**NorthEAST Workforce Development Board**

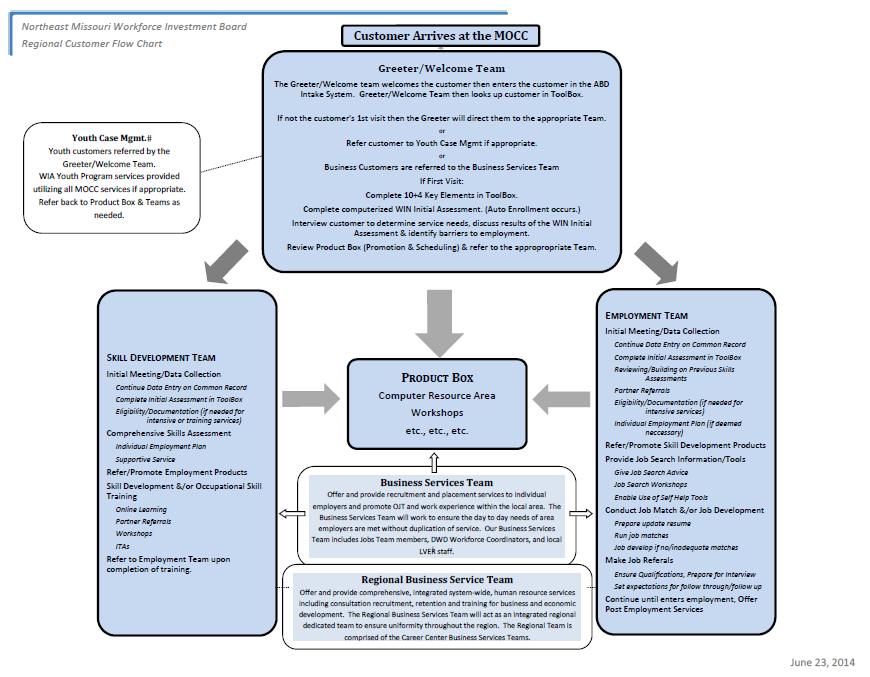
**Equal Opportunity**

**data analysis**

**PY 2015**

**03.24.2017**

**EO Officer – diane simbro**



Service Mapping:

Above is our customer flow chart. The chart indicates the process of service delivery and the point at which customers advance to staff-assisted, intensive, and training levels. Below are charts that show the pass/fail points for each program. The WIOA Youth program flow chart below depicts the service delivery system from entrance to exit. The only fail point in the system occurs PRIOR to enrollment in the WIOA Youth Program.

Service Area:

The ***NEMO (Northeast Missouri) Workforce Development Board*** acts as an oversight and coordinating agent for a [sixteen county area](http://www.nemowib.org/imap.gif) known as the **Northeast Missouri Workforce Development Region**. The**Northeast Missouri Workforce Development Region** delivers services to sixteen (16) counties in Northeast Missouri. The counties served are Adair, Clark, Knox, Lewis, Lincoln, Macon, Marion, Monroe, Montgomery, Pike, Ralls, Randolph, Schuyler, Scotland, Shelby and Warren. The NEMO WDB oversees three Missouri Job Centers in Kirksville, Hannibal, and Warrenton.

WIOA Adult/DW & Veterans Program Flowchart

Employment Assistance

INTENSIVE / TRAINING service levels

(a pass/fail point)

* Job Search
* Skills Assessment
* Job Referral

Plan Next Step

Initial Skills Assessment

CORE service level (a pass/fail point)

Veterans who self-identify start to receive priority of service

Welcome/Registration

Greeter Welcomes the Customer

P

R

O

D

U

C

T

B

O

X

Skill Development

INTENSIVE / TRAINING service levels

(a pass/fail point)

* Comprehensive Assessment
* Skills/Training
* Credentials

**Wagner-Peyser Program Flowchart**

Welcome/Registration

Greeter Welcomes the Customer

Veterans who self-identify start to receive priority of service

Intake/Initial Assessment/Orientation

Registration/Enrollment in *Toolbox 2.0*

Career counseling; labor market information; referral to workshops and job fairs;

job referral and placement assistance; referral to other services based on customer needs

**WIOA Youth Program Flowchart**

**Youth Partic**

**Review ISS**

**Review ISS**

**Analyze data in Rosters and WIASRD to determine positive and negative performance measures**

* **Close WIOA Youth Enrollment**
* **90 days without a WIOA service the participant will exit**
* **Complete Exit Snapshot**
* **Close WIOA Youth Enrollment**
* **90 days without a WIOA service the participant will exit**
* **Complete Exit Snapshot**

**FOLLOW UP WIOA YOUTH SERVICES FOR 12 MONTHS**

**Unsubsidized Employment**

**Credential or Diploma**

**Work Experience**

**Occupational Training**

**Basic Skills Training**

**Career Exploration**

**Linkages between Academic and** **Occupational learning**

**Preparation for Postsecondary Educational Opportunities**

**Preparation for Employment**

**Address Youth’s Assessment Results**

**Age-appropriate Career Goals**

**Address Barriers**

**INDIVIDUAL SERVICE STRATEGY**

**Basic Skills Occupational Skills Prior Work Experience**

**Aptitudes Development Needs Employability**

**Interests Supportive Service**

**OBJECTIVE ASSESSMENT**

**Case Management Service throughout duration of participation for supportive and referral services**

**Civilian Labor Force Data Comparison**

Northeast Region Civilian Labor Force 2016 Total Population: 131,721 First Quarter 2014 Civilian Labor Force Demographics:

