

# Scope of Work Administrative and Management (Revised 02.04.18)

## NEMO Workforce Development Board, Inc.

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*The Northeast Missouri Workforce Development Board consists of the Workforce Development Board Office, three Comprehensive Job Centers, and two Affiliate Job Centers to deliver streamlined, high quality training, educational, and employment opportunities to the customers of the region.*

### I. General Provisions

1. All Comprehensive Missouri Job Centers and Affiliate Job Centers in the Northeast Region must meet the minimum standards:
  - a. Centers must make available all required items on the statewide products and service list.
  - b. Centers will have a Functional Leader.
  - c. Centers will document customer eligibility as outlined in DWD and NEMO WDB Local Issuances.
  - d. Centers must meet any additional minimum standards identified in future issuances.
  - e. Centers will be responsible for performance outcomes.
  
2. Job Center Essential Elements
  - a. Provide career services that motivate customers of all ability levels to make informed decisions based on local and regional economic demand.
  - b. Support and empower customers to achieve their employment and educational goals.
  - c. Are staffed by individuals who are courteous, polite, responsive, and helpful to visitors, businesses, and job seekers.
  - d. Use an integrated and expert intake process for all customers. Frontline staff are highly familiar with the functions and basic eligibility requirements of each program. They can appropriately assist customers and make knowledgeable referrals to partner programs.
  - e. Cross-train to increase staff capacity, expertise and efficiency. This grants a universal understanding of all programs, and enables better service through shared demographic expertise.

## **B. Replacement of Staff**

The contractor in conjunction with the NEMO Workforce Development Board has identified the number of WIOA staff needed to make the Job Center function optimally. Allocations/ shared costs may be dependent on these numbers. In the event of staff turnover, the contractor will notify the Workforce Development Board of the vacancy within five (5) days of staff leaving. The contractor will replace staff within a maximum of 30 days unless there is an agreement between Contractor and NEMO Board. The Contractor will notify the NEMO Board when a replacement has been hired.

## **C. Hours of Operation and Location**

- 1) The NEMO Workforce Development Board has designated the following locations as Comprehensive Job Center sites:

Hannibal Job Center  
Kirksville Job Center  
Warrenton Job Center

- 2) The NEMO Workforce Development Board has designated the following locations as Affiliate Job Center sites:

LaBelle Outreach site  
Macon Outreach site

- 3) The minimum operating hours for the Missouri Comprehensive Job Centers in the Northeast Region will be Monday through Friday from 8:00 a.m. to 5:00 p.m. Each center will remain closed until 9:00 a.m. one day weekly to allow for "all" staff training. Hours of operation are posted at each center and on the Job Center web site. Staff coverage must be available for no less than 40 hours per week.

- 4) The Missouri Job Centers will be closed in observance of the following holidays:

- i. New Year's Day, Martin Luther King Jr. Day, Lincoln's Birthday, President's Day, Washington's Birthday, Truman's Birthday (observed), Memorial Day (observed), Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Christmas Day, and any other dates as designated by the Governor.

## **D. Smoking in Designated Areas**

Smoking is not allowed inside any Missouri Job Center building. Smoking is allowed in designated areas only. Smoking is not permitted at or near front door entrance.

## **E. Dress Code Policy**

The Northeast Region will adopt a business casual dress standard with the exception of casual dress as agreed upon by the Division of Workforce Development.

## **F. Staff Titles, Answering the phone, Introductions**

As a truly integrated team, it is important that we present ourselves as "One Team".

When answering the phone or attending meetings, or in general conversations with customers, Missouri Job Center staff, regardless of the employer of record, will address themselves as Missouri Job Center staff. Identifying yourself by the agency or employer of record should not be included.

### **G. Name Tags**

All staff will wear a name tag with their first name of the same design throughout the entire region. This is a shared cost. Functional Leaders will be responsible for tracking these expenses.

## **II. Functional Leader**

### **A. General Duties**

1. Functional Leaders have the authority to organize staff by function and establish the duties of each team. Functional Leaders will focus on the day-to-day supervision of service delivery. The formal supervision (hiring, firing, and appraisal) is done by the employer of record such as state merit staff or service provider agency staff. Functional Leaders will report to their up line supervisor but ultimately serve at the pleasure of the NEMO Board.
2. The Functional Leader will notify the NEMO Workforce Development Board in writing of any staff changes. Qualifications of non-DWD new personnel are also requested, i.e. copy of resume shall be submitted to the NEMO Workforce Development Board.
3. The Functional Leader will ensure that training and an orientation is provided on any contract "Scope of Work" to all applicable Job Center staff.
4. The Functional Leader agrees to attend all Program Operator and full Workforce Development Board meetings called by the NEMO Workforce Development Board.
5. Functional Leaders will evaluate the need for training and agree to notify the NEMO Workforce Development Board of the need for additional technical assistance in order to effectively deliver services that are applicable to the programs/activities offered in the centers.
6. The Functional Leader will be responsible to implement any corrective action in accordance with procedures established by the NEMO Workforce Development Board. **Note:** This list is not inclusive of all the responsibilities of the Functional Leader. Please refer to Local and State Policy Issuances and Procedures for additional items.

