSigned by:  
  
379E02CC81514B0...  
Kathy Groves

DS  


7/8/2021

\_\_\_\_\_  
Date

## CENTRAL WORKFORCE DEVELOPMENT BOARD

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DocuSigned by:  
  
\_\_\_\_\_  
Loreli Wilson  
2E69BC22B98C4CC...

7/19/2021  
\_\_\_\_\_  
Date

## CENTRAL WORKFORCE DEVELOPMENT BOARD

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DocuSigned by:  
  
3A01DF877E5942B...

7/19/2021

---

Matt Hurley

---

Date

## CENTRAL WORKFORCE DEVELOPMENT BOARD

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DocuSigned by:  
  
F9CEB7739974411...

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Mark Maasen

7-1-2021

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Date

**CENTRAL WORKFORCE DEVELOPMENT BOARD**

**ATTESTATION FOR REVIEW OF BY-LAWS**

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DocuSigned by:  
Patrick Kelly  
0ED77A91947D4D2...

Date 7/1/2021



**CENTRAL WORKFORCE DEVELOPMENT BOARD**

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DocuSigned by:  
  
7BF3B9DB8EEC4A6...  
\_\_\_\_\_  
Peter Callan, Vice Chair

7/19/2021  
\_\_\_\_\_  
Date

**CENTRAL WORKFORCE DEVELOPMENT BOARD**

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DocuSigned by:

*Raymond L. Crouch Jr.*  
73D40A7D7A1D440...

7/1/2021

\_\_\_\_\_  
Ray Crouch

\_\_\_\_\_  
Date

## CENTRAL WORKFORCE DEVELOPMENT BOARD

### ATTESTATION FOR REVIEW OF BYLAWS

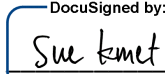
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DocuSigned by:  
  
Suzanne Kmet

7/1/2021  
Date

## CENTRAL WORKFORCE DEVELOPMENT BOARD

### ATTESTATION FOR REVIEW OF BY-LAWS

July 1, 2021

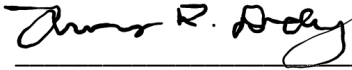
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DocuSigned by:



T. R. Dudley, Board Chair  
9120C96E298B4FE...

\_\_\_\_\_  
Date

## CENTRAL WORKFORCE DEVELOPMENT BOARD

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DocuSigned by:  
  
04CE781F333E4C4...

7/19/2021

\_\_\_\_\_  
Tamara Tateosian

\_\_\_\_\_  
Date

## CENTRAL WORKFORCE DEVELOPMENT BOARD

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DocuSigned by:  
  
43AD83B03D99431...  
\_\_\_\_\_  
Yvonne Wright

7/6/2021  
\_\_\_\_\_  
Date

# CENTRAL WORKFORCE DEVELOPMENT BOARD

## ATTESTATION FOR REVIEW OF BYLAWS

July 1, 2021


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The following local board member attests by their signature that they have reviewed and understand the board's current bylaws, which were approved by the board on June 16, 2021.

The bylaws, including recent revisions, will be sent to the board member with this attestation form.

  
\_\_\_\_\_  
John Butz

  
\_\_\_\_\_  
Date

**CENTRAL WORKFORCE DEVELOPMENT BOARD**

**ATTESTATION FOR REVIEW OF BYLAWS**

July 1, 2021

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*Curtis L. Koelling*  
Curtis Koelling

9-30-21

\_\_\_\_\_  
Date



## CENTRAL WORKFORCE DEVELOPMENT BOARD

### ATTESTATION FOR REVIEW OF BYLAWS

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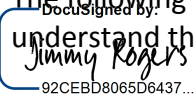
<p>DocuSigned by: <i>Deanne Stubblefield</i> 7A8CA052AD3842F...</p> <hr/>	<p>8/13/2021</p> <hr/>
<p>Deanne Stubblefield</p>	<p>Date</p>

**LOCAL WORKFORCE DEVELOPMENT BOARD  
ATTESTATION FOR REVIEW OF BY-LAWS**

The following form must be completed and submitted to the Office of Workforce Development annually. The purpose of the form is to assure that all certified members of the Local Workforce Development Board have reviewed and understand their current by-laws. The form must be signed and dated by at least a quorum of the membership. Please include the printed name of the member on the line below their signature.

Name of Local Workforce Development Board: Central Workforce Development Board

The following local board members attested by their signatures that they have reviewed and understand the board's current by-laws:

DocuSigned by:  
  
92CEBD8065D6437...

\_\_\_\_\_  
Jimmy Rogers

\_\_\_\_\_  
April 6, 2022

**LOCAL WORKFORCE DEVELOPMENT BOARD  
ATTESTATION FOR REVIEW OF BY-LAWS**

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Name of Local Workforce Development Board: Central Workforce Development Board

The following local board members attested by their signatures that they have reviewed and

DocuSigned by:

*Jeremy Ryan Porter*

F7AF196701B04FE...

the current by-laws:

4/29/2022

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## CENTRAL WORKFORCE DEVELOPMENT BOARD

### ATTESTATION FOR REVIEW OF BYLAWS

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DocuSigned by:

*Paula Benne*

D1B93AE09B4C403...

9-30-21

---

Paula Benne

---

Date

Central Workforce Development Board  
Conflict of Interest Policy  
March 20, 2019

The Central Workforce Development Board must abide by the Workforce Innovation and Opportunity Act of 2014, the WIOA Regulations, all applicable Office of Management and Budget (OMB) circulars, state requirements in laws and rules, Office of Financial Management policies and the Missouri state WIOA policies.

**Term to Know - Conflict of Interest** A "conflict of interest" is a situation in which a person has an interest sufficient to influence, or appear to influence, the objective exercise of his or her official duties.

**Ethic:** It is expected that officers and members are loyal to the Central Workforce Development Board mission, and goals. Members will foster friendly and positive working relationships between volunteers and staff speaking positively of the organization to the public while maintaining confidentiality of board business as applicable. Ethical Standards have the potential to lead to the success of the organization. Unethical behavior by an individual board member reflects on the board as a whole, and therefore the organization as a whole.

- A. The officers and members of the Central Workforce Development Board shall neither solicit nor accept gratuities, favors, or anything of monetary value from recipients/vendors or operators of the Workforce Innovation system. No officer or member shall receive any bonus or additional wages due to the cost savings for the company by using the WIOA program and saving the member's employer or themselves money.
- B. No officer or member shall participate in the selection, award, or administration of a purchase or contract with a vendor where to his/her knowledge, any of the following have a financial interest in that purchase, contract:
  - 1. The officer, member or employee;
  - 2. Any member of their immediate family;
  - 3. Their partner;
  - 4. An organization in which any of the above is an officer, director or employee;
  - 5. A person or organization with whom any of the above individuals is negotiating or has any arrangement concerning prospective employment.
- C. **Disclosure:** Any possible conflict of interest shall be disclosed by the person(s) concerned.

- D. Board Action: When a conflict of interest is relevant to a matter requiring action by the Board, the interested person(s) shall call it to the attention of the Board and said person(s) shall not vote on the matter. In addition, the person(s) shall not participate in the final deliberation or decision regarding the matter under consideration and shall retire from the room during the vote of the Board. When there is a doubt as to whether a conflict exists, the matter shall be resolved by vote of the Board, excluding the person(s) concerning whose situation the doubt has arisen. That person shall not be counted in the quorum.
- E. Record of Conflict: The official minutes of the Board shall reflect that the conflict of interest was disclosed and the interested person(s) was not present during the final discussion or vote and did not vote on the matter.

*My signature below attests that I have read and understand the Conflict of Interest Policy and have revealed any real or perceived conflict of interest as of this date. If none exists today but does reveal itself in the future I will make that known to the Board. The Board will determine the action and I will abide by the decision of the Board.*

I \_\_\_\_\_ (Your Name) \_\_\_\_\_ (Dated) declare that I have read the above Conflict of Interest Policy for the Central Region Workforce Investment Board, Inc. and that I \_\_\_\_\_ (Have) \_\_\_\_\_ (Do Not Have) a Conflict of Interest in my role as board member.

**In the event there is a conflict of interest please state that conflict in the space provided:**

**Local Fiscal Agent**

Central Region Workforce Investment Board, DBA Central Workforce Development Board is the fiscal agent for the Central Region.

Contact information is: Central Workforce Development Board

1107 Kingshighway  
Rolla, MO 65401  
573-426-6030

## **Central Workforce Development Board**

### **Procurement Policy**

Revised October 2021

Revised September 2022

#### **The Procurement Processes for Fiscal**

- For purposes of this manual, “purchase” will mean acquisition of any goods or services, including selection of service providers or staffing services/agencies. The Sub-recipient must, therefore, not utilize simple purchasing procedures to procure services that invoke full procurement procedure.
- Procurement involves the overarching process of buying goods and services. The process includes, but not limited to, purchase planning, sourcing activities, value analysis and strategic vetting of vendors, vendor selection, negotiations, and the actual purchasing of goods and services. It is important not to equate the procurement process with the “purchasing” process.



- The Missouri statutes authorize the Division of Purchasing and Material Management (DPMM) to provide procurement services through a joint purchasing program to political subdivisions and quasi-public governmental bodies. Sub-recipients and their sub-recipients are equally encouraged to use this resource. Additional information, member listing, and a membership form for the Cooperative Procurement Services program can be found at [www.oa.mo.gov/purch](http://www.oa.mo.gov/purch).
- Procurement Process – Based upon the estimated cost the agency will determine, by written documentation, what procurement options are allowable and select the appropriate option. Procurement options are based on meeting 2 CFR Part 200 minimum requirements plus any more restrictive local requirements.
- Purchase Less than \$3,500.00-This type of purchase may be made from any local vendor without solicitation of bids. The agency is required to utilize the best known price. The purchase request, needs assessment, cost estimate, and invoice are all needed for every purchase.
- Purchase of \$3,501.00 up to \$24,999.99 - This type of purchase requires three written bids from separate vendors. The agency will prepare a written description of the item(s) or services(s) and give it to all prospective bidders. Request for Bids will be sent to an adequate number of offerors exceeding three to ensure receipt of at least three bids. Each written response will be analyzed to ensure that it meets the description. Those that meet the descriptions are considered bids. “Lowest and Best” may be utilized for awarding services contracts. However, prior to award, all bidders must be aware of the analysis that will be used to establish this award. The person making the analysis will prepare a written price analysis of each bidder to determine cost reasonableness and the methodology for selection. The written description and all responses will be retained. Each will be noted as bids or not bids and the person making that determination will sign or initial each response. The written analysis of each bidder and the methodology for selection will be signed and retained.
- Purchase of \$25,000.00 or More - This type of purchase requires a formal advertised Competitive Bid Process. The following items must be included in that process:
  - 1) **Advertisements** – The notice of the Request for Proposal (RFP) or Invitation for Bid (IFB) will be posted on the CWDB website. The notice may also be made public through other forms of media as appropriate.
  - 2) **Preparation of RFP** – Either a Request for Proposal (RFP) or an Invitation for Bid (IFB) must be prepared to tell prospective bidders what they must know to submit their bids. An RFP is a solicitation procedure and a document that indicates what is to be accomplished and requests the bidder to indicate how it will be accomplished and the cost. A copy of the original RFP or IFB and any amendment thereto will be retained. A list will be maintained of who received RFP(s) or IFB(s). The RFP is not used when there is a “standard” associated with the requirement. In using an RFP, the contracting

agency may elect to award the contract by using one of several proposal evaluation methods.