Gender:

Female – 53.10%

Male – 46.90%

Age:

14-21 – 8.15%

22-34 – 26.25%

35-54 – 42.19%

55+ - 23.40%

Gender by Age: Gender by Age: (Female) (Male)

14-21 – 4.37% 14-21 – 3.78%

22-34 – 13.51% 22-34 – 12.74%

35-54 – 22.53% 35-54 – 19.65%

55+ - 12.69% 55+ - 10.72%

Race:

American Indian or Alaska Native - .41% Black or African American – 3.81%

Native Hawaiian or Other Pacific Islander - .06% White – 94.10%

Ethnicity:

Hispanic or Latino – 1.91%

Not Hispanic or Latino – 98.09% Disability:

With a Disability – 6.68% Without a Disability – 93.32%

The findings indicate that in Northeast Missouri the number served is low in the 55+ age category population and disabled population when comparing our CLF data to all WIOA services and Wagner-Peyser. In comparison to the percentage of 55+ in the population and the percentage we are serving, we are low, but not significantly low. When evaluating this entire study, we see improvements in serving the 55+ population and the NEMO WDB, along with the sub-contractors; will step-up efforts in outreach and assessing the 55+ customers to ensure we are encouraging them to take advantage of the services offered.

Our data also indicates that we are not serving a large disabled population, however in many areas, the data indicates that we are adequately serving the disabled population that seek services in our centers. Our job centers participated in an EO Section 188 Training in December 2016 and developed action items that were beneficial to reaching out to organizations that serve people with disabilities. With these partnerships, we will ensure we are reaching all of the disabled population that wish to be served. Several of the agencies that offer supported employment services to people with disabilities utilize our job centers for job search, referral, and other assistance. We continue to attend or host booths at health fairs and other activities to provide a more concentrated outreach to our disabled population. We have added more individuals that service people with disabilities to our Youth Council and our Access Committee to aid in this effort.

Efforts nationally, statewide, and local have been helpful to provide outreach to the disabled Veteran population. This has improved due to the efforts of dedicated staff in our Job Centers.  The analysis shows adverse impact to males and age group 22-29 in the Dislocated Worker retention and the Veterans Employment 1st Quarter. Our region experienced turnover in staff in PY15 and now have new staff in place so they will focus on providing follow up to ensure these veterans are better matched with employers and work with them to ensure they stay employed. According to the 2015 BLS report about 37 percent of Veterans were age 25 to 44, 91% of Veterans are male, and 86% of the unemployed Veterans are male.  16.5% of Veterans have a service-connected disability, 62.4% do not have a service-connected disability and 21% did not report.  Our Job Centers ensure that veterans and their eligible spouses are given priority services, per policy.  We have discussed public service announcements to assist our Job Centers in informing the public of the services available and the Veteran staff will participate in job fairs and school career days to recruit.

The CLF data also indicates more females vs. males; however, we are serving more males. While these two numbers are almost exactly inverted, our population is approximately 50/50, so it is not felt there is any potential adverse impact in this area. We are serving all that seek services resulting in males and females receiving services evenly.

We are also showing some disparity in the age category. We do not believe this is justified as most of the training services we provide are to this age group. According to the CLF data, we are showing the largest population is in the 22-54 range. We have found that, especially in the 30-54 age range, the clients do not require additional training as they have been in the work force for a longer time and have decided what field they want to work in and already have the skills needed. We will continue to provide and encourage them to look at high-demand jobs and training so they are able to obtain better paying jobs or stay on the job longer.

Several occurrences in the Occupation Training section indicate disparity in race, particularly White and Other. Our Job Center staff performs assessments with clients to find their best matches and share Local Market Information to them to help guide them in their career/job choices and will continue to share that information with customers to assist them in making the best choices.  We will continue to reach out to organizations that serve all ages, genders, and races to ensure that everyone learns about and receives all services needed.

Regarding the adverse impact to the Age 14-21 clients, we feel the occupational sectors that were identified in the analysis were sectors that are not typically chosen by this age group. We will continue to work with them by performing interest assessments and providing Local Market Information as well as Work Experience to assist them in making good training and employment choices.

NEMO WDB discussed the data analysis results with all Functional Leaders on March 20 to evaluate potential adverse impacts and brainstorm additional outreach strategies to ensure we are providing outreach to all populations. We discussed all data sets and verified processes currently in place to ensure staff were serving all individuals equally and providing all options for services to each participant. We also discussed policies and guidance in place. NEMO WDB does not have any policies or guidance in place that creates any potential adverse impact. We specifically focused on the areas indicated by the data to be potential adverse impacts. Ways to improve serving individuals with disabilities was discussed. All staff believe we serve more individuals with disabilities than reflected in reporting; however, participants do not disclose this information or it is discovered later in the process therefore not captured on initial data entry. The WDB office and partners will develop strategy for disclosure of disabilities through additional training. We are partnering with Vocational Rehabilitation, Learning Opportunities, Chariton Valley Association, ICan, RAIL, NEILS, and other agencies that provide services. Our WDB Access committee will also be focusing on this topic, as well.