### **B. Disciplinary Actions**

The employer of record retains the sole right to terminate, demote, and suspend its employees for disciplinary reasons. The Functional Leader will cooperate and provide information deemed necessary by the employing agency in conjunction with the proposed disciplinary actions.

### **C. Leave Approval**

The Functional Leader will approve all leave requests taking into consideration the staffing needs of the center. Approved leave request will then be forwarded to the employer of record for final approval basing the decision on the staff's availability of days for leave.

### **III. General Staff Requirements**

1. All staff in the Missouri Job Centers in the Northeast Region will adhere to the provisions of all DWD and NEMO Workforce Development Board Issuances.
2. All staff will be properly trained before being allowed to serve customers in the Job Center.
3. All staff of the Northeast Region Job Centers, as well as, all other interested persons will be informed of the procedures in filing a complaint and grievance concerning WIOA. The procedures shall be posted in an area of public access in the Missouri Job Centers and will be available on [www.jobs.mo.gov/community/equal-opportunity](http://www.jobs.mo.gov/community/equal-opportunity).

### **IV. Electronic State Case Management System**

All State Case Management data corrections will be completed and submitted to DWD using the DWD Change Request Form found at this link: [MoJobs Change Request Form](#)

### **V. Fiscal Requirements**

1. Title I WIOA funds may not use the wages of incumbent employees during their participation in economic development activities provided through a statewide workforce Development system, (WIOA section 181 (b)(1))
2. The transfer of funds from one subcontractor/fiscal agent to another, or from one Job center to another in the Northeast Region must have prior approval of the NEMO Workforce Development Board. All requests for additional funds or line item budget revisions must be made in writing to the NEMO Workforce Development Board.

### **VI. Payment Process**

The procedure to request payment or allocation of funds including occupational skills training, transportation, childcare, support services or any other activities/services requiring an obligation of funds on behalf of a customer has several steps.

1. Timesheets will be submitted to the appropriate Job Center and reviewed by the case manager to ensure all WIOA requirements have been met before forwarding to the Functional Leader for approval of payment.
2. All staff reviewing must initial timesheet indicating the information has been reviewed and is accurate.

3. Payment will be based upon the approved time frame as documented on the timesheet.
4. The Functional Leader will be responsible for reviewing the total cost requested to ensure sufficient funds are available.
5. Timesheets should be submitted to fiscal agent within five (5) days of receipt.
6. The fiscal agent will recheck invoice to ensure calculations are correct and generate payments.
7. Customers approved to receive supportive services must submit their timesheets within four (4) weeks of incurring the expense. Customers who fail to submit appropriately signed timesheets to the Job center in a timely fashion may not be reimbursed.
8. Copies of timesheets will be maintained in the customer's file. Originals will be sent to the fiscal agent who will maintain the records at that location.
9. A designated WIOA staff person will be responsible for reviewing all requests for allocating Individual Training Account (ITA) training to ensure all WIOA requirements have been met before submitting to the Functional Leader for approval.
10. All payments, i.e. ITA, supportive services, work experience must be documented in detail in the State Case Management System Case Notes.
11. The Functional Leader will track amount of all obligations separately for each Job Center.
12. A review of fiscal obligations should be conducted on a regular basis and any amount not being used should be de-obligated.
13. Ultimately, the Functional Leader is responsible for ensuring all requests for training and obligations of funds are allowable and acceptable with State, Federal, and Local rules and regulations.

## **VII. Eligibility Verification**

1. Each Job Center will gather accurate documentation in accordance with DWD and NEMO WDB Issuances. The Functional Leader will be responsible for ensuring proper eligibility documentation / verification, data entry (registration) is acquired prior to providing Basic Career, Individualized Career and Training Level Services and for the maintenance of such information / records on each individual, that receives services beyond Basic Career Services.
2. An individual who is determined eligible and "registered" for Title I WIOA Adult and Dislocated Worker Individualized Career and Training Level Services (funded services) will require maintenance of the customer's file. Each file must contain all applicable documents, verifications, statement, etc. that pertain to the individual and associated services/activities.
3. Service notes (case notes) are to be entered and retained in the Missouri State Case Management System. Eligibility documentation such as earned income or

self-employment income assistance should be verified in hard copy. See policy at [Statewide Case Note Policy](#).

