POLICIES OF THE ST. CHARLES COUNTY WORKFORCE DEVELOPMENT REGION

(Revised October 21, 2019)
POLICY INDEX

- Accommodation
- Apprenticeship
- Basic Skills Deficiency
- Conflict of Interest and Fraud Reporting
- Dress Code
- Electronic Cigarettes
- Follow-Up Policy for Adult and Dislocated Worker Program
- Follow-Up Policy for Youth Program
- Incumbent Worker Training
- Limited English Proficiency Plan
- Local Eligible Training Provider System (ETPS)
- Needs Related Payment Determination Form
- Non-WIOA Funds Incentive
- On-the-Job-Training
- Open Meetings and Records
- Operational Procedures for Occupational Skills Training
- Policy When Job Seeker Might Be Suicidal
- Poverty Tool
- Priority of Service and Serving Over-Income Adults
- Statement of Structure Conflicts Firewalls and Agreements
- Substate Monitoring Plan
- Supportive Service
- Transitional Jobs
- WIA General Compliant Form
- WIOA Compliant Grievance Log
- Work Experience Policy and Procedure
- Youth Incentive
- Youth Procedures for Classroom Training
ST. CHARLES COUNTY REGION

ACCOMMODATION POLICY

St. Charles County Regional Local Workforce Development Board and its subcontractors have a policy to comply with the Americans with Disabilities Amendment Act of 2008. It is committed to the fair and equal employment of people with disabilities. The LWDB and its subcontractors do not discriminate against qualified job applicants or employees with disabilities with regard to job application procedures, hiring, employee compensation, advancement, training, discharge or other terms, conditions and privileges of employment.

Job applicants and employees with disabilities and employees with disabilities shall be provided reasonable employment-related accommodations when necessary, unless the accommodation would impose an undue hardship. This policy provides guidelines for employees and job applicants who wish to apply for reasonable accommodations with LWDB and its subcontractors.

ACCOMMODATION REQUEST PROCEDURE FOR EMPLOYEES

Employees requesting an accommodation will need to complete the Accommodation Request form and submit it, along with medical documentation to support the request, to the Equal Opportunity Coordinator.

- The EO Coordinator will enter into a discussion regarding the required accommodation with the employee.
- The EO Coordinator will discuss the purpose and essential functions of the particular job involved with the supervisor/manager and the employee.
- The EO Coordinator will identify/evaluate potential accommodations and assess the effectiveness each would have in allowing the individual to perform the essential functions of the job. While an individual’s preference will be given consideration, the LWDB is free to choose among equally effective accommodations and may choose the one that is less expensive, easier to provide, or less disruptive to operations.
- The EO Coordinator will review undue hardships by considering and discussing with the Executive Director.

In an effort to determine if the employee is a qualified individual with a disability and to evaluate the request for an accommodation, the EO coordinator will provide a decision regarding the employee’s request for a reasonable accommodation to the employee within 30 days of receiving all necessary documentation/information.
The applicant will be informed of the tasks and essential functions of the job and asked if they can perform them. If the applicant responds that they could with accommodation, the EO Coordinator and Human Resources will work with the applicant to determine the reasonableness of the required accommodation. Funding for accommodations that do not cause an undue hardship must be agreed to and approved by the Executive Director. Employees who are dissatisfied with the decision pertaining to his/her accommodation request may file an appeal with the EO Coordinator within 30 days of the decision for a final decision. If the employee believes the decision is based on discriminatory reasons, they may file a complaint through LWDB’s complaint procedure or with the State Equal Opportunity Officer.
ST. CHARLES COUNTY REGION
APPRENTICESHIP PROGRAM

Per WIOA TEGL number 13-16, Registered Apprenticeship is defined as a model of job preparation that combines On-the-Job Training (OJT) with related instruction to progressively increase workers’ skill levels and wages. Registered Apprenticeship is also a business-driven model that provides an effective way for employers to recruit, train, and retain highly skilled workers.

**Participant Requirements:**
- Must be registered into the statewide electronic case management system
- Target populations include the underserved and unrepresented in Registered Apprenticeship

**Employer Requirements:**
- Must be registered into the statewide electronic case management system
- Categorized into one of the following sectors: Advanced Manufacturing, Logistics/Transportation, Healthcare, Information Technology, or Financial Services
- Provide documentation of increased skills obtained by the participant, such as an industry recognized certificate or credential
- Maximum number of apprentices at any location will not exceed 5 participants

**Classroom Training Requirements:**
- Can be provided directly by the employer or by any of the approved training providers in our area
- Training timeframe will be customized for the benefit of the employer and arranged on a case-by-case basis
- Provide documentation of increased skills obtained by the participant, such as an industry recognized certificate or credential
ST. CHARLES COUNTY REGION

BASIC SKILLS DEFICIENCY POLICY

The Workforce Innovation and Opportunity Act (WIOA) Section 129(a)(1)(B)(III)(aa) states that Local Workforce Development Boards (WDB) are required to assess the basic skills of workforce applicants for Youth Eligibility. WIOA Section 3(5) defines a participant who is “basic skills deficient.”

