

# **NORTHEAST WORKFORCE DEVELOPMENT BOARD**

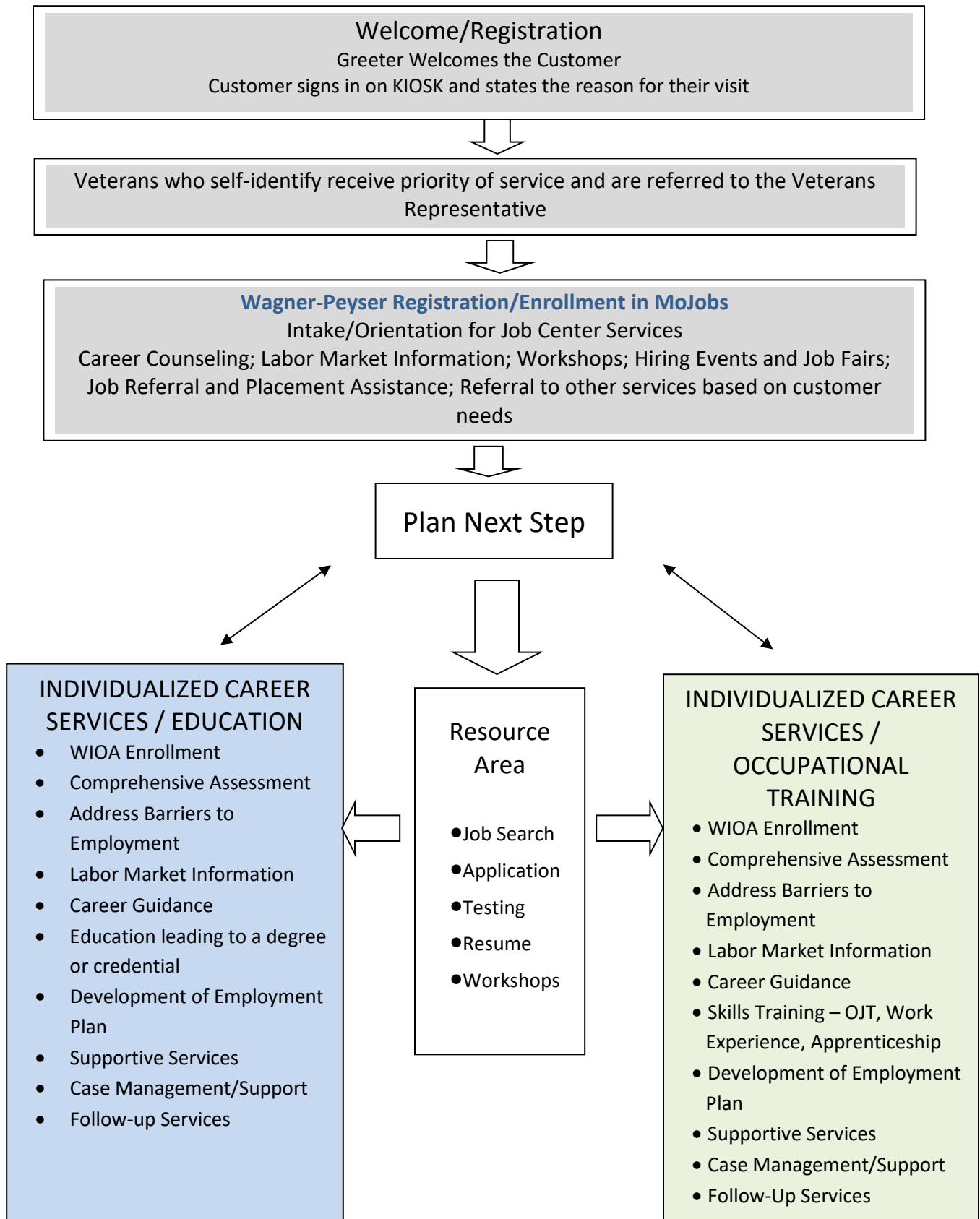
## **EQUAL OPPORTUNITY DATA ANALYSIS PY 2018**