4. Sufficient precautions should be made to prevent any erroneous eligibility determination by ensuring the following:
  - a. All eligibility will be established and documented in accordance with the most recent DWD Issuance for WIOA Youth, Adult and Dislocated Worker or other Generic Programs.
  - b. Acceptable verification of general eligibility is provided by the applicant per DWD and local WDB guidelines.
  - c. The applicant, as applicable, per DWD and local WDB guidelines, provides acceptable verification of income.
  - d. Eligibility based on income will be summarized on the NEMO WDB standardized "Income Determination Worksheet" unless the amount of income claimed by the individual is zero on the applicant's statement and they are the sole source of income considered. Applicants must describe in detail how they have been supported on the Applicant Statement.
  - e. All eligibility information is accurately entered into the Missouri State Case Management System in real time.
  - f. The participant is made fully aware of his/her prosecution for fraud for knowingly providing inaccurate information.
5. To make certain that errors or oversights do not occur, the WIOA attestation form, Applicant Statement, and eligibility information must be reviewed by a WIOA designated staff to ensure all required documentation is in the file and that the individual meets the Title I WIOA eligibility requirements.
6. All documentation of eligibility verification must be maintained in the participant's file and/or Missouri State Case Management System and be available for monitoring by the NEMO Workforce Development Board or its designated independent monitoring unit.

## **VIII. Program Operational Provisions**

1. The Missouri State Case Management System shall be utilized for all participants enrolled into WIOA and Generic Programs, which will provide tracking of participant's status and services rendered (including partner services).
2. The Functional Leader will be responsible for establishing and maintaining an internal management information system, which will provide tracking of participant's fiscal expenditures and obligations as applicable to the programs and activities funded under this contract.
3. Participant files will be maintained at each full-service center and LaBelle and Macon Affiliate sites to which they are assigned as required by the NEMO Workforce Development Board, in order to permit proper auditing and monitoring.

4. Care shall be taken to ensure that all personal information of participants is handled in such a manner as to protect the privacy and confidentiality of participants, to the extent that, such privacy and confidentiality of participants is protected by Federal and State law.
5. All Job Center staff will adhere to the NEMO WDB/DWD confidentiality policy and any subsequent policies pertaining to the confidentiality of applicants and registrants.
6. The NEMO Workforce Development Board and/or an independent monitoring unit will conduct monitoring, at least annually, of files and worksites in accordance with the NEMO Workforce Development Board's "Sub-state Monitoring Plan for all programs/activities funded under this contract.

A written monitoring report will be sent to Sub-Contractor and if applicable, a written corrective action plan will be required within 30 days of receipt of the monitoring report on any noted concerns found during the monitoring review. A copy of this review will also be sent to the NEMO WDB One-Stop Committee.

## **IX. Program Operational Worksites Provisions**

1. No participant may be assigned to, or remain working at any worksite affected by a labor dispute or a work stoppage.
2. Written concurrence will be obtained from the appropriate bargaining agent where a collective bargaining agreement exists with any worksite. The concurrence indicates that the union has been consulted and agrees with the proposed work project. If the union does not respond to the request for concurrence within 30 days, the program may proceed. Documentation of this concurrence will be maintained in the customer's file.
3. WIOA Title I funds cannot be used to place any participant at any worksite where adequate supervision cannot be maintained.
4. Title I WIOA funds may not be used or proposed to be used for the encouragement or inducement of a business, or part of a business, to relocate from any location in the United States, if the relocation results in any employee losing his or her job at the original location. (WIOA Section 181)
5. WIOA Title I funds shall not be used to place participants at any worksite affected by a hiring freeze, promotional freeze, or layoff from the same or substantially equivalent job within the same organizational unit.
6. All worksites must provide participants with adequate orientation to worksite rules and standard practices.
7. WIOA Title I funds cannot be used to place any participant at worksites that are used for sectarian instruction or religious worship. (WIOA Section 188)



8. All worksites must comply with the health and safety standards established under Federal and State law otherwise applicable to working conditions of employees who are equally applicable to working conditions of participants engaged in programs and activities under Title I of WIOA.
9. Compliance is required of the Nondiscrimination and Equal Opportunity Provision of WIOA Section 188 and its implementing regulations.
10. Employers wishing to participate in On-the-Job Training must provide proper documentation that they have registered with E-verify, and a copy of the Affidavit of Work Authorization must be retained in the customer file.
11. Individuals employed in On-the-Job Training or individuals employed in Title I WIOA Programs must be provided benefits and working conditions at the same level and to the same extent as other trainees or employees working a similar length of time and doing the same type of work as described in WIOA Section 181.

## **X. Counseling and Case Management Services**

Linkages with other WIOA and non-WIOA service providers will be made throughout the participant's involvement in Job Center services to ensure that throughout the participant's involvement with WIOA Title I funded programs, services are provided which will lead to self-sufficiency through unsubsidized employment. Planned and actual services shall be documented on the Individual Employment Plan (EP) and retained in the participant's file.