(5) BASIC SKILLS DEFICIENT – The term “basic skills deficient” means, with respect to an individual –

(A) who is a youth, that the individual has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test; or

(B) who is a youth or adult, that the individual is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual’s family, or in society.

A. Acceptable Assessment Tools Used to determine Basic Skills Deficiency

1) St. Charles Region will use “valid and appropriate” tests such as TABE Online Version 9/10 and/or 11/12. TABE Online is cost effective, and easily administered and interpreted by staff

2) HSE pre-test administered by St. Charles Community College, or other DESE approved institution, if conducted within the past 6 months

3) For In-School Youth (ISY), basic skills assessments provided by the participant’s educational institution can be used

Reasonable accommodations, if needed, will be provided on a case-by-case basis according to the needs of the participant
ST. CHARLES COUNTY REGION
CONFLICT OF INTEREST AND FRAUD REPORTING

Section III of the By-Laws for the Workforce Development Board of St. Charles County states:

A member of the Workforce Development Board may not vote or participate in debate on any matter which has a direct bearing on services to be provided by that member or any organization that such members represent, or by which the member is employed, or that would provide direct financial benefit to such members, or the immediate family of such members. Abstentions should be reflected in the minutes.

DISCLOSURE STATEMENT
1. Are you a director, officer, sole owner, partner or employee of or consultant or advisor to any business enterprise which to your knowledge or belief supplies any property, goods or services to St. Charles County Government, or the St. Charles County Workforce Development Board? ___yes ___no
If your answer is yes, please identify such enterprise and describe your relationship with it.
_______________________________________
_________________________________ ________________________________________________________________________

2. Do you or any member of your family have any direct or indirect financial interest in any business enterprise which to your knowledge or belief supplies any property, goods or services to St. Charles County Government, or the St. Charles County Workforce Development Board? ___yes ___no
If your answer is yes, please identify such enterprise and describe your relationship with it.
____________________________________________________
____________________________________________________

By my signature below I attest that I have read and understand the above Workforce Development Board policy and that the answers provided in the Disclosure Statement are true and accurate to the best of my knowledge.

Signature: ___________________________________________ Date: ____________________
Print Name: __________________________________________
The St. Charles County Personnel Administration Program states the following to be the policy of St. Charles County Government:

**SECTION 115.150: CONFLICTS OF INTERESTS PROHIBITED**

A. No elected official or employee shall:
   1. In any manner whatsoever be interested in or receive any benefit from the profits or emoluments of any contract, job, work, activity, function, or service for the County.
   2. Act or refrain from acting in any capacity in which he is lawfully empowered to act by reason of any payment, offer to pay, promise to pay, or receipt of anything of actual pecuniary value, other than compensation to be paid by the County.
   3. Knowingly accept any service or thing of value, directly or indirectly, from any person, firm or corporation having dealings with the County, upon more favorable terms than those granted to the public generally.
   4. Knowingly receive, directly or indirectly, any part of any fee, commission or other compensation:
      a. Paid by or payable to the County;
      b. Paid by any person in connection with any dealings with the County; or
      c. Paid by any person in connection with any dealings with or proceedings before any office, officer, department, board, commission or other agency of the County.
   5. Directly or indirectly, be the broker or agent who procures or receives any compensation in connection with the procurement of any type of bonds for County elected officials or employees or firms doing business with the County guaranteeing the performance of any contract with the County.

B. No elected official or employee shall use confidential information obtained in the course of or by reason of his employment or official capacity in any manner with intent to result in financial gain for himself, his spouse, his dependent child in his custody, or any business with which he is associated. No elected official or employee shall disclose confidential information obtained in the course of or by reason of his employment or official capacity in any manner with intent to result in financial gain for himself or any other person.

C. The provisions of this Section shall be broadly construed and strictly enforced for the purpose of preventing County elected officials and employees from securing any pecuniary advantages, however indirect, from their public affiliations, other than their County compensation.

D. Any elected official or employee of the County who willfully conceals any such interest or violates any of the provisions of this Section shall forfeit his office. Any contract made in violation of this Section may be declared void by the County Executive or by resolution of the County Council.

E. The County Council may enact ordinances to guard against injustices and to supplement these provisions and extend these prohibitions against conflicts of interest not inconsistent herewith.
F. All elected officials and employees of the County shall be bound by all applicable laws that pertain to conflicts of interest such as those contained in the Missouri Constitution and the Revised Statutes of Missouri.

G. Use of County equipment, personnel, facilities or resources to promote or help promote any civic, social, business or not-for-profit interest except according to policies established by the Director of Administration shall be considered a conflict of interest.

