

SOUTH CENTRAL REGION
WORKFORCE INVESTMENT BOARD
PLAN
Program Years 05-06
Plan Mod for June 30, 2011

Table of Contents

I. Local Workforce Investment Board's Vision	1
II. Local Workforce Investment Priorities	2
III. Local Structure	4
A. Description of geographical workforce investment area	4
B. Description of region's economic condition	6
C. Description of process used for public comment	8
D. Definition and identification of one-stop center	8
(Attachment 1, page 60)	
E. Identification of one-stop partners at the comprehensive center(s)	9
(Attachment 1, page 60)	
F. Identification of local affiliate one-stop sites	9
(Attachment 1, page 60)	
G. Identification of the one-stop partners at affiliate sites and services.	9
(Attachment 1, page 60)	
IV. Economic and Labor Market Analysis	9
A. Identification of the current and projected employment opportunities.	10
B. Identification of job skills necessary to obtain current/projected opportunities.	10
V. Overarching Local Strategies	10
A. DOL-approved Waivers.	10
B. Local board's policy on apprenticeships	10
VI. Major Local Policies and Requirements	10
A. Identification of supportive services and/or needs based payments for participation in Title I Activities	10
(New Supportive Policy, page 11)	

B. Maximum dollar amount for supportive services (ITEM Deleted)	28
C. Criteria used to determine funds allocation and priority	25
D. Definition of the sixth eligibility criteria for youth	26
E. Veteran’s priority	29
F. Identification of funding limit for ITAs	31
G. Description of how one-stop services are accessible to all individuals	32
H. Description of how one-stop services available to individuals with limited English proficiency	32
I. Description of promotion of integration of services through dual enrollment processes	32
J. Listing of local credentials approved by board	34
K. Training Expenditure Rates	36
VII. Integration of One-Stop Service Delivery	36
(NGCC Plan, Attachment 10, page 95)	
A. Description of the one-stop delivery system.	36
1. Description of local board’s provision for continuous improvement of eligible providers of services	36
2. Description of how partner agencies will strengthen their integration of programs and services for a more seamless system	36
3. Memorandums of understanding between board and one-stop partners	36
(Attachment 8, page 84)	
B. Description of the plan development process, including input by all partners involved in MOU	38
VIII. Administration & Oversight of Local Workforce Investment System	38
A. Identification of one-stop operators for the comprehensive and affiliate one-stop centers	38
B. Identification of members of the local workforce investment board	38
(Attachment 2, page 65)	
C. Local workforce investment board’s current by-laws	39
(Attachment 3, page 66)	

D. CLEO Intergovernmental Agreement.....	38
(Attachment 4, page 73)	
E. Performance Improvement Plan (PIP) Applicability	39
IX. Service Delivery	39
A. One-Stop Service Delivery Strategies	39
B. Adults and Dislocated Workers	39
1. Adult Employment and Training Activities	39
(Attachment 10, NGCC Plan, page 95)	
2. Description of local individual training account (ITA) system and procedures for exceptions	42
3. Description of how Wagner-Peyser Reemployment Services will be delivered between DWD and partner staff	44
C. Rapid Response	44
D. Youth	45
1. Description and assessment of the type and availability of youth activities and identification of successful providers	45
2. Description of innovative service delivery projects	48
E. Business Services	49
1. Business Outreach and Service plan implementation efforts, strategies and training, and modifications/revisions	49
2. Description of region's commitment to businesses and how training needs will be addressed without duplication	50
F. Innovative Service Delivery Strategies	51
1. MO ReEntry Process	51
2. Career Readiness Certification	51
G. Strategies for Faith-based and Community-based Organizations	55
X. Local Administration	53
A. Identification of local levels of performance negotiated with Governor and chief elected official and performance measures	53
B. Identification of the entity responsible for disbursement of grant funds.	54

C. Description of competitive process used to award grants and contracts, including process to procure training services for youth and any exceptions to ITA process.	55
D. Description of process for elimination of duplication of administrative costs to enable increased training investments	58
E. Identification of how local region ensures services not duplicated	58
F. Local policy and procedures for Complaint and Grievance (Attachment 6, page 81)	58
G. Planning Budget Summaries for PY 2005 and FY 2006 (Attachment 7, page 82 and 83)	59

Attachments to 2-year Plan

Attachment 1 One-Stop Information	60
Attachment 2 Board Roster.	65
Attachment 3 Bylaws and Attestation Form.	66
Attachment 4 CLEO Intergovernmental Agreement.	73
Attachment 5 Youth Council Roster.	79
Attachment 6 Complaint and Grievance.	81
Attachment 7 Planning Budget Summaries.	82
Attachment 8 MOUS	85
Attachment 9 Business Service Team Policy.	95
Attachment 10 NGCC Plan	96

**SOUTH CENTRAL REGION
WORKFORCE INVESTMENT BOARD PLAN
Program Year 2010
Revised February 2011**

July 1, 2010 ushered in the Next Generation Career Center plan, thereby increasing the possibility of assisting more individuals in our region with employment and training information. The implementation of this new concept greatly affected our old 5- and 2-Year Plans.

I. Local Workforce Investment Board's Vision

State the local board's vision for the workforce investment region and how this vision meets, interprets and furthers the Governor's vision and the national direction.

The vision of the South Central Region Workforce Investment Board (SCWIB) is to improve the quality of life in our area. By establishing a public/private partnership, we will ensure all citizens are afforded an environment that supports a market-driven workforce development system with clear goals and accountability. This system will be responsive, support lifelong skill development, establish a culture of continuous learning, and provide easy and universal access to information and services by job seekers and the business community. Ultimately, this system will provide customers with the knowledge and tools necessary to establish a world-class workforce for a world-class economy.

The South Central Workforce Investment Board has undergone dramatic changes and improvements in the last few years. The SCWIB and the Council of Chief Local Elected Officials (CCLEO) embraced the Division of Workforce Development's vision that workforce development should focus primarily on the needs of the businesses. By meeting the needs of business, we will serve the job-seeking customer better and improve economic development in our communities.

The SCWIB considers workforce development to be an integral part of economic development, that developing economic opportunity in the region means providing opportunity for both job seekers and employers. In order to identify key issues, goals, measures and action plans, the SCWIB developed a strategic plan to chart its course in serving our customers. We take this role very seriously and welcome the challenges it presents.

To summarize, the South Central SCWIB is firm in its belief that we must increase our efforts to attract and engage businesses in our workforce development initiative. We must strengthen the link with economic development and work to increase our efforts to help local businesses remain and thrive in our communities. Otherwise, why are we training and developing a workforce if there are no jobs available?

The Workforce Investment Board is eager to serve more employers and to have their endorsement of our workforce initiatives. We believe that employers have the best understanding of labor market needs and economic changes. By providing them with additional resources to help them, we believe local businesses will become more involved in the SCWIB's strategy and policy discussions and decisions. Strengthening our relationship with the business community will help ensure constant improvement in the way the South Central One-Stop delivery system provides services and meets the needs of our employers and job seekers.

II. Local Workforce Investment Priorities

Identify the workforce investment needs of businesses, jobseekers, and workers in the local area, and how those needs were determined.*

Strategic Planning Process

The SCWIB continues the policy of having all action items go before a specialized committee prior to being presented at the full board meeting. Each committee has public and private representation; input is obtained from each sector. This policy ensures that the region continues with the vision, mission, and strategic plan.

III. Local Structure

A. Describe the geographical workforce investment area, including the area's major communities, major employers, training and educational institutions in the area (technical and community colleges, universities, etc.), population, diversity of the population, and relevant growth trends.

The South Central Region consists of twelve counties in southern Missouri: Butler, Carter, Douglas, Howell, Oregon, Ozark, Shannon, Texas, Reynolds, Ripley, Wayne and Wright. It is the largest geographical region in the state and is sparsely populated with the exception of two Micropolitan Statistical Areas: Poplar Bluff in Butler County and West Plains in Howell County.

The South Central Region is projected to grow slowly over the next five years. The least populous of the regions, South Central is projected to have a median age of 42.8 by 2014 which would be the highest in the state. The average income measures in this area are about two-thirds of the national average,

	2000 Population	July 1, 2008 Population	Est. Change
Butler	40,867	41,383	1.2%
Carter	5,941	5,890	-0.85%
Douglas	13,084	14,438	10.3%
Howell	37,238	39,000	4.7%
Oregon	10,344	10,264	-0.7%
Ozark	9,542	9,227	-0.3%
Reynolds	6,689	6,388	-4.4%
Ripley	13,259	13,485	1.7%
Shannon	8,324	8,423	1.1%
Texas	23,003	24,598	6.9%
Wayne	13,259	12,652	-4.5%
Wright	17,995	18,443	2.4%

Publicly-funded technical schools:

- South Central Career Center – West Plains
- Poplar Bluff Technical Career Center – Poplar Bluff
- Current River Area Vocational Technical School
- Ozark Mountain Technical Center
- Texas County Technical Institute

State University:

- Missouri State University – West Plains

Community College:

- Three Rivers Community College

Major employers in this region include: Ozarks Medical Center; Systems & Electronics, Inc.; Briggs & Stratton Corp; Three Rivers Health Care; Gates Rubber Co.; Wal-Mart Super Center.

The largest employing industries in the South Central WIA include: farm, retail trade, state/local government, and construction. In terms of national competitiveness, the wood product manufacturing and farm sectors are most competitive while the wholesale trade sector is the least competitive. The fastest growing industries in the South Central WIA include: motion pictures, waste management, nonmetallic mineral production, and social assistance. Most of the fast growing industries have low employment bases, pay low wages, and are not nationally competitive. However, the nonmetallic mineral production manufacturing industry pays above average wages and is one of the area's more nationally competitive industries. The

highest paying industries in the South Central WIA include: federal civilian, beverage/tobacco production, utilities, and rail transportation.

B. Describe the region's economic condition, including the following information by County and the overall region.

- **Average personal income level:** The regional average wage was \$523 per week in the 4th Quarter of 2009.
- **Number and percent of working-age population living at or below poverty level:**

**SOUTH CENTRAL REGION POVERTY
Percentage of Individuals below poverty level**

Butler	24,033	3,814	18.86%
Carter	3,495	754	27.51%
Douglas	7,469	1,199	19.12%
Howell	21,196	3,455	19.47%
Oregon	5,978	1,180	24.59%
Ozark	5,595	1,088	22.70%
Shannon	4,877	1,194	32.42%
Texas	13,142	2,503	23.53%
Reynolds	3,983	737	22.70%
Ripley	7,788	1,562	25.09%
Wayne	7,515	1,524	25.44%
Wright	10,097	1,942	23.81%
South Central Region	115,168	20,952	18.19%

(Data from US Census Bureau, 2006-2008 American FactFinder Data)

- Unemployment rates for the last six years

Chart revised September 2010

South Central Region – Unemployment Rates						
By County	2004	2006	2008	1st Qtr 2009	1st Qtr 2010	2nd Qtr 2010
Butler	5.0%	5.5%	6.2%	8.0%	9.10%	8.0%
Carter	7.1%	6.0%	7.3%	11.8%	11.60%	9.5%
Douglas	6.9%	5.5%	6.7%	10.5%	9.10%	8.3%
Howell	5.3%	4.3%	5.6%	9.1%	9.90%	9.0%
Oregon	4.7%	2.0%	5.8%	8.9%	10.10%	8.9%
Ozark	5.4%	4.8%	6.0%	8.8%	9.20%	7.7%
Reynolds	8.8%	7.0%	7.6%	13.8%	15.30%	12.3%
Ripley	6.4%	5.9%	6.8%	9.1%	11.00%	9.9%
Shannon	8.3%	6.6%	7.8%	13.5%	14.50%	11.2%
Texas	8.1%	5.7%	6.7%	9.3%	10.20%	9.1%
Wayne	10.4%	6.6%	6.8%	9.7%	11.00%	9.9%
Wright	8.3%	5.2%	7.2%	10.8%	11.20%	9.7%

- Major (over 50) lay-off events over the past three years and any anticipated layoffs

<u>Company</u>	<u>Location</u>	<u># Affected</u>	<u>Date</u>
<u>Arlee Fashions</u>	<u>West Plains -Thayer</u>	<u>56</u>	<u>3/06, 8/06, 12/06</u>
<u>Rowe Furniture</u>	<u>Poplar Bluff</u>	<u>490</u>	<u>3/06 & 11/06</u>
<u>Dairy Farmers of America</u>	<u>Cabool</u>	<u>120</u>	<u>6/06, 5/08 & 8/08</u>
<u>Hutchens Industries</u>	<u>Mansfield</u>	<u>219</u>	<u>8/06,10/07, 12/08</u>
<u>Axio/Edco</u>	<u>West Plains</u>	<u>80</u>	<u>3/07</u>
<u>Ozarks Medical Center</u>	<u>West Plains</u>	<u>80</u>	<u>3/07, 9/07, 7/08, 1/09</u>
<u>Invensys</u>	<u>West Plains</u>	<u>47</u>	<u>5/08 & 4/09</u>
<u>Nordyne</u>	<u>Poplar Bluff</u>	<u>271</u>	<u>10/08</u>
<u>Goody's</u>	<u>West Plains & Poplar Bluff</u>	<u>50</u>	<u>1/09</u>
<u>Regal Beloit</u>	<u>West Plains</u>	<u>119</u>	<u>12/08, 1/09, 2/09</u>
<u>Armstrong</u>	<u>West Plains</u>	<u>102</u>	<u>2/09</u>
<u>Briggs & Stratton</u>	<u>Poplar Bluff</u>	<u>120</u>	<u>2/09</u>
<u>Bunker Wood Products</u>	<u>Bunker</u>	<u>47</u>	<u>1/09, 4/09</u>
<u>Doe Run Mines</u>	<u>Reynolds County</u>	<u>not broken out</u>	<u>1/09</u>

- How has the economic downturn impacted the region's economy?

South Central Region continues to have high unemployment rates above the state's average. There have been no major layoffs in 2010, due in part to the fact that so many businesses have shut down. There seems to be a slight increase in new job openings, but the region remains in abject poverty.

C. Describe the process used by the local board to provide an opportunity for public comment, including comment by representatives of businesses and labor organizations, and input into the development of the local plan, prior to submission of the plan.

The revision of this plan was approved by the SCWIB's Planning and Evaluation Committee on September 8, 2010, and will be approved by the full board and CCLEO in the October meeting.

The SCWIB will utilize our website at www.SCWIB.org . to post public notices. Proof of publication will be a copy of the website showing the public notice and the date of publication.

D. (A comprehensive one-stop center is defined in 20 CFR 662.100(c) as a physical center "that must provide the core services specified in WIA Section 134(d)(2) and must provide access to other programs and activities carried out by the one-stop partners.") Identify the local comprehensive one-stop center(s), including current mailing and street addresses, telephone and fax numbers and list them in Attachment 1 to the local plan.

See Attachment 1

E. Identify the one-stop partners that are physically located at the comprehensive center(s) and the services provided by these partners and list them in Attachment 1 to the local plan.

See Attachment 1

F. (According to 20 CFR 662.100(d)(1), affiliate one-stop sites "can provide one or more partners' programs, services and activities at each site.) Identify the local affiliate one-stop sites, including current mailing and street addresses, telephone and fax numbers and list them in Attachment 1 to the local plan.

See Attachment 1

G. Identify the one-stop partners that are physically located at the affiliated sites and the services provided by these partners and list them in Attachment 1 to the local plan.

See Attachment 1

IV. Economic and Labor Market Analysis

A. Identify the current and projected employment opportunities in the local area.

Quarterly Census of Employment and Wages Top 10 High Growth Industries (2-digit sector) 4th Quarter 2009					
Industry	Number of Firms	Average Employment	Total Wages	Average Weekly Wage	Percentage Growth from Prior Year
48 - Transportation and Warehousing	242	1,549	\$12,616,156	\$627	0%
56 - Administrative and waste services	129	1,868	\$7,659,591	\$315	0%
61 - Educational services	17	199	\$1,076,127	\$416	0%
62 - Health care and social assistance	439	8,947	\$68,234,963	\$587	0%
54 - Professional and technical services	237	1,324	\$15,138,536	\$880	0%
81 - Other services, except public administra	1,524	2,495	\$8,219,918	\$253	0%
22 - Utilities	17	453	\$6,307,337	\$1,071	0%
44 - Retail Trade	768	8,584	\$46,730,381	\$419	-100%
42 - Wholesale trade	212	1,602	\$15,675,058	\$753	-100%
53 - Real estate and rental and leasing	138	473	\$4,390,576	\$714	-100%

(Date from MERIC, September 2010)

B. Identify the job skills necessary to obtain current and projected employment opportunities.

V. Overarching Local Strategies

A. Identify which of the DOL-approved waivers (except those approved for the Summer Youth Programs only) the region will utilize and how this waiver(s) will support the local implementation of NGCC. For example, using the cost-allocation methodology, explain how affected program participants are being served and how transferring funds between Adult and Dislocated Worker will impact services accordingly.