## **XI. Supportive Services and Needs Related Payments**

### **A. Supportive Service**

Supportive services shall be available to individuals participating in Individualized Career or Training activities and may only be provided when they are necessary to enable individuals to participate in Title I activities. Participants must be participating in approved Title I services and unable to obtain such supportive services through other programs. Documentation of participant's supportive service needs, the financial need, and the unavailability of such services through other programs must be maintained in the participant's file and a service note to justify the supportive service shall be documented and entered into Missouri State Case Management System as well as completion of the Supportive Service Eligibility Form. [Refer to NEMO WDB Supportive Service Policy]. If a referral to another agency is given to a participant, it is the responsibility of the case manager to complete appropriate follow-up to ensure the participant received the assistance needed. The referral and the follow-up must be documented in Case Notes.

### **B. Needs Related**

1. Needs related payments may be used, if sufficient funding is available, for individuals enrolled into the Title I WIOA Adult Program who are unemployed, not receiving unemployment compensation, have ceased to qualify for such, and is necessary for the individual to be able to participate in training services. Needs



Related Payments must be approved in advance by the WDB Director.

2. Needs related payments can also be used for individuals enrolled into the Title I WIOA Dislocated Worker Program who are:

- Unemployed and have ceased to qualify for unemployment compensation or trade readjustment allowance under TAA; and
- Is enrolled into a training program by the end of the 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
- If later, by the end of the 18<sup>th</sup> week after the worker is informed that a short-term layoff will exceed 6 months; or
- Be unemployed and did not qualify for unemployment compensation or Trade Readjustment Act.

### **C. Follow-Up Services**

WIOA Follow-up Services must be made available to all participants enrolled in the Adult and Dislocated Worker Programs for a minimum of twelve months after the first day of unsubsidized employment. Follow-up services should be provided when the customer will benefit from these services or has requested these services. Follow-up services are not a mandated service for individuals enrolled into the WIOA Adult or Dislocated Worker Programs. Service notes should document the progress of the customer who is receiving Follow-up Services each time contact is made. See NEMO WDB Issuance 11-2017.

Follow-up services are critical services provided following a youth's exit from the program to help ensure the youth is successful in employment and/or post-secondary education and training. All youth participants must be offered an opportunity to receive follow-up services that align with their individual service strategies, unless the participant declines to receive these services or cannot be located or contacted. If, at any point in time during the program or during the 12 months following exit the youth requests to opt out of follow-up services, they may do so. Follow-up services must be documented in the State Case Management System.

### **D. Volunteerism**

The contracting agency shall make opportunities available for individuals who have successfully participated in programs to volunteer in the form of mentoring, tutoring, and other services. Volunteer activities and any related information must be documented and maintained in the participant's file.

### **E. Business Services**

Business services are much more than posting a job or making a referral. A Business Services Representative will serve as the primary contact. This will create a single point of contact for business customers. Business Services Representatives will coordinate with local businesses, local chambers, and economic development partners to keep abreast of current employment needs. These individuals should be the key staff marketing Job Center services such as WorkKeys, OJT, Work Experience, among all

other services offered through the Missouri Job Centers to business customers. Business Service staff should also gather information from employers about their hiring practices and interview preferences so that we can best prepare our workforce customers to meet their needs.

## **XII. Coordination and Integration of Services**

1. Missouri Job Center staff is encouraged to assure seamless integration and coordination of services for job seekers, education/training participants, and business participants utilizing services provided by Local, Regional, State, and Federal sources. Referrals and utilization of CORE partner agencies under WIOA should be integrated into the delivery of services.
2. The key to having a fully integrated system is making customer service the centerpiece of the Job Center's goals. This requires transparent boundaries with the provision of services through teamwork and the development of effective relationships across agencies.
3. Front line staff are critical. They should be knowledgeable of all services and functions of the Job Center. Staff will greet the customer; determine their reason for visiting the Job Center and provide the necessary services, i.e., assistance in the resource area, MoJobs initial registration, referral to a case manager or a partner agency.
4. For those seeking training, they will be referred to a case manager for eligibility, assessment, and assistance in choosing a career pathway, determining what training is available and needed, review of all resources and/or supportive services needed to achieve a successful outcome.
5. For those seeking employment services, the services provided could include local area labor market information, job search assistance, resume and interviewing assistance, job development, assessment of job search activities, automated job matching, referrals, workshops, and hiring process support. Staff must be knowledgeable of the labor market needs of the business customer and have the ability to evaluate job-seeking customers. Referrals to employers must be appropriate and customer's skills must match the requirements designated by the employer.

## **XIII. Job Center Services**

WIOA provides for a continuum of service delivery that includes three (3) levels of services; Basic Career, Individualized Career, and Training services.