Evaluation on a point system (40 points cost, 20 points experience, 20 points expertise, and 20 points plan) or on a priority system (proposals that meet the minimum requirements are ranked best to worst. This permits consideration of other factors in addition to price. The points assigned to each category may be adjusted depending on the service requested. For example, experience may be assigned a maximum of 30 points and cost 30 points.

An IFB is a type of procurement and a document used in a formal competitive bidding process. The documentation contains a precise statement and complete specification of what will be purchased. Because it allows no choice in how the work will be performed, it essentially requests only a cost from the bidder. The IFB is appropriate for use in purchasing services for which there is a known industry/professional or other mandated standard governing the quality and test for acceptability for the work to be performed. The IFB states contractor qualifications, terms, conditions, and task/requirements, allowing only one interpretation. Therefore, each bidder is bidding on exactly the same thing. It is this characteristic that permits bid comparison and contractor selection solely on the basis of price.

- 3) **Distribute the RFP/IFB** – The RFP or IFB will be sent to organizations on the bidder's list and other known vendors exceeding three in an attempt to get as many bids as possible.
- 4) **Form an Evaluation Committee** – An evaluation committee will be formed with at least three members. The number of members and the makeup of the committee should be such that there is no appearance of impropriety. The appointment of the evaluation committee will be done in writing and retained.
- 5) **Hold a Pre-Bid Conference** – A pre-bid conference may be held with prospective bidders to answer questions and clarify issues. This conference may disclose the need for written amendments to correct or clarify the original RFP or IFB. A list should be maintained of those attending the pre-bid conference.
- 6) **Receive and Log Bids** – Bids received will be logged and kept secure until the bids are opened. Bids received after the closing time will be returned unopened to the bidder and a note of the return will be filed with the log. One copy of each bid will be retained with the log of bids received.
- 7) **Open Bids** – Bids will not be opened prior to the stated closing time and date. The bids should be opened by at least two people and a note made of those participating in the bid opening. The bids are then forwarded to the members of the evaluation committee.
- 8) **Evaluate the Bids** – Committee members should read all bids before meeting as a group. The committee will schedule a meeting to evaluate the bids. The first item of business is to determine if each bid is responsive. Responsive bids are those that conform to the essential elements of the solicitation. Non-responsive bids may be omitted from further analysis. A written report deeming each bidder either responsive or non-responsive

must be prepared with adequate documentation of the reasoning for any bid deemed non-responsive. The following applies to the review process:

- a) The responsive proposals will be analyzed in accordance with the evaluation criteria.
  - b) The committee must make the contract award(s) recommendation based upon their evaluation. The committee will either make the award, if empowered to do so, or make a recommendation to the appropriate authority for award. The committee may also recommend that no award be made, if there are reasons why the award is not in the best interest of the program.
  - c) The competitive formal bid process does not have a minimum number of proposals required; however, should only one be received or deemed responsive, it is imperative that reasonableness of cost and price analysis is completed.
- 9) **Debarred and Suspended Parties** – No agency or its sub-recipients will make any sub-grants or permit any contract or sub-contract at any tier to any party that is debarred or suspended or is otherwise excluded from or ineligible for participation in Federal assistance programs.
- 10) **Award** – Either the committee or the appropriate authority will issue an award notice to the successful bidder. The appropriate authority may take the committee recommendation; reevaluate the bids based on all applicable requirements included in the procurement system guidelines or discard all bids. If the committee recommendation is not taken, the appropriate authority will prepare a formal report on the award.
- 11) **Three Bids Unavailable Waiver** – The three bid requirement described above may be waived when the service region has determined that there is only a single feasible source for the supplies and/or services. A single feasible source exists when:
- a) Supplies are proprietary and only available from the manufacturer or a single distributor;
  - b) Based on past procurement experience, it is determined that only one distributor services the region in which the supplies are needed; or
  - c) Supplies are available at a discount from a single distributor for a limited period of time.
- 12) **Items Exempt from Competitive Procurement: Sole Source Exemption** – Exempt procurements must follow the requirements in this section of the guide dealing with reasonableness of cost and price analysis, cost reimbursement basis, and debarred and suspended parties. Agencies are required to select the best known price from vendors.
- The following items are exempt from competitive procurement:
    - a) Magazines
    - b) Books
    - c) Periodicals

- d) Newspapers
- e) Any form of direct advertising space and time, unless there are multiple businesses in the area able to provide the same services to the same coverage area needed and same demographics.
- f) Conferences – The cost of attending or participating is exempted. The cost of putting together a conference is not exempted.
- g) Training Sessions and Seminars – related to the individual’s profession or program.
- h) Copyrighted materials such as films, film strips, books, pamphlets, video tapes, or audio tapes (computer software is not included in this category). Copyrighted materials are defined as those which are available for purchase from only the publisher owning an exclusive copyright or from a single distributor operating under an exclusive franchise from the publisher.
- i) Update of computer software which the agency already owns.
- j) Repair services and operational supplies from original manufacturer, if such repairs/parts/services/supplies must be performed or obtained by the original manufacturer or by the manufacturer’s authorized service center, because (1) the nature of the repair, service, or supplies are available only from the original manufacturer as a result of a lawful patent, or (2) the technical nature of the repair or service can only be performed by the original manufacturer due to a patent design or technical manufacturing process, or (3) repairs of such equipment would violate the terms of, or part of, the equipment warranty or purchase agreement.
- k) Agencies eligible to acquire equipment from either State or Federal surplus property may do so without any additional procurement practices.
- l) Agencies eligible to buy from state contract awarded by the Division of Purchasing may do so without any additional procurement practices.
- m) Agencies may contract with DWD to provide statewide coordinated services.
- n) Agencies may contract with the State of Missouri, Department of Elementary and Secondary Education (DESE) to provide educational services provided DESE does so at no additional administrative cost.

**CWDB Budget for PY21/FY22 - Board Approval June 16, 2021**

WIOA State Budget			\$3,403,210.00
WIOA Admin 10%		\$ 340,321.00	
Admin Expenses			
Salaries	\$ 186,500.64		
Required Taxes	\$ 17,047.09		
Retirement	\$ 8,202.40		
Health Insurances	\$ 22,656.00		
CWDB Rent/Utilities	\$ 10,128.00		
CWDB Office Expense	\$ 2,690.00		
CWDB Computer Expenses	\$ 8,014.00		
CWDB Travel	\$ 3,100.00		
CWDB Required Insurances	\$ 17,552.50		
CWDB Audits	\$ 25,000.00		
Total Admin Expenses		\$ 300,890.63	
Carry Over CWDB Admin Budget to PY22/FY23		\$ 39,430.37	
WIOA Program		\$ 612,389.00	
Salaries	\$ 183,061.62		
Required Taxes	\$ 19,135.12		
Retirement	\$ 9,043.20		
Health Insurances	\$ 26,064.00		
CWDB Rent/Utilities	\$ 10,128.00		
CWDB Office Expense	\$ 2,690.00		
CWDB Computer Expenses	\$ 8,014.00		
CWDB Travel	\$ 3,100.00		
CWDB Required Insurances	\$ 17,552.50		
CWDB Audits	\$ 25,000.00		
Job Center Cost Share with State	\$ 163,680.00		
Total Program CWDB Expenses		\$ 467,468.44	
Carry Over CWDB Program Budget to PY22/FY23		\$ 144,920.56	
COPIC Budget		\$2,450,500.00	
COPIC Salaries/Fring	\$1,000,000.00		
COPIC Office/Supplies	\$ 102,725.00		
COPIC Program	\$1,347,775.00		

### **Complaint and Grievance Policy/EEO Policy**

The Central Workforce Development Board will follow the state policy, OWD Issuance 09-2016, on Complaint and Grievance Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Innovation and Opportunity Act.

The Board will comply with Section 188 and 29 CFR 38 of WIOA which prohibits discrimination against individuals who apply to, participate in, work for, or come into contact with programs and activities of the workforce development system, including partners that are part of the American Job Center delivery system. Section 188 prohibits discrimination on the basis of race, color, religion, sex, national origin, age, disability, or political affiliation or belief, among other bases.

## Central Region Supportive Services Policy

WIOA defines Supportive Services as services necessary to enable an individual to participate in activities authorized by WIOA.

WIOA is not an entitlement program. Meeting eligibility requirements is not a guarantee of approval of assistance. Both the availability of and level of any assistance approved are determined by each individual's respective needs, as well as the availability of funding.

The Missouri Office of Workforce Development policy on the allowance, approval, and payment of Supportive Services authorized by WIOA is incorporated into this policy by reference.

Due to funding limitations, WIOA Supportive Services are the last resort; all other sources of funding must be sought first. All attempts to find other Supportive Services funding, and the reasons for needing WIOA funding must be documented in MoJobs Service Notes. Job Centers have compiled community resource guides that list organizations, including faith-based groups that may provide assistance for participants. Referrals and/or collaborative discussions with these organizations regarding the availability of their resources to fund supportive service needs of clients will be made prior to using WIOA funds for supportive services. CWDB will follow the applicable guidelines for other funding sources.

Note: With the exception of Youth participants, individuals in follow-up may not receive any program-funded supportive services. Career planners may provide a program-funded supportive service only if the service is connected to the individual's participation in a career or training service. The program-funded supportive service must end when the career or training service ends.

Subrecipients contracted with CWDB to provide Supportive Services must comply with Uniform Guidance {2CFR Part 200}. This requirement will be included in the subrecipient contract.

*Identify the local areas policy for supportive services and/or needs based payments to enable individuals to participate in Title I activities. This policy should address how resources and service coordination is managed in the local area and the procedures for referrals to services. In addition, this policy should identify:*

***How such services will be funded when they are not otherwise available from other sources***

The Central Region's local policy allows CWDB subcontractors to allocate a percentage of their programmatic budget to provide Support Services when assessed necessary to assist WIOA eligible low- income adults, dislocated workers and low-income youth with existing barriers to employment. WIOA funding is utilized as a last resort to meet the assessed need. Financial Needs Determination is completed to evaluate the need. Once the need is established the team member assisting the participant completes a "Support Service Request" form to request support. Depending on the customer's need, this form may be completed at any level of service, however, funding availability dictates assistance at all service levels. When Supportive Service is provided, the participant's Employment Plan must be updated to reflect the Supportive Service and a service note must be entered describing the benefit to the participant in their ability to successfully complete training and enter employment.