Most of the issues that were revealed in the report were addressed in the staff training in December 2016 and we believe the outreach activities that were discussed and put in place at that time will reflect in the analysis for PY16. All of the Job Centers have staff actively participating in Service Provider Community Services meetings where local agencies meet monthly to share what their agency does. They use this networking tool to announce any upcoming events and to assist them in finding resources for clients. All Job Centers completed Action Items from the Section 188 Training that included inviting partners that provide services to people with disabilities to tour the center and talk to staff about their agency. Some agencies reciprocated with tours to their facilities. The results from the Data Analysis were reviewed with the three job centers in Northeast Region and the week of March 20th. The leadership and staff held brainstorming sessions to review what is working and what is not working and generated plans to provide outreach in their respective communities to ensure they continue to serve all who wish to utilize the Job Center services available to them.

**The Kirksville Job Center Team** toured Rural Advocates Independent Living to see what services were available for clients and presented their services to the RAIL team. RAIL will refer clients to the Kirksville Job Center for training and workshops. The staff also participated in a webinar WOTC (Work Opportunity Tax Credit). They will be giving this information to employers and clients to assist both in filling employment needs. They have also met with Voc Rehab and they come into the job center twice a month to meet with clients. Recently, Salvation Army, NEMO Regional Planning, and Northeast Missouri Community Action Agency were invited in to tour and share program information. Two of the staff are active members of Kiwanis and Rotary Club. Staff is also active in Economic Development, Chamber, and the Kirksville Agency monthly meetings. Staff partners with other agencies for the Project Homeless events. The Veteran’s staff participate on the KMEM and KIRX radio talk shows and share vet services information and Job Center services as well as providing outreach to veterans, disabled and not disabled. Zach Warlow comes to the center monthly to meet with Veterans who need mental health support as well. The Center sends the monthly activity/workshop calendar to Mark Twain Behavioral Health and Preferred Family Healthcare as well as Chariton Valley Association, Learning Opportunities, NEMO Regional Healthcare and High Hope Employment Services in order to reach out to all of the agencies that provide services to people with disabilities. In addition to this, they remain open one evening per month for Chariton Valley to bring in individuals that are not able to come in during the daytime hours. The Job Center partners with Learning Opportunities to provide Work Experiences to their individuals with disabilities. They will be co-hosting a Job Fair in April and will participate in the Senior Expo (for the 55+ population). They will be working with the schools and other agencies to reach out to youth as well as participating in health fairs in the area that target youth and seniors. They are co-sponsoring an event in April named Future Fair that is open to all students, but the focus is on children with disabilities. Every new customer receives the Welcome folder and is given specific information on funding for higher education.

**The Warrenton Job Center Team** hosted a week of activities during National Employ an Older Worker Week in September. The week was filled with workshops and presenters designed especially for older workers. They invited a new partner, Delta Center, to do a presentation at the Community Agency Partnership Meeting. They learned that Delta Center primarily serve seniors and people with disabilities. They have assistive devices available. This meeting was very positive and they are on board to be a great partner. They also invited Voc Rehab in to discuss how they could collaborate and refer clients to each other for services. Even though they have worked with Voc Rehab a few times they felt they both learned more that will make their partnership much stronger. They sponsored a Job Fair that was open to the public and they will look for opportunities to participate in health fairs in the communities for visibility and outreach. The Warrenton staff has an ongoing relationship with Step-Up, an agency that assists with transitioning youth/young adults from foster care to employment and self-living.

**The Hannibal Job Center Team** invited NEILS in to present and tour the Job Center. NEILS is an independent living service that works with people of all ages with disabilities. The representative felt she learned many things she did not know about the Job Center Services and could see how they could coordinate and refer clients. The Job Center staff learned more about what services are available that will help their clients. They felt this was a great outreach activity and will be beneficial in serving some of the populations that were not coming into the center. They will continue to reach out through participation in area agency monthly meetings in asking for referrals in areas of concern. They have a job fair in April and will be promoting services to all attendees. They will also be assisting with a booth at the annual Senior Expo, which normally attracts upwards of 500 seniors.

We will be doing some additional training this year for our staff with the assistance of SER, the new grantee for the SCSEP program, and AARP to give staff more information on how to better serve the older adults. It is felt this population either does not seek services at the Job Center or does not re-enter employment once they leave the workforce. Some of that might be due to lack of confidence in their skills. We will be participating in more outreach activities and attending inter-agency meetings to provide more outreach to the older worker population.

Other steps:

* Targeted efforts to make presentations to agencies that serve older adult populations,
* Targeted efforts to market career center services to all agencies within the communities served by each career center
* Continual outreach to partner agencies that serve older adult and disabled populations
* Review and improve the intake process to ensure career interest assessments, LMI information, customer interviews, and full assessment of needs are all taken into consideration when aiding customers in career choices
* Ensure we are not impacting career choices based on race, age, gender or disability
* Ensure customers go through a consistent flow process, regardless of race, gender, age, disability, etc.

Additional input from Youth sub-contractors was gathered to evaluate the potential adverse impact findings for that program. Youth contractors will continue to coordinate with schools and other community partners that serve youth to ensure we are reaching out to all youth in need. Additional training is planned on serving the most in need.

See additional evaluation and justification under each program. Monitoring and review of records from a sampling of all participants served do not indicate any potential adverse impact. Staff follow the process in place to ensure consistency and equality. Data will be evaluated again in one year to see if improvement or additional findings occur.