On July 1, 2010, a mandatory co-enrollment pilot project requiring all Missouri Job Center customers age 18 and above to be co-enrolled in the Wagner-Peyser and Workforce Investment Act (WIA) programs through the Membership screens. The W-P and WIA co-enrollment pilot was possible because only 14 data elements were required for the WIA Adult enrollment. The switch to the Workforce Innovation and Opportunity Act (WIOA) will require the collection of over 80 data elements. The substantial increase in the number of

required data elements renders the previous membership enrollment procedures impractical. **DWD no longer will require mandatory co-enrollment with the following exceptions:**

- All individuals receiving staff-assisted services (including Youth) in a Missouri Job Center must be enrolled in the W-P program. Any WIOA or State staff can complete the W-P enrollment in the statewide electronic case management system.
- All SkillUp participants who receive training must be co-enrolled in the WIOA Adult program.

Other co-enrollment in complimentary programs is consistent with the intent of WIOA and should be utilized as appropriate.

Self-service occurs when individuals independently access any workforce development system product or service in either a physical location, such as a Missouri Job Center, or a partner agency, or remotely via the use of electronic technologies. This includes self-directed job search with basic staff assistance on using the system.

Information-only services or activities are those that provide readily available information that does not require an assessment by a staff member of the individual's skills, education, or career objectives. Missouri Job Center Workshops fit this definition.

[TEGL 10-16, Change 1](#), "Performance Accountability Guidance for Workforce Innovation and Opportunity Act (WIOA) Title I, Title II, Title III and Title IV Core Programs," identifies 13 Career Services defined as self-service or informational in nature.

These Basic Career Services do not trigger program participation and do not require collection of eligibility documentation and include the following:

- Eligibility determination
- Outreach, Intake, Orientation
- Job Search Assistance (Self-directed)
- Providing info on in-demand sectors, occupations or nontraditional employment
- Provision of referrals and associated coordination of activities with other programs and services
- Provision of workforce and labor market employment statistics information
- Provision of info on job vacancies
- Provision of info on job skills necessary to fill vacancies
- Provision of info on local demand occupations, with earnings, skill requirements, and opportunities for advancement for those jobs
- Provision of performance and program cost info for providers of education and training
- Provision of info on local performance
- Provision of info on availability of supportive services or assistance
- Referral to supportive services

*All Job Center staff (both merit staff and WIOA staff) will provide self-service or informational services to individuals regardless of WIOA program enrollment status.*

### **XIII. Priority System for WIOA Individualized Career and Training Level Services**

#### **A. Determination of Need**

A determination of need for Individualized Career Services should be established by the case manager if, after receiving any of the Basic Career Services, indications are that the customer is unable to obtain or retain employment that leads to self-sufficiency.

For WIOA Adult Program (staff assisted only) participants who do not have to demonstrate low-income status, Driver's License, Social Security Card, and Complaint and Grievance form signature page are the only required documentation. Staff may upload the required eligibility documentation into the statewide electronic case management system by using either one of these secure methods:

- Scanning the documentation on a network scanner/copier, which can transmit the image to a staff computer for uploading to the case management system. This transmission is considered secure because the documentation never leaves the secure network. The state network and any local network with security complaint with NIST standards is considered secure.
- Scanning the documentation on a scanner that is directly connected to a staff computer for uploading to the case management system. This transmission is considered secure because the documentation is never transmitted over the internet.

Customers needing Individualized Career or Training Level Services must meet the priority of service as listed below.

#### **B. Priority System Criteria**

WIOA Title I Adult funds expended on Individualized Career and Training Services will be restricted to individuals who meet one or more of the following criteria in accordance with the Priority System found in the NEMO WDB Local Plan with the exception noted below). If a Veteran meets the income guidelines as outlined below the Veterans preference would apply – See [Priority of Service for Veterans and Spouses of Veterans DWD Issuance](#).

Under WIOA, there is no exclusion of payments for unemployment compensation, child support payments, and old-age survivor's insurance benefits from the income calculations for determining if an individual is low-income. ***These exclusions that***

**were previously provided under WIA sec. 101(25) no longer apply.**

Priority of Services as follows:

1. **First Priority** will be given to adults who are recipients of public assistance and other low-income individuals. Low-income individual means an individual who:
  - a. Receives, or in the past six months has received, or is a member of a family that is receiving or in the past six months has received, assistance through the supplemental nutrition assistance program (SNAP), temporary assistance for needy families program (TANF), the Supplemental Security Income (SSI) program, or the State or local income based public assistance programs.
  - b. Is in a family with total family income that does not exceed the higher of the two:
    - The poverty line, or
    - 70 percent of the Lower Living Standard Income Level (LLSIL);
  - c. Is a homeless individual (as defined in section 41403(6) of the Violence against Women Act of 1994); or
  - d. Is a foster child on behalf of whom State or local government payments are made; or
  - e. Is an individual with a disability whose own income meets the income requirement of clause (b), but is a member of a family whose income does not meet this requirement?
2. **Second Priority** will be given to unemployed or employed individuals who are not recipients of public assistance or low-income individuals but are within 150% of the current poverty level as identified by HHS or LLSIL whichever is higher, and possess multiple barriers to employment. Those possessing the higher number of barriers will be given preference for Individualized Career and Training Services over those with fewer barriers.