The services that may be provided include, but are not limited to:

- Uniforms or specified types of clothing needed during job search, training participation, or employment, including personal protection devices;
- Food assistance, if the participant is not eligible for other non-WIOA resources, i.e. Food Stamps, MOCA, Salvation Army, or when food pantry services are not available. Participants should be referred to the Family Support Division or assisted with submitting an application for Food Stamp benefits. For participants requesting assistance with the cost of on-campus meal plans, any PELL grants or other financial aid should be applied to those costs first. With the exception of extenuating circumstances, food assistance should typically be a one-time benefit.
- Interview clothing, hygiene supplies and hair cut/style when assessed necessary.
- Assistance with books, fees, school supplies, and other necessary items for postsecondary education;
- Linkages to community services;
- Assistance with educational testing;
- Legal-aid services;
- Referrals to health care;
- ADA accommodations to assist participants who have disabilities and are ineligible for assistance through accommodation resources listed on the jobs.mo.gov Equal Opportunity and Disability Accommodations Resources page or through Vocational Rehabilitation, and are applicable to training, employment activities and/or job retention. Documentation is required to support each requested accommodation, which will be secured in a locked cabinet.
- Childcare and Dependent care; assistance is allowed for participants to attend training, work experience, complete job search, or the initial weeks of OJT or unsubsidized employment. The child care provider's weekly rate will be used; minus assistance in that same week paid by other supporting agencies such as FSD childcare payments. The weekly rate and amounts received from other agencies, in requested week(s) must be documented by the childcare provider. If the provider only charges a daily rate for a child, then this rate will need to be documented and explained by the provider that they are charging the customer a daily rate and how the rate is charged based on attendance of the child.
- Housing related expenses including a one-time house or rental payment and/or deposit, utility payment, or a deposit to activate service. For participants requesting assistance with college on-campus housing, any PELL grants or other financial aid should be applied to those costs first. Temporary hotel accommodations may be provided when no other option exists and when it is necessary for successful participation.
- Small equipment and/ or tools needed for training and/or employment.
- Transportation assistance may be provided to individuals during job search, training participation, and during the initial weeks of employment.
- Payments for drug testing, mental evaluations, medical evaluations, exam fees, and other employment or training related fees may be authorized when deemed appropriate and beneficial to the participant's goal attainment.
- *Emergency Aid: Emergency Aid is a **one-time or rare** expense paid to allow a*



*customer to continue participating in WIDA activities, such as school, work experience, DJT, etc. If the customer is having extreme financial difficulty, staff should be assisting him/her with needed financial information (development of a budget, credit counseling, debt management, etc.). Emergency aid payments must be well documented in Service Notes. If there is confidential information, Service Notes should refer to the "hard" file.*

*Examples of emergency assistance include, but are not limited to: payment of utility bills, a car insurance payment; a one-time house or rental payment and/or deposit, a deposit to activate services, and vehicle repairs.*

*Note: Computers, computer equipment, computer program software, peripherals, electronic and wireless equipment are not typically purchased by WIOA services. Exceptions may be made in very limited circumstances with the approval of the CWDB Executive Director.*

***Documentation required for requesting service:***

Job seekers must meet WIOA eligibility as a low income adult, youth or dislocated worker. The financial needs assessment must be completed. The Support Service Request form must be completed and clearly state the reason for the request, the dollar amount needed and how authorization of the request will benefit the job seeker. There must be evidence that non-WIOA resources are not available to assist the job seeker in meeting the identified need. Bids may be required to ensure the most reasonable cost for the identified service or product. There must be evidence verifying the vendor's agreement to accept payment from the subcontractor to pay for the service or product needed. Completed job logs, attendance forms and other related documents may be requested prior to issuing the Support Service Payment. When support is requested to assist with travel costs associated with new employment, the request form must state when the first payroll check will be received and the number of hours the first check will include. It may be necessary to provide support during the initial weeks of employment as determined by the financial needs assessment.

The Financial Needs Determination must be completed prior to determining support services eligibility. After completing the form, the results must show a negative balance or a minimal balance that would not support the needed expenditure.

Supportive Services are reported in MoJobs when awarded. Staff verify that Supportive Services have not been provided by another region for the same situation and timeframe that is being requested; if so, services will be denied. If Supportive Services have been provided from another region for a different timeframe, staff will consider providing services. For example, if a participant is enrolled in COT and is at risk of dropping out of school due to lack of gas money, staff will attempt to assist even if the participant has received gas money previously from another region.

### MoJobs Service Notes

All Supportive Services must be documented in MoJobs and include at a minimum all of the following:

- The type of Supportive Service paid {e.g., transportation, childcare, etc.};
- The breakdown of the Supportive Service cost. Provide a breakdown of the total amount when multiple items are purchased. Explain how the amount for a transportation reimbursement was calculated (for example: 25 miles x 5 days @.37 cents a mile for a total of \$46.23).
- The timeframe the Supportive Service was paid for;
- The justification of need for the Supportive Service; and
- Lack of other community resources.

In all cases, staff must review Service Notes prior to making any Supportive Service payments to avoid duplicate payments.

### **Responsibilities**

It is the responsibility of staff to provide accurate information to the customer including:

- If supportive services are requested or determined necessary, if he/she is eligible;
- If he/she has is no longer eligible to receive the supportive service for any reason {i.e. cap met, no longer has a need, etc.}; and
- The requirements {e.g., paperwork, attending classes, etc.) to receive the Supportive Services.

*The maximum dollar amount and length of time for each supportive service (i.e. transportation, childcare, etc.) or needs based payments available to participants:*

The recommended average amount of support services per participant in a program year is \$1,000. The maximum dollar amount for supportive services may not exceed a cumulative amount of \$2,500 per participant in a program year. Funding must be available in the budget and all processing requirements must be met.

***There is a program year maximum total investment limit of \$10,000 per participant which includes all classroom training, supportive services, and work-based learning.***

The limit may be waived by the Executive Director, or their designee, for extenuating circumstances and/or based on available annual budget. Extenuating circumstances include, but are not limited to special grants and priority populations, such as Justice Involved Individuals, historically marginalized populations, and individuals impacted by special events,

such as a natural disaster or other extenuating circumstances.

Transportation assistance may be provided to individuals during job search or training participation. "Map Quest" will be used to determine the distance between locations and payment will be based on these results. Transportation costs will be reimbursed to the participant as follows:

- Transportation will be reimbursed at the rate of .37 per mile, not to exceed \$1,500.00 annually.
- Distance to and from the authorized location will be documented with Map Quest or a similar mapping service and retained in the participant's hard file.
- Emergency gas purchase may be provided on an as need basis.  
Note: If at any time the mileage reimbursement amount meets the full IRS allowable amount, no automobile repairs will be paid for.

Authorization of Support Services is based on funding availability and the financial need of the eligible participant. In all cases CWDB directs subcontractors to safeguard state and federal tax dollars by utilizing the lowest bid or lowest purchase price available to purchase needed items/services.

### **Needs-Related Payments**

Needs-related payments can be provided to Adults, Dislocated Workers, and Youth to enable them to participate in training. They must be currently participating or enrolled to begin a training program within thirty (30) calendar days.

Eligibility requirements for Adults and Youth:

- Must be unemployed;
- Not qualify for, or ceased qualifying for Unemployment Insurance (UI) compensation; and
- Be enrolled in an eligible WIOA training service.

Eligibility requirements for Dislocated Workers:

- Must be unemployed;
- Not qualify for, or ceased qualifying for UI compensation or Trade Readjustment Allowance under Trade Adjustment Assistance; and
- Be enrolled in an eligible WIOA training service:
  - By the end of the thirteenth (13<sup>th</sup>) week after the most recent layoff that resulted in a determination of the worker's eligibility as a Dislocated Worker; or
  - After the thirteenth (13<sup>th</sup>) week, or if later, by the end of the 8th week after being informed that a short-term layoff will exceed six months; or
  - Did not qualify for UI compensation or Trade Readjustment Allowance but is enrolled in a program for training services authorized by WIOA Sec. 134(c)(3).

#### Needs-Related Payment Levels:

The payment for Adults or Out-of School Youth cannot exceed the poverty level for a family of one for an equivalent period using the U.S. Health and Senior services poverty guidelines for the current calendar year. The weekly payment level will be calculated by dividing the poverty level by 52 weeks. That amount will be paid for a maximum of eight {8} weeks.

For Dislocated Workers, payments cannot exceed two possible levels:

- If the participant is eligible for UI compensation resulting from the qualifying dislocation, payment may not exceed the applicable weekly level of UI compensation.
- If the participant did not qualify for UI compensation resulting from the qualifying dislocation, payment cannot exceed the the poverty level for an equivalent period using the U.S. Health and Human Services poverty guidelines for the current calendar year.

As with all supportive services, the provision of services is dictated by the availability of funding.

#### **Trade Act Funding**

If a customer is enrolled in Trade Act, this funding source must be utilized prior to WIOA funding. If the customer needs resources not covered by Trade Act, local policy will be followed to provide needed services.

#### **National Emergency Grant (NEG)**

NEGs provide supplemental dislocated worker funds to respond to the needs of dislocated workers and communities affected by major economic dislocation events which cannot be met with formula allotments. Since NEGs serve a specific layoff or group of related layoffs, only one Supportive Service Policy is allowed per NEG. Therefore, if there are multiple regions within the same NEG, the regions must submit only one Supportive Service Policy that is based upon the combined policies of affected local areas to ensure equitable services. This Policy is as an attachment to other planning documents during the "Project Planning Period" of the NEG.

#### **Pell Grant**

The State's current policy on the coordination of funding will be followed when determining funding, including Supportive Services.

**Note:**

- Duplicate payments must be avoided when the customer is eligible for both WIOA and other assistance.
- The mix of funds should meet the needs of the customer and be determined based on the availability of funding for either training costs or Supportive Services so that the training can be completed successfully.
- Simply reducing the amount of WIOA funds by the amount of Pell Grant funds is not permitted.

**CWDB may make exceptions to this supportive service policy under special circumstances with the approval of the Executive Director, providing the policy exception is within State guidelines.**

### **Adult Priority of Service Policy**

Section 134(c)(3)(E) of WIOA establishes a priority requirement for individualized and training services funded with Title I Adult funds. Individuals with priority will receive access to individualized and training services earlier in time than a person with lower priority, or if resources are limited, receives access to the service instead of a person with lower priority. Groups receiving priority are:

- Recipients of public assistance;
- Low-income individuals whose income does not exceed the Department of Health and Human Services (HHS) poverty guidelines for the current calendar year or the DOL Lower Living Standard Income guidelines (LLSIL) for the current calendar; and
- Individuals who are basic skills deficient or English language learners.

The region will equally prioritize these populations at all times. Veterans and their eligible spouses receive priority of service for all Department of Labor (DOL) funded job training programs including the WIOA Adult program.

**When providing Individualized Career and Training services, the Central region will apply priority in the following order:**

1. Veterans and eligible spouses who are included in one or more of the WIOA priority groups.
2. Non-veterans who included in the one or more of the WIOA priority groups.
3. Veterans and eligible spouses that are not included in a WIOA priority group.
4. Non-veterans outside a WIOA priority group.

It is a goal that at least 75% of participants receiving individualized career and training services in the Adult program are from at least one of the WIOA priority groups identified above. The priority of service rate will never be lower than 50.1%. The priority provision will be monitored through service and priority of service tracking reports in the MoJobs case management system. Monitoring is conducted on a weekly basis to ensure compliance.

Wagner-Peyser and WIOA funds are used to provide Career Services. Both Wagner-Peyser and WIOA staff will provide Basic and Individualized Career Services to customers. Any Career Service provided by WIOA-funded staff not defined as self-service or informational-only, requires enrollment in the WIOA program for which the participant is determined eligible.

In the event that an Adult customer falls outside of a WIOA priority group and whose income is above the current HHS poverty or the DOL LLSIL income guidelines, the following priority will be followed.

Note: there is no income restriction to receive basic career services.

1. Member of a family whose annualized income does not exceed 200% of the HHS Poverty Guidelines for the current calendar year.
2. Member of a family show annualized income does not exceed 250% of the HHS Poverty Guidelines for the current calendar year and meeting one of the following conditions:
  - Conditions exist that prevent the participant from maintaining self-sufficiency due to reduction of work hours or employment in a declining industry within the region.
  - Have a need for additional training to learn new skills related to new technologies and/or processes necessary to retain or obtain new employment leading to self-sufficiency.

WIOA is not an entitlement program. Meeting eligibility requirements is not a guarantee of approval of assistance. Both the availability of and level of any assistance approved are determined by each individual's respective needs, as well as the availability of funding.

**Adult/Dislocated Worker – Training Expenditure Rate  
Criteria for Training Recipients**

The Central Region will provide training opportunities for Adult and Dislocated Workers who are in need of training and have met the following criteria:

- The participant has been engaged in career level services and has been unsuccessful in obtaining or retaining employment through these services.
- The participant has demonstrated through assessments that they possess the skills and abilities necessary to successfully participate in the selected training program.
- The training program is linked to in-demand employment opportunities in the Central Region. If a program is not linked to in-demand employment opportunities, the participant must provide a written request and justification to the CWDB executive director who will determine if an exception can be made.
- The participant is not able to obtain grant assistance from other sources to pay the costs of the training and related support services. State-funded training funds, Trade Adjustment Assistance, and federal Pell Grants must be applied to the training cost if applicable.