South Central Region is utilizing the following DOL-approved waivers:

- Waiver of WIA Section 101(31)(B) to increase the employer reimbursement for on-the-job training. This assistance to employers is crucial to allow them to start hiring again and is going to greatly affect local economy.
- Waiver of the prohibition of 20 CFR 664.510 on the use of Individual Training Accounts for older and out-of-school youth. This enables youth to receive the same services available to adults.
- Waiver to permit the State to replace the performance measures at WIA Section 136(b) with the common measures.

B. Describe the local board's policy on providing apprenticeships. (Additional information regarding apprenticeships can be found in Addendum B to this planning guidance, as well as at www.doleta.gov/atels_bat).

The South Central Workforce Investment Board does not have a written policy on providing apprenticeships in the South Central Region. Based on the information provided by the state, the South Central Region does not have any approved apprenticeship programs within the service area.

VI. Major Local Policies and Requirements

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

- How such services will be funded when they are not otherwise available from other sources
- The services that may be provided
- Documentation required for requesting service
- The maximum dollar amount and length of time for each supportive service (i.e., transportation, childcare, etc.) or needs-based payments available to participants
- Identify the maximum dollar amount for all supportive services combined per participant
- Procedures established to justify an exception to the limits established above

Revised August 24, 2010

South Central WIA Supportive Service Payment(s) Process

Supportive services for adults, youth and dislocated workers are defined in the Workforce Investment Act (WIA) sections 101(46) and 134(e)(2) and (3). They include services such as transportation, child care, dependent care, housing, and needs related payments that are necessary to enable an individual to participate in activities authorized under WIA Title I. Each customer is required to complete the “Deciding What is Right For You” form that addresses transportation, child care, monthly expenses, and supportive income within the home. All WIA Intensive and Training participants will attend a budgeting workshop prior to receiving any financial assistance or supportive services from the South Central Region. Participants will complete a “Request for Supportive Services” form listing the required supportive services. These forms in conjunction with the Individual Employment Plan (IEP) for Adults/Individual Service Strategy (ISS) for Youth will assist staff in determining what supportive service needs will be necessary for the customer to participate and complete planned activities. All Supportive Services will be submitted on the “Enrollment Data” form signed by the Skills Specialist and approved by the Team Leader and Functional Leader. Clients enrolled in WIA Occupational Skills Training will be required to submit a copy of the FAFSA aid determination form.

Supportive Services for Adults and Dislocated Workers

Supportive Services will be provided to individuals where such payments are necessary to enable the individual to participate in core, intensive, and training services under the Workforce Investment Act (WIA) or when individuals are unable to obtain supportive services through other programs providing such services. Documentation supporting the individual’s need is to be based on results of the initial assessment, Deciding What is Right For You, IEP, and ongoing updates to the IEP. Supportive Services will be provided only when other resources for provision of required services cannot be located. Supportive services will be limited based on budgets and Functional Leader discretion, as well as customer need.

Fuel allowance where needed within the limits below:

- \$0.25 per mile fuel allowance is allowed for customers traveling to WIA required activities;
- Distance will be determined using MapQuest or other standardized program from participant home address to WIA required activity location.
- A continuation of fuel allowance will be allowable under extreme circumstances where there is a lapse of 2 weeks between the last unemployment insurance check and the first paycheck from the new employer.

If it is determined that there is an immediate need and the customer must have assistance before they travel to work, school, or an approved workshop or activity, a cash voucher system can be used to assist the customer. Staff will complete an Enrollment Data Form and it must be signed by the Functional Leader. An account will be set up with a local vendor and a voucher system

will be used to charge gas for the customer. Each customer signs the ticket when they receive the gas for the travel. The vendor will bill the South Central Workforce Investment Board (SCWIB) for the services received. The WIA customer will complete and sign a Customer Fuel Reimbursement Sheet verifying that they received the gas and the SCWIB will pay the vendor directly. Amounts of prior approval will not exceed the limits listed above. If WIA funding budgets are cut, staff have the option of limiting fuel allowance as funding permits regardless of how far the customer is traveling. This includes assistance to customers who need assistance in getting to and from Adult Education and Literacy (AEL) classes on a daily basis due to the expense of fuel. Supportive services can be provided for customers attending AEL classes alone or if they are participating in conjunction with other services.

Assistance with meals can also be provided (up to \$6.00/meal) where needed up to three meals per day. Meals assistance will be provided on an as needed basis and must be approved by the Missouri Career Center Functional Leader before the service is provided. Limited assistance may be provided prior to a participant receiving a first full paycheck. A note in Toolbox and, if applicable, a hard copy in the customer's file must contain information regarding the situation and the need for the service.

Maximum allowable child care payments are: \$13.00 per day per child. Once the staff has determined there are no other child care services available, WIA can assist with child care cost (this includes 100% of the cost up to the approved limit above). If the individual is approved for day care assistance by Family Support Division (FSD), but is responsible for a co-pay, WIA can assist with the co-pay, if necessary, up to the approved limit above. All individuals approved for child care assistance must sign the Child Care Release form for any and all child care providers. Payment for child care will be made directly to the child care provider. All charges must be submitted on the Child Care Attendance Record. WIA will not assist with child care costs if the chosen child care provider lives with the participant. Maximum allowable dependent care is \$20.00 per day. See above procedures.

Where not provided by the employer or other local resources, and as funds permit, other limited financial assistance will be paid on any participant's behalf for emergency situations that would prohibit their participation or program completion. These may include:

- ❖ Vehicle repair required enabling a means of transportation for participation in training. Vehicle repairs can only be provided on vehicles owned by the participant or immediate family member of the participant. The vehicle must be the primary vehicle used by the participant to take part in allowable WIA activities. The participant must provide appropriate documentation for proof of ownership, or suitable justification must be entered into the note section of Toolbox and approved by the Missouri Career Center Functional Leader. If the cost of the vehicle repair exceeds more than \$100, the individual must provide at least two estimates before the service or payment is made. Exceptions can be approved by the Functional Leader. Any and all estimate documentation must be kept in the participant's file.
- ❖ Interview/work clothing assistance;
- ❖ Temporary shelter, housing assistance (housing assistance cannot exceed 90 days or a security deposit with 2 months of rent) per household per year (must complete the

“Rental Agreement Verification” form); or emergency utility needs (left to the discretion of the Functional Leader);

- ❖ Limited medical assistance and medical examinations, where required;
- ❖ Testing and certification fees;
- ❖ Training-related expenses deemed necessary by NGCC staff or training site (on-the-job or in an educational setting);
- ❖ Vehicle insurance is an allowable cost for the authorized “primary” vehicle. Payments may be made for 6 months, but cannot exceed a total payment of \$300 per year;
- ❖ Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear.
- ❖ Reimbursement for Job Search activities is \$20 a day for a maximum of four weeks.

As funds permit, other limited financial assistance may be paid on any participant’s behalf for emergency situations that would prohibit their participation or completion of WIA services and are not listed under the Supportive Service Section. These include but are not limited to:

- ❖ Limited out-of-area job search allowance up to 90% of the cost (not to exceed \$800); of participant’s reasonable and necessary expenses incurred while looking for employment in another locality. There must be a reasonable expectation that the participant will be able to find employment in the new locality and was unable to find satisfactory employment within the commuting area.
- ❖ Relocation allowance with documentation of gainful employment through the Verification of Employment Process. Per DWD Issuance 22-01, reimbursement of 90% (not to exceed \$800) of participant’s reasonable and necessary expenses incurred in moving to another locality to accept employment. It must be certified that the participant was unable to find satisfactory employment within the commuting area.

All Supportive Services must be submitted to the SCWIB on the Enrollment Data Form signed by the staff and approved by the Functional Leader prior to payment. Supportive services may also include special services and materials for individuals with disabilities if such services are not provided by other resources. Other reasonable expenses required for participation in training may also be provided. All payments to the individual, or on behalf of the individual, must be submitted on the appropriate form, signed, dated and with appropriate documentation. See attached forms. Notes justifying supportive service payments will be placed in Toolbox for each individual customer.

Adult Needs Related Payments

Needs related payments are dependent on the availability of funding. To receive needs related payments, an adult must:

- (1) Be unemployed,
- (2) Not qualify for, or have ceased qualifying for, unemployment compensation; and
- (3) Be enrolled in a program of training services under WIA section 134(d)(4).

The payment level for Adults must not exceed the greater of either of the following levels:

- a. For individuals who were eligible for unemployment compensation, the payment may not exceed the applicable weekly level of the unemployment compensation benefit; or

- b. For individuals not qualifying for unemployment compensation as a result of the qualifying layoff, the weekly payment may not exceed \$150 per week.

To provide needs related payments for individuals who were eligible for unemployment compensation, the participant must provide documentation of their prior weekly benefits and exhausted status. Payments may be provided if the participant has been accepted in a training program that will begin within 30 calendar days. Notes justifying needs related payments will be placed in Toolbox for each individual customer. All needs related payments must be submitted for payment on the Customer Training Timesheet. See attached form. Needs related payments cannot exceed the total allowable funding amount for any one customer unless the Career Center staff submits a written request to the South Central Workforce Investment Board Finance Committee for approval or denial.

Dislocated Worker Needs Related payments:

Needs related payments are dependent on the availability of funding. To receive needs related payments, a dislocated worker must:

- (1) Be unemployed, and;
 - a. Have ceased to qualify for unemployment compensation or trade readjustment allowance under Trade Adjustment Act (TAA) or North American Free Trade Agreement-Transitional Adjustment Assistance (NAFTA-TAA); and
 - b. Be enrolled in a program of training services under WIA section 134(d)(4) by the end of the 13th 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 8th week after the worker is informed that a short-term layoff will exceed 6 months; or
- (2) Be unemployed and not qualify for unemployment compensation or Trade Readjustment Assistance under TAA or NAFTA-TAA.

The payment level for Dislocated Workers must not exceed the greater of either of the following levels:

- a. For individuals who were eligible for unemployment compensation as a result of the qualifying dislocation, the payment may not exceed the applicable weekly level of the unemployment compensation benefit; or
- b. For individuals who did not qualify for unemployment compensation as a result of the qualifying layoff, the weekly payment may not exceed \$150 per week.

To provide needs related payments for individuals who were eligible for unemployment compensation, the participant must provide documentation of their prior weekly benefits and exhausted status. Payments may be provided if the participant has been accepted in a training program that will begin within 30 calendar days. Notes justifying needs related payments will be placed in Toolbox for each individual customer. All needs related payments must be submitted for payment on the Customer Training Timesheet. See attached form. Needs related payments cannot exceed total allowable funding amount for any one customer unless the Career Center staff submits a written request to the SCWIB Finance Committee for approval or denial. Where TAA/TRA co-enrollment occurs, Wagner-Peyser services will be integrated and considered first with only such supportive services allowable and necessary provided through WIA Dislocated Worker funds.

Supportive Services for Youth

Supportive Services will be provided to individuals where such payments are necessary to enable the individual to participate in core, intensive, training and follow-up services under the Workforce Investment Act (WIA) or when individuals are unable to obtain supportive services through other programs providing such services. Documentation supporting the individual's need is to be based on results of the initial assessment, Deciding What is Right For You, Individual Employment Plan (IEP) or Individual Service Strategy (ISS) for Youth, and ongoing updates to the IEP or ISS. Supportive Services will be provided only when other resources for provision of required services cannot be located. Supportive services will be limited based on budgets and Functional Leader discretion, as well as customer need.

Fuel allowance where needed within the limits below:

- \$0.25 per mile fuel allowance is allowed for customers traveling to WIA required activities;
- Distance will be determined using MapQuest or other standardized program from participant home address to WIA required activity location.
- A continuation of fuel allowance will be allowable under extreme circumstances where there is a lapse of 2 weeks between the last unemployment insurance check and the first paycheck from the new employer.

If it is determined that there is an immediate need and the customer must have assistance before they travel to work, school, or an approved workshop or activity, a cash voucher system can be used to assist the customer. Staff will complete an Enrollment Data Form and it must be signed by the Functional Leader. An account will be set up with a local vendor and a voucher system will be used to charge gas for the customer. Each customer signs the ticket when they receive the gas for the travel. The vendor will bill the SCWIB for the services received. The WIA customer will complete and sign a Customer Fuel Reimbursement Sheet verifying that they received the gas and the SCWIB will pay the vendor directly. Amounts of prior approval will not exceed the limits listed above. If WIA funding budgets are cut, staff have the option of limiting fuel allowance as funding permits regardless of how far the customer is traveling. This includes assistance to customers in getting to and from Adult Education and Literacy (AEL) classes on a daily basis due to the expense of fuel. Supportive services can be provided for customers attending AEL classes alone or if they are participating in conjunction with other services. Assistance with meals can also be provided (up to \$6.00/meal), where needed, up to three meals per day. Meals assistance will be provided on an as needed basis, and must be approved by the Missouri Career Center Functional Leader before the service is provided. Limited assistance may be provided prior to a participant receiving a first full paycheck. A note in Toolbox and if applicable, a hard copy in the customers file, must contain the information on the situation and the need for the service.

Maximum allowable child care payments are: \$13.00 per day per child. Once the staff has determined there are no other child care services available, WIA can assist with child care cost (this includes 100% of the cost up to the approved limit above). If the individual is approved for day care assistance by Family Support Division (FSD), but is responsible for a co-pay, WIA can assist with the co-pay, if necessary, up to the approved limit above. All individuals approved for child care assistance must sign the Child care Release form for any and all child care providers. All payment for child care will be made directly to the child care provider. All charges must be

submitted on the Child Care Attendance Record. WIA will not assist with child care costs if the chosen child care provider lives with the participant. Maximum allowable dependent care is \$20.00 per day. See procedures above.

Where not provided by the employer or other local resources, and as funds permit, other limited financial assistance will be paid on any participant's behalf for emergency situations that would prohibit their participation or program completion. These may include:

- ❖ Vehicle repair required enabling a means of transportation for participation in training. Vehicle repairs can only be provided on vehicles owned by the participant or immediate family member of the participant. The vehicle must be the primary vehicle used by the participant to take part in allowable WIA activities. The participant must provide appropriate documentation for proof of ownership, or suitable justification must be entered into the notes section of the Toolbox and approved by the Missouri Career Center Functional Leader. If the cost of the vehicle repair exceeds more than \$100, the individual must provide at least two estimates before the service or payment is made. Exceptions can be approved by the Functional Leader. Any and all estimate documentation must be kept in the participant's file.
- ❖ Interview/work clothing assistance;
- ❖ Temporary shelter, housing assistance (housing assistance cannot exceed 90 days or a security deposit with 2 months of rent) per household per year (must complete the "Rental Agreement Verification" form); or emergency utility needs (left to the discretion of the Functional Leader);
- ❖ Limited medical assistance and medical examinations, where required;
- ❖ Testing and certification fees;
- ❖ Training-related expenses deemed necessary by NGCC staff or training site (on-the-job or in an educational setting);
- ❖ Vehicle insurance is an allowable cost for the authorized "primary" vehicle. Payments may be made for 6 months, but cannot exceed a total payment of \$300 per year;
- ❖ Assistance with uniforms or other appropriate work attire and work-related tools, including such items as eyeglasses and protective eye gear.
- ❖ Reimbursement for Job Search activities is \$20 a day for a maximum of four weeks.

Supportive Service payments are allowed for WIA Youth participants as they attend AEL classes, leadership exercises, job search or placement workshops, and any additional activities tied to academic and occupational learning. Below are payments for regularly scheduled activities:

- ❖ AEL and TABE Post Test attendance incentive: (not to exceed a 12 month time frame without board approval). <1 hour = \$5, >1 hour up to and including 2 hours = \$10, >2 hours up to and including 3 hours = \$15, >3 hours up to and including 4 hours = \$20, >4 hours = \$25.
- ❖ Job search and placement workshops: \$20 payment for each day in class.
- ❖ Youth Leadership Forum: \$50 for a full-day event.
- ❖ \$100 Incentive payment for 20 hours of documented volunteer work for a not-for-profit organization within their community.
- ❖ \$100 Incentive payment for each enrollee who receives their High School Diploma or GED by the end of the 3rd Quarter after exit.