A request for waiver to serve individuals in the second priority level must be approved by the WDB prior to enrollment into Individualized Career or Training Services. Barriers to employment will include but not be limited to the following:

- a. School dropout (an individual who is not attending school and has not received a high school diploma or GED certificate)
- b. Basic skills deficient (basic skills deficient means that the individual has English reading, writing or computing skills at or below the 8<sup>th</sup> grade level)

- based on a generally accepted standardized assessment instrument or a comparable score on a criteria-referenced test)
- c. Offender (an individual who has a record of arrest or conviction of a misdemeanor or felony)
  - d. Older individual (age 55 or older)
  - e. Long-term unemployed (an individual who has not been employed for 15 out of the last 26 weeks, concurrently or consecutively, including those that quit or have been fired)
  - f. Lacks significant work history (an individual who has not worked full-time or part-time for the same employer longer than 3 consecutive months in the prior two-year period)
  - g. Limited English proficiency (an inability to communicate in English for an individual whose native language is not English)
  - h. Veteran (a person who served in active duty in the military, naval, or air service and was discharged, separated, or released with other than a dishonorable discharge or was discharged or released from active duty for a service connected disability)
  - i. Substance Abuse (an individual who abuses alcohol and/or other substances)
  - j. Migrant and Seasonal Farm Worker (an individual whose farm work experience during the preceding 24 months required travel such that the worker was unable to return to his/her residence in the same day)
  - k. Pregnant or Parenting Teen (an individual who is currently a pregnant teen, teen parent or became a parent prior to reaching age 20)
  - l. Unique circumstances as approved by the WDB through a waiver request.

#### **XIV. Individualized Career Services—WIOA Registration Required**

1. To be eligible for Individualized Career services, the customer must have received at least one Basic Career Service and be determined to be in need of Individualized Career Services to obtain or retain employment.
2. There are two categories of Adults and Dislocated Workers who may receive Individualized Career Services:
  - a. Adults and Dislocated Workers, who are unemployed, have received an initial assessment and are determined by a One-Stop Operator to be in need of more Individualized Career Services to obtain employment, OR
  - b. Adults and Dislocated Workers who are employed, have received an initial assessment, and are determined by a One-Stop Operator to be in need of Individualized Career Services to obtain or retain employment that leads to self-sufficiency.
  - c. Individualized Career Services are provided when a determination is made and documented that the unemployed individual is unable to obtain employment through receiving Basic Career Services or when it is

determined and documented that an employed individual is in need of Individualized Career Services to obtain or retain employment that allows for self-sufficiency. Justification of advancement to Individualized Career levels is required. Staff shall document this determination in the Missouri State Case Management System.

## **XV. Individualized Career Services for Adults & Dislocated Workers (WIOA section 134).**

### **1. Required Individualized Career Services (at a minimum)**

- a. All customers receiving Individualized Career Level Services will be provided an assessment of their needs. Case manager will document in the State Case Management System and/or in participant's hard file details regarding employment, education, support, financial needs, legal and health.
- b. In addition, staff will complete full development of an Individual Employment Plan (EP) on all customers receiving Individualized Career Level Services. Creation of a documented strategy Individual Employment Plan will occur using information gathered through self-assessment, initial assessment, and comprehensive assessment.

#### **At a minimum, the EP should identify:**

- A short-term (training or employment) goal;
- A long-term (employment) goal that clearly documents the career pathway; Intermediate objectives that will be required to meet the goals listed, and required training components (remedial, pre-requisites, skills, On-the-Job Training, etc.); and
- A justification why the short-term and long-term goals are appropriate for the participant:
  - This must be based on assessment information, an interview with the participant, and skills obtained from previous employment;
  - This must include an explanation of the skills gap that the EP is designed to overcome. "Skills gap" is the significant gap between the skills required by the employer, and the current capabilities of the applicant; and
  - This must include barriers to employment and/or participant needs, if applicable.
- c. All participants receiving Individualized Career Level Services shall be provided labor market information on their chosen job or occupational goals to ensure choices are made which lead the participant to an occupation, which will provide for self-sufficiency.

### **2. Other Individualized Career Services may include**

- a. Comprehensive assessment, specialized skills level review, and service needs