(Ord. No. 96-13 Ch. 3 §M, 2-6-96; Ord. No. 10-009 §1, 1-27-10)

By my signature below I attest that I have read and understand this policy:

Signature: ___________________________________________ Date: ____________________

Print Name:_________________________________________

Item 2.B

FRAUD, PROGRAM ABUSE AND CRIMINAL CONDUCT

Fraud may be defined as the intentional or deliberate deception to secure monetary or personal gain. It may encompass, but not limited to:

1. Bribery, forgery, extortion, or embezzlement.
2. Theft of participants’ checks.
3. Kickbacks from participants or contractors.
4. Intentional payments to a contractor without expectation of receiving services.
5. Payments to ghost enrollees.
7. Misrepresenting information in official reports.

The Uniform Guidance, 200.435 (3) defines fraud as acts of fraud or corruption or attempts to defraud the Federal Government or to corrupt its agents; acts that constitute a cause for debarment or suspension (as specified in agency regulations); and acts which violate the False Claims Act.

St. Charles County, its Department of Workforce and Business Development, and any of their subrecipients shall comply with USDOL Training and Employment Guidance Letter (TEGL) No. 2-12, issued July 12, 2012, or any change or revision thereafter. TEGL 2-12 transmits procedures to be followed by all Employment and Training Administration (“ETA”) grant recipients for reporting allegations of fraud, program abuse or criminal conduct involving grantees or other
entities and subrecipients receiving Federal funds either directly or indirectly from ETA. Disclosure shall be made, in a timely manner, in writing to the MO DWD of all violations of Federal criminal law involving fraud and any other criminal activity at the same time any report is made to the USDOL. The embezzlement from WIOA funds, improper inducement, and the obstruction of investigations shall be subject to certain penalties as allowed by appropriate State law.

St. Charles County specifically requires that Subrecipients have a well-defined policy on procedures to report fraud, program abuse, and criminal conducts to the County, USDOL, and/or MO DWD. This policy will be reviewed as a part of the annual monitoring.
ST. CHARLES COUNTY REGION

DRESS CODE POLICY

Dress code for the St. Charles County Department of Workforce & Business Development – Missouri Job Center of St. Charles County is Business Attire Monday through Thursday. Fridays’ dress code is Business Casual allowing jeans to be worn as long as it is considered Business Casual. No rips, jerseys, etc. “Business casual will be determined by the individual’s supervisor.”

Dress code may be relaxed on special occasions as approved by the Director.

The Department of Workforce & Business Development – Missouri Job Center of St. Charles County does not purchase any clothing for staff.
ST. CHARLES COUNTY REGION

ELECTRONIC CIGARETTES

St. Charles County’s Policy Development Director and the Director of Administration has determined that at this time it is the belief of the County that these devices do not violate the prohibition of smoking in County buildings policy. Therefore, at this time the use of Electronic Cigarettes is permitted.
The purpose of Follow-Up Career Services is to ensure that the participant is able to retain employment, to obtain wage increases and to advance in a career. Per guidance from DWD Issuance 31-2017, this policy provides guidelines for administering Follow-Up Services to Adult and Dislocated Workers.

Follow-Up Career Services must be available to all Adult program and Dislocated Worker program participants for as long as 12 months after the first day of unsubsidized employment. However, not every Adult program or Dislocated Worker program participant will need or want these services.

**Follow-Up Services**
Examples of WIOA Adult and Dislocated Follow-Up Career services include:
- Career Planning and Counseling;
- Assistance with work-related problems;
- Peer support groups;
- Referrals; and
- Information regarding educational opportunities

**Documentation**
Follow-Up Services must be documented in the statewide electronic case management system by posting the appropriate activity/service code and entering an accompanying case note.

**Supportive Services**
An individual who is only receiving Follow-Up Career Services may not receive Supportive Services
ST. CHARLES COUNTY REGION

FOLLOW-UP POLICY FOR YOUTH PROGRAM (UPDATED JULY 2018)

PER DWD ISSUANCE 31-2017

Follow-Up Services are meaningful contacts where services are actually provided and help to ensure the Youth participant is successful in employment or postsecondary education and training. Per guidance from DWD Issuance 31-2017, this policy provides guidelines for administering Follow-Up Services for Youth Program Participants.

**Duration**
Follow-Up Services must be offered for no less than 12 months after the completion of participation. An attempt must be made to provide WIOA Follow-Up Career Services to all Youth Program participants.

**Follow-Up Services**
- Examples of WIOA Youth Follow-Up Career Services include:
  - Supportive Services, if funding is available and approved by the Director
  - Adult Mentoring
  - Financial Literacy Education
  - Services that provide labor market and employment information about in-demand local industry sectors or occupations (including career awareness, career counseling, and career exploration)
  - Preparatory activities for transitioning to post-secondary education and training

**Documentation**
Follow-Up Services must be documented in the statewide electronic case management system by posting the appropriate activity/service code and entering an accompanying case note.