- ❖ \$100 Incentive payment for each enrollee who receives a certificate of completion or degree (AA, AS, BS, or BA) from a post-secondary educational program by the 1st Quarter after exit.
- ❖ 1st Quarter after exit - \$100 with documentation of meeting retention requirements such as attending post-secondary education or working.
- ❖ 2nd Quarter after exit - \$100 with documentation of meeting retention requirements such as attending post-secondary education or working.
- ❖ 3rd Quarter after exit - \$100 with documentation of meeting retention requirements such as attending post-secondary education or working.
- ❖ \$20 incentive for each mentoring session held within Youth Mentoring Project.

Additional Supportive Services for youth, as defined in WIA section 101(46), may include linkages to community services. The Functional Leader will determine payments for any activity not listed above. Supportive Services will not be provided for court ordered community service work. The amount of payment will be based on the activity.

All Supportive Services must be submitted to the SCWIB on the approved form signed by the staff and approved by the Functional Leader prior to payment. Supportive services may also include special services and materials for individuals with disabilities if such services are not provided by other resources. Other reasonable expenses required for participation in training may also be provided. All payments to the individual, or on behalf of the individual, must be submitted on the appropriate form, signed, dated, and with appropriate documentation. See attached forms. Notes justifying supportive service payments will be placed in Toolbox for each individual customer.

C. Describe the criteria to be used by the local board, under 20CFR 663.600, to determine whether funds allocated to a local area for adult employment and training activities under WIA sections 133(b)(2)(A) or (3) are limited, and the process by which any priority will be applied by the One-Stop Operator.

The SCWIB has not changed its criteria as a result of the additional Recovery Act funding.

In accordance with WIA Regulation 663.600, South Central Region has established that WIA funds for adult employment and training activities are limited. This determination was based on past experience under JTPA Title II-A, where funds were utilized for the economically disadvantaged with barriers to employment and the history of hard-to-serve populations being served through the funds available. Since the eligibility requirements for WIA Title I services are less restrictive than for JTPA Title II-A, it can be assumed that there will be an increase in the number of adults seeking services through WIA funds.

South Central Region concurs with the priority categories cited in the Act; namely, recipients of cash welfare and other low-income individuals. South Central Region recognizes the preferences allowed to veterans required by Title 38, United States Code 2002 and will apply those applicable laws according to priority. Where veterans and non-veterans are eligible for services, veterans shall receive priority.

South Central Region additionally recognizes that, though very small in proportion in the local area, there are pockets of racial and ethnic populations needing special focus, as well as persons with disabilities. Noting those special groups within South Central Region, programs and strategies will identify and take into consideration those needs in order to appropriately serve special populations. South Central Region will abide by all equal employment opportunity and affirmative action law and regulations.

Recognizing the priorities stated in the WIA, the South Central Region will make funds available as stated below. A minimum of 70% of Title I adult funds will be allocated to priority level I, and a maximum of 30% of Title I adult funds will go to priority level II

Priority Level I

1. An individual who receives, or is a member of a family who receives cash public assistance;
2. An individual who receives, or is a member of a family who receives or has been determined within the six months prior to eligibility determination, eligible to receive food stamps;
3. A member of a family whose annualized income does not exceed the higher of (a) poverty guidelines established by the Office of Management and Budget, or (b) 70% of the lower living standard income level;
4. A member of a family whose annualized income does not exceed 125% of the lower living standard income level (the "working poor");
5. A customer that does not meet the income criteria, but has a marginal income (\$500 above 125% guidelines for family size) for sustaining self-sufficiency and needs specific training to enter a career with high pay potential for the area.

Priority Level II

Currently employed workers who have received a core service as defined by the WIA may be considered in need of intensive services and training services in order to obtain or retain employment that allows for self-sufficiency. For the purposes of determining the eligibility of currently employed workers, "self-sufficiency" means identifying any of the following conditions that individually or collectively would impair an employed worker's ability to achieve or maintain self-sufficiency:

- A need for additional training to learn skills to use new technologies and /or processes in order to retain current employment (Skill Acquisition)
- Conditions that require an employed worker's company to retrain its workers to enable the company to be more competitive in the marketplace or to avoid company failure and loss of jobs in the community. (Job Retention)

The SCWIB's joint Executive/Finance committee voted unanimously on August 21, 2006, to change our policy to say that services are provided only to participants who reside in or work in Missouri.

D. Define the sixth eligibility criteria for youth, described in WIA section 101(13)(C)(iv) as "an individual who requires additional assistance to complete an educational program, or to secure and hold employment". This eligibility criteria should include at a minimum the following: migrant youth, youth aged out of foster care at 18, youth of incarcerated parent, and youth with behavioral problems at school, family illiteracy problem(s), domestic violence, substance abuse, limited English proficiency, lacks occupational goals/skills, disabled, or has chronic health conditions.

The required criterion for youth served are as follows:

1. Is age 14 through 21;
2. Is a low income individual as defined in the WIA section 101(25); and
3. Is within one or more of the following categories:
 - a. Deficient in basic literacy skills;
 - b. School dropout;
 - c. Homeless, runaway, or foster child;
 - d. Pregnant or parenting;
 - e. Offender;
 - f. Is an individual (including a youth with a disability) who requires additional assistance to complete an educational program, or to secure and hold employment. These individuals can be one of the following:
 - Migrant youth
 - Youth aged out of foster care at age 18
 - Youth of incarcerated parent
 - Youth with behavioral problem at school, family illiteracy problem(s), , limited English proficiency, lacks occupational goals/skills, disabled, or has chronic health conditions.
 - g. Youth who reside in an economically depressed rural area with limited opportunity for gaining work maturity skills and/or career exploration in their chosen career field. (Proof of Address and MERIC info)
 - h. Youth working in a job but considered underemployed, which is defined as:
 - Working less than fulltime
 - Needs employment in education related field
 - Working for minimum wage with no benefits and no opportunity for advancement (Written justification for work barriers will be completed by the NGCC Team Specialist, approved by the NGCC Team Leader, and submitted to SCWIB for final approval.)

The sixth criterion referenced is item 3-f, above, has not been changed by NGJT. To document that an individual is eligible under 3-f, the Team Specialist will be required to document previous efforts to complete the educational program (or to secure and hold employment). It will be required that the applicant has been served in at least two other service strategies and

has been unsuccessful in the education or employment goal. Documentation may consist of test results, job losses, Toolbox notes or signed statements from the other independent service provider sources. Examples of other providers include, but are not limited to, the juvenile justice system, education entities, and temporary assistance. If two independent providers have not worked with the youth, the referrals to two appropriate non-WIA providers will be made prior to enrollment in WIA OR must meet one of the following conditions:

1. Verification obtained from a professional source (doctor, teacher or other educational representative, licensed social worker, vocational evaluator, etc.) stating that the youth does require additional assistance either related to education or employment, OR
2. Documentation which verifies that the youth:
 - a. Has poor work history (been fired from 1 or more jobs within the last six months or has no work history), OR
 - b. Has a history or sporadic employment, such as “held 3 or more jobs within the last 12 months, and is no longer employed), OR
 - c. Has been actively seeking employment for the last 2 months, but remains unemployed.

For assisting the local SCWIB and program operators, South Central Region has elected to re-state in this Plan, the criteria for the five-percent of participants who may be individuals who do not meet the minimum income (economically disadvantaged) criteria. The 5% “window” on youth that do not meet the minimum income criteria may be served if they are in one or more of the following categories defined in Section 129 (c) (5) of the WIA:

1. Individuals who are school dropouts;
2. Individuals who are basic skills deficient;
3. Individuals with education attainment that is one or more grade levels below the grade level appropriate to the age of the individuals;
4. Individuals who are pregnant or parenting;
5. Individuals with disabilities, including learning disabilities;
6. Individuals who are homeless or runaway youth;
7. Individuals who are offenders;
8. Individuals who face other serious barriers to employment identified by the local SCWIB, including:
 - a. Alternative School participants
 - b. Individuals who have participated in Job Corps

- c. Youth who are not runaway, but who have been “kicked out”/rejected by their parents(s) and are living elsewhere.

Definitions: Unless otherwise defined by Division of Workforce Development, the following definitions will be applied in South Central Region:

Offender: One who has been subject to any stage of the criminal justice process or requires assistance in overcoming artificial barriers to employment resulting from a record of arrest or conviction.

Underemployed Out-of-School Youth: One who requires additional assistance to complete an education program or to secure or hold employment or who is employed in a low-wage, low-skill job, in a declining industry or who works less than thirty hours a week in any one job.

Deficient in Basic Literacy skills: Youth whose reading and math skills are tested at less than a 9.0 grade level, or, for 14- and 15-year olds, youth whose test results indicate a reading level of one or more grade levels below the grade level appropriate to the individual’s age. Deficiencies shall be documented by an approved standardized test approved by the SCWIB.

E. Describe how veterans priority, as required by Public Law 107-288, will be incorporated into all programs.

**Approved from April 27, 2009 Plan Mod:
Veterans Priority change due to Issuance 09-2008**

Develop strategic policies to implement priority of service for the local One-Stop Career Centers and for service delivery by local preparation and training providers consistent with the Jobs for Veterans Act. These policies must establish processes to ensure that covered persons are identified at the point of entry so that they are able to take full advantage of priority of service. The processes must ensure that covered persons are aware of:

- 1) Their entitlement to priority of service;
- 2) The full array of employment, training, and placement services available under priority of service; and
- 3) Any applicable eligibility requirements for those programs and/or services.
(Reference DWD Issuance 09-08, Priority of Service to Veterans, dated January 20, 2009.)

The processes for identifying covered persons will not require verification of the status of an individual as a covered person at the point of entry, unless they immediately undergo eligibility

determination and enrollment in a program. A covered person may be enrolled and given immediate priority and then be permitted to follow-up subsequently with any required verification of his/her status as a covered person.

Because priority means the right of the covered person to take precedence over non-covered persons in obtaining services, Missouri will provide priority under the precept that:

- The covered person receives access to the service or resource earlier in time than the non-covered person; or
- If the service or resource is limited, the covered person receives access to the service or resource instead of or before the non-covered person.

Policies must assure that covered persons accessing Career Center services or programs receiving DOL funding will be placed at the “head of the line” and be served by the next available person. However, they will not displace individuals already utilizing the resource.

Upon identification of an individual as a covered person, such individual will be provided with information regarding any applicable (statutory) eligibility requirements for those programs and/or services.

The following statements are examples that could be used in local plans to meet the notification requirement:

- “The requirement for notification about priority of service will be met by providing printed materials to the covered person if that material includes all required elements.”
- “Any service delivery point requiring attendance at an orientation before accessing service will include the required priority of service information as part of the orientation.”

“Veterans priority is a requirement in all programs funded wholly or in part by DOL. Priority will be measured in terms of enrollment in affected programs. Referral to the DVOP/LVER does not constitute priority of service.

For all programs with statutory requirements, veterans must meet the program eligibility requirements in order to obtain priority of service.

In the WIA Adult and Dislocated Workers Program, the current law requires that first priority for intensive and training services be given to public assistance recipients and low-income individuals when adult funds allocated to a local area are limited. In regard to veterans, the priority of provision of services is established as follows: First to be served will be public assistance recipients and low-income individuals who are also veterans. The second group to be

served will be public assistance recipients and low-income non-veterans. Among participants who are not public assistance recipients or low-income individuals, veterans will receive priority over non-veterans.

Additionally, in those programs where targeting of groups are discretionary or optional priorities at the local level, veterans priority takes precedence over those optional or discretionary priorities. Veterans priority is applied in advance of the opportunities and services provided to the population group covered by the optional priority.

Provision of Information to Covered Individuals:

Each provider will provide information regarding priority of service to covered persons regarding benefits and services that may be obtained through other entities or service providers and ensure that each covered veteran or eligible spouse who applies to or is assisted by any covered program is informed of the employment related rights and benefits to which the person is entitled.

Program Registration: When there is a registration requirement associated with receipt of services for an impacted program or grant, collection of the individual's veteran status is required, MissouriCareerSource.com, Missouri's automated public labor exchange system, provides the opportunity for veterans to self-declare veterans status. In addition, Toolbox collects veterans data during intake and assessment."

All Career Center partners have been provided with a copy of the TEGL 5-03 and will provide Veterans with priority of services. All Veterans are referred to the Veterans Representatives for services and referrals to partner services. All future funding mechanisms reference the law's requirements and of their obligation to design service delivery strategies accordingly.

F. Identify the funding limit for Individual Training Accounts (ITAs). Recovery Act funded projects have increased the funding limits for ITAs. Ensure that the plan reflects this change. Also, will this increased amount revise the limit for regular WIA formula funds?

At the August 24, 2010 full board meeting, the board and CCLEO determined that the total funding limit would be \$3,400 for participants enrolled prior to July 1, 2010, and \$2,500 for participants enrolled on or after July 1, 2010.

Our proposed expenditure rates are 100% for Adult and DW. The amount of that expected to spend on training is unknown. The percentage of participants who will be receiving funds that will be going into training will be at least 50%.

G. Describe how the local region will ensure that the full array of one-stop services are available to all individuals with disabilities, so that these services are fully accessible. In particular, identify those resources that are available in the region's Products & Services Box to assist in the provision of these services.

In each full service Career Center we have the following Assistive Technology equipment. All are available in our region's Products and Services Box:

- Ubi-Duo
- Amplified telephone
- TTY with printout
- Hands-free speaker phone with headset
- 19"-21" large monitor
- Screen reader software Window Eyes
- Screen magnification software Zoom Text
- Trackball
- Alternative keyboard
- Height adjustable table
- Tape recorder
- Electronic enlarging
- Portable assistive listening device (FM system)
- Captioning display

The Vocational Rehabilitation office is readily available to provide any assistance we need in providing all customers the full array of services.

Career Center staff has been trained to use the Ubi Duo, as well as all of the other ADA equipment. All of these are available for customer use with staff assistance, if needed. Also, customer referrals are made by Career Center staff to agencies that assist individuals with disabilities.

H. Describe how the local region will ensure that the full array of one-stop services are available to all individuals with limited English proficiency. In particular, identify those resources that are available in the region's Products & Services Box to assist in the provision of these services.

The South Central Region has access via telephone and/or computer to Interpreter services through Language Select Telephone Interpreting Services. The Next Generation Career Centers have staff available to assist in connecting customers to an interpreter. The website for Language Select is www.languageselect.com.

I. Describe how the local region promotes integration of services through dual enrollment processes beyond the automatic dual enrollment of the NGCC initiative.

The South Central Region promotes integration of services through dual enrollment processes. All Trade Act affected workers, Veterans, and Job Corps participants, as well as any other customers that might be eligible for dual enrollment, are referred to WIA services.

The following procedures still apply as of September, 2010:

TAA/WIA Co-Enrollment Procedures

1. Company or workers file Trade Act petition with USDOL.
2. Workers receive notice of Trade Act certification and are advised to contact their local Missouri Career Center office.
3. The worker is instructed to call the Regional Claims Center (RCC) at 1-800-320-2519 to file a TRA claim for a determination of individual TAA eligibility. RCC staff takes information necessary to file the claim, and advises the worker to schedule an appointment with the local TAA coordinator within 5 days. Individual eligibility is determined by Division of Employment Security based on documentation received from the affected employer, and may take 15-30 days for a final determination to be made.
4. At the time the worker calls to schedule a local Missouri Career Center appointment, the TAA coordinator will inform worker to bring in driver's license, birth certificate and social security card as part of eligibility for services offered through WIA Dislocated Worker program. TAA and WIA will be seeing the customer the same day. TAA coordinator completes an initial reemployment plan for TAA. At that time, information will be given about TAA benefits, and discusses career options and training. The customer signs the completed reemployment plan and Training Justification and Request for Obligation of Funds (TRA-13) in order to maintain timeliness of application for TRA weekly benefits and possible training. The customer is informed that he/she must be enrolled in training, or have a waiver of the training requirement issued, within 8 weeks of the petition certification or 16 weeks of the last day of employment, whichever is later, in order to maintain entitlement to **all** available benefits.
5. If the customer indicates a desire or need for training, options are discussed in depth, including possible remedial education (GED or AEL refresher classes) and skills training. Assessment tools, such as TABE, WorkKeys and CHOICES, may be utilized as deemed appropriate for the individual. The TRA-13 will be held until a coordinated decision for training is made by TAA/WIA.
6. It is acknowledged that not all customers' needs will fit exactly into this process. Extenuating circumstances will be treated on a case by case basis and flexibility will be utilized such as emergency skilled training meetings, whatever it takes to help the customer complete

the task at hand and gain employment as long as all TAA and WIA mandated regulations are met.