- of Adults and Dislocated Workers. Tools used may include:
- Diagnostic testing and other skills review instruments/processes
  - In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals
- b. Group counseling to advise several participants at one time. Such counseling may be financial, vocational or personal.
  - c. Individual counseling and job planning to advise one participant at a time; counseling may be financial, vocational or personal in nature.
  - d. Case Management is a customer-centered approach to the delivery of services designed to prepare and coordinate comprehensive employment plans such as service strategies for customers to ensure access to necessary workforce activities and supportive services using, where feasible, computer-based technologies; and to provide job and job counseling during program participation and after job placement.
  - e. Short-term, pre-vocational services such as workshops, remedial and in-house training activities, and such employer-based activities as short-term work experiences and internships are provided to develop:
    - Learning skills
    - Communication skills
    - Interviewing skills
    - Punctuality
    - Personal maintenance skills and professional conduct
  - f. A workshop that is based on a charge for each use that is designed to prepare individuals for unsubsidized employment or training and for which a tuition or fee is paid with WIOA funds, cannot exceed 40 hours in duration.
  - g. Individualized Career Follow-up Services—regularly scheduled information and workplace counseling contacts for participants who are placed in unsubsidized employment through Individualized Career Services or contact with their employers. Follow-up should be for not less than 12 months after exit.
  - h. Out of Area Job Search—reimbursement for expenses incurred by a customer seeking suitable employment or reemployment. Customers must be seeking employment within the United States and cannot be reasonably expected to find satisfactory employment within the commuting area. Reimbursements are for 90% of the customer’s reasonable and necessary job search expenses, not to exceed \$300 in any one pre-approved travel period. Documentation required to support.
  - i. Relocation Expenses—reimbursement of 90% (not to exceed \$800) of customer’s reasonable and necessary expenses incurred in moving to another locality to accept employment; must be certified that the customer was unable to find satisfactory employment within the commuting area. Documentation required to support.

- j. Internship-Work Experience in the private sector—a short term, pre-vocational service designed to instill work habits and work ethics or to allow the sampling of jobs to determine if an individual has the aptitude and interests necessary for training and/or placement in a specific job or occupation. Internships are fully subsidized, short-term placements with private, for profit employers.

**XVI. Training Services (Must be determined and documented that such services are needed.)**

1. Training Services may only be conducted after required Basic Career and Individualized Career Services have been provided and the need for such services has been substantiated. The sole provision of an Individual Employment Plan (EP) does not justify enrollment into training.
2. The justification for Training Services can be met by documenting in Case Notes the Missouri State Case Management System. Employment Plan should provide a full and complete explanation. Explanations must include a clear description of the information, such as MERIC, ONET or BLS Labor Market Information to prove the chosen training is related to employment opportunity.

**A. WIOA Funding for Training is Limited to Participants Who:**

1. Have met eligibility requirements for Individualized Career Services, and who are unable to obtain or retain employment through such services and;
2. Who after an interview, evaluation, or assessment, skills review and case management are in need of Training Services and have the skills and qualifications to successfully participate in the selected program of Training Services;
3. Who select training programs that are directly linked to employment opportunities in the local area, or in another area to which the adults or dislocated workers are willing to relocate;
4. Provisions of such Training Services shall be limited to participants who:
  - a. Are unable to obtain grant assistance from other sources to pay for the costs of their training; or
  - b. Require assistance beyond that available under grant assistance from other sources to pay the costs of such training. Job Center staff and training providers must coordinate funds available to pay for training as follows:
5. Job Center staff must coordinate training funds available and make funding arrangements with One-Stop Partners and other entities to apply the provisions above and avoid duplication of services.
  - a. The availability of other sources of funding to pay for training costs such as TANF programs, private grants, State-funded training funds, and Federal Pell Grants, should always be utilized before using WIOA funds.
  - b. Allocation of WIOA funds towards educational expenses such as books,

supplies, fees or tuition constitutes a training level service. Entry of training level activities shall be entered into the Missouri State Case Management System.

- c. The mix of training and support services from WIOA and other funds, including Pell Grants, must be documented and maintained in the participant's file and/or Missouri State Case Management System.
  - d. A WIOA participant may enroll in WIOA-funded training while his/her application for a Pell Grant is pending as long as the Job Center staff has made arrangements with the training provider and the WIOA participant regarding allocation of the Pell Grant, if it is subsequently awarded.
  - e. Reimbursement is not required from the portion of the Pell Grant assistance disbursed to the WIOA participant for education-related expenses (WIOA section 134).
  - f. Staff will allocate funds for ITA. Any unused funds will be de-obligated.
  - g. In the case where Pell is applied for education-related expenses, justification of needs shall be documented in the Missouri State Case Management System service notes.
  - h. Participants are not required to apply for student loans or incur debt as a condition for WIOA participation.
6. WIOA designated staff will be responsible to check the ETPS to ensure the training provider is approved in the system. The designated signor will ensure all Federal, State, and Local guidelines have been met and the training is appropriate. The cost allocation form will contain an estimate of funds needed to complete the training and the Functional Leader and/or other signatures per Sub-Contractor policy will be required after it has been confirmed funding is adequate to support the request.

## **XVI. Program Standard Services**

1. Participants receiving a Training Level Service shall be provided with a comprehensive assessment to properly assess their skills, abilities, interests, financial needs and qualifications to determine their ability to successfully participate in the selected program of Training Services.
2. Participants receiving Training Level Services shall be provided comprehensive assessment to evaluate both their personal and educational financial needs during training to ensure successful program completion.
3. Occupations with high growth and high demand should be the target for all participants.
4. Training Services shall be provided in a manner that maximizes consumer choice in the selection of an eligible provider. A state list of eligible providers of Training Services required under Section 122 (e) shall be made available through One-Stop Centers. The information includes a description of the

programs through which the providers may offer training services, performance information and cost performance information relating to eligible providers.