Outreach Plan:

As part of our data analysis investigation and evaluation, the prominent sources for outreach currently utilized were identified. Strategies to ensure we are adequately providing outreach to all populations included increasing outreach efforts to these sources and exploring new avenues for outreach, especially for disabled and older populations.

Types of outreach may include: placing information on our programs/services at partner locations identified; referrals to and from partner agencies; attendance, program/service sharing, reporting and presenting at community groups/partner meetings; and networking, resource sharing to identified partners or agency representatives to provide additional outreach efforts for youth, disabled, adult/DW, minority populations, veterans, older workers.

Diane Simbro, from the WDB, sits on the RSVP (Retired Senior Volunteer Program) board and also on the BRIDGE Team, which is Coordinated Entry and Homeless Management (HUD). Participation on these boards will provide more visibility for the Board and Job Center mission to assist people with employment and training needs and barriers to employment. Diane is also involved in the Quincy Area Society of Human Resources Managers and the Hannibal Area Society of Human Resource Managers. Both of these organizations have speakers each month that focus on employment law, equal opportunity, and other common issues that are faced in the workplaces. WDB staff attend county human service meetings and other community meetings to provide more visibility and outreach for workforce.

The WDB office is working with a group of service providers in Northeast Missouri to develop a dynamic Community Resource Guide. A company was contracted through a grant with Health Literacy Media to develop the database and the input is a group effort. It will be marketed throughout Northeast Missouri with the funding for marketing materials and advertising provided through the grant.

Following are outreach sources currently utilized to provide outreach to all populations to ensure that we are promoting diversity in our programs and services delivered:

* Job Fairs/Hiring Events
* Vocational Rehabilitation
* Learning Opportunities
* Crider Center
* AEL sites
* MWA sites
* SER & AARP (SCSEP)
* NECAC/NECAA (Community Action)
* FSD
* High Schools (Counselors, Disability coordinator)
* Community Colleges
* Community Agency meetings
* Chamber meetings
* National Guard Armory
* American Legion
* Missouri Veterans Commission
* City and County offices
* Youth in Need/Head Start/Kids in Motion
* The Child Center
* The Delta Center
* St Patrick Center
* NCADA
* Step Up
* Jordan's Place
* Turning Point
* The Crisis Nursery
* Department of Probation and Parole Juvenile Offices
* Division of Youth Services Youth Center
* Food Pantry's
* Centers for Independent Living
* Sheltered Workshops & Senate Bill 40
* Employment Agencies
* Homeless Shelters
* Low-income Housing Authorities
* Senior Centers
* Health Fairs
* Non-profit Thrift Stores, i.e. Salvation Army, Goodwill, Hannah's Closet, Hope Chest, River of Life
* Society of Human Resource Management (SHRM)
* Agencies that offer assistance/programs for low-income people/families, i.e. Douglass Community Services, Families and Communities Together (FACT), Caring Communities, Preferred Family Healthcare, ICAN Missouri
* RSVP (Retired Senior Volunteer Program)
* Foster Grandparents
* Housing for Offenders
* Probation and Parole, Drug Courts
* County Health Departments
* Low-income health providers, i.e. Hannibal Walk-in Clinic, NEMO Health Council
* Libraries
* University of Missouri Extension Offices
* Employment Agencies, i.e. Manpower, Inter-connect, Unique, High Hope
* Community Centers, Fitness Centers, and YMCA's
* Ministerial Alliances and Churches
* Area Agency on Aging

NEMO Workforce Development Board

Service Levels EO PY 15 Data Analysis

|  |  |
| --- | --- |
| 80% report indicates adverse impacts in:  *Staff Assisted*    *Intensive*  **Age:** *14-21 28.03%*  **Age:** *22-29 30.36%*  **Age:** *30-54 63.47%*  ***Race:*** *Other 63.14%*  *Training*  ***Gender:*** *Male 53.70%*  **Age:** 22-29 *26.93*%  **Age:** *30-54 15.78%*  ***Age:*** *55+ 10.14%*  ***Race:*** *Black 57.07%*  ***Race:*** *Other 46.34%* | Standard Deviation indicates adverse impact in:  *Staff Assisted*  ***Gender:*** *Female 3.03*  **Age:** 14-21  *6.21*  **Age:** *30-54 2.36*  ***Age:*** *55+ 3.93*  ***Race:*** *White 6.30*    *Intensive*  **Age:** *14-21 6.48*  **Age:** *22-29 8.19*  **Age:** *30-54 5.39*  *Training*  ***Gender:*** *Male 4.37*  **Age:** 22-29 *13.37*  **Age:** *30-54 19.32*  ***Age:*** *55+ 13.69* |

Possible adverse impact is indicated in both the 80% and standard deviation rules in the following:

*Intensive*

**Age:** *14-21 28.03% / 6.48*

**Age:** *22-29 30.36% / 8.19*

**Age:** *30-54 63.47% / 5.39*

*Training*

***Gender:*** *Male 53.70% / 4.37*

**Age:** *22-29 26.93% / 13.37*

**Age:** *30-54 15.78% /19.32*

***Age:*** *55+ 10.14% / 13.69*

Response:

The NEMO WDB and its WIOA subcontractors will monitor the above rates and initiate changes as needed to ensure all individuals are offered all applicable services. I have investigated services and trends for 22-54 age categories and have found this adverse impact to be unjustified, as that is the primary ages we are transitioning into intensive and training level services and the comparison from last year’s report shows significant improvement. Also, we have found in the 30-54 age range, the clients do not require additional training as they have been in the work force for a longer time and have decided what field they want to work in and have the skills needed. We will continue to provide and encourage them to look at high-demand jobs and training. I have investigated services and trends for the 55+ age category and found that nationally this population is more unlikely to regain and retain employment. Further, I found in our centers, we do not have many 55+ that seek services beyond the core level, therefore we have a small number that move forward into intensive and training level services. We will continue to market and encourage older workers through the SCEP grantees and other agencies that serve the older population. We have added a Self-Paced Computer Learning Program (Teknimedia) to all of our centers and satellite locations and are in the process of adding them to our Access points to attract the older generation.