J. List the local credentials that the board has approved, to include: issuing entity, requirements to earn credential, and the expiration date (if any) of the credential.

The South Central Workforce Investment Board will adhere to all certification changes consistent with DWD Issuance 03-06.

K. Provide your region's proposed training expenditure rates for both the Adult and Dislocated Worker regular formula fund allocations. In addition, describe the local process for determining who will receive training under the NGCC initiative.

At the August 24, 2010 full board meeting, the board and CCLEO determined that the total funding limit would be \$3,400 for participants enrolled prior to July 1, 2010, and \$2,500 for participants enrolled on or after July 1, 2010. Our proposed expenditure rates are 100% for Adult and DW. The percentage of participants who will be receiving funds that will be going into training will be at least 50%.

The process for determining who will receive training under the NGCC initiative is based on need, determined through an assessment process.

VII. Integration of One-Stop Service Delivery

Include as ATTACHMENT 10 the current Regional NGCC Plan, as well as any local policies that were revised due to NGCC.

There were no local policies revised due to NGCC. Please see Attachment 10

A. Describe the one-stop delivery system in the local region, including a description of how the local board will ensure the continuous improvement of eligible providers of services through the system and ensure that such providers meet the employment needs of local employers and participants;

The SCWIB has designated DESE to administer the functions in determining eligible training providers, listed in WIA section 122. DESE will coordinate all training provider initial and subsequent eligibility applications; make determinations of training provider/program eligibility; ensure the State list is current; that all training providers and each program on the list is approved; collect and verify performance and cost information; and make a training provider/program consumer report available.

The State list of eligible providers will be made available through the One-Stop system. Additionally, a consumer reports system will be developed for customers to understand the options available to them in choosing from among several programs of training service. To the

extent available, information will include overall performance, performance for significant customer groups, performance of specific provider sites, current information on employment and wage trends and projections, and duration of training programs.

The Functional Leader may submit a request to the Planning and Evaluation Committee of the Workforce Investment Board to limit enrollment or exclude certain courses of study from being provided. This request will be based on the local job market, projected job openings in the field, if training providers do not demonstrate good placement performance within fields related to a particular course of study, or if more appropriate training in the customers chosen field is available in a shorter time frame at a comparable cost such as On-the-Job Training instead of educational training. The Planning and Evaluation Committee will make a recommendation to the full SCWIB for final disposition.

2. Describe how all partner agencies will strengthen their integration of programs and services so that it provides a more seamless system;

As of July 1, 2010, there is increased staffing at the Career Centers who are functionally led by one administrator versus several. The staff training is greatly improved.

The full-service Missouri Career Centers in West Plains and Poplar Bluff are designed so that staff are officed in proximity to other staff who share common functions, rather than those who share a common employer. Identification badges reference them as Career Center staff rather than as employees of a particular state agency or other organization. Weekly staff meetings are joint meetings of all staff who are housed at the Career Center, not by agency or organization. Orientation, greeting and reception, resource room assistance are functions cooperatively shared by all partner staff. This creates a mindset and attitude among the staff that they are part of a workforce development system. This promotes and creates a seamless process in serving our customers.

3. A copy of each memorandum of understanding (between the local board and each of the one-stop partners) concerning the operation of the one-stop delivery system in the local area.* Include as Attachment 8 an updated copy of the MOU with current signatures and dates. Also, include as an addendum to the MOU each Career Center's negotiated cost-sharing worksheet that includes the line items' dollar amounts and percentage rates for DWD and the WIB. Please note that the WIB can move no more than 10% of each original line item amount without having to re-negotiate with DWD. However, the total budget amount should not be exceeded.

Career Centers must ensure that equal access to employment and training services are provided to the farmworkers and agricultural employers in their regions. The workforce Investment Act of 1998 provides the framework for agricultural services delivery through Parts 668 & 669 (applicable to the 167 Grantee, which is currently UMOS – the United Migrant Opportunity Services) and the Wagner-Peyser Migrant Seasonal Farmworker program. Therefore, the MOU

must include UMOS and should address how the region will avoid duplicating employment and training services to this population.

See Attachment 8 for revised MOU

B. The expectation is that the local region will involve business, organized labor, local public officials, community-based organizations, WIA providers and other stakeholders in the development and review of this plan. Describe the plan development process, including how input for the plan was obtained by all the partners involved in the MOU.

The SCWIB Planning and Evaluation Committee met on September 8, 2010 to develop and review this plan. The committee has private sector, public sector, education and chief local elected officials represented. The full board approved the plan at the meeting October 26, 2010.

VIII. Administration & Oversight of Local Workforce Investment System

A. Identify the one-stop operator(s) for the comprehensive and affiliate one-stop centers in the region.

As approved by the SCWIB and the CCLEO at the August 24, 2010 meeting, the One-Stop Operator is the Division of Workforce Development for both comprehensive Centers.

B. Identify the members of the local workforce investment board, the organization or business they represent, and the area (i.e. business, education) in Attachment 2 to the local plan.

See Attachment 2

C. Include a copy of the local workforce investment board's current by-laws in Attachment 3 to the local plan.

The South Central Workforce Investment Board By-Laws were most recently revised and approved on September 9, 2010 by the Business Committee.

See Attachment 3.

D. Include a copy of the Chief Local Elected Officials' (CLEO) agreement that specifies the respective roles of the individual chief elected officials as Attachment 4, and include the name, jurisdiction, and official title of each member, if not included in the agreement. Also, include any CLEO bylaws that are in effect. (The CLEO membership should be reviewed after each county and/or municipal election for any changes. If there are changes in the CLEO membership, a new CLEO agreement will need to be signed and submitted to DWD within 90 days of the date of the election.

See Attachment 4

E. If applicable, include a copy of the region's Performance Improvement Plan (PIP) for any sanctions they have been given, as well as an update on the effectiveness of the PIP's strategies. The PIP should be included as an attachment to this plan.

Not applicable; the South Central Region has met or exceeded all performance measures since the implementation of the Workforce Investment Act.

IX. Service Delivery

A. One-Stop Service Delivery Strategies

Describe how the local region is assisting customers in making informed choices based on quality workforce information and accessing quality training providers. Customers are assessed regarding their interests and they may on their own or with staff assistance research the options for training in those areas.

The South Central Workforce Investment Board has approved eligible training providers identified by DESE. Local program operators provide customers with information from the Missouri Education and Career Hotlink. The customer is able to use this information in making an informed choice that will assist them in meeting their employment goal to become self sufficient. We plan to research other credentialing and to implement WorkKeys in the future.

B. Adults and Dislocated Workers

1. Provide a description and assessment of the type and availability of all adult and dislocated worker employment and training activities in the local area. Include the adult and dislocated worker training activities that are being provided through the Recovery Act Funds

Please refer to the Next Generation Career Center Plan, Attachment 10, pages 11 through 22.

Adult Employment and Training Activities:

South Central Region will provide a continuum of services for adults at the core, intensive services and training levels. Workforce services will be provided through a consortium of partners. The full service One-Stops in Poplar Bluff and West Plains will provide 40-hour per week, five-day per week availability of all core services and some of the intensive services, and can be accessed through any of the affiliate sites either on-site or electronically. To a large extent, intensive services will be offered off-site throughout the counties composing South Central Region, and DESE-approved training will be provided at specialized education locations

Core services will be available to all persons accessing the system. Core services include:

1. Outreach, intake (including worker profiling) and orientation to the information and other services available through the delivery system, including job registration;
2. Determination of individual eligibility for services;
3. Initial assessment of skill levels, aptitudes, abilities, interests, career exploration and supportive service needs;
4. Job search and placement assistance, resume development, career counseling where appropriate;
5. Provision of employment statistics information and labor market information such as job vacancy listings, job skills necessary to obtain jobs, local in demand occupations, earnings, and skill requirements; job referral and placement;
6. Provision of performance information and program cost information on eligible providers of training services;
7. Provision of information regarding local area performance on the local performance measures;
8. Provision of accurate information relating to the availability of supportive services available in the local area;
9. Provision of information regarding filing claims for unemployment compensation;
10. Assistance in establishing eligibility for welfare-to-work activities and programs of financial aid assistance for training and education programs;
11. Other core services as determined by a partner agency's governing legislation.

Intensive services will be available to:

- a. Customers who are unemployed, have had at least an initial assessment, and are determined by the appropriate partner to be in need of more intensive services to obtain employment; and
- b. Customers who are employed, have had at least an initial assessment, and are determined by the appropriate partner to be in need of more intensive services to obtain or retain employment that leads to self-sufficiency.

Intensive services include:

1. Comprehensive and specialized assessments of the skill levels;
2. Development of an individual employment plan to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve the individual's employment goals;
3. Group counseling;
4. Individual counseling and career planning;
5. Short-term prevocational services, including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct, to prepare individuals for unsubsidized employment or training; and

6. Other intensive services as determined by a partner agency's governing legislation.

Training services are available to those customers who

- a. have failed to find or retain employment through intensive services;
- b. who after assessment and case management, have been determined to be in need of training services and to have the skills and qualifications to successfully participate in the selected program of training;
- c. who select training that is directly linked to employment opportunities in the local area or in an area in which they are willing to relocate;
- d. who require assistance in addition to any other grant assistance available; and
- e. who are determined to be eligible in accordance with the South Central Region priority system described in this Plan.

Training services may include:

- a. Occupational Classroom Training, including training for nontraditional employment;
- b. On-the-job training;
- c. Programs that combine workplace training with related instruction (this may include a combination of classroom and employer-based training; it may also include cooperative education programs for eligible youth);
- d. Training programs operated by the private sector;
- e. Skill upgrading and retraining;
- f. Entrepreneurial training;
- g. Job readiness training
- h. Adult education and literacy activities;
- i. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

Dislocated Worker Employment and Training Activities:

South Central Region will provide a continuum of services for dislocated workers at the core, intensive services and training levels. These were previously delineated in the above section describing adult employment and training activities and the One-Stop system.

Core services will be available to all persons accessing the system.

Intensive services will be available to

- a. Customers who are unemployed, have had at least an initial assessment, and are determined by a the appropriate partner to be in need of more intensive services to obtain employment; and
- b. Customers who are employed, have had at least an initial assessment, and are determined by the appropriate partner to be in need of more intensive services to obtain or retain employment that leads to self-sufficiency.

Training services are available to those customers who

- a. have failed to find or retain employment through intensive services;

- b. who after assessment and case management, have been determined to be in need of training services and to have the skills and qualifications to successfully participate in the selected program of training;
- b. who select training that is directly linked to employment opportunities in the local area or in an area in which they are willing to relocate;
- d. who require assistance in addition to any other grant assistance available; and
- e. who are determined to be eligible in accordance with the South Central Region priority system described in this Plan.

Training services may include:

- a. Occupational Classroom Training, including training for nontraditional employment;
- b. On-the-job training;
- c. Programs that combine workplace training with related instruction (this may include a combination of classroom and employer-based training; it may also include cooperative education programs for eligible youth);
- d. Training programs operated by the private sector;
- e. Skill upgrading and retraining;
- f. Entrepreneurial training;
- g. Job readiness training
- h. Adult education and literacy activities;
- i. Customized training conducted with a commitment by an employer or group of employers to employ an individual upon successful completion of the training.

2. Include a description of the local individual training account (ITA) system and the procedures for ensuring that exceptions to the use of ITAs, if any, are justified under WIA section 134(d)(4)(G)(ii) and 20 CFR 663.430.

Our system of providing participants ITAs for training has not changed with the NGCC model. All training in the South Central Region, except On-the-Job Training (OJT), is provided with an ITA.

Individual training accounts (ITAs) will be utilized as the method for funding classroom occupational skills training costs. Based on reasonable and best cost for training in a particular course of study (considering factors of living costs incurred as a result of schooling, transportation, tuition and fees), NGCC staff will provide a training voucher which will provide a maximum amount available for tuition and for related education costs (e.g., books, fees). The voucher amount will be reduced by the amount of other funds available to the participant. The voucher will also have an expiration period.

New: Cost of pre-requisite training may be provided to Dislocated Workers; it is mandatory that the entire course of study be completed in three years or less.

In South Central Region, it will be required that a funded course of study result in a certificate or degree outcome. A participant must be able to test into the course of study to obtain a WIA voucher. The maximum training program shall be 104 weeks. Participants will have a choice of

course or program study once the Title I Operator(s) make available information about eligible programs, good placement performance and cost information.

Good placement performance determination will be based on past performance for WIA and NAFTA/TAA customers until DESE has information available on eligible training providers.

The SCWIB has designated DESE to administer the functions in determining eligible training providers, listed in WIA section 122. DESE will coordinate all training provider initial and subsequent eligibility applications; make determinations of training provider/program eligibility; ensure the State list is current; that all training providers and each program on the list is approved; collect and verify performance and cost information; and make a training provider/program consumer report available.

The State list of eligible providers will be made available through the One-Stop system. Additionally, a consumer reports system will be developed for customers to understand the options available to them in choosing from among several programs of training service. To the extent available, information will include overall performance, performance for significant customer groups, performance of specific provider sites, current information on employment and wage trends and projections, and duration of training programs.

The Title I Operator(s) may submit a request to the Planning and Evaluation Committee of the Workforce Investment Board to limit enrollment or exclude certain courses of study from being provided. This request will be based on the local job market, projected job openings in the field, if training providers do not demonstrate good placement performance within fields related to a particular course of study, or if more appropriate training in the customers chosen field is available in a shorter time frame at a comparable cost such as On-the-Job Training instead of educational training. The Planning and Evaluation Committee will make a recommendation to the full SCWIB for final disposition.

A training provider is entitled to an appeal if it can demonstrate that the Operator did not consider all the facts or that the Operator decision is not consistent with the facts regarding job openings, placements, provider performance and/or training costs. In the case that a participant makes an appeal to the SCWIB, the role of the SCWIB will be to evaluate the information provided to determine if certain courses will or will not be excluded.

When an appeal is made, the Title I Operator shall also provide a written explanation of the facts as to why it made the decision in question. This shall be provided to the Planning and Evaluation Committee for its deliberation.

Training costs not covered by Individual Training Accounts (ITAs) will be covered by Employer Contracts (e.g. customized training or on-the-job-training), at no cost (e.g. AEL training), or Title I allocated funds set-aside for additional training purposes (e.g. entrepreneurial or employer based training services). Training services in South Central Region will be covered by ITA contracts, free to customers or a combination of any of the three, depending on the request for

service. If circumstances arise in which other training contracts become needed, they will be provided in accordance with Section 663.430 of the WIA Regulations.

For on-the-job training and customized training, contracts will be developed with the employer to procure the employer-based training required for designated employees. It is not anticipated that there will be any other exceptions to the use of ITAs, however, if this should become necessary, it will be consistent with Section 663.430 of the WIA Regulations.

3. Provide a description of how Wagner-Peyser Reemployment Services (Worker Profiling) will be delivered on a weekly basis between DWD and partner staff.

All Profilers are referred to the Skills or Employment Team. They are dually enrolled in WIA Adult, and Dislocated Worker services and have access to the Product Box and various workshops. They will be enrolled in Worker Profiling and Profile Orientation, as well as WIA Adult and Dislocated Worker Programs/Services.

C. Rapid Response

Describe how the local board will coordinate workforce investment activities carried out in the local area with statewide rapid response activities, as appropriate. Specifically identify the services (not programs) that may be provided to dislocated workers in the region under NGCC.

Under the NGCC model, Rapid Response activities will be coordinated with the statewide Rapid Response Team. The main objective will be to market the services available at the Career Centers .