The Central Region proposes allocating thirty percent of Adult/Dislocated Worker funds on training level activities.

Individuals must be in need of training services and have the skills and qualifications required to successfully participate in the selected training program. The training must be linked to employment opportunities in the region.



### **Youth Barriers Eligibility Policy – Additional Assistance Barrier**

The barriers that may require additional assistance for In School Youth or Out of School Youth to enter or complete an educational program or to secure or hold employment may include, but are not limited to:

Children of incarcerated parents

Youth at risk of court involvement

Migrant Youth

Youth with family literacy problems

Youth dealing with domestic violence

Youth dealing with substance abuse issues

Youth lacking occupational goals, skills and/ or work history

Youth with chronic health issues

Youth with U.S work authorization

Youth homeless in last 90 days or chance of homelessness in next 90 days

For In School Youth – at risk of dropping out of school

Youth dislocated from employment

Documentation may include self attestation, school records, public court records, birth certificate, authorization to work, treatment services documentation, medical records, social security card, individual service strategy, and case notes.

Five percent of WIOA youth may be participants who ordinarily would be required to be low income for eligibility purposes and meet all other eligibility criteria for WIOA youth except the low-income criteria. Because not all OSY are required to be low-income, the 5 percent low-income exception under WIOA is calculated based on the 5 percent of youth enrolled in a given program year who would ordinarily be required to meet the low-income criteria.

**WIOA Youth Program Incentive Policy**

The Central Workforce Development Board will award incentive payments to enrolled youth participants for recognition and achievement directly tied to training activities and work experiences to help ensure successful program outcomes. Incentives will be awarded to participants based upon their progress and/or achievements of milestones in the program tied to education, training, or work experience as outlined in their Individual Service Strategies.

The awardment of incentives must be tied to the goals of the specific program, outlined in writing before the commencement of the program that may provide incentive payments, and be in accordance with requirements contained in 2CFR part 200. The applicable documentation will be required.

Federal funds cannot be spent on entertainment costs, therefore, youth incentives may not include entertainment such as movie or sporting event tickets or gift cards to movie theatres or other venues whose sole purpose is entertainment. Incentives cannot be used as motivators for activities such as recruitment, submitting eligibility documentation, and participation in the program. Incentives are not allowed for workshop participation or for taking assessments such as the National Career Readiness Certificate. Incentives may not be paid to Youth who have exited the program and are now in follow-up, or to Youth for obtaining unsubsidized employment, entering the military or retaining employment. CWDB will exercise internal controls to ensure fiscal accountability in the payment of incentives.

A participant may receive more than one incentive for the achievement of multiple outcomes. Incentives cannot be awarded during the 12-month follow-up period. Due to availability of funds, incentive amounts may vary throughout a program year. **The total dollar amount a participant can receive in incentives shall not exceed \$500.00 per program year.**

Requests to receive incentives for achievement of GED, high school diploma, post-secondary degree or advanced training certification **must** be submitted within 3 months of attainment for incentive pay out.

All other incentives must be validated, by the participant, with any required proof of attainment, within 30 days of the date of achievement. Failure to meet this requirement will result in denial of the payment.

Allowable milestones for incentive payments by the region are:

Incentive Achievement	Incentive Amount
Obtain High School Equivalency Credential (HiSET)	\$100
Graduate from High School	\$100
Post-secondary degree, advanced training certification	\$100
Increase in Educational Functional Level	\$25
Earn a class grade level of A for semester	\$10 per A
Earn a class grade level of B for semester	\$5 per B
Completion of Career Club	\$100.00
Completion of Work Experience	\$100.00

Note: The hourly rate for Career Club and Youth Access, which are components of Work Experience cannot exceed \$13.00 per hour. The actual wage for Work Experience (work tasks completed at job site) is the employer’s entry level wage or \$13.00 per hour minimum.

## Veterans Priority of Service

Veterans and their eligible spouses receive priority of service for all Department of Labor (DOL) funded job training programs, including the WIOA Adult program (20 CFR 680.650). When programs are statutorily required to provide priority of service for a particular group of individuals, priority must be provided in the following order:

1. Veterans and eligible spouses who are also included in the groups given statutory priority for WIOA Adult formula funds, meaning recipients of public assistance, other low-income individuals whose income does not exceed the Department of Health and Human Services (HHS) poverty guidelines for the current calendar year or the DOL Lower Living Standard Income Guidelines (LLSIL) for the current calendar year, or individuals who are basic skills deficient, including English language learners.
2. Non-veterans who are included in the groups given priority for WIOA Adult formula funds.
3. Veterans and eligible spouses who are not included in a WIOA priority group.
4. Non-veterans not included in a WIOA priority group.

The Disabled Veterans Outreach Program (DVOP) and Local Veterans Employment Representatives (LVERs) are fully integrated into the Central Region Job Centers in order to assist veterans with significant barriers to employment to overcome their barriers and become employment ready. The LVERs will work with employers to create job opportunities for the veterans that are ready for employment. DVOPs will share case management for veterans enrolled in WIOA and other programs with the providers of those programs.

Steps to ensure priority of service:

- Identifying veterans and other covered persons using the acceptable documentation;
- Coordinating service delivery, outreach, employer and all other related activities with Local Veterans Employment Representative (LVER) and Disabled Veterans Outreach Program (DVOP) staff;
- Identifying employers who are interested in hiring veterans;
- Promoting job fairs for veterans and eligible spouses before other customers;
- Assisting veterans and eligible spouses before other customers;
- MoJobs allows registered Veterans to view job postings 24 hours before the public.

Veterans' priority is a requirement in all programs funded wholly or in part by DOL. Veteran's Priority of Service applies to both veterans and eligible spouses. The term *Covered Person* includes eligible spouses and veterans. Priority will be measured in terms of enrollment in affected programs. Referral to the DVOP/LVER does not constitute priority of service. For all programs with statutory requirements, covered persons must meet the program eligibility requirements in order to obtain priority of service.

## Basic Skills Assessment Policy

The Workforce Innovation Opportunity Act (WIOA) states that recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient must receive priority for individualized career services and training services.

WIOA defines Basic Skills Deficient (BSD) as, an individual:

1. Who is a youth, that has English, reading, writing, or computing skills at or below the eighth (8<sup>th</sup>) grade level on an accepted standardized test; or
2. Who is a youth or adult, that is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual's family, or society.

The determination of basic skills deficiency during intake is helpful in qualifying individuals for eligibility, facilitates quality referrals, and can lead to positive outcomes for the individual.

Determination of WIOA Youth eligibility based on the Basic Skills Deficiency barrier:

An assessment will be administered to evaluate the youth's strengths and any areas of deficiency in reading, math, and language. One or more of the following assessments may be utilized: Test of Adult and Basic Education (TABE), ACT, HESI (Health Education Systems, Inc.), Wonderlic, TEAS (Test of Essential Academic Skills), CASAS (Comprehensive Adult Student Assessment System), WorkKeys and the Accuplacer. The assessments may be administered by the region's AEL programs, workforce staff, or the client's chosen training provider.

The assessment results will be utilized to document basic skills deficiencies for an eligibility barrier or to determine the youth's ability to be successful in an academic program. Reasonable accommodations for the testing process will be available, if necessary, for individuals with disabilities. Previous basic skills assessment results may be used if the assessment was conducted within the previous six-month period of the eligibility determination date.

### **Determination of Basic Skills for the Objective Assessment (OA):**

WIOA requires that every youth completes an objective assessment to evaluate the basic skills, occupational skills, prior work experience, employability, interests aptitudes, supportive service needs, and developmental needs of the participant. The objective assessment must identify the career pathway for the youth participant and is used to develop a corresponding Individual Service Strategy (ISS).

The requirement to review basic skills as part of the objective assessment process is not the same as conducting a basic skills assessment for eligibility determination for the basic skills deficient barrier or as conducting a basic skills assessment for determination of an educational functioning level gain within the measurable skill gains indicator.

The screening tool included with this policy will be used to help identify if an individual is basic skills deficient. The Basic Skills Screening Tool is required for all WIOA youth applicants. The screening tool will help assess the youth for the required basic skills section of the Objective Assessment and help determine if additional testing is needed to determine the basic skills deficient status. The Basic Skills Screening Tool must not be used to determine a youth's educational needs.

Youth who are unable to complete the screening tool without assistance or answer "no" to one (1) or more questions must automatically be assessed as basic skills deficient using at least one of the approved assessments identified in the previous page.

Youth who can complete the screening tool without assistance and answer "yes" to all of the questions has satisfied the basic skills requirement of the Objective Assessment. Additional assessments may be used for youth entering training services to determine the appropriateness of the training program.

**Determination of Basic Skills Deficiency for Adult Priority of Service:**

The Basic Skills Screening Tool will help identify individuals who are basic skills deficient for the purpose of priority of service and referrals to Adult or Dislocated Workers programs. The screening tool should be given prior to conducting any assessment test. The tool is for the identification of priority of service and for referral purposes.

Individuals who are unable to complete the screening tool with assistance or answer "no" to one (1) or more questions must automatically receive a referral for adult basic education services. WIOA adult participants should receive priority of service as having a basic skills deficiency.

# Basic Skills Screening Tool

Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

- 1) Do you have a high school diploma, General Education Development (GED) certificate or High School Equivalency Diploma (HSED)?  Yes  No  Currently in high school (does not include GED or HSED programs)
- 2) Can you follow basic written instructions and diagrams with no help or just a little help?  Yes  No
- 3) Can you fill out basic medical forms and job applications?  Yes  No
- 4) Without the aid of a calculator, can you add, subtract, multiply and divide with whole numbers up to 3 digits?  Yes  No
- 5) Can you do basic tasks on a computer?  Yes  No
- 6) Do you speak and read English well enough to get and keep a job?  Yes  No

Signature: \_\_\_\_\_ Date Signed: \_\_\_\_\_

For Internal Use Only:

Was the individual able to complete the screening tool without help? <input type="checkbox"/> Yes <input type="checkbox"/> No	
<p><b>For the Adult Program Only:</b></p> <p>If any question is answered, "No" or the form could not be completed independently, the individual should receive priority.</p> <p>Does the individual receive priority?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	<p><b>For the Youth Program Only:</b></p> <p>If any question is answered, "No" or the form could not be completed independently, the individual may have a BSD eligibility barrier.</p> <p>Does the individual have a BSD eligibility barrier?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
Name of Career Planner: _____	
Career Planner Signature: _____ Date Signed: _____	

## **Individual Training Account (ITA) and Eligibility Policy for Individualized Career Services**

Individual Training Accounts (ITAs) are the funding mechanism for classroom and occupational skills training services. A training voucher will be issued with a prescribed amount, not to exceed the maximum amount per person, per year. The voucher will be used for tuition and related education costs for the approved training program. The voucher amount will be reduced proportionate to other financial resources available to the customer.

WIOA is not an entitlement program. Meeting eligibility requirements is not a guarantee of approval of assistance. Both the availability of and level of any assistance approved are determined by each individual's respective needs, as well as the availability of funding.

Training provided through an Individual Training Account is for the sole purpose of facilitating transition into the workforce. Every request for an ITA will be assessed on an individual basis to determine if the training investment will produce the desired results. Program training is a structured regimen leading to a recognized post-secondary credential, industry-recognized credential, employment, and measurable skill gains towards a credential and employment.