NEMO Workforce Development Board

DW EO PY 15 Data Analysis

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| |  |  | | --- | --- | | 80% report indicates adverse impacts in:  *Positive Exits:*  *Employed 1st quarter rate*  ***Age:*** *55+ 75.68%*  ***Disabled:*** *71.89%*  *Retention*  ***Gender:*** *Male 75.32%*  ***Age:*** *55+ 69.64%*  ***Disabled:*** *71.60%* | Standard Deviation indicated adverse impact in:  *Positive Exits:*  *Employed 1st quarter rate*  ***Age:*** *30-54 2.37*  ***Age:*** *55+ 4.06*  ***Race:*** *White 3.35*  ***Disabled:*** *2.17*  *Retention*  ***Gender:*** *Male 2.37*  ***Age:*** *55+ 2.31* | |

Possible adverse impact is indicated in both the 80% and standard deviation rules in the following:

*Employment 1st Quarter Rate*

*Age: 55+ – 75.68% / 4.06*

*Disabled – 71.89% / 2.17*

*Retention*

*Male 75.32%/2.37*

*Age 55+ 69.64%/2.31*

Response:

The NEMO WDB and its WIOA DW subcontractors will monitor the above rates and initiate changes as needed to ensure all individuals are offered all applicable services. In comparison to last year, we have shown improvement in our service to the 55+ and people with disabilities. We will continue to market and encourage older workers through the SCSEP grantees and other agencies that serve the older population. We have added a Self-Paced Computer Learning Program (Teknimedia) that is very user friendly and web-based to all of our centers and satellite locations and are in the process of adding them to our Access points to attract the older generation. Improving their computer skills will give them the additional skills needed to find employment. We will host a booth at the Senior Expo in Hannibal and Kirksville this year to promote our services to this population.

We are stepping up our partnering with the agencies serving people with disabilities and will also be engaging with the schools ensure we are reaching everyone that could benefit from our services. We will continue to attend and participate in conferences and trainings offered by the agencies and other entities that help us increase our knowledge of barriers and assistive technology available to aid people with disabilities. GAMM will be co-hosting a Future Fair in Kirksville that reaches out to youth with disabilities.

We believe we are serving males and females equitably and will continue to monitor this sector.

NEMO Workforce Development Board

Adult EO PY 15 Data Analysis

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| --- | --- |
| 80% report indicates adverse impacts in:  *Positive Exits:*  *Employed 1st quarter rate*  ***Age:*** *55+ 75.44%*  ***Disabled:*** *71.01%*  *Retention*  ***Age:*** *30-54 76.73%*  ***Age:*** *55+ 61.56%*  ***Disabled:*** *54.49%* | Standard Deviation indicated adverse impact in:  *Positive Exits:*  *Employed 1st quarter rate*  ***Age:*** *30-54 4.22*  ***Age:*** *55+ 7.20*  ***Disabled:*** *5.90*  *Retention*  ***Age:*** *22-29 3.19*  ***Age:*** *30-54 5.06*  ***Age:*** *55+ 5.55*  ***Disabled:*** *3.93* |

Possible adverse impact is indicated in both the 80% and standard deviation rules in the following:

*Employed 1st Quarter*

**Age:** *55+ 75.44% / 7.20*

**Disabled:** *71.01% / 5.90*

*Retention*

**Age:** *30-54 76.73% /5.06*

***Age:*** *55+ 61.56% / 5.55*

***Disabled:*** *54.49% / 3.93*

Response:

The NEMO WDB and its WIOA Adult subcontractors will monitor the above rates and initiate changes as needed to ensure all individuals are offered all applicable services. In comparison to last year, we have shown improvement in our service to the 55+ and people with disabilities. We will continue to market and encourage older workers through the SCSEP grantees and other agencies that serve the older population. We have added a Self-Paced Computer Learning Program (Teknimedia) that is very user friendly and web-based to all of our centers and satellite locations and are in the process of adding them to our Access points to attract the older generation. Improving their computer skills will give them the additional skills needed to find employment. We will host a booth at the Senior Expo in Hannibal and Kirksville this year to promote our services to this population.

We are stepping up our partnering with the agencies serving people with disabilities and will also be engaging with the schools ensure we are reaching everyone that could benefit from our services. We will continue to attend and participate in conferences and trainings offered by the agencies and other entities that help us increase our knowledge of barriers and assistive technology available to aid people with disabilities.

We reviewed the outcome for Retention in the 30-54 Age group. We were not far off the mark and this age group was not a factor in last year’s report so we believe with additional monitoring, this can be corrected going forward.