5. Training Services (excluding On-the-Job Training) shall be provided through Individual Training Accounts, (ITAs) and shall be provided to eligible individuals through the One-Stop Delivery System.

## XIX. Indicators of Performance

Six Primary Indicators of Performance	Detail
<a href="#"><u>A. Employment Rate - 2nd Quarter After Exit</u></a>	The percentage of participants who are in unsubsidized employment during the second quarter after exit from the program (for title I Youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the second quarter after exit)
<a href="#"><u>A-1. Title I Youth Education and Employment Rate - 2nd Quarter After Exit</u></a>	The percentage of title I Youth program participants who are in education or training activities, or in unsubsidized employment, during the second quarter after exit from the program.
<a href="#"><u>B. Employment Rate - 4th Quarter After Exit</u></a>	The percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program (for title I Youth, the indicator is the percentage of participants in education or training activities, or in unsubsidized employment during the fourth quarter after exit)
<a href="#"><u>B-1. Title I Youth Education and Employment Rate - 4th Quarter After Exit</u></a>	The percentage of program participants who are in education or training activities, or in unsubsidized employment, during the fourth quarter after exit from the program.
<a href="#"><u>C. Median Earnings - 2nd Quarter After Exit</u></a>	The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program
<a href="#"><u>D. Credential Attainment</u></a>	The percentage of those participants enrolled in an education or training program (excluding those in on-the-job training (OJT) and customized training) who attain a recognized postsecondary credential or a secondary school diploma, or its recognized equivalent, during participation in or within one year after exit from the program. A participant who has attained a secondary school diploma or its recognized equivalent is included in the percentage of participants who have attained a secondary school diploma or its recognized equivalent only if the participant also is employed or is enrolled in an education or training program leading to a recognized postsecondary credential within one year after exit from the program

<p><b>E. <a href="#">Measurable Skill Gains</a></b></p>	<p>The percentage of program participants who, during a program year, are in an education or training program that leads to a recognized postsecondary credential or employment and who are achieving measurable skill gains, defined as documented academic, technical, occupational, or other forms of progress, towards such a credential or employment. Depending on the type of education or training program, documented progress is defined as one of the following:</p> <ol style="list-style-type: none"> <li>1. Documented achievement of at least one educational functioning level of a participant who is receiving instruction below the postsecondary education level;</li> <li>2. Documented attainment of a secondary school diploma or its recognized equivalent;</li> <li>3. Secondary or postsecondary transcript or report card for a sufficient number of credit hours that shows a participant is meeting the State unit's academic standards;</li> <li>4. Satisfactory or better progress report, towards established milestones, such as completion of OJT or completion of one year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training; or</li> <li>5. Successful passage of an exam that is required for a particular occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks such as knowledge-based exams.</li> </ol>
<p><b>F. <a href="#">Effectiveness in Serving Employers</a></b></p>	<p>Effectiveness in Serving Employers: WIOA sec. 116(b)(2)(A)(i)(VI) requires the Departments to establish a primary indicator of performance for effectiveness in serving employers. The State of Missouri chose the following two approaches designed to gauge the critical workforce needs of the business community.</p> <ol style="list-style-type: none"> <li>1 - Repeat Business Customers - addresses the programs' efforts to provide quality engagement and services to employers and sectors and establish productive relationships with employers and sectors over extended periods of time; and</li> <li>2 - Employer Penetration Rate - addresses the programs' efforts to provide quality engagement and services to all employers and sectors within a State and local economy.</li> </ol>

## **XX. Planned Gap in Services**

1. Planned Gap in services is to be used for customers whose services need to be interrupted for the following:
  - a. Delay before the beginning of training
  - b. Health/medical reasons or providing care for a family member with a health/medical condition
  - c. Temporary move from the area that prevents the individual from participating in services, including National Guard or other related military service
2. Planned Gap in services is not to be used as "holding" while waiting to see if the customer finds a job.
3. Planned Gaps can only be set in 60-day increments.
4. Planned Gaps can last no more than 180 consecutive calendar days from the date of the most recent service to allow time to address the barriers to continued participation.
5. Staff may initiate a consecutive gap in services of up to an additional 180 days for the participant that follows the initial 180-day period to resolve the issues that prevent the participant from completing program services that lead to employment.
6. Staff must document all gaps in service that occur and the reasons for the gaps in service, including the participant's intent to return to complete program services.
7. No WIOA training funded Supportive Services are to be provided during a Planned Gap. However, non-WIOA funded services can be provided.
8. **The Planned Gap Activity Code is 001 in the Missouri State Case Management System.**