Merely contacting the Youth Program participant for an “update” is not justification for posting a Follow-Up Career Service.
ST. CHARLES COUNTY REGION

INCUMBENT WORKER TRAINING POLICY

(UPDATED JULY 2018)

Incumbent Worker Training (IWT) provides both workers and employers with the opportunity to build and maintain a quality workforce and is governed by sections 20 CFR 680.780 through .820 of the Final Rule. IWT is designed to meet the needs of an employer or group of employers to retain a skilled workforce or avert layoffs. Per guidance from DWD Issuance 23-2017 (dated April 27, 2018); this policy provides guidelines for administering an Incumbent Worker Training Program.

The St. Charles Region may use up to 20 percent of the combined total of adult and dislocated worker allotments for incumbent worker training and this 20 percent must be used exclusively for program activities. IWT administration activities must be paid for out of our local WDB Administration Funds. The maximum number of employees trained will be dependent on the cost of training required and the amount of funds allowable in the 20% total.

Incumbent workers will not have to meet the eligibility requirements of the Adult and Dislocated Worker Programs and Incumbent Worker Training will only be allowable for skills required in any of the five sectors currently targeted by the local Workforce Development Board as areas of growth.

**Participant Requirements:**

- Must be enrolled into the statewide electronic case management system; **and**
- They are working a minimum of an average of 32 hours per week at the respective employer for more than six consecutive months (unless IWT is provided to a cohort of employees, then the majority of employees in the cohort must meet the employment-history requirement); **and**
- They have an established relationship and employment history with their employer; **and**
- Documentation of skilled training needed to retain employment and increase the competitiveness of both themselves in the labor market and their employer’s productivity; **or**
- Proof of averting the need to lay off employees through assisting workers to obtain the skills necessary to retain employment.
**Employer Requirements:**

- Must be registered enrolled into the statewide electronic case management system; and
- Must increase incumbent worker’s wages compared to their wage immediately preceding training and/or access to company-provided benefits including healthcare for the participant within 60 days of the successful completion of training; and
- Provide In-kind matching resources, such as training wages or leasing costs for classroom space; and
- Provide documentation of increased skills obtained by the participant, such as an industry recognized certificate or credential or a promotion that correlates to the competitiveness of the job and the employer.

Incumbent Worker Training must lead to opportunities for advancement and wage increases within 60 days of the successful completion of training.

The minimum amount of employer share in the IWT depends on the size of employer and may not be less than:

- 10 percent of the cost, for employers with 50 or fewer employees;
- 25 percent of the cost, for employers with between 51-100 employees; and
- 50 percent of the cost, for employers with more than 100 employees.

The Region will prioritize working with those employers that are not eligible for or participating in the State’s Missouri Works Training program. The Region will notify DWD if they do consider implementing an Incumbent Worker Training project with a company that is participating in the Missouri Works Training Program to insure no duplication of training services.

If a collective bargaining agreement covers the employer, then union concurrence with the training services is required. An incumbent worker project may employ any training allowable under WIOA and must comply with general WIOA requirements and restrictions. Participant and employer performance outcomes will be reported as required.

The St. Charles Region will notify DWD prior to entering into an IWT program agreement.
Incumbent Worker Training Program Agreement

This training agreement is entered into between the ___________________________, hereinafter called the Training Operator, and ___________________________, hereinafter called the Employer.

The parties agree that occupational training will be provided to ___________________________ currently employed individuals. The Employer agrees that this training will not be at the expense of the state, nor will it be considered for the purpose of increasing the unemployability of the business and of the employees, nor will it be considered as an additional benefit for the current employees.

The Employer will be responsible for a fixed amount of the overall cost of training, equal to ___________, which includes tuition, fees, textbooks, and transportation costs, as agreed upon. In accordance with the approved training application, the Training Operator will provide a total payment of ___________ to the Employer, which will be paid in ___________ installments.

The majority of the workers trained under this agreement must be residents of the state in which the training is being conducted. The Employer agrees to allow the Training Operator to verify the training is being conducted by the Employer and the employees are being paid at least minimum wage.

EMPLOYER ATTERTMENTS

a. The Employer attests upon entering this agreement that the training positions have not been relocated from other states in the United States within the prior 120 days.

b. The Employer attests upon entering this agreement that it has not attempted to relocate employees to other states within the prior 120 days, and/or has not given notice of layoff from the same, or any substantially equivalent, position.

c. The Employer attests that the employer-employee relationship exists as defined by the Fair Labor Standards Act.

d. The Employer attests that all employees have been notified as to the terms of this agreement.

CONCURRENCE OF THE COLLECTIVE BARGAINING AGENT

a. This training agreement is subject to a collective bargaining agreement.

b. "Yes" has been concurred by the appropriate bargaining representative.