D. Youth

1. Provide a description and assessment of the type and availability of youth activities in the local area, including an identification of successful providers of such activities.* (This should include the local board's policy on partnering with and prioritizing services for serving youth most in need, such as out of school youth, those at risk of dropping out, youth in foster care, those aging out of foster care, youth offenders, children of incarcerated parents, homeless youth, and migrant and seasonal farm worker youth.)

Youth have been included in the integrated NGCC service model. Skills Team staff in the Career Centers and staff in satellite offices throughout the 12-county region work individually with participants to ensure they receive the appropriate program elements based on each participant's objective assessment and individual service strategy.

In order to serve those youth most in need, the Board has prioritized programs such as Jobs for Missouri Graduates and State Parks Youth Corps. The Youth Council has active members from Juvenile Services, Children's Division, Adult Education and Literacy, and Division of Youth Services to assist with identifying the needs of the youth most in need. The SCWIB has worked directly with the Gentry Residential Center in Cabool and Valley Springs Youth Ranch in Black

to provide work experiences for youth through the Conservation Department and State Parks Youth Corps program.

2. Provide a description of any innovative service delivery projects for youth currently operating in the region. Describe the local board's involvement in the projects, and the board's efforts to continue involvement and funding for the continuation of these projects. (Examples include In-School classroom opportunities such as Jobs for Missouri's Graduates, Work Experience or Internship opportunities (SPYC), Diploma Equivalency Classes (GED), Youth-focused Career Fairs, Youth Offender Collaborations, Youth Build, I can Learn, Cisco, etc)

South Central Region's most innovative project for Youth continues to be the highly successful Jobs for Missouri's Graduates classes in Mountain View and Willow Springs. This region was among the few to embrace Youth into the NGCC model.

3. Include the local Youth Council membership (name, business/organization represented, position title, and contact information – telephone number, mailing address, and email address for each member) as Attachment 5 to the local plan.

See Attachment 5

E. Business Services

1. Each region should form and maintain an integrated Business Services Team that is dedicated to all career centers within the region and whose mission is to connect businesses to a skilled workforce. Each Business Services Team should have a plan that guides TEAM members. Business marketing and outreach activities of team members should be defined and clearly outlined. The Business Services Team Plan should also outline the Team's purpose(s), goals, policies and procedures to ensure a seamless delivery of services, avoid duplication and ensure feedback to the region's career centers.

See Attachment 9

F. Explain the region's strategies for increasing the number of participants receiving Career Readiness Certificates, as well as increasing the participation in and awarding of credentials for GED (i/e/ provide space and extended evening and/or weekend hours), OJT and short-term training, and strategies for encouraging local employers and eligible Unemployment Insurance recipients to participate in WorkReadyMissouri.

NGCC staff are "selling" the benefits of CRCs, OJTs, and Work Ready certificates to the client. Clients are informed through visiting with the staff and also by viewing the new "Menu" handouts that are available to view as customers are waiting to speak to a staff person. Employers are informed of the programs by our Business Representative and our LVER

because, without the employers' 'buy in' to these programs, the customers would not have the opportunities available to them. Jobs Team staff also offer the option to utilize CRCs, OJTs, etc. to employers as they are taking job orders.

Participants are encouraged to use the WIN assessment. WorkKeys is offered so that customers may obtain a National Career Readiness Certificate.

G. Strategies for Faith-based and Community-based Organizations

Describe those activities to be undertaken to: (1) increase the opportunities for participation of faith-based and community organizations as committed and active partners in the one-stop delivery system; and (2) expand the access of faith-based and community-based organizations' clients and customers to the services offered by the one-stops in the state. Outline efforts for conducting outreach campaigns to educate faith-based and community organizations about the attributes and objectives of the demand-driven workforce investment system. Indicate how these resources can be strategically and effectively leveraged in the local workforce investment area to help meet the objectives of WIA. (For more information, reference DOL's tool, Making It Real: Strategies for State Agencies and Local Workforce Boards to Increase Partnerships with Faith-Based and Community Organizations.)

**South Central Region Policy
for Working with Faith-Based (FBO)
and Community-Based (CBO) Organizations under Executive Order 13279
October 30, 2006**

President George W. Bush implemented Executive Order 13279 in 2001. This executive order required federal agencies to review and revise their policies to ensure that faith-based and community-based organizations are able to apply and compete equally with other eligible organizations for federal financial assistance. In response to this executive order, DOL implemented several changes to its regulations, including 29 CFR part 2, subpart D. DOL developed the Training and Employment Guidance Letter (TEGL 1-05, dated July 6, 2005) which establishes the new rules to allow the use of WIA Title I financial assistance for religious training and employment activities. On October 12, 2005, the Missouri Training and Employment Council (MTEC) approved a policy that encourages local Workforce Investment Boards to partner with faith-based organizations to provide services, when appropriate.

The Division of Workforce Development (DWD), which is the official grant recipient for the state of Missouri's WIA Title I funding allocation, released the approved policy as Issuance 02-06 on July 28, 2006. This issuance acknowledges that Title 1 funds can be used to employ or train participants in religious activities, as long as this assistance is provided *indirectly*. Indirect financial assistance occurs when participants are given a genuine and independent private choice among training providers or program options and can freely elect, from among such options, to receive training in religious activities when these activities satisfy the requirements of the program. Individual training accounts and other types of support that provide

participants with real choices would meet this requirement. To ensure that a genuine and independent private choice is provided, each participant must be offered at least one option to which the participant has no religious objection. As a reminder, training services must be provided in a manner that maximizes an informed consumer choice. In addition, an organization must not be favored for, or denied recognition as, an eligible provider of services (including training) solely on account of religion.

The South Central Region, with this policy statement, adopts this principle of inclusion for FBOs and CBOs, and requires that all of their subcontractors adhere to the practice described herein. DWD will be responsible for monitoring compliance with this policy and providing training on the provisions of 29 CFR part 2, subpart D, which defines the responsibilities of faith-based organizations and other entities that receive or administer DOL support under current law, including state and local governments.

Faith Based and community based organizations are represented within the Workforce Investment Board's structure; these board members bring the knowledge and resources available within the 12-county area to the table for improved quality service and resources. The SCWIB, One-stop partners and program operators continue to utilize Faith Based and Community Based organizations to address additional needs that participants may have outside of those served through SCWIB funding.

The Houston Food Pantry is run by the Catholic Church. As individuals come to the Food Pantry for assistance, they are given Menu of Services, which shows services available in the region. Other examples include:

Butler County: United Rescue Mission

Carter County: The Free Store

Shannon County: TRS Shannon Co. Food Pantry

Wayne County: Four Corners Food Pantry, Wappapello Methodist Church, Clearwater Ministerial Alliance Food Pantry.

We refer our clients to any Community Based Organization that might be able to provide services we cannot provide.

X. Local Administration

A. Identify the local levels of performance negotiated with the Governor and chief elected official to be used to measure the performance of the local area and to be used by the local board for measuring the performance of the local fiscal agent (where appropriate), eligible providers, and the one-stop delivery system in the local area.*

South Central Region Performance Measures

	PY09 Negotiated Performance	PY09 Actual Performance	PY10 Negotiated Performance
WIA Adult			
Entered Employment	84%	80.3%	65%
Retention	83%	96.5%	83%
Average Wage	\$9,455	\$13,246	\$11,000
WIA Dislocated Worker			
Entered Employment	89%	87.5%	65%
Retention	89%	101.9	89%
Average Wage	\$13,016	\$14,005	\$12,000
WIA Youth			
Entered Employment Or Education	63%	70.74%	62%
Degree/Certificate	43%	39.35%	43%
Literacy/Numeracy	35%	32.13%	35%
Wagner/Peyser			
Entered Employment	65%	59%	65%
Retention	81%	78.7%	81%
Average Earnings	\$10,143	\$11,461	\$10,143

B. An identification of the entity responsible for the disbursement of grant funds described in section 117(d)(3)(B)(i)(III), as determined by the chief elected official or the Governor under section 117(d)(3)(B)(i).*

The Council of Chief Local Elected Officials in South Central Region has selected the South Central Workforce Investment Board as the grant recipient and fiscal agent for funds received in the local area under the WIA.

C. A description of the competitive process used to award the grants and contracts in the local area for activities carried out under subtitle I of WIA, including the process to procure training services for youth (reference DWD Issuance 03-02) and any that are made as exceptions to the ITA process.* Please update only if the region's process has changed from their current plan's response.

Per the SCWIB's financial policy, SCWIB staff will formally advertise Competitive Bid-Purchases exceeding \$25,000. Procurements of this nature require the following guidelines:

Advertisement to the public via the SCWIB Website (www.scwib.org). In addition, written notifications to prospective bidders will be considered in an attempt to solicit the receipt of three or more bids. Advertisements are documented by a tear sheet and affidavit of publication.

The formal advertised competitive bid process does not have a minimum number of proposals required, but every reasonable effort will be made to solicit more than one bid response. Should only one bid be received or deemed responsive, a reasonableness of cost and price analysis must be completed.

A formal Request for Proposal (RFP) or Request for Bid (RFB) must be prepared. The RFP indicates what is to be accomplished and requests from the bidder how it is to be accomplished and at what cost. A list of those who received the RFP must be maintained and filed in the permanent file as part of the documentation afterward. The RFP must contain the proposal submission requirements and the proposal evaluation method. Bid selection and award is based on the evaluation criteria. Contractor selection must be documented in writing.

An RFP contains a precise statement and complete specifications of what will be purchased, allowing only one interpretation. It allows no choice in how the work will be accomplished; it essentially requests only a cost from the bidder. Bid comparison and contractor selection is made on the basis of meeting the bid selection criteria, reasonableness of cost, allowability, and whether it meets the identified need(s). Lowest bid may not always be the best award. The bid award(s) must always be in the best interest of the program. Contractor selection must be documented in writing.

The distribution of the RFP (RFB) will be made to anyone responding to the advertisement or the written solicitation. Distribution shall be made no sooner than the date and time named in the bid solicitation. The RFP should be distributed to known vendors (exceeding three if possible) in an attempt to get as many bids as possible.

For all procurements over \$50,000, a pre-bid conference (electronic or in-person) shall be held with the prospective bidders to answer questions and to clarify issues within the RFP. The time and place of the pre-bid conference is to be named in the advertisement and the RFP. Questions may be posed in person, in writing prior to the opening of the pre-bid conference, or participation by telephone. The questions and answers are formally recorded, and a written copy is distributed to all prospective proposers, both present and non-present. Prior to and after the close of pre-bid conference, no questions may be answered regarding the bid solicitation.

An evaluation team of at least three members is formed prior to the public opening. For all procurements over \$50,000, the Chief Local Elected Official (CLEO), or a designee of the CLEO,

must be assigned to the team. These members shall have knowledge of the goods/services to be procured, and shall not benefit in any way from the bidder selection. The appointment of the evaluation team by the Chairperson of the SCWIB shall be done in writing and retained. The evaluation team for program RFPs should be made up of members of the SCWIB's Board of Directors.

The time and date of the public opening shall be named in the advertisement and the bid solicitation. The solicitation shall state the format for submitting the bid, that bids must be sealed upon receipt, the number of originals and copies to be submitted, the date and time to be received, and the bid number to be displayed on the outside of the sealed proposal. Bids received shall be time-stamped, logged, and placed, unopened, in a secure place until the time of the public opening. Bids received after the closing time are to be considered non-responsive and are to be returned to the bidder, unopened, and so noted on the log. Bids that do not meet the submission criteria outlined under paragraph 8 and/or the bid solicitation may also be determined non-responsive, if so stated in the RFP (RFB).

The bids shall not be opened prior to the stated public opening time and place. The bids shall be opened by at least two people not on the evaluation team, and shall be recorded as they are opened. The information recorded shall include the date, time opened, bidder's name, address, price, type of proposal or service(s) to be performed, or funding source and number of originals and copies enclosed. The log created at the public opening shall include the name of those in attendance and shall be signed by the team opening the bids. One copy of the bid, including the container/envelope it was sent in, should be retained with the log as part of the permanent file.

Bids are to be determined responsive or non-responsive based on conformity to the essential elements of the solicitation. A written report shall be prepared with adequate documentation of the reasoning for any bid deemed non-responsive. Non-responsive bids are removed from further analysis

The bids are copied and distributed to the members of the evaluation team. The team should read all bids before meeting as a group. A meeting shall be scheduled to evaluate the bids. Each team member shall evaluate the proposals independently. All aspects of the evaluation meeting shall be recorded, including the date, the time the meeting begins and ends, and the names of those in attendance. Individuals who join the meeting late or leave early must also be recorded.

Responsive bids are analyzed and evaluated in accordance with the evaluation criteria. Each bid shall be evaluated independently of the others. Concerns and/or specific comments regarding the individual responses shall be recorded and maintained with the evaluation documentation. The points awarded by each evaluator shall be recorded separately, and shall be averaged to award a composite score. This may be documented by a computer printout or calculator tape, on which the name of the bidder, type of program, and verification of the

composite score is recorded. This documentation is affixed to the proposal document, or maintained intact and included in the permanent file.

The evaluation team must make a contract award(s) recommendation based on their evaluation. The team may recommend that no award be made if it is in the best interest of the program. The award recommendation is made to the full Board of Directors.

The Board of Directors shall consider the recommendations of the evaluation team and shall vote on the recommendations made. For all procurements over \$50,000, the CLEO, or a designee of the CLEO, should poll the Region's county commissioners for consensus. Contract awards on non-awards are recorded in the minutes of the Board meeting. Abstentions from the vote due to a real or implied conflict of interest shall also be recorded in the minutes.

The successful and non-successful bidders are notified in writing of the award utilizing a Letter of Intent to Contract. The letter must be mailed within the time constraints outlined in the RFP (RFB). The bidder must be notified in writing if further negotiations are required prior to the contract being let.

A contract is prepared for signature for the program year or other term outlined in the RFP. Contracts may be extended for an additional one-year period if: the bidder requests an extension; upon approval of the Board; funds are available; and the sub-contractor (bidder) performs successfully under the terms of the contract.

Youth activities, which are required to be bid out, will be bid using a Request for Proposal designed by members of the Youth Council and SCWIB Program Operations Committee. The requirements for youth activities, performance standards and outcomes will be specified in the proposal inviting offers. The Missouri Work Assistance (MWA) program will also be bid out, if required.

D. Describe how the region is working towards eliminating duplicative administrative costs to enable increased training investments.

Through the NGCC process, the SCWIB office processes client payments. Contracts are for staffing only, eliminating administration fees.

E. Identify how the local region ensures that services are not duplicated. In particular, explain how the NGCC initiative has impacted this issue.

Functional leadership ensures no duplication of services.

F. Establish and define the local policy and procedure for Complaint and Grievance in accordance with the WIA Act 20 CFR 667.600 and 20 CFR Part 37.70, Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce

Investment Act of 1998. Both policies should be incorporated into the MOU and disseminated throughout the region for all workforce development professionals to understand and implement. This should adhere to federal, as well as state complaint and grievance guidance.) Include a copy of this policy as Attachment 4 to the local plan.

See Attachment 4

The complaint and grievance procedure is included as **Attachment 4**. It is made available as a brochure to all WIA Title 1 customers.

G. *Include the Planning Budget Summaries for PY 2009 and FY 2010.*

Planning Budget Summaries for PY09 and FY2-10 are included as **Attachment 5**.

See Attachment 5

III. D- E : Full-Service One-Stop Career Centers, One-Stop Partners located at the Career Centers and the services provided.

Missouri Career Center – West Plains
3417 Division Drive, Suite 1
West Plains, MO 65775-5789
Telephone: (417) 256-3158
Fax: (417) 256-8059

- Division of Workforce Development
 - Wagner-Peyser programs
 - Veterans Title 38 programs
 - Trade Adjustment Assistance
 - Job Corps
- Family Support Division
- Division of Vocational Rehabilitation
- Division of Employment Security
 - Unemployment Insurance
- WIA Title I
- MWA
- Experience Works
- Workforce Investment Board – Rapid Response
- FSD/Child Support Enforcement
- Adult Education and Literacy

Poplar Bluff Career Center
1903 Northwood Drive, Suite 2
Poplar Bluff, MO 63901-2425
Telephone: (573) 840-9595
Fax: (573) 840-9594

- Division of Workforce Development
 - Wagner-Peyser programs
 - Veterans Title 38 programs
 - Trade Adjustment Assistance
 - Job Corps
- Family Support Division
- Division of Vocational Rehabilitation
- Division of Employment Security

- Unemployment Insurance
- WIA Title I
- MWA
- Experience Works
- Adult Education and Literacy

Services provided by partners at the Missouri Career Centers in the South Central Region include:

For job seeking customers:

Financial aid, job opening information, skills assessment, job seeking skills workshops, job training programs, career exploration, unemployment insurance phone bank, customer resource area, family support services, job placement, school and training information.