**12.31.2020**

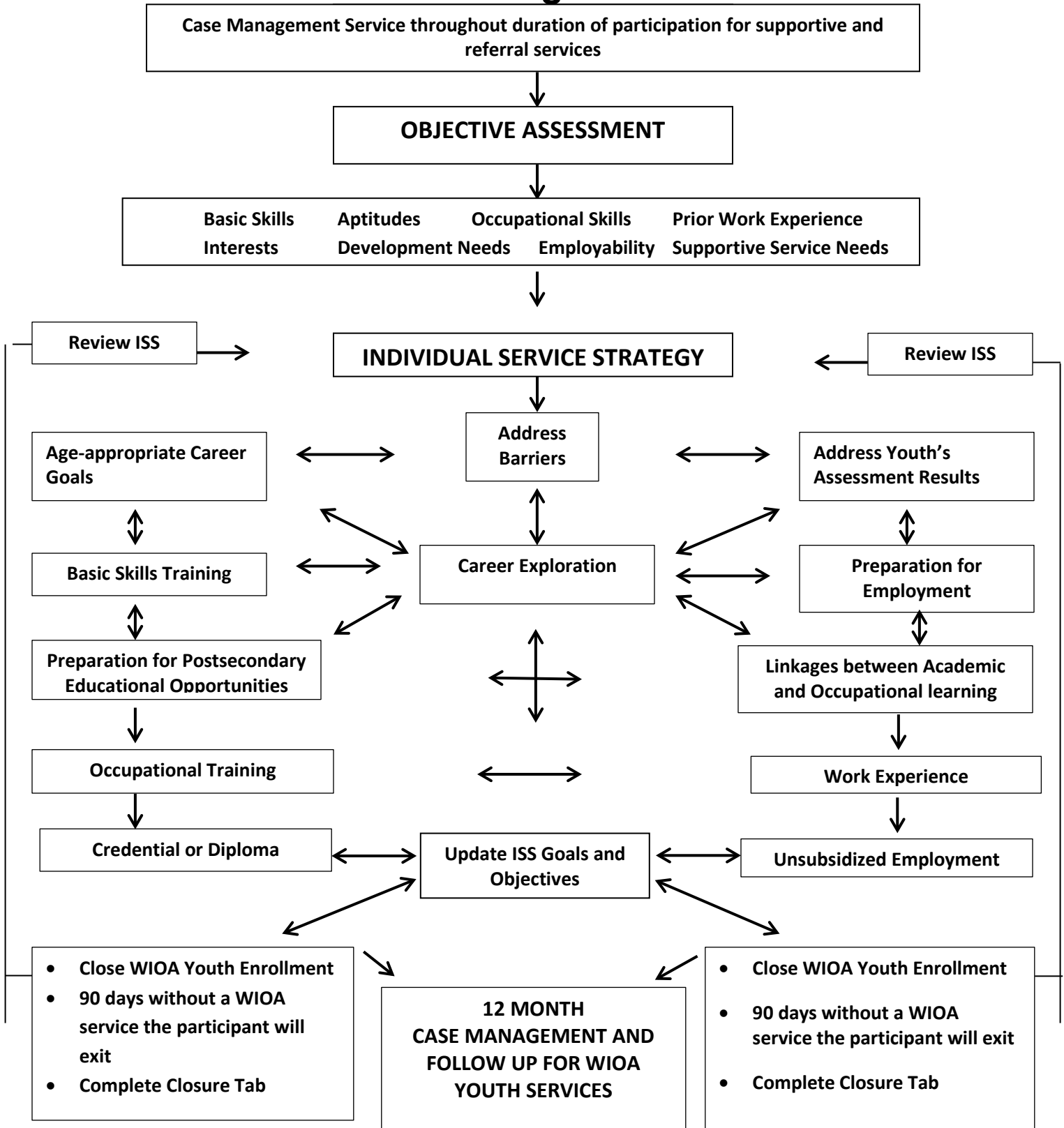
**EO OFFICER – SHARON HILLARD**

The NEMO (Northeast Missouri) Workforce Development Board acts as an oversight and coordinating agent for a [sixteen county area](#) 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, one Affiliate Job Centers in LaBelle and a Satellite Office in Macon MO.