AUTHORIZED SIGNATURES

EMPLOYER SIGNATURE ___________________________ DATE ___________________________

EMPLOYER NAME ___________________________

AUTHORIZED TRAINING OPERATOR SIGNATURE ___________________________ DATE ___________________________

EMPLOYER NAME ___________________________

Print Name ___________________________

TITLE ___________________________

Print Name ___________________________

TITLE ___________________________
ST. CHARLES COUNTY REGION

LIMITED ENGLISH PROFICIENCY PLAN

(UPDATED JULY 2018)

The St. Charles local area will ensure effective services for individuals with limited English proficiency and individuals who are deaf. We will ensure equal access to services by providing effective communications with customers. We will provide the information using the following format so we can work with the customer and not relay information through the customer’s family or friends.

Serving Customers with Limited English Proficiency

Customers need to be informed of their right to free interpreter services. Individuals with limited English will be shown the poster that lists the languages for the CTS Language Link. They will then indicate their language and staff will assist them with the call.

Procedures are: Dial the phone number 1-888-338-7394, and then enter the account number 20702 followed by # sign. Then select 1 for the Spanish interpreter, 2 for the Russian interpreter, 3 for the Vietnamese interpreter, 4 for the Somali interpreter or 9 for all other languages listed. The next step is to enter the location code or access code for our area which is 5509. Staff will brief the interpreter regarding the nature of the call and then begin speaking to the customer, using short sentences and pauses to allow for interpretation. (See attached, step by step instructions for How to Use Interactive Voice Response (IVR).

These instructions also include how to make a third party call by pressing 9 to reach a Customer Service Representative and Press 9 if an individual needs another language other than the ones listed.

Every effort will be made for confidentiality to be maintained for effective communications. Any documents filled out for interpreter services will be kept in a locked cabinet, separate from job seeker files.

The staff person will document in MoJobs what language is used and what services were completed using the interpreter services. If a customer declines to utilize the free interpreter services, it will be documented in MoJobs. The staff will document each time interpreter services are offered, but declined.

If an in-person interpreter is requested by an individual with limited English, we can tell them we can have an interpreter available as soon as possible, usually within 2 to 3 days.
Serving Customers Who Are Deaf

If an American Sign Language interpreter is requested for a customer who is deaf, we can let the customer know that we will have an interpreter available as soon as possible, usually within 2 to 3 days.

If a customer, who is deaf, asks for a sign language interpreter, then the first step would be to offer the UBI DUO. If that is not preferable, we will ask the customer about their availability to come back and meet with the interpreter and appropriate staff member within 2 to 3 days. A sign language interpreter checklist will be filled out and kept confidential. The customer will be asked the best method to contact them, before they leave, for scheduling purposes. We also will ask for an alternate contact method: email address, TTY or other phone number. Staff will make the customer aware that if they want or need to cancel the appointment, to please give more than 24 hours’ notice to ensure the interpreter agency is notified and we are not charged for a cancelled appointment.

The process for obtaining a licensed American Sign Language Interpreter or other sign language interpreting service is as follows:

- Go to [http://oa.mo.gov/purch/contracts/index.htm](http://oa.mo.gov/purch/contracts/index.htm)
- State’s Contract Search
- Select “Statewide Professional Service Contracts”
- Select “Communication and Support Services”
- Click Submit
- Scroll Down to “Interpreting Services for People with Hearing Loss” and click the “Contract number” hyperlink to the right of the title or Scroll Down to Language Interpreter-Verbal” for foreign language speaking individuals
- Select PDF or Word Format
- Find your county
- Find the “Intermediate Level” interpreter rates
- Identify the low cost, hourly rate, vendor for your county
- Match the vendor to the list of vendors and their contact info on pages 1-3.
- Call and inform the interpreter agency/vendor that you are using the State contract to obtain services. Request a Level 3, Intermediate Level Interpreter to be provided on a date and time that has been jointly arranged with customer and staff
- Confirm the contracted hourly rate and that there are no additional charges
- The interpreter will be paid for a minimum of 2 hours even if their services are required for less than 2 hours or if less than 24 hour cancellation notice was given to the agency
• Customer needs to be made aware what the interpreter has confirmed (date, time, location, and exactly what timeframe to expect), and that more than 24 hours’ notice needs to be given, if they need to cancel
• When the interpreter arrives, ask to see their Missouri State Sign Language Interpreter’s license, in order to make a copy of it for the records
• Track the amount of time that the interpreter is here
• This information is proof that a Missouri licensed interpreter was used

Once it is confirmed with the interpreter agency, the meeting date, time and duration location, and the contracted hourly rate is given, we request an email confirmation and we verify the cancellation policy. The designated state staff person is provided the Sign Language Interpreter/Foreign Language Interpreter checklist form.

The customer is then contacted to confirm the meeting date, time, duration and location and is reminded that if they need to cancel, to do so greater than 24 hours.