The amount of the training investment is determined by reasonable, prevailing costs provided by local and eligible providers for similar types of training.

There is a program year maximum total investment limit of \$10,000 per participant which includes all classroom training, supportive services, and work-based learning. The limit may be waived by the Executive Director or designee for extenuating circumstances and/ or based on available annual budget. Extenuating circumstances include, but are not limited to special grants and priority populations such as Justice Involved Individuals, historically marginalized populations, and individuals impacted by special events, such as a natural disaster or other extenuating circumstances.

CWDB will follow the applicable guidelines for other funding sources.

The participant must be a WIOA Adult, Dislocated Worker, Out-of-School Youth, or In-School Youth with a training level enrollment.

The training provider and program must be listed as approved on the Eligible Training Provider System. A printout from the ETPS system showing the approved program is required in the participant's file.

The allotted time for training is 24 months.

Participants will only receive one ITA funded training service at a time.

WIOA funds will not pay for repeated courses.

Participants must be unable to obtain other grant assistance or require assistance beyond the assistance made available, including Federal Pell Grants. WIOA is funding of last resort.

Participants that already have an in-demand degree are not priority of service.

Training must be in an occupation that leads to economic self-sufficiency or wages comparable to or higher than the wages from previous employment and directly linked to the employment opportunities in the local area, or an area to which the participant is willing to relocate.

ITA funding is contingent on availability of funds.

The reason the participant is not PELL eligible must be documented in the state data management system.

Comprehensive assessment will be conducted, including an evaluation of skills. Results must confirm adequate skills are in place to complete training and enter employment at a wage that leads to self-sufficiency. Career One Stop assessments will be used to identify occupational interests, values, and aptitudes for occupational matching.

Assessment results are utilized to establish long-term employment goals, transferable skills, and skills that need to be developed. Participants that need training to develop job skills and obtain credentials are considered for enrollment in the occupational skills training program.

Reasonable accommodations will be made, if needed, for the assessment of individuals with disabilities.

To qualify for, and continue receiving training funds, participants must:

1. Demonstrate through assessment results the basic skill sets to successfully complete training and obtain employment in the proposed occupation.
2. Maintain a 2.5 cumulative grade point average on a 4.0 scale and/or meet academic performance as specified in the training provider's student handbook. Training funds will be terminated if the participant is placed on academic



probation by the training provider, or if academic performance falls below a 2.5 cumulative grade point average in a grade reporting period.

3. If the participant brings their grades up to the required 2.5 in the next term, the award may be reinstated for the following term. The participant must provide documentation of improved grades to the case manager and funding must be available.
4. Maintain attendance of 90% or as defined by the training provider.
5. Maintain contact with the program case manager as specified by the case manager.
6. Comply with training provider policies and requirements pertaining to classroom behavior.
7. For on-line courses, the participant must contact their case manager every other week to advise them of course progress. The school must send the program operator (funding agency) a monthly report confirming days of attendance, progress made, and any concerns.

The need for individualized career services will be determined through the intake and assessment process. All appropriate services necessary for the individual to obtain or retain employment will be offered and provided.

### **Accessibility Policy for Persons with Disabilities**

The Central Workforce Development Board strives to ensure that individuals with disabilities have meaningful access to One-Stop programs and services in accordance with DWD Issuance 12-2017.

All Workforce Innovation and Opportunity Act financially assisted programs and activities must be programmatically accessible to all customers.

Each Job Center in the region maintains specific Assistive Technology including Window Eyes Screen Reader, Zoom Text, Big Keys LX Keyboard, Trackball Mouse, Phone Amplifier, Ubi Duo, TTY, and Relay Service. Job Center staff are informed on the process for accessing the Language Line and Sign Language Interpreters. Customers in need of American Sign Language services may contact the Job Center by phone/TTY using Missouri Relay 711 to request this service prior to their visit.

Enhanced partnerships with Missouri Vocational Rehabilitation and Rehabilitation Services for the Blind will lead to staff training and will support the accessibility of services to individuals with disabilities.

## **Accessibility Policy for Persons with Limited English Proficiency**

The Central Region Workforce Development Board ensures that persons with Limited English Proficiency (LEP) have meaningful access to aids, benefits, services, or training under WIOA financially assisted programs and activities. All customers are able to participate in programs and services regardless of their ability to speak, read, write, or understand English.

Job Center staff must inform all LEP customers of their right to timely and complimentary interpreter services.

“Point to your language” posters are displayed upon entrance to the region’s job centers. This allows customers to communicate their language as well as the need for assistance.

“Your Right to an Interpreter” posters are prominently displayed in the job centers informing customers in English and other primary languages *“You have the right to an interpreter at no cost to you. Please point to your language. An interpreter will be called. Please wait.”* The poster informs LEP speakers of their right to an interpreter once they enter a Missouri Job Center setting.

Competent interpreters will be used to provide effective services to LEP individuals. Interpreters will have demonstrated proficiency in both English and the intended language. The Office of Administration maintains statewide contracts with qualified vendors of spoken language interpreter services. In-person, videoconferencing, and telephone interpreting services are available.

The State of Missouri’s Language Line Services provides telephone interpretation in over 240 languages. Staff will use Language Line Services when bilingual staff is not available, when the language is one not commonly encountered in Missouri, or when staff are not sure what language a customer speaks.

### General Customer Service Requirements:

1. Verify customer identity – before releasing case-specific information, staff must verify the identity of the customer. Bilingual staff, Language Line Services staff, or vendors providing interpretation or translation services may assist staff in making verifications.
2. Document the use of interpreter in the customer’s case file or keep appropriate records when an interpreter is used or when a customer makes use of another form of language assistance.
3. Do not use minor children – job center staff must never use minor children as interpreters.
4. In-person interpreter services: If an interpreter is needed in-person, rather than over the telephone, staff will arrange to have an interpreter available at a time and place that is convenient for both the interpreter and the customer. Staff may arrange for in-person interpreting by contacting vendors directly.
5. Protection of confidentiality and accuracy of interpretation will always be of the highest concern.
6. Free interpreter services will always be offered, as customers may not be aware of interpreter services.

7. If a customer prefers to have a family member or friend serve as an interpreter, ask if the customer will allow a trained interpreter to listen in to ensure accuracy of interpretation. If the offer is refused, document the offer and refusal and accommodate the customer's wishes.
8. Missouri Job Center contracted interpreters or bilingual staff should be used in circumstances when a customer is giving information that may negatively affect his/her eligibility for services.
9. Missouri Job Center contracted interpreters or bilingual staff are preferred in situations where a customer must answer complicated or detailed questions. If family or friends handle the interpreting, follow-up calls or letters should be done by bilingual staff, Language Line Services staff, or contractors.
10. Uncommon languages – when interpreter services are needed for a language not commonly spoken in Missouri, staff should coordinate with the Local EO Officer or the State EO Officer or see other interpreter resources provided on the Office of Administration vendor services list.

### **Utilizing Bilingual Staff**

Bilingual job center staff can be used to ensure meaningful access by communicating directly in the job seeker's primary language. Many individuals have some proficiency in more than one language, but are not bilingual. These staff may be able to greet a limited English proficient individual in his or her language, but not provide job center services in that language.

The skill level and training of bilingual job center staff should be evaluated to determine whether the skill of an interpreter or translator are required when providing services.

### **Emergencies**

When programs or the assistance requested requires immediate action, job center staff must take the necessary steps to ensure all customers, including customers with LEP, have access to services or information within the appropriate time frames.

### **Translating Requirements for Documents**

Section 188 of WIOA defines vital information as information necessary for an individual to obtain any aid, benefit, services, and/or training; or required by law as whether written, oral, or electronic.

### **Examples of documents containing vital information include, but are not limited to:**

- Applications;
- Consent and complaint forms;
- Notices of rights and responsibilities;
- Notices advising LEP individuals of their rights under Section 188 of WIOA, including the availability of free language assistance;
- Written tests that do not assess English language competency, or skill for which English proficiency is not required;
- Letters or notices that require a response from the beneficiary or applicant, participant or employee.

Babel notices are available at each Job Center and on the <https://cwdregion.com/> website

**LEP Training Requirements for Staff**

The local Equal Opportunity Officer will conduct ongoing training and education to staff to increase awareness of LEP policies and procedures.

**LEP Data Collection**

Effective January 3, 2019, WIOA recipients must record the limited English proficiency and preferred language of each applicant, registrant, participant, and terminatee. LEP Data is collected and stored by the State provided system, MOJobs. This data is only used for the purposes of recordkeeping and reporting; determining eligibility, where appropriate, for WIOA Title I-financially assisted programs activities; determining the extent to which the recipient is operating its WIOA Title I-financially assisted program or activity in a nondiscriminatory manner; or other use authorized by law.6.

## Adult Education and Literacy Policy

Adult Education and Literacy (AEL) providers provide a valuable service to assist individuals in overcoming barriers to employment. The barriers include lack of a high school diploma, low educational skills and lack of English language skills.

The Region works closely with AEL providers; they are co-located in two of the region's comprehensive job centers. AEL partners are active members of the Central Region Workforce Development Board and serve on standing committees.

The Region met with AEL providers and had follow-up discussions to develop a process to work more effectively together. The process includes:

1. AEL Staff will include information about Job Center services in new student orientation to ensure that prospective AEL students are made aware of these services.
2. AEL will provide an agency referral for students to the Job Center for job seeking assistance, employment workshops and assist with eligibility for other assistance when appropriate.
3. Job Center staff will be available on an "as needed" basis to officially enroll AEL students in [jobs.mo.gov](https://jobs.mo.gov) in person at AEL class sites or as otherwise agreed upon between the AEL site staff & Job Center staff.
4. AEL and Job Center staff may attend each other's staff meetings.
5. The Job Center will provide an agency referral to individuals who need to learn English as a second language, are in need of remediation or who do not have a high school equivalency to the appropriate AEL program.
6. AEL programs and Job Center staff may coordinate efforts to provide Job Center workshops at AEL class sites.
7. The possibility of utilizing a common Referral Form for service providers and AEL will be explored.

Applications to provide adult education and literacy activities under Title II for the region will be reviewed to determine if the applications are consistent with the local plan, including: enrollment in Title I programs, serving those most in need, including, individuals with low literacy skills, English language Learners, and individuals with disabilities.

### **Vocational Rehabilitation and Rehabilitation Service for the Blind Coordination Policy**

CWDB is committed to improving the coordination and collaboration to braid services between Vocational Rehabilitation (VR) and Rehabilitation Services (RSB) for the Blind. This enhanced coordination will involve employer engagement activities, and recruiting, hiring, and providing support services to clients seeking employment. The region met with representatives of Vocational Rehabilitation and Rehabilitation Services for the Blind as part of the process of developing the local plan.

Both agencies provided input regarding how we can work together in the coming year. Vocational Rehabilitation is represented on the board and both agencies are represented on board sub-committees.

The following initiatives were identified:

- The region will put a large focus on Job Center accessibility (physical and programmatic) in the next year. VR and RSB will be engaged to provide assessments for the Job Centers to ensure universal accessibility.
- Joint outreach projects will be conducted to connect employers and job seekers. In the past two years Accessibility Summits were conducted in partnership between Vocational Rehabilitation and CWDB. RSB will be included in this event moving forward.
- Vocational Rehabilitation will continue their partnership at the Tipton Correctional Facility transition center.
- A special project, Camp Wonderland, will be operated in partnership with Vocational Rehabilitation and the CWDB Youth provider, Central Ozarks Private Industry Council.
- Meetings will be scheduled quarterly in which Vocational Rehabilitation and Rehabilitation Services for the Blind staff provide training for Job Center staff.