# WIOA Adult & Dislocated Worker Program Flowchart



# WIOA Youth Program Flowchart



## Civilian Labor Force Data Comparison

2018 Northeast Region Civilian Labor Force 129,468 Total Population: 273,230

### Civilian Labor Force Demographics:

#### Gender:

Female – 51.3%

Male – 48.7%

#### Age:

14-21 – 7.95%

22-34 – 24.09%

35-54 – 39.72%

55+ - 21.57%

#### Gender by Age:

##### (Female)

14-21 – 4.7%

22-34 – 12.4%

35-54 – 21.0%

55+ - 9.7%

#### Gender by Age:

##### (Male)

14-21 – 4.2%

22-34 – 12.6%

35-54 – 19.7%

55+ - 8.9%

#### Race:

American Indian or Alaska Native – 0.34%

Native Hawaiian or Other Pacific Islander – 0.04%

2 or More Races – 1.00%

Black or African American – 4.43%

Asian – 0.67%

White – 93.07%

#### Ethnicity:

Hispanic or Latino – 2.1%

Not Hispanic or Latino – 97.9%

#### Disability:

With a Disability – 13.3%

Without a Disability – 86.7%

In the Northeast Region, we experienced a gain of 2,728 people in the Civilian Labor Force Data for 2018. The percentages remained stable and the population decreased in all but 6 of our 16 counties. We anticipate the percentage of the 55 and older age groups to continue to increase. The Race percentages were unchanged and the ethnicity was unchanged. The percentage for people with a disability remained the same.

When evaluating this entire study, we see that we show significant improvement in our overall adverse impact. Regardless, we need to continue our efforts to expand outreach in the 55+ population. All participants that had shown no activity were exited in 2018-2019 so our numbers are more reflective now than in the past. We also know the 55+ age group are less apt to show interest in training. We believe this trend is changing and we will continue to encourage participation in the various programs we offer. The CLF data reveals that we have six counties with a large population of 55+ so in our Outreach Plan we will concentrate efforts in the following counties: Marion, Lincoln, Macon, Pike, and Randolph. The region will continue to step-up efforts in all counties by working with our partners to ensure we are encouraging all ages to take advantage of the services offered.

Our data also indicates that Northeast Region is serving a large disabled population, which, in the past, was an area of adverse impact. This improvement is a result of the partnering efforts the Northeast Region. We now have a formal referral process in place with Vocational Rehabilitation and with Probation and Parole so we anticipate our numbers increasing and resulting in more people with disabilities utilizing our centers and finding sustainable employment. 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, job fairs, hiring events and other activities to provide a more concentrated outreach to the individuals with disabilities. We have added more individuals that serve people with disabilities and other barriers to our Youth Council and our Access Committee to aid in this effort. We are working with Vocational Rehabilitation to host Reverse Job Fairs that will result in employment for the Job-Ready clients. From the CLF data we see that we have five counties that have over a 15% disabled population, so we will be working with Knox, Lincoln, Macon, Montgomery, and Randolph counties to see how we can serve their clients.

Efforts nationally, statewide, and locally have been helpful to provide outreach to the disabled Veteran population. We have dedicated Veteran staff in our Job Centers to work with the Veteran clients. The analysis shows adverse impact to all age groups in finding employment for them. We are now fully staffed with Veteran representatives who are providing outreach, soft skills training, and business engagement on behalf of our Veterans. Our Job Centers ensure that veterans and their eligible spouses are given priority services, per policy. We are running 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, hiring events, and school career days, as well as our correctional facilities to recruit. One of the correctional facilities has a Veteran's wing. The case management system contains a default that posts all job openings for veterans to see 24 hours before the rest of the job seekers are able to access it. Our WIOA staff will be working with the Veteran staff to ensure they are referring clients for the WIOA programs.

The Registered Apprenticeship programs we are promoting, along with our local community colleges offering more short-term technical skills courses will benefit us in serving all ages. We will continue to provide and encourage all of our clients to look at high-demand jobs and training so they are able to obtain better paying jobs or stay on the job longer.

Our Job Center staff performs assessments with clients to find their best matches and share Local Market Information with them. Many of our customers are not aware of the wide array of jobs and pay ranges so this exercise will assist them in making the best career/job 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.

For our Youth program, we showed adverse impact to the Multi Racial and White customers for employment. Our case managers will continue to do intensive services and follow-ups with all of our youth to ensure they are ready for employment and successful in the jobs they obtain. We will continue to reach out to the organizations and employers that can assist in increasing the numbers of our in school and out of school youth. Our case managers will be contacting the Ministerial Alliance in each area and continuing outreach with K-12 Schools, Food Banks, Headstart, Caring Communities, and other organizations that serve our youth. We will also increase our use of Social Media to spread the availability of our programs. We will continue to work with all Youth by performing interest assessments and providing Local Market Information as well as Work Experience to assist them in making good training and employment choices. Northeast Region is concentrating their Youth funding to support Work Experiences so the Youth will be able to develop good work skills that will assist them in further education, training, and employment.