When meeting with the customer, staff will communicate with the customer and not the interpreter. They will speak directly to the customer in their usual manner (not slowly or too loud.) Staff will provide a clear line of vision for customer, interpreter and themselves. Staff will also use facial expression and body language to help convey the message. A conference room or private office will be used for these meetings.
ST. CHARLES COUNTY REGION

LOCAL ELIGIBLE TRAINING PROVIDER SYSTEM POLICY (ETPS)

(SEPTEMBER 2017)

The St Charles WDB elects to supplement the criteria and information requirements established by the State in order to support informed consumer choice and the achievement of local performance indicators except in the case of Registered Apprenticeships. § 680.430(c)

Procedure for the local Workforce Development Board approval of ETPS programs

For initial local approval:

When a training eligible participant selects a training provider from the State’s approved provider list, a member of the Skills Team will insure the program is approved and in good standing on Missouri’s Eligible Training Provider System (ETPS). The program must be approved on the ETPS, not just the provider.

The Skills Team will then contact the training provider to provide local requirements outlined in this policy.

The Skills Team will insure all of the following requirements are met before approving the provider for local funds:

- The program is listed on the Missouri ETPS
- Training-related job placements of past graduates equal the entered employment, retention and wage performance rate required of the St. Charles Region for the current Program Year. This requires the training provider to collect job placement data on its graduates.
- Skills team will check local in-house logs to see if individuals with similar training/credentials are coming into the Job Center due to their inability to earn a living wage with that training or credential (To insure we are not paying to train individuals for occupations that do not move them out of poverty)
- Local WIOA staff will keep data of the number of participants starting each program versus the number of participants completing the program. If there is less than a 60% completion rate, the program will not be approved at the local level.
- Skills team will compare the cost to complete the program to insure it is not higher than twice the amount of completing the equivalent program at other local training providers on the State ETPS within a reasonable distance.
If the above criteria are met, the Skills team will reach out to the training provider to verify contact information and explain the vendor packet required to receive WIOA tuition payments from St. Charles County.

WIOA requirements of providers

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

- The organization should have an EO Officer or a staff person that deals with nondiscrimination and equal opportunity policies and regulations
- The Missouri Division of Workforce Development’s “Equal Opportunity is the Law” poster should be posted in the facility
- Contract agreements should contain nondiscrimination and equal opportunity provisions
- Training provider should advertise to underserved populations
- The organization should have an accommodations policy
- There should be a process for analyzing equal opportunity demographics for students that attend the institution. The following may be requested during an EO monitoring visit:
  - A copy of all training program applications by demographics
  - A copy of training program selection outcomes by demographics
  - A copy of training programs graduation/completed outcomes by demographics
  - A copy of training programs incomplete outcomes by demographics
  - A copy of training programs placement wages outcomes by demographics
- The training provider should have a confidentiality policy including a process for collecting confidential information
- The training provider should have a written complaint policy

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

Expected Performance Levels

Approved training providers will collect and share data on the outcomes of all students. Training providers must meet or exceed the entered employment, retention and wage rate of the St. Charles WIOA Region for the current Program Year. This rate will vary from year to year. Training providers should check Region’s planned performance rate for the current Program
Year. Current performance measures can be obtained by calling the Skills team at the Job Center (636-255-6060)

Procedures for PELL grant reimbursement to WIOA tuition

All participants assessed as appropriate for a classroom training activity will be required to apply for available grants under Title IV, as well as any other financial aid that may be available to them (not including loans).

When a participant is eligible for Pell, it is to be used for other Pell eligible expenses with WIOA paying tuition, books and fees.

Terms and expectation of eligible training providers

• The training program is listed on the Missouri ETPS
• Training-related job placements of past graduates equals the entered employment, retention and wage performance rate required of the St. Charles Region for the current Program Year. This requires the training provider to collect job placement data on it’s graduates. This data must be available to the Skills Team for local approval.
• Individuals with similar training/credentials are able to earn a living wage with the training or credential they provide
• Local WIOA staff will keep data of the number of participants starting each program versus the number of participants completing the program. If there is less than a 60% completion rate, the program will not be approved at the local level.
• The cost to complete the program is not higher than twice the amount of completing the equivalent program at other local training providers on the State ETPS
• The cost of supportive services required to complete the training is not prohibitive
• Training provider will collect the required data for EO requirements
• Training provider will submit student progress reports. This can be a formal written report or the student’s progress can be discussed with Skills team staff via telephone or email. (Student will sign a release of information form with WIOA staff for this information to be shared.)
• Training Provider will allow Job Center staff to monitor for program compliance and to insure compliance with EO requirements
Outlining methods of gaining approval

1. Training provider insures programs are on the State’s ETPS
2. Training provider can wait until an eligible participant selects them and the Job Center staff makes contact to initiate the local approval or the training provider can call the Job Center’s Skills team and request local approval in advance of being selected by a WIOA participant.
3. Training provider must collect data on job placement of graduates of the program. This data must be available for review by the Skills team
4. Training provider must collect data on the number that starts the program versus those that complete the program. This must be available for Skills team review.
5. The Job Center will notify the training provider of the program’s local approval or advice on the corrective actions needed for approval. Programs denied approval can submit a request for another review at any time.