For business customers:

Job placement, labor market information, financial incentives, internet posting of job orders and resume retrieval, interviewing/testing of applicants, business workshops, customized training and employed worker training.

Next Generation Career Center Outreach Sites:

Douglas County

Douglas County Courthouse
304 B NW 12th Avenue
Ava, MO 65608
Phone: (417) 683-5018 or (417) 683-1108
Fax: same

Howell County - Mountain View

120 Oak St.
Mountain View, MO 65548
Phone: (417) 934-0595

Oregon County

Oregon County Courthouse Basement
P.O. Box 248
Alton, MO 65606
Phone: (417) 778-1944
Fax: same

Ozark County

18 Court Square
Gainesville, MO 65655
Phone: (417) 679-3883
Fax: same

Texas County

16798 Oak Hill Drive Suite 400
Houston, MO 65483
Phone: (417) 967-2036 or (417) 967-1563
Fax: same

Wright County

608 E. State Street
Mountain Grove, MO 65711
Phone: (417) 926-5570
Fax: same

Butler County

419 Oak St.
Poplar Bluff, MO 63901
Phone: (573) 785-7695
573-785-5385

Carter County

707 Main Street
Van Buren, MO 63965
Phone: (573) 323-8662
Fax: 573-323-8942

Reynolds County

150 North Main
Ellington, MO 63638
Phone: (573) 663-2855
Fax: 573-663-7567

Ripley County

Rt. 2, Box 16
Doniphan, MO 63935
Phone: (573) 996-7631
Fax: 573-996-7651

Shannon County

P. O. Box 6
302 North Ash Street
Winona, MO 65588
Phone: 573-325-8277
Fax: 573-325-8270

Wayne County

102 South Main
Piedmont, MO 63957
Phone: (573) 223-2475
Fax: 573-223-2798

Services Offered at NGCC Outreach Sites:

Wagner/Peyser
Community Services Block Grant (CSBG)
Energy Assistance, LIHEAP
Emergency Food & Shelter Program (EFSP)
Emergency Shelter Grant (ESG), Back-to-School Fair
Missouri Housing Trust Fund Program
HUD
Weatherization
Workforce Investment Act Adult, Youth and Dislocated Worker services
Missouri Work Assistance program services
Youth Summit
Head Start
Commodities
Back-to-School Fair
Southern Missouri Transportation System (SMTS)

Attachment 2

SOUTH CENTRAL WORKFORCE INVESTMENT BOARD ROSTER

TOTAL BOARD MEMBERS = 24
PRIVATE SECTOR MEMBERS = 12
PRIVATE SECTOR VACANCIES= 3
PUBLIC VACANCIES= 1
Revised September, 2010

Donna Clark, Business, Fortis Plastics LLC	Steve Halter, Private Economic Development, Poplar Bluff Chamber of Commerce
Mitchell Terry, Business, Big Springs Store	Johnny Murrell, Public Economic Development, S.C. Council of Govts.
Douglas County vacant	Mrytle Little, Labor, Alton Public Schools
Garland Barton, Business, Finmeccanica/DRS	Margaret Miller, Labor, I.A.M., #2782
Bill Reeves, Business, Warm Fork Woodlands	Brenda Smith, Education, West Plains R-VII Schools
Bill Cook, Business, T.M.R., Inc.	Bud Joyner, Education, Three River Community College
Randy English, Business, Randy English Agency, LLC	Dennis Lancaster, Education, MSU-West Plains
Warren Bland, Business, Town & Country	Donna Frey, Wagner-Peyser, Vet Title 38, TAA, Div. of Workforce Development Functional Leader, One Stop Operator
Mike Ennis, Business, Eminence Mfg., Inc.	Darrell Deken, Family Support Division
James Bukowski, Financial Services	Vacant, Vocational Rehabilitation
Scott Hurt, Business, Fine Laboratories, Inc.	Anne Hutchison, Title V – CBO, Experience Works
Cindy Peterson, Business, Peterson Gravel & Redi-Mix Inc.	Bryan Adcock, Title I-CBO-CSBG-HUD, Ozark Action, Inc.
Butler County, Vacant	Robert McKiernan, Div. of Employment Security, Springfield Regional Claims Center
Walker Cole, Business, Caterpillar	Texas County, Vacant

Attachment 3

ATTESTATION FOR REVIEW OF BY-LAWS

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

_____ Garland G. Barton, Chair	Date	_____ James Bukowski	Date
_____ Bill Reeves	Date	_____ Cindy Petersen	Date
_____ Donna Frey	Date	_____ Mitch Terry	Date
_____ Bill Cook	Date	_____ Brenda Smith	Date
_____ Mrytle Little	Date	_____ Robert McKiernan	Date
_____ Johnny Murrell	Date	_____ Randy English	Date
_____ Scott Hurt	Date	_____ Steve Halter	Date
_____ Darrel Deken	Date	_____ Myrtle Little	Date
_____ Bud Joyner	Date	_____ Margaret Miller	Date
_____ Warren Bland	Date	_____ Mike Ennis	Date
_____ Dennis Lancaster	Date	_____ Bryan Adcock	Date
_____ Walker Cole	Date	_____ Donna Clark	Date

BYLAWS
of the Workforce Investment South Central Region
WORKFORCE INVESTMENT BOARD

ARTICLE I: NAME

This volunteer policy and oversight body shall be the South Central Workforce Investment Board (SCWIB) for the area described as Workforce Investment South Central Region under the federal Workforce Investment Act of 1998. (For clarity, the Workforce Investment Act is referenced in these Bylaws as “the Act” and the Area, as South Central Region.)

ARTICLE II: PURPOSE OF THE BOARD

The purpose of the SCWIB is to provide for the governance of workforce development activities for programs ascribed to it under the Act and for development of policy, administration, operation and activities of the Act, in agreement with the Council of Chief Local Elected Officials (CCLEO) in South Central Region.

The Board is empowered to organize itself, elect officers, adopt bylaws and do all those things authorized by the Act and other State and Federal statutes in partnership with, and, where the law requires, under the direction of the CCLEO.

ARTICLE III: ORGANIZATION OF THE BOARD

Section 1. The Board shall consist of members appointed by the CCLEO, from within South Central Region. The Board shall meet the certification requirements of the Governor of Missouri, which will be confirmed every two years or as otherwise established by the State.

Section 2. The Board shall consist of a minimum of twenty-two (22) members as appointed by the CCLEO. As required by the Act, members shall have optimum policy and/or hiring authority. At least 51% of the Board shall be from the private sector. Public sector representatives and One-Stop Partners will compose up to 49% of the Board.

Section 3. Future appointments from any of the groups listed, whether to fill vacancies or expand the membership, must be approved by the CCLEO prior to appointment.

Section 4. Approximately one-half of the Board shall be appointed (or re-appointed) each year. Subsequent appointments will be for two (2) year periods. Approximately one-half of the Board terms will expire on June 30 of each year. The CCLEO will submit a slate of appointees for (re) appointment prior to April 1 of each year. Should a vacancy occur during a term of office, appointments will be made for the duration of that term.

Section 5. No paid, elected county official may serve on the Board.

Section 6. Board members representing the One-Stop Operators and/or providers or contractors of core, intensive and/or training services for the SCWIB, and who, by virtue of either their direct employment or Board membership affiliations, are prohibited from voting on any matter which would provide direct financial benefit to that member or organization or that would otherwise affect the distribution of funds among the providers of workforce services. Abstentions shall be reflected in the minutes. If any other member is impacted by a decision in which he or she might receive direct financial benefit, that member is bound by the same conflict of interest provisions as heretofore described.

Section 7. Failure by any member to attend three (3) consecutive regular meetings will warrant a vote by the Board to declare that member's place vacant.

ARTICLE IV: MEETINGS

Section 1. All meetings of the Board and its Committees shall be held in accordance with Chapter 610 R.S. MO 1978 (the Missouri Sunshine Law) and subsequent revisions thereto.

Section 2. The time and place of the regular meetings shall be determined by a majority vote of the Board members present.

Section 3. Other (e.g. conference call) meetings of the Board may also be called by the Chairperson at such time and place and for such purposes as the Chairperson shall designate.

Section 4. Other meetings of the Board shall be called upon written request of one-third of the members of the Board filed with the Secretary, which request shall designate the time and place and the purpose of the meeting. The business of any meeting shall be limited to the stated purposes of that meeting.

Section 5. Written notice of regular and other meetings of the Board shall be given to each member at least five days prior to the date of the meeting. The notice shall include a copy of the agenda for the meeting. Notice may be waived in writing by a member. Notice shall be deemed to be duly given when mailed by ordinary mail, postage prepaid, to each member of the Board at his/her last known address as appears on the records of the SCWIB.

Section 6. Board members, with the exception of One-Stop partners, may be compensated for mileage and conference/training expense in conjunction with the conduct of SCWIB business through funds to the local area from Title I of the Act. One-Stop partners will follow their normal channels of expense reimbursement for job-related duties within their funding systems.

Section 7. Each member of the Board shall have one vote on all matters voted upon, and all members may vote on any question, except as restricted in Article III, Section 6 of this document. Any member may name, with prior written notice to the Workforce Investment Board, an individual to carry that member's proxy vote at any meeting. A member shall not name an individual to carry that member's proxy vote at subsequent meetings nor more than

one third (1/3) of all meetings conducted during any previous twelve months. The named proxy cannot be a current SCWIB member. Private sector proxies must come from the same county as the SCWIB member naming the proxy. Public sector proxies must come from the same agency as the SCWIB member naming the proxy. A slate of designated proxies must be submitted to the CCLEO for approval prior to July 1 of each year.

Section 8. A quorum for the transaction of business at any regular or other meeting shall consist of at least 50% of the current membership. Every decision of a majority of the members present and voting at any meeting at which there is a quorum shall be valid as the binding act of the Board.

Section 9. The minutes of each meeting shall be prepared and distributed to the Board members at least five days prior to the next meeting. Each Chief Local Elected Official shall also receive a copy of the minutes at least five days prior to the next meeting. The minutes of each meeting and any correction thereof, duly adopted, shall be signed by the Chairperson and Secretary.

ARTICLE V: OFFICERS

Section 1. The officers of the Board, to be chosen by the members, shall be a Chairperson, Vice-Chairperson, Secretary and Treasurer. The Chairperson and Vice-Chairperson must be from the Private Sector members of the Board. The Secretary and Treasurer may be any member of the Board.

Section 2. In addition, there shall be such assistant officers and staff positions as the Board shall, from time to time, deem necessary to carry out the responsibilities of the Board.

Section 3. All officers shall be elected by the Board having received fifty percent or more of the votes cast and shall serve for a term of one year, or in the event of resignation(s), until their successors are elected and shall have qualified. There shall be no limit on the number of consecutive terms that an officer may serve.

Section 4. Any officer elected by the members of the Board may be removed by the affirmative vote of a two-thirds (2/3) majority of the members present and voting at any regular or special meeting of the Board.

Section 5. Any vacancy occurring in any office shall be filled for the un-expired term thereof by the members in the same manner as any election of officers.

Section 6. The Chairperson shall preside at all meetings of the Board. He or she shall execute all instruments for and on behalf of the Board.

Section 7. The Vice-Chairperson shall, in the absence of the Chairperson, perform the duties and exercise the powers of the Chairperson.

Section 8. The Secretary shall review all recorded minutes of the Board which are prepared by Workforce Investment Board staff. The Secretary shall also record the minutes in all closed session meetings of the Board.

Section 9. The Treasurer shall review regular Board financial reports prepared by the fiscal agent and may review other periodic financial documents as necessary to satisfy the Board that finances are within budget and that the financial system and expenditures are in compliance with applicable regulations.

Section 10. All officers, employees, and representatives of the CCLEO who handle funds, or who are custodians of property, shall be bonded in an amount to be determined jointly by the Board and the CCLEO, or as prescribed by law.

Section 11. All checks drawn against funds of the Workforce Investment Act shall be approved within the financial management policies of the fiscal agent as approved by the Board and the CCLEO.

ARTICLE VI: COMMITTEES

Section 1. The Executive Committee shall consist of the Chairperson, Vice-Chairperson, Secretary and Treasurer together with the Chair and Vice-Chair of the CCLEO, who shall serve as ex-officio. The Executive Committee shall have and possess such powers, duties and functions as are set out herein and shall have authority to act on behalf of the SCWIB when the SCWIB is not in session.

Section 2. There shall be a Youth Council, appointed by the Board, with concurrence of the CCLEO. The Youth Council shall be responsible to provide input to the development of the Youth Plan and to review and recommend Youth Operators. The Youth Council shall be composed of representatives from among the following:

- (a) members of the Board with special interest or expertise in youth policy;
- (b) representatives of youth service agencies, including juvenile justice and local law enforcement;
- (c) representatives of local public housing authorities;
- (d) parents of eligible youth seeking assistance under the Act;
- (e) individuals, including former participants and representatives of organizations that have experience relating to youth activities;
- (f) representatives of Job Corps, as appropriate; and
- (g) other individuals as the chairperson of the SCWIB in cooperation with the CCLEO, determines to be appropriate.

Section 3. There shall be a Finance Committee responsible to review the SCWIB and sub-contractor budgets as well as to advise on financial matters such as transfers of allocations, SCWIB staff salaries, and other fiscal matters. The Finance Committee will assist the Fiscal Manger with the yearly budget. There shall be a minimum of five members and at least two CLEOs serving on the Finance Committee.

Section 4. There shall be a Planning and Evaluation Committee responsible to advise and assist staff in the development of the Plan for the workforce development system as well as to advise on eligible training providers and their performance. There shall be a minimum of five members serving on the committee.

Section 5. There shall be a Program Operations Committee, responsible to study, evaluate and advise on contracting, performance measurement, evaluation and approval of training providers and oversight of the outcomes for service delivery provided through the One-Stop operator(s) and the One-Stop system. There shall be a minimum of five members on the committee.

Section 6. There shall be an Ethics Committee, responsible to make recommendations if complaints or grievances are lodged against a member of the SCWIB staff or sub-contractor staff. There shall be a set number of three members on the committee: one business sector representative, one public sector representative, and one CLEO.

Section 7. There shall be a Business Committee, responsible to review how the SCWIB operates and make recommendations. It shall be comprised of a minimum of five members, the majority coming from the private sector

Section 8. There shall be such other committees as the Chairperson of the Board, with the approval of the membership, shall from time to time designate. The members of any said committees shall be appointed by the Chairperson and shall have such authority and perform such duties as the members shall designate by resolution. To the extent feasible and practical, the geography of the WIA shall be represented in Committee composition.

ARTICLE VII: AUDIT

The fiscal records under the auspices of the Board and CCLEO shall be audited annually under the Single Audit Act of 1996 or under such other requirements of government circulars and auditing standards as might apply.

ARTICLE VIII: AMENDMENTS

The Bylaws of the Board may be amended by the 2/3 majority vote of the members present and voting at any regular meeting of the Board, or at any special meeting thereof at which a quorum is present, provided that the proposed amendments have been properly announced and have been provided to the members at least ten (10) days in advance of the meeting.

ARTICLE IX: PARLIAMENTARY AUTHORITY

Meetings of the Board shall be conducted according to procedures contained in Robert's Rules of Order, Revised, unless such procedures are in conflict with the Board's Bylaws, in which case the Board's Bylaws shall prevail.

ARTICLE X: CCLEO AND SCWIB RESPONSIBILITIES AND AGREEMENT

Section 1. The CCLEO shall be invited to all SCWIB meetings. No decision shall be made that affects the local plan, budget, contracting, selection of One-Stop operators and One-Stop system, or establishment of performance measures without consultation and concurrence of the CCLEO.

Section 2. The CCLEO is responsible under the Act for

- Consulting with the Governor on designation of the local area
- Serving as local grant recipient of funds, or, designating an entity to serve as local grant recipient or fiscal agent
- Retaining ultimate fund liability
- Approving budget developed by SCWIB
- Agreeing on Board's selection of One-Stop operators and Boards Memorandum of Understanding with the One-Stop operators
- Jointly with the Board, appointing a Youth Council.