### **Youth Apprenticeship Policy**

The Central Region Workforce Development Board supports Registered Apprenticeship and Pre-Apprenticeship programs for Youth. The CWDB partners with training providers, apprenticeship providers, employers, and other WIOA partners to develop Youth Pre-Apprenticeship activities. Discussions with partners is ongoing to move this initiative forward.

Program elements include:

Classroom training conducted by a WIOA approved training provider/apprenticeship provider leading to an industry recognized credential;

Hands on skill training at a worksite. This may be paid or unpaid Work Experience.

On-the-Job training or referral to a Registered Apprenticeship provider.

Job Center staff may work with the customer to gain unsubsidized employment without the use of and OJT activity based on the customer's choice.



## Central Workforce Development Board

### Eligible Training Provider System Policy

The Central Region Local Eligible Training Provider System Policy will maintain compliance with the *Workforce Innovation & Opportunity Act Eligible Training Provider System Policy and Procedures Guidance for the State of Missouri*. The link to the web based Eligible Training Provider System (ETPS) is <https://jobs.mo.gov/community/missouri-eligible-training-provider-system>.

Eligible training providers may deliver occupational training programs to Workforce Innovation and Opportunity Act (WIOA) participants with an Individual Training Account (ITA).

#### 1) Local Requirements and Review Process for Eligible Training Providers and Programs:

- a) Training must lead to an industry-recognized certificate or certification, an associate degree, a baccalaureate degree, or a competency or skill recognized by employers; and be at least one of the following: accredited, approved, certified, licensed, or registered by an authorizing agency or organization, or certificate of completion of a registered apprenticeship or license recognized by the state involved or the federal government or a secondary school diploma or its equivalent or measurable skills gain (a competency may cover the measurable skills gain).
- b) Training institutions include:
  - Two and four-year colleges and universities whose programs lead to a postsecondary credential such as; an associate degree, baccalaureate degree, license or certificate; other public or private providers that provide training that may include Community-based organizations and Joint Labor-Management Organizations:
    - An entity that carries out apprenticeship programs registered with the United States Department of Labor (IRAPs), and Registered Apprenticeship Programs (RAPs):
    - Providers of adult education and literacy activities under WIOA Title II if such activities are provided in combination with individual training services such as, area vocational technical schools: Proprietary entities.
- c) The CWB will fulfill its responsibility at the local level to:

- Carry out the login and online procedures to the State's electronic ETPS;
  - Determine and approve initial eligibility;
  - Review the eligibility of providers and programs;
  - Consult with the region's service provider for input and feedback on courses and training providers;
  - Maintain a local list of training providers and programs that the region has approved from the State (OWD) ETPS list;
- Provide training institutions information on occupations that are in-demand and sectors of the economy that have a high potential for sustained demand or growth within the region's labor market area. CWB will use labor market information to determine occupational demand in the region or in another local area to which a youth, adult, or dislocated worker is willing to relocate. Training providers will be encouraged to research in-demand occupations at [www.missourieconomy.org](http://www.missourieconomy.org) or ONET.com for local county statics. The occupation or related occupation must confirm positive growth, self-sufficient wage and be reported as a "bright outlook";
- Terminate ETPs programs when necessary due to poor performance or violation of WIOA requirements.

The CWB's designated reviewer(s) will complete the review and determine the eligibility of a training program for use in the region within 10 business days following the date the State (OWD) approves the training providers and programs.

The reviewer(s) will submit a brief explanation for denial of any training course/program in ETPS. Only training programs approved by the CWB are eligible for WIOA funding in the Central Region.

- d) Job Center staff will review both the Central Region's ETP list and MoScores to ensure the program is approved at both the state and local levels before selecting the program to enroll a WIOA funded individual for training.

Job Center staff must ensure that student/ITA participants are provided career orientation and apprised of how to view consumer information; where to apply their ITA funding; for what types of training; in what likely occupations; and how to compare a given training provider with another regarding successful placements and earnings of graduates.

## **2) Qualifying Criteria for Central Workforce Board Eligible Training Provider List**

The CWB will approve training providers and programs listed and approved in MoScores (the State's ETPS system) for the region based on the following criteria:

- Quality training programs linked to in-demand occupations as determined by the CWB. Priority will be given to programs that include training components based on engagement with local employers;
- Evaluation of program performance as it relates to WIOA performance standards, and monthly participant-specific performance reports submitted by the training provider;
- Reasonable costs compared to similar courses and providers within the Central Region and statewide;
- Information indicating how programs are responsive to workforce requirements including but not limited to participant updates during the training period and assistance with providing certificate/credential obtainment to the WIOA service provider.
- Internships and externships included as a component of the course curriculum must be completed prior to course conclusion;
- The Central Workforce Board may remove training providers from the region's Eligible Training Provider list for not maintaining qualifying criteria. Removal criteria may include unsuccessful performance outcomes, lack of program veracity, inability to provide positive participant outcomes, and unreasonable cost.
- If an eligible provider substantially violates any requirements under the Workforce Innovation and Opportunity Act (as determined by the local board and state agency), the eligibility of the provider may be terminated for the program involved, or other action as determined appropriate may be taken;
- A provider whose eligibility is terminated under the paragraphs above for a program shall be liable for repayment of all funds received for the program during any period of noncompliance;
- Should a provider lose its eligibility for a program(s) as described above, the provider will continue to be reimbursed for all students enrolled prior to the loss of eligibility and all conditions of the application will continue to be applied until those enrollments have completed training for the instruction for which they are currently enrolled.
- If at any time the CWB determines the training provider is no longer adhering to the terms and expectations listed in this document, the approval will be disqualified and the training provider notified. The local area may grant a probationary period for corrective action before disqualifying the program for local approval.

### **3) Equal Opportunity Requirements**

Training Providers and their staff seeking eligibility approval for the Workforce Innovation and Opportunity Act (WIOA) must guarantee that the required nondiscrimination and equal opportunity language listed below will be included in all grants, cooperative agreements, plans, contracts, and other similar documents as noted in 29 CFR Part 38.25.

As a condition to the award of financial assistance from the Department of Labor under Title 1 of WIOA, the Training Provider assures that it has the ability to comply fully with all nondiscrimination

and equal opportunity provisions of the following laws and will remain in compliance for the duration of the award of federal financial assistance:

- a. WIOA Section 188, which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex (including pregnancy, childbirth and related medical conditions, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIOA Title 1 financially assisted program or activity;
- b. Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the basis of race, color, and national origin;
- c. Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against qualified individuals with disabilities;
- d. The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age;
- e. Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs;
- f. Title II Subpart A of the American with Disabilities Act of 1990, as amended, which state in part, “no qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs or activities of a public entity, or be subjected to discrimination by any such entity; and
- g. Genetic Information Nondiscrimination Act of 2008, which prohibits discrimination on the basis of genetic information with respect to health insurance and employment;
- h. The Training Provider also assures that it will comply with 29 CFR Part 38 and all other regulations implementing the laws listed above. This assurance applies to the Training Provider’s operation of the WIOA Title 1-financially assisted program or activity, and to all agreements the provider makes to carry out the WIOA Title 1-financially assisted program or activity. The Training Provider understands that the United States has the right to seek judicial enforcement of this assurance.

Training providers must agree to follow all requirements of the Workforce Innovation and Opportunity Act, including:

- The organization should have an EO Officer or a staff person that deals with nondiscrimination and equal opportunity policies and regulations;
- The Missouri Office of Workforce Development’s “Equal Opportunity is the Law” poster should be posted in locations of the facility, visible to customers and staff;

- Contract agreements should contain nondiscrimination and equal opportunity provisions;
- Training providers should advertise to underserved populations and make appropriate referrals of minority and under-served candidates to the CWB WIOA service provider;
- The organization should have an accommodations policy;
- There should be a process for analyzing equal opportunity demographics for students that attend the institution. The following may be requested during an EO monitoring visit or a visit by the CWB service provider when evaluating programs for enrollment approval:
  - A copy of all training program applications by demographics;
  - A copy of training program selection outcomes by demographics;
  - A copy of training programs graduation/completed outcomes by demographics;
  - A copy of training programs incomplete outcomes by demographics;
  - A copy of training programs placement wages outcomes by demographics;
- The training provider should have a confidentiality policy including a process for collecting confidential information.
- The training provider should enter into an agreement with the CWB or its service provider that allows for participant information to be shared as it relates to participant performance and completion;
- The training provider should have a written complaint policy.

Additionally, the training provider must allow monitoring visits from the CWDB for EO compliance, WIOA compliance, and participant progress.

#### **4) Procedures for PELL Grant Reimbursement to WIOA for Tuition:**

The following paragraphs are included in the award notification provided to training providers and WIOA participants

Training provider:

“ If the participant does later receive a Pell Grant for a pending application, the training provider agrees to reimburse the CWB for WIOA funds used to underwrite the training for the amount the Pell Grant covers, including any education fees or supply costs the training provider charges to attend the training.”

Participant:

“If the participant does later receive a Pell Grant for a pending application, they agree to reimburse the CWB the WIOA funds used to underwrite their training for the amount the Pell Grant covers, including any education fees or supply costs the training provider charges to attend the training. Reference: 20 CFR 680.230(c), MO OWD Issuance 18-2016 and subsequent updates.

#### **5) Individual Training Account:**

Source: 680.300, 680.310(a-c)

WIOA participants MUST have an Individual Training Account (ITA) under the direction of the CWB. The ITA will be set up in a manner that maximizes customer choice in selection an eligible training provider and helps the participant successfully obtain a credential for completing the requirements of the postsecondary occupational training program. ITA funds are to be used only for skills training for in-demand occupations as determined by the CWB.

The training provider will submit training invoices to the service provider within 60 days of the training start date.

The CWB has the authority to determine procedures for making payments, selecting individual training account options such as: vouchers, checkbooks, electronic transfers, setting duration and amounts of individual training accounts and policy regarding exceptions. The authority to restrict the duration of ITAs or to restrict funding amounts will not be used to establish limits that arbitrarily preclude WIOA participants from selecting a training provider of their choice.

The Training Provider is responsible for providing certificates of completion and credentials (copies of transcripts, degrees or licensure) to the subcontractor immediately following the participant's successful completion of the program.

**6) Transferring WIOA Participants and Training Providers Outside the Region (680.520(a)(b):**

The CWDB will determine the feasibility of transferring WIOA participants to another eligible training provider with the same or similar program, when an eligible training provider is removed from the ETPS list. Primary factors to be considered are the length of time remaining to complete the training program, necessity and reasonability of allowing participants to continue with a training provider removed from the State (OWD) ETPS list.

WIOA participants enrolled with an eligible training provider removed from the ETPS list may complete the program for the duration of an ITA. Disruption to the participant will be minimized to the extent possible.

WIOA participants may choose training providers and programs outside of the local area or the State of Missouri, provided that the provider/training is on the ETP list in accordance with the local policies and procedures.

All approved training programs must be located within the continental United States.

**7) Apprenticeship Programs:**

Source: 680.450(b), 680.460(c), 680.470(a-f);

Inclusion of a registered apprenticeship program (RAP) on the state EPT list allows an individual that is eligible to receive WIOA Title I, Subtitle B assistance to apply those funds toward the cost of registered apprenticeship training.

RAP sponsors may opt-in to add their program(s) to the ETPS by contacting the State. The State will contact new program(s) informing them of their opportunity to opt-in every six months. RAPs that have opted-in on the State ETP list must be automatically included on all local ETP lists in the State.

For Rap sponsors that opt-in to be included on the State ETPS the following information will need to be added as an ETP:

- Occupations included within the registered apprenticeship program;
- Name and address of the Rap program sponsor;
- Names and addresses of the Related Technical Instruction provider(s) and the location(s) of instruction if different from the program sponsor's address;
- Method and length of instruction;
- Number of active apprentices.