Renewal of eligibility and termination procedures

- Programs will retain their local approval status for one year from the original approval.
- After one year the school will complete the process of the original approval for subsequent approval
- If at any time the Job Center determines the training provider is no longer adhering to the terms and expectations listed in this document, the approval will be disqualified and the training provider notified. The local area may grant a probationary period for corrective action before disqualifying the program for local approval.

The St. Charles WDB agrees to:

- Carry out the procedures in this document that are assigned to the local Skills team
- Perform initial eligibility
- Renew the eligibility of providers and programs
- Terminate training providers due to performance or violation of WIOA requirement
- Work with the State to ensure sufficient number and types of providers of training services are available
- Ensure the dissemination and appropriate use of the State ETPS and programs
ST. CHARLES COUNTY REGION
NEEDS RELATED PAYMENT DETERMINATION FORM

Anticipated Monthly Expenses While in Training
(List the minimum monthly payment allowable)

Rent/House Payment
Electric & Gas
Telephone
Sewer & Water
Food
Transportation
Child Care
Auto Insurance
Health Insurance
Credit Cards
Misc
Other (specify)

Total:

Anticipated Monthly Resources While in Training
(Include family income, Pell, etc.)

Source: Amount:

Total:

Monthly resources minus monthly expenses:

If expense exceeds resources, you may be eligible for a Needs Related Payment (NRP) of $100 per week for the weeks you are in training. Possible reasons for not being approved for NRP include the availability of other resources or the inability of the NRP to meet your monthly income needs. Talk with your Career Consultant for more information.

If you are not initially eligible for Needs Related Payments, you may request a redetermination by providing your financial situation has changed.

Name and Date
ST. CHARLES COUNTY REGION

NOTIFICATION OF NEEDS RELATED PAYMENT & PARTICIPANT AGREEMENT AND SIGNATURE

As a result of the Needs Related Payment Determination Form completed on ____________, you are eligible to receive a Needs Related Payment during your training, provided you remain active in ____________________.

You are scheduled to be in training _______ days per week × $25 per day = $_________ per wk.

This amount will be available to you while in training. Please understand that Needs Related Payments may stop at anytime due to limited funding levels, poor attendance in your training program, lack of progress toward completion or other reasons as approved by management of the St. Charles Region’s Workforce Innovation & Opportunity Act.

Additionally, you may be asked to complete a new Determination Form to continue receiving the Needs Related Payments if your situation changes or in a subsequent Workforce Investment Act Program Year.

I, ________________________, a participant in the Adult, Dislocated Worker or ______________________ Program, agree to the provisions listed above. I also agree that the information I provided on the Needs Related Payment Determination Form is correct. I know that penalties are prescribed by law for willful misrepresentation or concealment of facts in order to obtain Federal funds for which I am not eligible.

I agree to attend the training facility as assigned and do my best to complete. Upon completion, I intend to seek and accept employment in the field for which I was trained. I understand that it is my responsibility to communicate with my Career Consultant every two weeks to verify my continued training attendance in order to receive a Needs Related Payment. Communication can be through email, phone or in person.

____________________________________  ______________________________________
Participant Signature and Date                  Career Consultant and Date

____________________________________  ______________________________________
Participant phone &/or email                  Career Consultant phone &/or email
Incentives may be used with non-WIOA funds to encourage participation in workforce development activities provided by the Job Center or to reward job seekers for completing steps toward successful participation in a St. Charles Job Center program or service. For the purpose of this policy, the term “incentive” shall mean an award intended to motivate participation.

Incentives may be provided in the form of non-cash gifts if allowed by the grant or other funding source. All incentives will be made in accordance with St. Charles County financial policy. Non-cash payments are referred to as “incentives” for the remainder of this policy. Incentives will not be given for workshop attendance.

Incentives generally consist of gift cards, food and non-alcoholic beverages or other non-cash items not to exceed a value of $100 per individual occurrence unless otherwise approved by the Executive Director.

All incentives will be tracked and safeguarded. The recipient’s name and date of award will be logged and maintained by the St. Charles County Department of Workforce and Business Development.

Incentives that are not distributed at the intended event will be safeguarded and tracked to be given out as incentives for future events.

The possibility of receiving incentives will be provided equally to all individuals participating in an event.
ST. CHARLES COUNTY
ON-THE-JOB TRAINING POLICY
(UPDATED DECEMBER 2018)

Per DWD Issuance 21-2017, WIOA defines On-The-Job Training (OJT) as: Training by an employer, provided to a paid participant while engaged in productive work in a job that:

1. Provides knowledge or skills essential to the full and adequate performance of the job;
2. Is made available through a program that provides reimbursement to the employer of up to 50 percent of the wage rate of the participant;
3. Is limited in duration as appropriate to the occupation for which the participant is being trained.