Events are being planned with the assistance of our Youth Council members to offer activities that will be interesting and fun and at the same time give our Youth an opportunity to explore different career pathways. The addition of new members to the Youth Council will impact the success of our Youth programs. We now have a member on the Youth Council that is working through Truman University to expand Career Pathways for Youth. We have also added a member that works with Kids and Teens to build their job readiness skills.

Vocational Rehabilitation and their supported employment contractors offer a 6-week summer youth work experience for their clients. When their work experience ends with VR, the youth that indicate they wish to continue are referred to us for enrollment in our Youth programs.

On December 10, 2020 NEMO WDB discussed the data analysis results with all Functional Leaders and staff via Zoom 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 and the primary counties to concentrate our efforts. Ways to improve serving individuals with disabilities were 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 staff has completed additional training provided through the EO Officer and Vocational Rehab to make them more aware and comfortable about discussing reporting disability and we feel improvement on this was indicated in the

findings this year. The NEMO WDB and sub-contractors will be collaborating with Voc Rehab, Learning Opportunities and other service organizations to hold regular Reverse Job Fairs around the region to bring more awareness of our services and engage employers to educate them on why they should consider hiring people with barriers. Our WDB Access committee meeting structure and Youth Council meetings have been changed to include a round table at each meeting to allow each agency to share what they have going on. The WDB acts as the focal point to send out information to all agencies.

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.

**The Kirksville Job Center Team** is very active with the local agencies, Chamber, inter-agency meetings, economic development, etc. They are having great success in hosting targeted hiring events, i.e. manufacturing, healthcare, retail, hospitality, etc. Staff is collaborating with other agencies for the Project Homeless events. They are working with Caring Communities to provide services to clients with barriers and the Veteran's staff participate on the KMEM and KIRX radio talk shows to share vet services information and Job Center services as well as providing outreach to veterans, disabled and non-disabled. The Center sends the monthly activity/workshop calendar to Mark Twain Behavioral Health and Preferred Family Healthcare as well as S40, 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 are willing to remain open after hours and go where the client is, if needed, to assist clients. The Job Center collaborates with Learning Opportunities to provide Work Experiences to their individuals with disabilities. The case managers work with the K-12 schools and colleges and other agencies to reach out to clients with and without disabilities. They also participate in health fairs in the area that target youth and seniors. Every new customer receives the Welcome folder and is given specific information on funding for higher education along with information on all of the services/programs provided by the job center. Vocational Rehabilitation is present in the job center on a regular schedule to provide further services.

In 2017, the Kirksville Job Center began serving Congolese immigrants who were interested in training and employment. The Language Link was utilized to assist them with registration, resume, on-line job applications. Other resources were shared with the customers and some required ESL classes. The staff at Kirksville has built a strong relationship with this population who relies on them when they need information. Kraft-Heinz, a local employer, stepped up to provide additional services, such as a translator for the ones they hired. Other partners, both public and private institutions and businesses, are assisting the Job Center to ensure these customer's needs are being met.

**The Warrenton Job Center Team** has taken their show on the road. They are visiting sites all around their three county region to meet with people concerning services offered through the job centers and provide registration and other needed services. For those with transportation or childcare issues, this has been a great benefit to the jobseekers in the outer counties. They are utilizing their partnership with Vocational Rehabilitation to serve

people with disabilities. The Voc Rehab provider comes to the Job Center on a regular basis to meet with people. Voc Rehab is referring clients to the job center as well. The WIOA staff and the Vet reps are actively working with Disabled Veterans to fill six slots in the Registered Apprenticeship program. They host a monthly meeting of all agencies that provide services in the three-county area and it is always well attended. Each month an organization gives a presentation and all agencies share information on their agency activities.