National and Missouri RAP programs are automatically eligible for placement on the State ETP list where they have operations. RAPs are not subject to the same application and performance information requirements, or to a period of initial eligibility, or continued eligibility procedures as other providers, due to the detailed application and vetting procedures required to be a Registered Apprenticeship program sponsor with the United States Department of Labor (USDOL). However, a RAP sponsor may voluntarily report performance outcomes.

#### **8) Correspondence and Distance Learning/Internet-Based Programs:**

Training programs that provide instruction remotely off-site with curriculum that is self-instructional online will be subject to the same review and reporting process as other training providers and programs.

#### **9) Exempt Training Providers and Programs:**

Source: 680.530(a)

Providers of pre-vocational services, youth program services (other than training provided by ITA's). On-the Job Training (OJT), customized training, incumbent worker training, internships (paid or unpaid), work experience, transitional jobs and institutions that offer specialized services are exempt from submitting an application in the State's ETP.

Training providers offering individual career services such as pre-vocational services and youth program services must contract with the CWDB through the board's competitive bid process. OJT and customized training providers may also contract with the CWDB to deliver training services.

Master and higher degree or certificate programs, individual career services and prevocational services, secondary level training programs and K-12 grade levels are not eligible for the State ETP list.

**10. Removal from the Region's Eligible Training Provider List:**

The Central Workforce Development Board may remove training providers from the region's Eligible Training Provider list for not maintaining qualifying criteria. Removal criteria may include unsuccessful performance outcomes, lack of program veracity, inability to provide positive participant outcomes, and unreasonable cost.



### **Employment Transition Team Services/Layoff Aversion**

CWDB coordinates efforts with the Office of Workforce Development Employment Transition Team by informing the Employer Relations and Engagement Specialist (ERES) of layoffs or potential layoffs.

The Employer Relations and Engagement Specialist is a core member of the region's Business Team. This allows for ongoing communications regarding the status of economic conditions and makes proactive and strategic action possible.

The Board and local workforce system staff collaborate with the ERES on the following:

Developing systems for identifying and gathering information of early warning of potential layoffs or opportunities for layoff aversion, analyzing and acting on dislocation data.

Maintaining partnerships with employer groups, labor organizations, and chambers of commerce.

Employee assistance meetings where information is provided on:

Trade Act and other training program information

Pell Grants

GI Bill

Unemployment insurance information

Connecting employees with current job openings

Comprehensive one-stop services, including workshops, resource fairs, job fairs

Assisting with employer layoff obligations

## Central Workforce Development Board

### Business Services Plan

In 2020, the Central Region revised its approach to business services significantly by creating a region-wide, robust Business Team, in an effort to elevate the importance and function of business services across the area. In line with the Region's overall mission - strengthening communities through workforce development efforts- the Central Region Business Team has set out to do just that by promoting Job Center and workforce development services to area businesses.

The Business Team's goals are engagement of individual businesses and chambers of commerce in workforce development initiatives, disseminating helpful information about services, increasing the number of businesses utilizing Job Center services, and collaborating across multiple organizations to maximize, leverage and align resources for businesses.

Another new revision to its approach to business services is delivering efforts holistically, as One Team, regardless of employer-of-record or funding stream. Services are provided in a team approach instead of by an individual. Business Team members share the same Central Region and Job Center logos, brands, materials, presentations, and social media templates, to provide a customized, yet standardized look, so business customers are not confused. Since these customers don't really care who employs or funds the respective team members, staff present information and participate in employer-related events simply as Central Region "Job Center" staff.

The **"core" members of the Business Team** are comprised of **Wagner Peyser** staff, **WIOA** service provider staff, **CWDB** staff, and specifically include **Job Center supervisors, veteran's representatives, WIOA employer specialists, OWD ERE Specialists, OWD Office of Apprenticeship, the CWDB Communications Coordinator, the CWDB Programs Manager, and is led by the CWDB Executive Director.**

The Business Team holds standing monthly meetings virtually and includes members from the Lebanon, Rolla, Capital City, Columbia, and satellite Job Centers. Through these meetings, team members share information on which businesses are hiring, which occupations are in-demand, specific Job Center initiatives and events for that respective month, chamber-related information, and newly engaged businesses. The number of new businesses engaged and a comparison of employer services compared to other regions is also reviewed. This sharing of information is critical given the three sub-economies within the region as well as the opportunity for staff to assist other team members. Hiring events, open jobs, success stories, and other important business team information is posted on the five Job Center Facebook pages, and the Central Region's Twitter and website pages in a coordinated effort.

In addition, given the geographic size of the Central Region (19 counties), Business Team representatives share the workload by dividing up and collaborating with the various local chambers of commerce. The largest chambers with Job Center partnerships include the Lebanon Area Chamber of Commerce, the

Tri-county Lake Area Chambers, the Jefferson City Area Chamber of Commerce and its workforce coalition, and the Columbia Chamber of Commerce and its workforce development committee.

In early 2022, the Business Team **expanded to add employer outreach staff from the Department of Social Services, Vocational Rehabilitation, and the Department of Corrections** who join the team meetings quarterly.

This comprehensive and unified type of business services is not only necessary because of reductions in budgets and resources, but more importantly because it makes sense to providing quality services through the public workforce system. It is also necessary given the three sub-economies in the Central Region, and their unique needs, demographics, and sector clusters. It no longer makes sense to approach business services as a “One Size Fits All” and target 3-4 industries for the entire region. The design of the Central Business Team is flexible and fluid to respond to local needs and a constantly changing economy. Yes, Healthcare and Transportation industries are strong industry sectors across the entire region, however, as a team, we must also consider the importance of Hospitality, Tourism and Retail across the Lake Area and Meramec Regions, and Government and Education across mid-Missouri.

A third area of change in providing business services is taking a regional approach, beyond the imaginary boundaries of the workforce regions. These natural connections include but are not limited to Lebanon to Springfield along the I-44 corridor, Potosi to Park Hills, and Columbia to Moberly. The veteran’s representative from the Park Hills Job Center participates on the Central Business Team, as well as OWD ERE Specialists who cover neighboring/overlapping workforce regions. Multiple collaborative projects with other regions occur organically, such as apprenticeship, OJT and Incumbent Worker projects.

The Business Team continues to develop strategies to increase the engagement of businesses and provide information to help develop effective, demand-driven services for workforce system customers, including

:

## **Business Services**

### **Recruitment Assistance**

Finding talent –

Online “jobs.mo.gov, or  
Personalized, staff-assisted job order/matching assistance.

- Assisting with writing job descriptions
- Posting job orders
- Accepting applications on the employer’s behalf
- Screening applicants and assessing qualifications
- Assessments offered to job seekers for essential workplace skills, interests, and aptitude (WorkKeys, Talify)

- Providing space for interviews
- Connecting to potential referrals from businesses down-sizing or closing
- Connecting employers with state and federal resources
- Hosting or assisting with recruitment events.

## **Services and Opportunities**

### **Hiring/Training Incentives**

- On-the-Job Training – Reimbursement of 50% of wages for eligible hires
- Paid Work Experience – Opportunity to gain a temporary employee or potential permanent employee
- WOTC – Federal tax credit for hiring individuals with barriers
- Federal Bonding – Insurance for hiring at-risk individuals free of charge, up to 6 months
- Incumbent Worker Training – Training reimbursement for eligible employers to upgrade skills of existing workers through short-term training.
- Apprenticeships – In collaboration with the Office of Apprenticeship Training, apprenticeships are customized to the business and combine standardized classroom instruction with on-the-job learning.
- Veterans Services – Priority of Service, Show-Me Heroes, Career Skills Program for transitioning active duty.
- Employment Transition Team – Provides guidance to employers and re-employment services to affected workers during staffing reductions and layoffs, including those jobs impacted by Trade.
- Labor Market Information – Includes a regional summary, Real Time Labor Market Summary, a Dashboard, and occupational and industry data provided by Missouri Economic Research Information Center.

### **Access and Referrals to Partner Services**

- Shared Work (DOLR) – a layoff aversion program that allows employers to divide available work among a group of employees as an alternative to layoff. Employees receive a portion of UI benefits while working reduce hours.
- Vocational Rehabilitation Business Services – include (a) OJT to connect individuals with disabilities to hiring employers, providing support to the employer and worker to

ensure success; (b) a VR Talent Acquisition Portal to assist employers with recruitment; and (c) VR Retention and Workplace Accommodation Technical Assistance.

- Department of Correction (DOC) Re-entry Services – facilitates job readiness programs and opportunities for employers to connect with offenders nearing release for employment. In addition, DOC provides numerous vocational training programs.
- Department of Social Services – partners with state agencies and other organizations to provide wrap-around services for individuals to support the entire family. These services are presented to businesses, community organizations, and other partners to help families navigate different barriers to gain employment.
- Adult Education and Literacy (AEL) – provides assistance that helps individuals get the basic skills they need to be productive workers, family members, and citizens and to assist adults in the completion of a secondary school education.
- Mid-America Trade Adjustment Center – partners with eligible manufacturers, providing technical assistance and matching funds for projects that will increase the company's competitive abilities and help prevent layoffs.

The Central Workforce Development Board does not have a Memorandum of Understanding with the Community Colleges.

# CENTRAL WORKFORCE DEVELOPMENT BOARD

## INCUMBENT WORKER TRAINING

### APPLICATION FOR FUNDING



Central Workforce Development Board, Inc. is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri Relay Services at 711.

## **Request for Application**

The Central Workforce Development Board (CWDB) is accepting applications for the development of incumbent worker skills training projects in the Central Region of Missouri. The nineteen county area served by the Central Region Job Center System includes Audrain, Boone, Callaway, Camden, Cole, Cooper, Crawford, Dent, Gasconade, Howard, Laclede, Maries, Miller, Moniteau, Morgan, Osage, Phelps, Pulaski, and Washington Counties.

### **Background Information**

The Workforce Innovation and Opportunity Act (WIOA) allows funding to be used for Incumbent Worker training, without the required eligibility criteria set forth by each program. Activities are outlined in WIOA Section 134 et. AL. [29 U.S.C. 3174]

### **Eligible Applicants**

Businesses that need to up-skill their workforce to retain their employees or to avert a layoff.

### **Availability**

Funding is contingent upon the availability of funds. Grants will be funded based on the size of the company, the number of people trained, and the cost of the training. The maximum grant amount is \$10,000 per employer, per program year (July 1 through June 30). Higher funding amounts may be approved by the CWDB Executive Director. Funds are awarded through an application process.

### **High Priority Sectors**

The Region has identified the following sectors as high priority for training:

Healthcare

Building Trades

Transportation and Logistics

Advanced Manufacturing

Training must be for occupations related to these sectors to be considered.



## **Training Requirements**

The training requested should be geared towards providing a new skill or enhancing the level of an incumbent worker, thereby improving their chances for promotion and ultimately resulting in increased wages. The training requested should go beyond training the employee has already received or training that the employer normally provides.

In an effort to maximize the financial resources within the community, CWDB requires in-kind matching resources from the employer, such as training wages or leasing costs for classroom space. An eligible incumbent worker is an employee working a minimum of an average of 32 hours per week employed at the respective employer for more than six consecutive months. For group training, if the majority of trainees meet this requirement, training will be provided to individuals who do not.