NEMO Workforce Development Board

Veterans EO PY 15 Data Analysis

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| 80% report indicates adverse impacts in:  *Positive Exits:*  *Employed 1st quarter rate*  ***Gender:*** *Male 57.69%*  ***Age:*** *22-29 50.00%*  ***Age:*** *30-54 79.17%*  ***Race:*** *White 46.15%*  ***Not Disabled:*** *62.63%*  *Retention*  ***Age:*** *55+ 34.62%* | Standard Deviation indicated adverse impact in:  *Positive Exits:*  *Employed 1st qtr rate*  ***Gender:*** *Male 3.86*  ***Age:*** *22-29 2.31*  ***Race:*** *White 6.14*  ***Not Disabled:*** *3.22* |

Possible adverse impact is indicated in both the 80% and standard deviation rules in the following:

*Employed 1st Quarter*

***Gender:*** *Male 57.69% / 3.86*

***Age:*** *22-29 50.00% / 2.31*

***Race:*** *White 46.15% / 6.14*

***Not Disabled:*** *62.63% / 3.22*

Response:

The NEMO WDB and its WIOA subcontractors will monitor the above rates and initiate changes as needed to ensure all individuals are being offered all applicable services. Efforts nationally, statewide, and locally have been helpful to provide outreach to the disabled Veteran population; however, we have experienced turnover/vacancies in two of our job centers this year.

The process in the Job Centers ensure that veterans and their spouses are given priority services, per policy. We plan to increase visibility activity by running public service announcements and attending more expos/job fairs, in addition to the regular activities to better inform the public of the services available at the Job Center.

NEMO Workforce Development Board

Wagner-Peyser EO PY 15 Data Analysis

|  |  |
| --- | --- |
| 80% report indicates adverse impacts in:  *Positive Exits:*  *Employed 1st quarter rate*    ***Age:*** *55+ 74.10%*    *Retention*  ***Age:*** *30-54 79.93%*  ***Age:*** *55+ 63.15%* | Standard Deviation indicates adverse impact in:  *Positive Exits:*  *Employed 1st qtr rate*    **Age:** *14-21 3.17*  ***Age:*** *30-54 4.84*  ***Age:*** *55+ 7.77*    *Retention Rate*  ***Age:*** *22-29 3.04*  ***Age:*** *30-54 4.29*  ***Age:*** *55+ 5.22* |

Possible adverse impact is indicated in both the 80% and standard deviation rules in the following:

*Employed 1st quarter rate*

***Age:*** *55+ 74.10% / 7.77*

*Retention*

***Age:*** *30-54 79.93% / 4.29*

***Age:*** *55+ 63.15% / 5.22*

Response:

The NEMO WDB and its WIOA subcontractors will monitor the above rates and initiate changes as needed to ensure all individuals are being offered all applicable services. I have investigated services and trends for the 55+ age category and found that nationally this population is more unlikely to regain and retain employment. We will continue to market and encourage older workers through the SCSEP grantees and other agencies that serve the older population. We have added a Self-Paced Computer Learning Program (Teknimedia) that is very user friendly and web-based to all of our centers and satellite locations and are in the process of adding them to our Access points to attract the older generation. Improving their computer skills will give them the additional skills needed to find employment. We will host a booth at the Senior Expo in Hannibal and Kirksville this year to promote our services to this population.

We reviewed retention for the 30-54 age group and upon further review of this group we do not believe there was any disparate treatment. All clients coming into our job centers are served the same.

NEMO Workforce Development Board

Youth EO PY 15 Data Analysis

|  |  |
| --- | --- |
| 80% report indicates adverse impacts in:  *Received Work Experience*  **Age:** 19-21 – 24.15%  **Race:** Black – 69.17%  **Disability:** Not Disabled – 65.22%  *Received Educational Achievement Services*  **Age:** 19-21 – 71.67%  **Race:** Black – 32.45%  *Received Summer Employment Opportunities*  ***Gender:*** *Male – 63.03%*  **Age:** 14-18 – 42.47%  **Race:** White – 30.43%  **Disability:** Not Disabled – 24.46%  *Received Assessment Test*  **Age:** 14-18 – 40.70% | Standard Deviation indicated adverse impact in:  *Received Work Experience*  **Age:** 19-21 – 3.83  **Disability:** Not Disabled – 2.87  *Received Educational Achievement Services*  **Age:** 19-21 – 3.50  **Race:** Black – 4.25  *Received Summer Employment Opportunities*  **Race:** White – 2.53  **Disability:** Not Disabled – 3.24  *Received Assessment Test*  **Age:** 14-18 – 5.58 |

Possible adverse impact is indicated in both the 80% and standard deviation rules in the following:

*Received Work Experience/Employment Services*

*Age: 19-21 – 24.15% / 3.83*

*Disability: Not Disabled – 65.22% / 2.87*

*Received Educational Achievement Services*

*Age: 19-21 – 71.67% / 3.50*

*Race: Black – 32.45% / 4.25*

*Received Summer Employment Opportunities*

*Race: White – 30.43% / 2.53*

*Disability: Not Disabled – 24.46% / 3.24*

*Received Assessment Test*

**Age:** 14-18 – 40.70% / 5.58

Response:

The NEMO WDB and its WIOA Youth subcontractors will monitor the above rates and initiate changes as needed to ensure all youth are being offered services. I investigated further services to 14-18 age category and found that many of this population are not applicable for the assessment test, we are typically administering more assessment tests to older, out-of-school youth.