Section 3. The SCWIB is responsible for

- Developing an annual budget, with approval of the CCLEO
- Selecting One-Stop operators, with agreement of the CCLEO
- Developing a Memorandum of Understanding with One-Stop partners, with agreement of the CCLEO
- Appointing a Youth Council in cooperation with the CCLEO
- Identifying eligible training providers (OJT, classroom, etc.)
- Identifying eligible providers of intensive services, if not provided by the One-Stop operator(s)
- Selecting eligible youth providers, on recommendations of the Youth Council through a competitive bid process
- Assisting the Governor in developing the statewide employment statistics system under the Wagner-Peyser Act
- Coordinating workforce activities with economic development strategies and developing other employer linkages with such activities
- Promoting participation of private employers in the workforce system and ensuring effective provision of activities to assist employers to meet their hiring needs
- Determining its administrative support requirements and the personnel to be retained.

Section 4. The SCWIB and CCLEO are jointly responsible for

- Developing and submitting a local plan to the Governor (one-year and five-year as instructed)
- Conducting oversight of programs including youth activities, employment and training activities and the One-Stop system.
- Negotiating local performance measures with the Governor.

Section 5. The SCWIB and CCLEO may establish additional agreements about the implementation of the Workforce Investment Act in South Central Region. It shall be the responsibility of the Executive Committee to negotiate the agreements with the person(s) designated by the CCLEO. Upon completion of the tentative agreements, approval of the agreement by the SCWIB must be sought at a meeting in which the proposed agreement has been properly announced.

Revised October 26, 2010

**SOUTH CENTRAL REGION
INTERGOVERNMENTAL COOPERATION AGREEMENT
September, 2010**

THIS AGREEMENT, made and entered into this 30th day of September, 2010, by and between the political jurisdictions of Butler, Carter, Douglas, Howell, Oregon, Ozark, Reynolds, Ripley, Shannon, Texas, Wayne and Wright Counties, Missouri, hereafter referred to as "The Council of Chief Local Elected Officials" (CCLEO) sets forth the policy and procedures for nomination and appointment of members to the South Central Workforce Investment Board (SCWIB) for South Central Region. We understand that this document is subject to modification based on federal or state policy and/or local considerations determined by the CCLEO.

Selection of the Workforce Investment Board

It is agreed that the nominations and appointment process shall be conducted in compliance with the Workforce Investment Act of 1998 (WIA) and all State Regulations. It is further agreed that the CCLEO will have responsibility for the appointment of the initial membership and the filling of any vacancies thereafter.

Pursuant to the provisions of the WIA and in consideration of the mutual covenants hereinafter stipulated, the parties agree as follows:

1. The WIA will be implemented by the Board serving South Central Region, which encompasses the twelve counties enumerated in paragraph one above.
2. The Board will be composed of individuals with optimum decision-making or hiring authority in their organizations.
3. Representatives on the Workforce Investment Board must work within South Central Region, if at all possible.
4. The WIA requires that private business representatives must compose the majority of the Board. To that end, each presiding commissioner in the twelve-county area will solicit private sector nominees from general purpose business organizations.
 - a. One private sector appointment will be made by each presiding commissioner, for a total of twelve seats.
 - b. One of the two economic development seats shall be filled by a person representing private economic development, which seat shall count towards the private sector majority requirement.
 - c. If necessary to retain at least 51% private sector composition, other private sector appointments will be made "at large" from among the Counties. The CCLEO, in making the

appointments, will consider parity in County representation to the extent possible while encouraging participation by major business influences.

5. Public sector representatives shall include individuals who can represent each of the thirteen required One-Stop Partners and other required public sector interests of education, labor, community-based organizations and economic development. Where possible, nominees who can represent multiple elements within the public sector requirements will be named to public sector seats so as to accommodate a working Board size that also facilitates and encourages full participation of private business interests.
 - a. The first public sector representative shall be the second of the two required economic development seats, which shall be a person representing public economic development and whose nomination shall be solicited from among local economic development entities.
 - b. Two seats shall be held by labor representatives, nominated by the AFL-CIO.
 - c. Two seats shall be held by community based organizations (CBOs), who shall additionally come from the One-Stop Partners.
 - 1) One CBO seat shall be held by the Title V/Older Worker One-Stop Partner.
 - 4) One CBO seat shall be held by an entity representing Title I programs under the WIA, together with the Community Services Block Grant and Housing and Urban Development if provided by the CBO.
 - d. Two seats shall be held by individuals representing education, which shall be nominated by organized groups of local or regional consortiums within South Central Region. Selection of the education representatives shall be representative of the eastern and western areas in South Central Region. Education representatives shall additionally represent the One-Stop Partner required members of adult education/literacy and the Carl Perkins Act. Representatives may come from local education agencies, school boards, vocational education, community colleges and other higher education institutions.
 - e. One rehabilitation seat shall represent the Vocational Rehabilitation One-Stop Partner.
 - f. One welfare seat shall represent the Welfare-to-Work One-Stop Partner.
 - g. One public employment service seat shall represent Wagner-Peyser, Trade Act-NAFTA, Job Corps and Title 38 Veterans programs.
 - h. If present in the local area and unable to be represented by another partner, the following partners will also be named a seat if they meet the decision-making criteria provided in the Act: (1) Unemployment Insurance; (2) Housing and Urban Development; (3) Federal Veterans Programs.
6. All appointments to the Board shall be made by a majority of assenting votes of the CCLEO. The method of SCWIB appointments shall be as follows:

- a. Private sector members shall be appointed/re-appointed through the following process:
 - 1) Staff assigned to work with the CCLEO and the SCWIB will notify the Chairperson of the Board and the Chairperson of the CCLEO whenever a vacancy or expiration of term has occurred.
 - 2) The CCLEO Chair will contact the CCLEO members in the counties where the vacancies exist.
 - 3) The CCLEO members in those respective counties will contact the local "general purpose business organizations" to request that they make nominations for the who are responsible for securing nominations from other specialized business organizations.
 - 4) The local business organizations will submit a slate of nominees for business sector vacancies to the CCLEO.
 - 5) The CCLEO will appoint Board Members from the submitted list of nominees.
 - 6) Assigned staff will complete the paperwork required to seat the member and maintain documentation required by the Governor for bi-annual certification of the Board.
 - 7) In the event that additional private business members must be added to retain the private business interest majority of the Board, the seats shall be at large. Appointments by the CCLEO will consider geographic representation of the total SCWIB membership, together with a representation of businesses in the labor market area that reflect employment opportunities of the area (see also 6-b-4).
- (b) Public sector members shall be appointed/re-appointed through the following process:
 - 1) Staff assigned to work with the CCLEO and the SCWIB will notify the Chairperson of the Board and the Chairperson of the CCLEO whenever a vacancy or expiration of term has occurred.
 - 2) The CCLEO Chairperson will inform the CLEOs of the vacancy and the elements of required representation for the seat. The CCLEO shall solicit nominations for that vacancy from the appropriate representative organizations. The CCLEO will identify the representative agencies within their respective counties and will send written requests soliciting nominations. All nominations received should be transmitted on the representative's official letterhead.
 - 3) The CCLEO will submit at least one nomination for each public sector vacancy to be filled.
 - 4) The CCLEO shall select the appropriate appointment from the submitted nomination slate. In the event that an individual cannot be found to fill all the representation requirements, the CCLEO will necessarily increase the size of the Board by the required

amount to meet the representation requirements (see 6-a-7).

- 5) Assigned staff will complete the paperwork required to seat the member and maintain documentation required by the Governor for bi-annual certification of the Board.
7. Board members shall be appointed for a term of two (2) years. Subsequent appointments will be for two (2) year periods. Terms will expire on June 30 of each year. The CCLEO will submit a slate of nominees for appointment by April 1 of each year. Should a vacancy occur during a term of office, appointments will be made for the duration of that term.

Relationship between the CCLEO and the South Central Workforce Investment Board

The South Central Workforce Investment Board (SCWIB) is empowered to organize itself, elect officers, adopt bylaws and do all those things authorized by the WIA in partnership with, and, under the direction of the CCLEO. The CCLEO shall meet jointly with the SCWIB and concurrence of a majority of the CLEOs present at any regular or specially called meeting is required for all actions of the SCWIB that represent: local policy, the local plan, selection and requirements of the One-Stop operators and system, or receipt and expenditure of funds. The CCLEO may impose other requirements for its concurrence at its discretion.

1. **Local Plan.** The CCLEO shall review and approve as a body, the local workforce plan developed by the South Central Workforce Investment Board through the action taken by those CLEOs present at the WIB meeting in which the plan is presented and acted upon. Further, the CCLEO may appoint one or more members to serve on the WIB Committee responsible to develop the plan.
2. **Designation and Certification of One-Stop Operators.** The CCLEO must concur with the designation of One-Stop Operators and the system for One-Stop implementation through full-service and satellite Centers throughout the area.
3. **Promulgation of a Memorandum of Understanding with One-Stop Operators.** The CCLEO must concur with any decisions of the Workforce Investment Board as it pertains to the development and execution of the Memorandums of Understanding with One-Stop Operators and the Next Generation Career Center One-Stop system in South Central Region.
4. **Oversight of the Next Generation Career Center One-Stop Delivery System.** The CCLEO will participate as a full partner with the South Central Workforce Investment Board in monitoring activities of the WIA, inclusive of youth activities, employment and training activities and the Next Generation Career Center One-Stop system. An Independent Monitor will be contracted to conduct monitoring as determined necessary and on the behalf of the SCWIB and CCLEO. In addition, the SCWIB and CCLEO may appoint such joint oversight bodies as deemed necessary and prudent for the proper implementation and outcomes required by the WIA.
5. **Approval of SCWIB Budget.** The budget for all funds entrusted to the SCWIB shall require the approval of the CCLEO.
6. **Appointment of Youth Council.** CCLEO concurrence on the composition of the Youth Council appointed by the SCWIB will be required.

7. **Negotiation of Local Performance Measures with the Governor.** CCLEO concurrence on the performance standards proposed to the Governor by the SCWIB is required.

Conflict of Interest

Board members representing the One-Stop Operators and/or providers or contractors of core, intensive and/or training services for the SCWIB, and who, by virtue of either their direct employment or Board membership affiliations, are prohibited from discussion or voting on any matter which would provide direct financial benefit to that member or organization or that would otherwise affect the distribution of funds among the providers of workforce services. These provisions should not be construed to prohibit local SCWIB members from training or employing WIA participants. Abstentions shall be reflected in the minutes.

Open Meetings Compliance

The CCLEO stipulates that the SCWIB will be bound by Chapter 620 RSMO with respect to the Open Meeting and Records Law.

Local Grant Recipient for Funds Allocated to the Local Area

South Central Workforce Investment Board shall serve as grant recipient and administrator of funds allocated to the local area for workforce development services.

1. The CCLEO recognizes its ultimate liability for misuse of grant funds. As a last resort, unallowable funds will be apportioned to each unit of general local government based on the extent to which each County gained or would have gained from the service disallowed (e.g., number of participants paid, educated or otherwise served, who resided in that County at the time of enrollment in workforce training).

Assurances

The signatories hereto stipulate that they will mandate compliance with Affirmative Action requirements under Title VI of the Civil Rights Act of 1964 as amended, and with appropriate Executive Orders; and that they will insure that the Board will not abridge the equal opportunity rights of any individual by reason of race, color, creed, age, sex, handicap or national origin.

The Presiding Commissioners of the counties named in the opening paragraph of this document have affixed their signatures below in agreement with the stipulations herein.

The Honorable Ed Strenfel
Butler County

The Honorable John Baliff
Carter County

The Honorable Larry Pueppke
Douglas County

The Honorable Mark Collins
Howell County

The Honorable Patrick Ledgerwood
Oregon County

The Honorable David Morrison
Ozark County

The Honorable Joe Loyd
Reynolds County

The Honorable William Kennon
Ripley County

The Honorable Jeff Cowen
Shannon County

The Honorable Fred Stenger
Texas County

The Honorable Brian Polk
Wayne County

The Honorable Zach Williams
Wright County

Attachment 5

Youth Council of the South Central Workforce Investment Board

Lisa Aden – Youth Council Chair.
Ripley County Caring Comm. Part.
209 W. Highway Street
Doniphan, MO 63935
573-996-7980
lisaaden@gmail.com

Jody James - Secretary
Ozark Action Inc.
710 E. Main Street
West Plains, MO 65775
417-256-6147 Fax 417-256-0333
jjames@oaiwp.org

Garland Barton
P. O. Box 196
West Plains, MO 65775
417-256-4125
Fax 417-257-6223
gbarton@drs-ssi.com

Donna Frey
Division of Workforce Development
Missouri Career Center
3417 Division Dr., Suite 1
West Plains, MO 65775
417-256-3158 Fax 417-256-8059
donna.frey@ded.mo.gov

Rose Turnbough
West Plains High School
602 East Olden
West Plains, MO 65775
417-256-6150 ext 220
rturnbough@zizzers.org

Sgt. Marty Elmore
MSHP Troop G
P. O. Box 10
Willow Springs, MO 65793
417-469-3121 Fax: 417-469-3105
marty.elmore@mshp.dps.mo.gov

Cammie Younger
U MO Extension Center Texas Co.
401 S Third
Houston, Mo 65483
417-967-4545
youngerc@missouri.edu

Stan Smith
Juvenile Justice Officer 37th District
P. O. Box 467
West Plains, MO 65775
417-256-2432 Fax 417-256-0520
stan.smith@courts.mo.gov

Barbara Perry, Circuit Manager
Family Support Division
3415 Division Drive
West Plains, MO 65775
417-256-7121 Ext 221 Fax 417-926-7202
Barbara.perry@dss.mo.gov

Larry Long
Youth Services
Ozark Family YMCA
One YMCA Dr.
Mt Grove, MO 65711
417-926-6737
llong@ozarksfamilyymca.org

Harlin Flippin (Flip)
Alternative Opportunities
1514 S. Glenstone
Springfield, MO 65804
417-841-3334 Cell 417-693-2791
hflippin@aoinc.org

Kristopher Wilkins
Lake Wappapello State Park

Lisa Roark
Ozark Action Inc.
710 E. Main Street
West Plains, MO 65775
417-256-6147 Fax 417-256-0333
lroark@oaiwp.org

Jim McGee
County Services
South Howell County Ambulance
1950 E. State Rt. K
West Plains, MO 65775
417-256-2490 Cell 417-274-0150
jimmcgee@shc-ems.com

Bryan Adcock
Human Services
Ozark Action, Inc.
710 E. Main Street
West Plains, MO 65775
417-256-6147 Fax 417-256-7318
adcock@oaiwp.org

Mark Henson
Attendance Officer PB School
1110 N Westwood
Polar Bluff, MO 63901
573-785-7751 Ext 123
Fax 573-785-0336
mhenson@pb.k12.mo.us

Annie Williams
Division of Workforce Development
Missouri Career Center
1903 Northwood Blvd., Suite 2
Poplar Bluff, MO 63901
573-840-9595 Fax 573-840-9594
annie.williams@ded.mo.gov

Jenny Flatt
University of Missouri Extension
217 S. Aid Ave
West Plains, MO 65773
417-256-2391
Cell: 417-293-7946
flattj@missouri.edu

Penny Fowler, Director
Current River Career Center
302 E. Spring Street
Doniphan, MO 63935
573-996-2915
pfowler@doniphanr1.k12.mo.us

LuAnn Jeffries
Division of Workforce Development
Missouri Career Center
1903 Northwood Blvd., Suite 2
Poplar Bluff, MO 63901
573-840-9595 Fax 573-840-9594
luannjeffries@ded.mo.gov

Kathern Harris
Youth Activities Talent Search
C/o Three Rivers Comm. College
Three Rivers Blvd.
573-840-9554 Fax 573-840-9197
kharris@trcc.edu

Darrell Deken
Fam. Support Division
1903 Northwood Blvd P.O. Box 8
Poplar Bluff, MO 63902-0008
573-840-9260 Fax 573-840-9273
Darrell.L.Deken@dss.mo.gov

Randy English
Business Shelter Insurance
P. O. Box 204
Ellington, MO 63638
573-663-7999
renglish@agent.shelterinsurance.com

Lonnie Taylor
Adult Learning Center PB School.
1316 Maud Street
Poplar Bluff, MO 63901
573-686-2011 Fax 573-785-1971
ltaylor@pb.k12.mo.us

Ozark Foothills Reg. Plan. Comm.
Collaborative Coordinator
3019 Fair Street
Poplar Bluff, MO 63901
573-785-6402 Fax 573-686-5467
foothillfamilies@ofrpc.org

Attachment 6

Complaint and Grievance Policy

(The policy cannot be electronically provided. A hard copy is with the original Plan.)