CWDB encourages applicants to collaborate with other employers and public and private entities/businesses in order to maximize services and benefits for employees. Organized consortiums of industry employers are encouraged to apply. Employers must complete an application packet describing the training to be provided. Included in the application should be an explanation of each training method and a timeline for completion, whether a new job will be created as a result of the training, the type of skills that will be upgraded, and any projected pay increases. All training must be consistent with the Central Region's targeted sectors

If a collective bargaining agreement covers the employer, union concurrence with the training services is required. An incumbent worker project may employ any training allowable under the Workforce Investment Opportunity Act and must comply with general requirements and restrictions. Reporting on participant and employer performance outcomes is required.

This document describes the information needed to submit an application. For questions regarding the application contact Kevin Stadler at [kevin.stadler@cwib.us](mailto:kevin.stadler@cwib.us).

One original, signed application must be submitted to the CWDB at the address below. An electronic copy should also be sent to Kevin Stadler at [kevin.stadler@cwib.us](mailto:kevin.stadler@cwib.us).

## **Submission of Applications**

CWDB  
Attention: Kevin Stadler  
1107 Kingshighway  
Rolla, MO 65804

## **Application Selection Process**

The review team will evaluate all applications and determine the available funding. Other examination factors include, but are not limited to, number of applications received, the number of employees to be trained, the training curriculum, in-kind matching, etc. The following considerations also apply to the selection process:

1. Applications must be responsive to the Assurances instructions to be considered.
2. The CWDB will base its selection on
  - a. program design and the training curriculum;
  - b. proposed in-kind matching; and
  - c. number of employees to be trained and whether the training is in a targeted industry and an in demand occupation.
3. All applicants will receive notification of application approval. An applicant who wishes to protest the decision will be required to notify the Selection Committee, in writing, within fifteen (15) days from the date of the notification letter. The complainant letter must specify the nature of the protest and any desired remedies of action. Missouri Job Center reserves the right to determine whether the protest is valid and merits further consideration.

## **Application Evaluation Criteria**

The review and selection process will include the following criteria and value system:

### **Responsiveness to Application**

**Value 30 points**

This criterion examines the extent to which the objectives of the application are addressed. This includes determining whether the training requested is consistent with a high priority occupation.

### **Business Contribution/In-kind Matching**

**Value 30 points**

This criterion examines the extent to which the employer is willing to contribute to the skill enhancement effort. An employer will be required to provide an in-kind match.

### **Reasonableness of Cost**

**Value 25 points**

This criterion examines the cost of services being requested. Training costs should be documented on Exhibit A, page 9.

### **Program Design**

**Value 15 points**

This criterion examines the quality and innovativeness of the activity and the outcomes desired.

## Assurances

1. The CWDB reserves the right to accept or reject any or all applications submitted.
2. CWDB is tax exempt.
3. This Assurance does not commit CWDB to pay for any cost incurred prior to the execution of any contract. All approved applications are contingent upon availability of funds.
4. Applicants shall not make offers of gratuities or favors, to any officer, employee, Board member of CWDB, or any subcontractor employees of CWDB. Contact for technical assistance is allowed with the Assurances contact person or designated Business Services staff.
5. CWDB specifically reserves the right to vary the provisions set herein any time prior to the execution of the application where such variance is deemed to be in the best interest of CWDB.
6. All applications and their accompanying attachments will become property of the CWDB after submission, and materials will not be returned. In addition, all materials that are produced as a result of these Assurances become the property of CWDB.
7. CWDB reserves the right to select and/or contract with more than one vendor from the applications submitted.
8. Costs incurred by a contracted entity in the delivery of services shall be reimbursed based on mutually-agreed on conditions and delivery schedules with the submission of appropriate documentation. Delivered services must meet standards agreed upon during contract negotiation before reimbursement is made.
9. The undersigned authorized representative of the entity submitting the application herein understands and certifies that:
  - the application is true and correct; and
  - making a false statement is grounds for application rejection or cancellation
10. CWDB is an equal opportunity employer and complies fully with the nondiscrimination and equal opportunity provisions of the applicable laws.
11. All employers must agree that all records relating to activities covered under the Incumbent Worker Training Program shall be fully available and accessible, upon request, during normal business hours and as often as deemed necessary by City, State, and Federal duly authorized representative(s), for purposes to include monitoring, reviewing, verification, audit, and/or investigation. This shall include authorization to make excerpts or transcripts from all applicable records.
12. An eligible incumbent worker is an employee working a minimum of an average of 32 hours per week employed at the respective employer for more than six consecutive months.

13. The employer assures that it and its subrecipients shall comply with requirements of the Americans with Disabilities Act of 1990 (or as amended) and associated Code of Federal Regulations as applicable to the entity directly or indirectly as recipients of contracted funds from the state of Missouri. The employer assures that it and its subrecipients shall comply with Title VI of the Civil Rights Act of 1964, as amended, and implementing regulations at 29 CFR part 31, which prohibit discrimination and require provision of equal opportunity on the basis of race, color, or national origin. The employer assures that it and its subrecipients shall comply with Section 504 of the Rehabilitation Act of 1973 (the Americans with Disabilities Act Amendments Act of 2008), and U.S. Department of Labor's implementing regulations at 29 CFR part 32, which prohibit discrimination and require provision of equal opportunity on the basis of disability. The employer assures that it and its subrecipients shall comply with Title IX of the Education Amendments of 1972, as amended, and implementing regulations at 29 CFR part 36, which prohibit discrimination and require provision of equal opportunity on the basis of sex in education and training programs. The employer agrees that it is an equal opportunity employer and complies fully with the nondiscrimination and equal opportunity provisions of 29 CFR Part 38. The Subrecipient assures that it and its subrecipients shall comply with Age Discrimination Act of 1975, as amended, and implementing regulations at 29 CFR part 35, which prohibit discrimination and require provision of equal opportunity on the basis of age, but permit certain distinctions based on or related to age.

## Exhibit A

# Incumbent Worker Training) APPLICATION FORM

Please mail completed form and any additional documentation to: CWDB, 604 Black Street, Rolla, MO 65801. In addition, submit the application electronically to Kevin Stadler at kevin.stadler@cwib.us

*Application will expand as you type*

**Business Information**

**Business or Consortium\*\* Name:** \_\_\_\_\_

Each business in a consortium must complete the first page of the application. The lead business in the consortium should be responsible for completing the primary page and the additional pages of the application.

**FEIN:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**City/State/Zip:** \_\_\_\_\_

**Contact Name:** \_\_\_\_\_

**Phone No:** \_\_\_\_\_ **Fax No:** \_\_\_\_\_

**Explain the nature of your business (i.e. product or service)** \_\_\_\_\_

**No. of Employees Company Wide:** \_\_\_\_\_

**Is this a Historically Underutilized Business (HUB)?** \_\_\_\_\_

**Has the business applied or received any funding from Missouri Works Training?** \_\_\_\_\_

**Employment Benefits Currently Offered**

<input type="checkbox"/> Medical Insurance	<input type="checkbox"/> Vacation	<input type="checkbox"/> Prescriptions
<input type="checkbox"/> Life Insurance	<input type="checkbox"/> 401 K/Pension Plan	<input type="checkbox"/> Holidays
<input type="checkbox"/> Dental Insurance	<input type="checkbox"/> Sick Days	<input type="checkbox"/> Profit Sharing
<input type="checkbox"/> Vision Insurance	<input type="checkbox"/> Educational Assistance	<input type="checkbox"/> Other:

Describe other: \_\_\_\_\_

Project Costs	
Total Grant Amount Requested	\$
Number of Employees to be Trained	
Average Cost per Employee	\$
Project Start Date	

Project End Date	
------------------	--

**Proposal Information**

Provide a brief description of the proposed training.

**Training Objectives** (Attach additional pages as needed)

Provide information applicable to any of the objectives listed below.

To facilitate the development and productivity of employees and prepare them for personal advancement and anticipated growth within the company;

To ensure retention of jobs by providing retraining in response to new or changing technology;

Other objectives (i.e. creation of new jobs as a result of this training, etc.);

**Training Curriculum** (Attach additional pages as needed)

For each course or type of training that will be provided (i.e., Computer Skills training, Technical Skills Training, etc.), provide a brief description of the course and the number of instructor hours to be provided.

Provide information about how the training will be conducted. Will outside training/educational entities be the providers of training? (If so, indicate whether a certificate, license, or credit hours toward a degree will be earned upon completion of course.)

Course Name	# Of employees receiving training	# Of hours to be provided

Course Name	# Of employees receiving training	# Of hours to be provided

**Trainee Information**

**Wage Increase:**

Trainees Occupation Upon Completion of Training	Specialized Job Title	# of Employees to be trained	Wage at End of Training	Percent of Increase over Wage at Start of Training

**Company Provided Benefits – List Additional Benefits if Applicable.**

Trainees Occupation Upon Completion of Training	Specialized Job Title	# of Employees to be trained	Additional Company Provided Benefits

**Business Contribution/In-kind Matching**

In-kind matching resources by the employers; such as trainee wages or leasing costs for classroom space

Description of Business Contribution (In-kind Matching)

**Proposed Budget**

For each budget item, include detail on how the cost was determined. (For example, 2 books X 3 trainees @\$20 = \$120.) The following are suggested budget categories, but costs are not limited to these:

Line Item Description	Amount
Tuition and Fees:	\$
Instructor Costs:	\$
Training Supplies:	
Curriculum Materials:	\$
Books:	\$
Other Costs (Describe):	\$
Total Training Costs	\$

**Business Statement**

The following is required for eligible incumbent worker training services:

- A wage increase for the participant within 60 days of the successful completion of training; and
- In-kind matching resources by the employer, such as trainee wages or leasing costs for classroom space; and
- Documentation
  - Of increased skills obtained by the participant, such as an industry-recognized certificate or credential, or a promotion, that correlates to the competitiveness of the job and the employer; or
  - Of averting the need to lay off employees through assisting workers to obtain the skills necessary to retain employment. This must increase both a participant's and a company's competitiveness.

The Applicant hereby acknowledges that an application has been submitted to request funding to train incumbent workers under the Incumbent Worker Training Program and agrees to adhere to all state and local policies and procedures. The Applicant certifies that all information included in the Application is true and correct.

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Title

\_\_\_\_\_  
Typed or Printed Name

\_\_\_\_\_  
Date



This item is not applicable to the Central Region

**STATEMENT OF ASSURANCES CERTIFICATION**

The officials listed below certify through their signature that the region has met the following requirements:

- Assures the local stakeholders (businesses, organized labor, public officials, community-based organizations and WIOA service providers) were involved in the development of this plan;
- Assures a written agreement has been developed between the local workforce development board and the current one-stop operator(s);
- Assures a written agreement has been developed between the chief elected official(s) and the local workforce development board;
- Assures the chief elected official(s) agree(s) with the selection of the one-stop operator;
- Assures the chief elected official(s) authorized the designation/selection of the region's fiscal agent;
- Assures the Governor and his administrative staff that all WDB members are nominated, and maintenance of membership over time is completed, on good faith and actions in compliance with the Office of Workforce Development WDB member certification OWD Issuance 10-2018.
- Assures the CEO, LWDB members and LWDB staff have read and understand the Conflict of Interest policy; and
- Assures the plan received a 30-day public comment period.

The (insert local workforce development area name) certifies that it has complied with all of the required components of the Workforce Innovation and Opportunity Act. The workforce area also assures that funds will be spent in accordance with the Workforce Innovation and Opportunity Act and its regulations, written U.S. Department of Labor guidance implementing this Act, and all other federal and state laws and regulations.

  
\_\_\_\_\_  
Chief Elected Official (or CEO Chair)

3/10/2020  
Date

  
\_\_\_\_\_  
Workforce Development Board Chair

03.10.2020  
Date

  
\_\_\_\_\_  
Workforce Development Board Director

3/10/2020  
Date