We do not believe there is any intentional disparate treatment in serving any group. Our Youth Council, along with the WIOA Youth contractors will continue working with local schools, youth organizations, and attend youth fairs to ensure we are providing outreach to all ages, genders, and races. We have added an ACCESS Committee to our Board that is working on projects to increase visibility to all youth. Several members of this committee represent clients with disabilities.

NEMO Workforce Development Board

UI Worker Profiling EO PY 15 Data Analysis

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| --- | --- |
| 80% report indicates adverse impacts in:  *Positive Exits:*  *Employed 1st quarter rate*  ***Age:*** *22-29 – 79.98%*  ***Age:*** *30-54 – 76.47%*    *Retention Rate*  ***Gender:*** *Male – 60.33%*  ***Age:*** *22-29 – 59.47%*  ***Age:*** *30-54 – 50.20%*  ***Race:*** *White – 76.40%*    *Attended Workshop Rate*  ***Age:*** *22-29 – 72.48%*  ***Age:*** *30-54 – 70.59%*  *Received Training*  ***Gender:*** *Male – 19.61%*  ***Age:*** *30-54 – 69.05%*  ***Age:*** *55+ – 56.05%*    *Received Intensive Services*  ***Age:*** *22-29 – 64.88%*  ***Age:*** *30.54 – 63.47%* | Standard Deviation indicates adverse impact in:  *Positive Exits:*  *Employed 1st quarter rate*  ***Age:*** *30-54 – 3.32*  ***Age:*** *55+ - 4.09*  ***Race:*** *Black – 2.72*  ***Race:*** *White – 11.97*    *Attended Workshop Rate*  ***Race:*** *White – 4..63*  ***Disability-Not Disabled:*** *12.03*    *Received Training*  ***Gender:*** *Male – 2.11*    *Received Intensive Services*  ***Race:*** *Black – 2.93*  ***Race:*** *Hispanic – 2.36* |

Possible adverse impact is indicated in both the 80% and standard deviation rules in the following:

*Employment 1st Quarter Rate*

*Age: 30-54 – 76.47% / 3.32*

*Received Training*

***Gender:*** *Male – 19.61% / 2.11*

Response:

The NEMO WDB and its WIOA subcontractors will monitor the above rates and initiate changes as needed to ensure all individuals are being offered all applicable services*.* It is not felt there are any issues with adverse impact toward males or the 30-54 age group. We provide services to all genders and age groups. It just depends on who is seeking services in the centers during any given time period or affected by the layoff.

NEMO Workforce Development Board

Occupation Trained EO PY 15 Data Analysis

|  |  |
| --- | --- |
| 80% report indicates adverse impacts in:  *Personal Care/Service*  ***Gender:*** *Male – 12.27%*  ***Age:*** *22-29 – 31.14%*  ***Race:*** *White – 5.11%*  ***Race:*** *Other – 14.29%*  *Office/Administrative Support*  ***Gender:*** *Male – 32.30%*  ***Age:*** *14.21 – 36.70%*  ***Age:*** *22-29 – 15.24%*  ***Age:*** *30-54 – 24.24%*  *Transportation/Material*  ***Gender:*** *Female – 5.82%*  ***Age:*** *14-21 – 7.34%*  ***Age:*** *22-29 – 34.29%*  ***Age:*** *30-54 – 72.73%*  ***Race:*** *Black – 77.78%*  ***Race:*** *White – 21.88%*  *Building/Grounds Cleaning/Maintenance*  ***Gender:*** *Female – 34.92%*  ***Age: 22-29*** *– 77.86%*  ***Race:*** *White – 15.34%*  ***Disability:*** *Not Disabled – 35.75%*  *Installation/Maintenance/Repair*  ***Age:*** *30-54 – 22.52%*  *Education/Training/Library*  ***Gender:*** *Male – 61.36%*  ***Age: 22-29*** *– 77.86%*  ***Age:*** *30-54 – 61.93%*  *Food Preparation/Serving*  ***Gender:*** *Male – 49.09%*  ***Age:*** *30-54 – 41.29%*  ***Race:*** *White – 10.23%*  ***Race:*** *Other – 64.29%*  ***Disability:*** *Not Disabled – 22.35%*  *Sales*  ***Age:*** *14-21 – 58.72%*  ***Age:*** *30-54 – 18.18%*  ***Race:*** *White – 13.64%*  ***Race:*** *Other – 42.86%*  *Production*  ***Age:*** *14-21 – 60.55%*  ***Age:*** *22-29 – 62.86%*  *Healthcare*  ***Gender:*** *Male – 10.67%*  ***Age:*** *14-21 – 35.88%*  ***Age: 55+***  *– 61.11%*  ***Race:*** *American Indian – 75.00%*  ***Race:*** *White – 56.25%*  ***Race:*** *Other – 32.14%*  ***Disability:*** *Disabled – 46.61%*  *Protective Support*  ***Age:*** *30-54 – 79.55%*  ***Disability:*** *Not Disabled – 35.75%*  *Construction/Extraction*  ***Age: 14-21*** *– 48.17%*  ***Age:*** *30-54 – 79.55%*  ***Disability:*** *Not Disabled – 53.63%*  *Management Occupations*  ***Age:*** *30-54 – 32.11%*  *Business/Financial Operations Managers*  ***Age:*** *14-21 – 57.28%*  *Computer/Mathematical Science*  ***Disability:*** *Not Disabled – 4.47%* | Standard Deviation indicates adverse impact in:  *Personal Care/Service*  ***Gender:*** *Male – 2.46*  ***Race:*** *White – 38.67*  ***Race:*** *Other – 9.66*  *Office/Administrative Support*  ***Gender:*** *Male – 2.53*  ***Age:*** *14.21 – 5.35*  ***Age:*** *22-29 – 4.99*  ***Age:*** *30-54 – 4.85*  *Transportation / Material Moving*  ***Gender:*** *Female – 4.14*  ***Age:*** *14-21 – 6.43*  ***Age:*** *22-29 – 3.18*  ***Race:*** *White – 5.64*  *Building/Grounds Cleaning/Maintenance*  ***Race:*** *White – 12.03*  ***Disability:*** *Not Disabled – 3.45*  *Installation/Maintenance/Repair*  *Education/Training/Library*  *Food Preparation/Serving*  ***Race:*** *White – 10.08*  ***Disability:*** *Not Disabled – 4.95*  *Sales*  ***Age:*** *30-54 – 2.60*  ***Race:*** *White – 12.27*  ***Race:*** *Other – 2.25*  *Production*  *Healthcare*  ***Gender:*** *Male – 6.08*  ***Age:*** *14-21 – 4.44*  ***Race:*** *White – 4.18*  *Protective Support*  ***Age:*** *14-21 – 2.41*  *Construction / Extraction*  *Management Occupations*  *Business/Financial Operations Managers*  *Computer / Mathematical Science*  ***Disability:*** *Not Disabled – 9.20%* |