Warren County became a Certified Work Ready Community in 2017, which resulted in more employer interaction. The staff at the Warrenton Job Center have completed the Tackling the Tough Skills course and are certified trainers. This is a robust training for all populations that are entering the workforce. AARP Employment and Training (SCSEP) has committed to spending time in the Job Center to market their services to the 55+ population. The staff at the Warrenton Job Center does outreach in all 3 counties utilizing faith based relationships to reach the populations that are either unaware of the services the Job Center provides or are unable to travel to the Job Center in Warrenton.

Warrenton Job Center has become a key player in providing vital services to the justice involved individuals in the 3 county area, specifically in the Lincoln County Jail. They are working with Lincoln County Economic Development and Connections to Success to begin providing more in-depth services to these individuals to make sure they have the resources they need when released. As more partners become involved, we anticipate this will be a model program.

**The Hannibal Job Center Team** works closely with Learning Opportunities and Challenges Unlimited, both providers of supported employment for people with disabilities. Vocational Rehabilitation has been active in training staff and referring clients to the Hannibal Job Center. Job Center Staff has also become more involved with K-12 area schools and employers in the area. We showed improvement in both the 55+ population and services provided to the people with disabilities so the goal is to continue that momentum. The center staff are very active in SHRM, a human resource management organization, and CORA inter-agency meetings. Each year they rent a booth at the annual Senior Expo, which normally attracts upwards of 500 seniors and Project Community Connect, which continues to grow each year. Hannibal has a large population of seniors, so more effort will be given to educating seniors on returning to work and upgrading skills. The self-paced computer-learning program, Teknimedia, will be promoted to assist our seniors in improving their technology skills. It is felt this population does not seek services at the Job Center either because they are not aware of the services offered at the Job Center or they lack confidence in their own abilities to re-enter the workforce. The staff is working with Douglass Community Services (Food Bank, RSVP, and USDA Senior Food Sponsors) Vocational Rehabilitation, the Housing Authority, and other organizations that provide services to the 55+ population to increase the awareness of the Job Center programs available to them. SER National works with the Job Center, through the SCSEP program to provide referrals. SCSEP provides paid on the job training for eligible participants. SCSEP participants are urged by SCSEP to further their training and education to assist them in finding life-sustaining employment. Staff will be doing additional outreach to the Ministerial Alliance, Caring Communities and other organizations to ensure they are building awareness of WIOA programs in the community. The objective is to lessen the adverse impact for the African American youth



## Summary of Outreach Plan, Goals, Targets, and Continuous Improvement

- Targeted efforts to make presentations to agencies and organizations that serve older adult populations, people with disabilities, minority groups, justice-involved individuals and others with barriers to employment.
- Targeted efforts in the counties that have the largest population of the impacted category.
- Targeted efforts to market career center services to all agencies within the communities served by each job center.
- Hands-on, interactive events to engage all ages to utilize Job Center services. Reverse Job Fairs.
- More interaction with Housing Authorities, Community Action Agencies, AEL, Ministerial Alliances, Caring Communities, Vocational Rehabilitation and their subcontractors, Justice Related Agencies for both Youth and Adults, Foster Care, Division of Family Support, and SCSEP Grantees.
- 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.
- More interaction with employers to increase their visibility and awareness of these overlooked populations.
- 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.

As part of our data analysis investigation and evaluation, the prominent sources were identified for outreach currently utilized. 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. We feel these efforts are indicated in the improvement in this report's findings.

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. We feel our networking and resource sharing is our strength and most effective way to provide excellent service to all of our clients, youth, people with disabilities, adult/DW, minority populations, veterans, justice-involved individuals, low-income, and older workers.

Diane Simbro, Executive Director of NEMO WDB, sits on the RSVP (Retired Senior Volunteer Program) board and on the Coordinated Entry and Homeless Management (HUD). Missouri Association of Workforce Professionals Board and the Training and Employment Administrators of Missouri. 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. She and Sharon Hillard, Operations/Program Coordinator are also on the OWD Job Stat Team, Diane and other Job Center staff are 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 we face in the workplaces. WDB staff, Job Center Staff and WIOA Staff attend county human service meetings and other community meetings to provide more visibility and outreach for workforce.

The local EO officer assists organizations in getting their listing placed on the Missouri Services Navigator. Since the Job Center acts as the Hub for Referrals under the WIOA law, it is important that all staff are aware of these resource guides and utilize them to refer clients and do the appropriate follow-ups required by the law. The Executive Director and the Local EO Officer provide training and information on the law, issuances, and other information monthly that will be valuable to better serve all clients that utilize our services.