South Central Region Planning Budget Summaries

PLANNING BUDGET SUMMARY

South Central Region
6/30/11
Attachment 7

Local Workforce Investment Board (LWIB): South Central

Program Year Source of Funds: PY'11 _____ or FY' _____

Non-Administration Transfer From Title I-B Adult to Dislocated Worker: _____ \$
(Requires Plan Modificaiton)

Non-Administration Transfer From Title I-B Dislocated Worker to Adult: _____ \$
(Requires Plan Modificaiton)

WORKFORCE INVESTMENT ACT LOCAL ALLOCATIONS:

	<u>Original Allocation</u>	<u>Revised Allocation with Transfer(s)</u>
Title I-B Adult	\$ 39,338.00	\$ _____
Title I-B Dislocated Worker	\$ 63,462.00	\$ _____
TOTAL ADULT AND DISLOCATED WORKER ALLOCATIONS	<u>\$ 102,800.00</u>	<u>\$ _____</u>

(for transfers, fill in both Original and Revised Allocation columns above for all funding)

TITLE I-B ADULT:

AMOUNT

Use whole numbers - minimums must be rounded up and maximums rounded down

Local Administration

Adult - Salary and Fringe Benefits _____ 2949
Adult - Other Administration _____ 984

Total Local Administration (Maximum 10%) _____ 3933

Program Services

Adult - Salary and Fringe Benefits _____ 30000
Adult - Other staffing costs _____ 5405
Adult - ITA _____
Adult - OJT _____
Adult - Work Experience _____
Adult - Supportive Services _____
Adult - Needs Related Payments _____

Total Program Services (Minimum 90%) _____ 35405

Transfer from Adult to Dislocated Worker _____

GRAND TOTAL TITLE I-B ADULT

\$ 39,338.00

TITLE I-B DISLOCATED WORKER:

AMOUNT

Use whole numbers - minimums must be rounded up and maximums rounded down

Local Administration

Dislocated Worker - Salary and Fringe Benefits _____ 4759
Dislocated Worker - Other Administration _____ 1587

Total Local Administration (Maximum 10%) _____ 6346

Program Services

Dislocated Worker - Salary and Fringe Benefits _____ 40000
Dislocated Worker - Other Staffing Costs _____ 7116
Dislocated Worker - ITA _____
Dislocated Worker - OJT _____
Dislocated Worker - Supportive Services _____ 10000
Dislocated Worker - Needs Related Payments _____

Total Program Services (Minimum 90%) _____ 57116

Transfer from Dislocated Worker to Adult _____

GRAND TOTAL TITLE I-B DISLOCATED WORKER

\$ 63,462.00

GRAND TOTAL (must equal Total Adult and Dislocated Worker Allocations above)

\$ 102,800.00

NOTE: 1) A separate Planning Budget Summary form must be prepared for each Program Year (PY) and Fiscal Year (FY) source of funds.

PLANNING BUDGET SUMMARY

South Central Region
6/30/11
Attachment 7

Local Workforce Investment Board (LWIB): South Central Region

Program Year Source of Funds: PY'11

WORKFORCE INVESTMENT ACT LOCAL ALLOCATIONS:

Allocation
\$ 503,279.00

Title I-B Youth

TITLE I-B YOUTH:

AMOUNT

Use whole numbers - minimums must be rounded up and maximums rounded down

Local Administration

Salary and Fringe Benefits	\$ 37,745.00
Other Administration	\$ 12,582.00

Total Administration (Maximum 10%) **\$ 50,327.00**

Program Services

In-School - Salary and Fringe Benefits	\$12,500.00
In-School - Other staffing/operational costs	\$9,628.00

Direct Participant Costs

In-School - Work Experience	
In-School - Supportive Services	\$19,952.00
In-School - Needs Related Payments	\$0.00
In-School - Other direct participant costs	\$33,725.00

Total In-School **\$75,805.00**

Out-School - Salary and Fringe Benefits	\$120,858.00
Out-School - Other staffing/operational costs	\$22,466.00

Direct Participant Costs

Out-School - Occupational Skills Trng	\$51,025.00
Out-School - Work Experience	\$66,500.00
Out-School - OJT	\$0.00
Out-School - Supportive Services	\$75,298.00
Out-School - Needs Related Payments	\$0.00
Out-School - Other direct participant costs	\$3,000.00

Total Out-School **\$339,147.00**

In-School Summer - Salary and Fringe Benefits	\$12,500.00
In-School Summer - Other staffing/operational costs	

Direct Participant Costs

In School - Summer Work Experience	\$25,500.00
In-School Summer - Supportive Services	
In-School Summer - Needs Related Payments	

Total In-School Summer **\$38,000.00**

Out-School Summer - Salary and Fringe Benefits	
Out-School Summer - Other staffing/operational costs	

Direct Participant Costs

Out-School - Summer Work Experience	
Out-School Summer - Supportive Services	
Out-School Summer - Needs Related Payments	

Total Out-School Summer

Total Program Services (Minimum 90%) **\$452,952.00**

GRAND TOTAL TITLE I-B YOUTH **\$503,279.00**

NOTE: 1) In accordance with 20 Code of Federal Regulations (CFR) Part 664.320 (a), the total of the Title I-B Youth line items "Program Services Out of School Youth" and "Summer Employment Opportunities Out of School Youth" MUST be a Minimum of 30% of the amount shown on the line item "Total Program Sevices".

**MEMORANDUM OF UNDERSTANDING
FOR ONE-STOP SYSTEM SERVICES
IN SOUTH CENTRAL REGION WORKFORCE INVESTMENT AREA
Revised September, 2010**

This Memorandum of Understanding (MOU) is entered into in the spirit of cooperation and collaboration by the South Central Workforce Investment Board, hereafter referred to as “the SCWIB” and the One-Stop Delivery System signatory partners, hereafter referred to as “the One-Stop Partners.” The SCWIB and the One-Stop Partners agree as follows:

I. Purpose of Memorandum of Understanding

The purpose of this Memorandum of Understanding (MOU) is to establish a viable framework in which the SCWIB and the One-Stop Partners will be able to provide Next Generation Career Center One-Stop services for employers, their employees, those seeking employment, employment skills or training, and other interested parties within the local area, utilizing the Next Generation Career Center model implemented July 1, 2010.

The purpose of the One-Stop system in the South Central Region is to create a seamless system of service delivery that will enhance access to the individual programs’ services while improving long-term employment outcomes for customers receiving assistance.

The objective of the parties is to provide these services in the most efficient manner possible, and to meet all performance measures established by the SCWIB, the Missouri Workforce Investment Board, the Missouri Division of Workforce Development, and the United States Department of Labor.

II. Mission Statement

West Plains and Poplar Bluff: To promote business growth in a global economy by cultivating a skilled workforce through diverse services offered by workforce professionals.

III. Vision Statement

West Plains: Building workforce excellence for tomorrow’s quality careers.

Poplar Bluff: Leading the way towards a skilled workforce and rewarding careers.

IV. Partners

The One-Stop Partners in this Agreement, **providing full-time, on-site services** in the full service sites located in Poplar Bluff and West Plains are:

1. Missouri Division of Workforce Development (Wagner Peyser, Trade Act, Veterans Title 38 Programs)
2. WIA Staffing - South Central MO Community Action Agency in Poplar Bluff
3. WIA Staffing - Ozark Action, Inc. in West Plains

The following One-Stop Partners agree to make core services available at the full-service One-Stops, either through partial co-location, electronic connection or print materials:

Poplar Bluff	West Plains
Missouri Division of Vocational Rehabilitation	Missouri Division of Vocational Rehabilitation
Three Rivers Community College	Missouri State University - WP
Poplar Bluff Technical Career Center	South Central Career Center
Adult Education & Literacy	Adult Education & Literacy
Title V: Experience Works	Title V: Experience Works
Missouri Family Support Division (FSD).	Missouri Family Support
Unemployment Insurance	Division (FSD).
UMOS (via separate MOU)	Unemployment Insurance
	UMOS

While all facilities meet ADA requirements, services have been made more accessible to persons with disabilities through installation of a variety of assistive equipment at the full-service One-Stops. This includes: TDD, 19-inch computer monitor, ZoomText software to enlarge print on screen and large print lettering for keyboards. Ubi-duos are available at each comprehensive One-Stop site. Each Next Generation Career Center has video conferencing equipment which is provided by the Veterans program.

V. Structure and Management

The parties to this Agreement will work as Partners to provide One-Stop workforce development services. One-Stop Partners, in conjunction with the Functional **Leaders**, will maintain responsibility for the supervision of its respective staff, equipment, finances and management information systems (MIS). The Functional Leaders will oversee daily operation of the One-Stop Career Centers, in conjunction with the Regional Leadership Team.

VI. Services to be Provided

The services that will be delivered through the One-Stop system are listed in the Next Generation Career Center Plan under 'CUSTOMER FLOW PROCEDURES' for each team.

VII. Definition of Relationships/Roles

The Workforce Investment Act clearly identifies the One-Stop system as the service delivery system for programs funded under the Act and its One-Stop Partner programs.

The Division of Workforce Development will be the One-Stop Operator at both comprehensive Centers.

The SCWIB designates the Functional Leaders for the One-Stop Career Centers to provide operating guidance on all One-Stop programs.

The One-Stop Partners will work jointly to provide core, intensive and training services. In addition, each One-Stop Partner will retain responsibility for respective reporting, monitoring, MIS, and audit resolution systems

The following parties, on and off-site, are involved in the administration and delivery of the One-Stop system:

- (a) South Central Workforce Investment Board;
- (b) Chief Local Elected Officials (CLEO);
- (c) One-Stop Partners
- (d) Functional Leaders, One-Stop Operators and Regional Leadership Team

The South Central Workforce Investment Board acts as its own fiscal agent.

VIII. Parties to the Agreement

Parties to this Memorandum of Understanding include:

- (a) South Central Workforce Investment Board (SCWIB)
- (b) Chief Local Elected Officials (CLEOs)
- (c) One-Stop Partners
- (d) Functional Leaders, One-Stop Operator, and Regional Leadership Team

It has been agreed among the One-Stop Partners that, where there are multiple managerial officials within a Partner agency/institution, the official representative of that agency/institution will be the signatory official.

IX. Referral method for individuals between the One-Stop Partners

The primary principle of the referral system is the provision of a seamless delivery of services to all customers. The triage approach will be used throughout the One-Stop system in which key entry information will be obtained from customers to refer them to appropriate resources. A One-Stop referral form/passport will be used to track customer referrals utilizing the NGCC model.

X. Performance Goals and Standards

The One-Stop Partner(s) will understand and respect each One-Stop Partner(s) individual services and outcome expectations. Each One-Stop Partner will work collaboratively to ensure that individual business practices and outcomes jointly achieve the objectives as outlined in the 2-Year Plan

It is agreed that the NGCC System will strive to deliver a standard of quality service for its customers, employees, and partners. All customers will receive prompt and courteous service designed to assist them in achieving their educational and/or job placement goals.

XI. Service and System Operating Costs

See cost allocation plan

XII. Indemnification and Liability

Each One-Stop Partner to this Agreement will assume liability for its actions and the actions of its agents under this Agreement. Each One-Stop Partner shall hold harmless, defend and indemnify all other One-Stop Partners to this Agreement from and all claims for damages, including costs and attorney fees resulting in whole or in part from the One-Stop Partner or its agent's activities under the Agreement.

XIII. Non-Discrimination

All Partners will comply with the local policy and procedure for Complaint and Grievance in accordance with the WIA Act 20 CFR 667.600 and 20 CFR Part 37.70, Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Investment Act of 1998.

All parties to this Agreement certify that they are equal opportunity employers. All agree that they will not discriminate in their employment practices or services on the basis of gender, age, race, color, creed, religion, national origin, disability or veterans status, or on the basis of any other classification protected under State or Federal law. The parties hereby certify that they have in place, policies and procedures to address these issues, and that such policies and procedures have been disseminated to their employees and otherwise posted as required by law. The parties further certify that

they are currently in compliance with all applicable State and Federal laws and regulations regarding these issues.

XIV. Duration of the MOU

This Agreement will be effective July 1, 2010 through June 30, 2011.

XV. Modification Process

At the end of each year's MOU duration, there will be a review to ensure compliance to the agreement and consider any modifications.

One-Stop Partner(s) may request in writing an amendment to the MOU through the SCWIB. The SCWIB may amend the MOU whenever the board determines it is appropriate or necessary. Any modifications to this Agreement, to be valid, must be in writing, signed and dated under the conditions agreed upon by all the One-Stop Partners, and attached to the original Agreement. If any provision of the Agreement is held invalid, the remainder of the Agreement shall not be affected.

XVI. Signature Page

_____ Leo Warren, Chair Council of Chief Local Elected Officials	_____ Date	_____ Garland G. Barton, Chair South Central Workforce Investment Board	_____ Date
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Other Parties to the Agreement:

_____	_____	<u>Director, Division of Workforce Development</u>	_____
Julie Gibson	Date	Title	Agency/Institution

_____	_____	<u>Area Director Sup 1, Family Support Division</u>	_____
Darrel Deken	Date	Title	Agency/Institution

_____	_____	<u>Supervisor, Division of Vocational Rehabilitation</u>	_____
Janet Childers	Date	Title	Agency/Institution

_____	_____	<u>Director, South Central Career Center</u>	_____
Brenda Smith	Date	Title	Agency/Institution

_____	_____	<u>President, Three Rivers Community College</u>	_____
Dr. Devon Stephenson	Date	Title	Agency/Institution

_____	_____	<u>Executive Director, Ozark Action Inc.</u>	_____
Bryan Adcock	Date	Title	Agency/Institution

_____	_____	<u>State Director, Experience Works</u>	_____
Diane Chambers	Date	Title	Agency/Institution

BUSINESS SERVICES TEAM PLAN

The Next Generation Career Center staff has a well-established rapport with local employers defined by geographic location and years of service. The business outreach efforts are coordinated by the Business Employer Services Team (BEST). This team is made up of the DWD Business Services Representative, the DWD LVERs, the Employment and Skills Team Leaders from each Career Center and the NGCC Functional Leaders. The placement of these key personnel allows for optimum coverage of and the immediate response to the employers within our twelve county regions. The actual outreach to employers is conducted by the Business Representative and the LVERs. The MCC staff can offer services to employers as they are in contact with them when discussing new and/or current job openings, and then have the BR or LVER contact an interested employer.

The goal of BEST is to advance the South Central Workforce Development System as a business-driven system by providing research, development, coordination and implementation of business and employer services. They work with economic development partners to support the attraction, retention and expansion of business that provide jobs to the region. They gather business intelligence and compile skills gap data provided to the NGCC Employment and Skills Teams to assure a business-driven approach to occupational and educational skills training services. This staff also provides company showcasing and promoting with employer service related products such as customized recruitment events. They will also market workforce programs that provide well trained job seekers to the employers. The LVER in each center will supplement this service delivery through outreach in accordance with the Jobs for Veterans State Grant, 2010-2014.

Business services will be marketed through a primary point of contact system. This means that, regardless of how the business customer comes in contact with the system, the primary point of contact will provide access to all system services.

The Employment Team, including the LVER, enters and manages job orders for employers in the job matching computer system. The job order information combined with the DWD and SCWIB Business Services information will keep a continual flow of updated employment Product Box tools available to job seekers. The Employment and/or Skills Teams will facilitate employer specific assessments that screen for hiring purposes and administer skill, aptitude and interest reviews for matching job seekers with job orders. To ensure that qualified applicants are referred to employers' job openings, the Employment and/or Skills Team members will conduct a structured interview with the job seeker to learn the work history and to clarify skills, educational level, personal strengths and barriers. The interview will focus on the assistance needed for skills development or employment services needed toward defining and achieving their specific job/career goals. The Employment and Skills Teams will provide OJT and Work Experience information to employers and coordinate the contracting of job seekers interested in programs available. This collaboration, communication and interaction of staff and their duties behind the scenes will assure a seamless transition between job seeker and employer.