Possible adverse impact is indicated in both the 80% and standard deviation rules in the following:

*Personal Care/Service*

***Gender:*** *Male – 12.27% / 2.46*

***Race:*** *White – 5.11% / 38.67*

***Race:*** *Other – 14.29% / 9.66*

*Office/Administrative Support*

***Gender:*** *Male – 32.30% / 2.53*

***Age:*** *14.21 – 36.70% / 5.35*

***Age:*** *22-29 – 15.24% / 4.99*

***Age:*** *30-54 – 24.24% / 4.85*

*Transportation/Material*

***Gender:*** *Female – 5.82% / 4.14*

***Age:*** *14-21 – 7.34% / 6.43*

***Age:*** *22-29 – 34.29% / 3.18*

***Race:*** *White – 21.88% / 5.64*

*Building/Grounds Cleaning/Maintenance*

***Race:*** *White – 15.34% / 12.03*

***Disability:*** *Not Disabled – 35.75% / 3.45*

*Food Preparation/Serving*

***Race:*** *White – 10.23% / 10.08*

***Disability:*** *Not Disabled – 22.35% / 4.95*

*Sales*

***Age:*** *30-54 – 18.18% / 2.60*

***Race:*** *White – 13.64% / 12.27*

***Race:*** *Other – 42.86% / 2.25*

*Healthcare*

***Gender:*** *Male – 10.67% / 6.08*

***Age:*** *14-21 – 35.88% / 4.44*

***Race:*** *White – 56.25% / 4.18*

*Computer/Mathematical Science*

***Disability:*** *Not Disabled – 4.47% / 9.20*

Response:

The NEMO WDB and its WIOA subcontractors will monitor the above rates and initiate changes as needed to ensure all individuals are offered all applicable services. Our service delivery process is in place to ensure customers go through a consistent flow process, regardless of gender, age, disability, etc.

Staff follows the service delivery process and utilizes LMI to inform and offer all in-demand occupations to all populations. We offer career assessments when the client is willing. These tools assist them to better develop their career pathway. We are working closely with our community colleges and Vocational Technical Schools to develop training for traditional and non-traditional occupations. Upon sampling review of clients included in the categories, most of the choices to follow a specific career pathway were due to physical limitations, aptitude, location and access to transportation, and/or personal interest.

We do not feel there is any intentional disparate treatment of any of the populations. We offer the tools and guidance, but ultimately it is customer choice which pathway they follow. We believe with WIOA and the low unemployment rate, along with the additional sector strategy and employer engagement, these numbers will improve.

NEMO Workforce Development Board

TRADE EO PY 14 Data Analysis

80% report indicates adverse impacts in:

*Data is not sufficient in order to provide analysis. Less than <2%.*

Standard Deviation indicates adverse impact in:

*Data is not sufficient in order to provide analysis.*

SPYC EO PY 15 Data Analysis

|  |  |
| --- | --- |
| 80% report indicates adverse impacts in:    *Data not available.* | Standard Deviation indicates adverse impact in:  *Data not available.* |

Report Summary:

The NEMO WDB and its subcontractors will monitor the above rates and initiate changes as needed to ensure all individuals are offered all applicable services. Our service delivery process is in place to ensure customers go through a consistent flow process, regardless of gender, age, race, disability, etc. No potential adverse impact indicated by the data analysis was found to be justified in that there was no intentional discrimination. The Board and the sub-contractors are all aware of the analysis and will continue to work with clients and provide outreach to ensure we are serving all clients that wish to be served. The investigation/evaluation process verified that the processes currently in place to ensure staff are serving all individuals equally and providing all options for services to each participant are effective. Data will be evaluated annually to see if improvement or additional findings occur.

Note: Show Me Hero, DWG, Summer Jobs and SPYC were not included in this report due to the unavailability of data at the time of the report submission. All other programs were included that the NEMO WDB oversees.