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:

- WDB Access Committee Meetings
- Employer Engagement Committee Meetings
- Youth Council Committee Meetings
- Hannibal Regional Economic Development Committee
- Job Fairs/Hiring Events
- Vocational Rehabilitation
- Learning Opportunities
- Crider Center
- AEL sites (Macon Schools, Moberly Area Community College, and St. Charles Community College)
- SER & AARP (SCSEP)
- NECAC/NECAA (Community Action)
- FSD
- Middle & High Schools (Counselors, Disability coordinator)
- Challenges Unlimited
- Community Colleges
- Community Agency meetings
- Chamber meetings
- Economic Development meetings
- National Guard Armory
- American Legion
- Missouri Veterans Commission
- City and County offices
- Youth in Need/Head Start/Teens in Motion
- Douglass Community Services
- The Child Center

- The Delta Center
- St. Patrick Center
- NCADA
- 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
- MERS/Goodwill (MWA Program)
- Preferred Family Healthcare (Coordinated Care) to reduce Homelessness for Disabled

Overall, the reports show significant improvement over the past few years. We have added a Self-Paced Computer Learning Program (Teknimedia) to all of our centers and have set up satellite locations in almost all of

our counties to allow more access to upgrading technology skills. We believe adding Apprenticeship programs and Incumbent Worker programs, as well as promoting OJT and Work Experiences will continue to benefit all clients who are interested in upgrading their skills or change careers.

Over the past 5 years, it is evident that the Adverse Impact shifts each year. This tells us that most of the Adverse Impact is not targeted at any special population but is based strictly on those who are seeking services. However, this report shows us that we need to put more effort into follow-up services to ensure that all of the people we are serving are successful and aware of continued services from our job centers to assist them along their career pathway.

As we discussed with our Job Center Staff, we will not allow the improvement indicated in this report slow our momentum in working with all populations with barriers to employment. We will work our outreach plan to continue our efforts in ensuring **everyone** receives the same level of service when they enter our job centers.

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 and strive to serve every individual who seek the Job Center services.



NEMO Workforce Development Board

DISLOCATED WORKER EO PY 18 Data Analysis

<p><u>80% report indicates adverse impacts in:</u></p> <p><i>Employed</i></p> <p><i>2<sup>nd</sup> quarter rate</i>      <i>4<sup>th</sup> quarter rate</i></p>	<p><u>Standard Deviation indicated adverse impact:</u></p> <p><i>Employed</i></p> <p><i>2<sup>nd</sup> quarter rate</i>      <i>4<sup>th</sup> quarter rate</i></p>
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The NEMO Workforce Development Board is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.



NEMO Workforce Development Board

Adult EO PY 18 Data Analysis

<u>80% report indicates adverse impacts in:</u>			<u>Standard Deviation indicated adverse impact:</u>		
<i>Employed</i>	<i>2<sup>nd</sup> quarter rate</i>	<i>4<sup>th</sup> quarter rate</i>	<i>Employed</i>	<i>2<sup>nd</sup> quarter rate</i>	<i>4<sup>th</sup> quarter rate</i>
<i>Race: White</i>	78.45%	N/A	<i>Age 55+</i>	2.38	N/A
<i>More than 1 Race</i>	75.00%	N/A	<i>Race: White</i>	2.20	N/A
<i>Did Not Self ID</i>	N/A	78.66%	<i>Amer Ind/Nat Alaska</i>	2.04	N/A
<i>Disabled</i>	N/A	77.68%	<i>More than 1 Race</i>	2.55	2.21
			<i>Did Not Self ID</i>	N/A	N/A
			<i>Disabled</i>	N/A	N/A

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

<i>Employment</i>	<i>2nd Quarter Rate</i>	<i>4<sup>th</sup> Quarter Rate</i>
<i>White</i>	<i>78.45%/2.20</i>	<i>N/A</i>
<i>More than 1 Race</i>	<i>75.00%/2.55</i>	<i>N/A</i>

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 (PY17), we have shown improvement to all populations. Our 55+ age groups did not show an adverse impact in PY17 or PY18, but we understand this population remains on the radar. We believe we are serving all of those who have expressed interest in receiving services, but the largest portion of that age group either have the skills they need or do not wish to start a new career or upskill. The NEMO WDB staff will continue to discuss how to outreach to include more Multi-racial individuals. We will continue to market our services through our WDB Committees, Schools, Faith Based agencies, Inter-Agency groups and through our partners.

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.

NEMO Workforce Development Board

Veterans EO PY 18 Data Analysis

<u>80% report indicates adverse impacts in:</u>			<u>Standard Deviation indicated adverse impact in:</u>		
<i>Employed</i>	<i>2<sup>nd</sup> quarter rate</i>	<i>4<sup>th</sup> quarter rate</i>	<i>Employed</i>	<i>2<sup>nd</sup> quarter rate</i>	<i>4<sup>th</sup> quarter rate</i>
<b>Male</b>	N/A	N/A	<b>Male</b>	N/A	2.45
<b>Age: 22-29</b>	55.82%	55.13%	<b>Age: 22-29</b>	N/A	N/A
<b>Age: 55+</b>	56.67%	44.10%	<b>Age: 55+</b>	N/A	N/A
<b>Disabled:</b>	58.82%	71.85%	<b>Disabled:</b>	N/A	N/A

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

***NO ADVERSE IMPACT***

Response:

We are fortunate to have DVOPS and LVERS in all of our Job Centers now and they are working very hard to increase the number of veterans we are assisting. We will continue to increase our interaction with the Veteran Representatives to promote work-based learning for our Veterans.

The process in the Job Centers ensure that veterans and their spouses are given priority services, per policy. In addition to our regular activities, we will continue to increase visibility by running public service announcements and attending expos/job fairs. Job Center Staff will encourage Veteran staff to refer their clients to WIOA staff for additional training and education opportunities.





**Youth EO PY 17 Data Analysis**

<u>80% report indicates adverse impacts in:</u>			<u>Standard Deviation indicated adverse impact:</u>		
<i>Employed</i>	<i>2<sup>nd</sup> quarter rate</i>	<i>4<sup>th</sup> quarter rate</i>	<i>Employed</i>	<i>2<sup>nd</sup> quarter rate</i>	<i>4<sup>th</sup> quarter rate</i>
<i>Race: Am Ind/Alask</i>	N/A%	75.0%	<i>Race: Am Ind/Alask</i>	N/A	N/A
<i>Race: African Am</i>	N/A%	75.0%	<i>Race: African Am</i>	N/A	N/A
<i>Race: White</i>	N/A%	74.6 %	<i>Race: White</i>	2.23	2.01
<i>Race: More than 1</i>	N/A%	66.7%	<i>Race: More than 1</i>	N/A	2.63
<i>Race: Not Hispanic</i>	71.43%	64.0%	<i>Race: Not Hispanic</i>	N/A	N/A
<i>Race: Did not ID</i>	N/A%	78.02%	<i>Race: Did not ID</i>	N/A	N/A

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

<i>Employment</i>	<i>2nd Quarter Rate</i>	<i>4<sup>th</sup> Quarter Rate</i>
<i>Race: White</i>	NONE	74.6 / 2.01
<i>Race: More than 1 Race</i>	NONE	66.7 / 2.63

Response:

The NEMO WDB and its WIOA Youth subcontractors will monitor the above rates and initiate changes as needed to ensure all youth follow-ups are completed in order to achieve success in employment. We have shown improvement in serving the youth population and will continue to do outreach to all Youth.

We do not believe there is any intentional disparate treatment in serving any group. The involvement of the Board and Job Center Staff in their communities have resulted in great relationships with our community partners and faith-based partners. We have added an employer, a representative from K-12, a director of youth services for kids and teens, and a Career Pathways expert to our Youth Council recently and we all agree that we need to begin working with youth at a young age to help them overcome barriers and be successful in choosing their future pathway. We are planning youth activities and disability activities that will assist in educating the public, youth, and parents about the choices the youth have in education and employment. Our ACCESS Committee, with Vocational Rehabilitation chairing, is making headway in our region to bring resources together that will assist in better serving all of our clients. We have teamed up with Vocational Rehabilitation and Learning Opportunities on Summer Jobs so when they complete their 6 week work summer work experience with their program, we are able to transition them into our Summer Youth program. We are also working with Schools, Food Banks and Housing Developments to promote our youth programs. Strong partnerships are the key to the success of all of our programs.