Available OJT Funding Programs

1. WIOA Adult and Dislocated Worker Formula Funds
2. WIOA National Dislocated Workers Grant
3. WIOA Youth Formula Funds
4. Show Me Heroes
5. Trade Adjustment Assistance

Initial Job Center Process

Before determining eligibility for OJT, the following must occur:

1. Creation/update of the Individual profile in the statewide electronic case management system
2. Creation/update of the individual’s resume in the statewide electronic case management system
3. Must have an active Wagner Peyser enrollment

Reverse Referral

When a company identifies a potential OJT candidate, the following must occur:

1. Refer candidate to Job Center for eligibility determination prior to beginning the hiring process
2. Referrals are required to go through the Initial Job Center Process
3. Employer Job Orders are not required for Reverse Referrals
NOTE: Any individual hired prior to eligibility determination is not eligible for the federally-funded OJT program

**Eligibility and Documentation**

WIOA Adult and Dislocated Worker – Eligibility guidelines can be found in the latest DWD Issuance Adult & Dislocated Worker Program Technical Assistance Guide

- “Adult Eligibility” in electronic case management system must be marked with an Adult Eligibility Date on or before OJT start date

Youth Worker – Eligibility guidelines can be found in the latest DWD Issuance for Youth Program Technical Assistance Guide

- “Youth Eligibility” in electronic case management system must be marked with a Youth Eligibility Date on or before OJT start date

**Training Eligibility Criteria**

After basic funding eligibility is determined, an individual must also be determined eligible for training services by meeting all five eligibility criteria:

1. Is unlikely, or unable, to obtain or retain employment that leads to economic self-sufficiency or wages comparable to - or higher than - wages from previous employment through career services; and
2. Is in need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to – or higher than – wages from previous employment; and
3. Is in possession of the skills and qualifications to participate successfully in training services; and
4. Has selected a program of training services that is directly linked to the employment opportunities in the local area or the planning region, or in another area to which the individual is willing to commute or relocate; and
5. Is unable to obtain grant assistance from other sources to pay the costs of such training (including such sources as State-funded training, Trade Adjustment Assistance, and Federal Pell Grants established under Title IV of the Higher Education Act of 1965) or requires WIOA assistance in addition to other sources of grant assistance (including Pell Grants)

NOTE – Staff must document these eligibility criteria in case notes in the statewide electronic case management system.
A. **Case File Requirements for training eligibility**

Determination of need for an OJT service is determined through the interview, evaluation, or assessment, and career planning, or other career service received. Explanations must include a clear description of the information obtained and connection to employment opportunity.

**Participant Record Requirements**

1. **Assessments** – appropriate assessments to determine length of the training plan
2. **Employment Plan (EP)** – Occupational goal on the EP should be consistent with the OJT opportunity
3. **Mandatory Initial Case Note** – Participant status requires an Initial Case Note that includes:
   a) Summary of eligibility
   b) Plan of activities to be offered
   c) How plan will be implemented
   d) Equal Opportunity & Complaint & Grievance signed attestation case noted
   e) Supportive service information
4. **Service Activities** – at a minimum, the following services should be recorded in the statewide case management system:
   ● Supportive Services, if and when they occur
   ● 205 – Full Development of IEP
   ● 213 – Comprehensive Assessment
   ● 301 – Adult/Dislocated Worker OJT; or 428 Youth OJT

**NOTE** – The Occupational Training Code listed on the training level service *must* match the O*NET code listed on the Training Outline and Job Description, Form PO-214.

a) Services must record the correct actual start date and correct actual end date

**NOTE** – waiting to close services until final OJT invoice is paid, rather than actual end date, will result in Data Element Validation failure

5. **Service Outcome** – Selecting correct outcome affects Performance Measures; the following bulleted list are the *only* acceptable entries for OJT participants:
   ● Non – OJT Related Employment;
   ● OJT Related Employment;
   ● Retained by OJT Employer; and/or
   ● OJT – Did Not Complete
Job Orders

If an employer has an open job order in the state case management system, a participant placed with that employer, must have a referral to the job order and job order must be updated to reflect “Hired” once the individual is hired.

Measurable Skills Gains (MSG)

A report of satisfactory or better progress at midpoint or endpoint monitoring process results in a MSG. Documentation in the statewide case management system must be made and verification maintained in individual's file.

Employer Eligibility Requirements

1. Employer must affirm enrollment and participation in the E-Verify federal work authorization program
2. Must be registered in the statewide electronic case management system
3. A pre-award review must be completed to ensure a business relocated to the WDB region, must be in place for minimum of 120 days at the new location, review of whether Worker Adjustment and Retraining Notification (WARN) notices relating to the employer has been filed, to ensure the OJT does not displace current employees; A pre-award determination must be documented in the statewide electronic case management system
4. Safety and Health Regulations must be in place
5. Employer must provide appropriate supervision and training to OJT participant
6. A previous exhibited pattern of failing to provide OJT participants with continued long-term employment as regular employees with wage, benefits, and working conditions will eliminate that employer from participating in the OJT program
7. Position must not be seasonal, temporary, intermittent employment, or employment in an occupation for a fee
8. Must pay employer wage taxes
9. Position must be full-time, defined as 32 or more hours per week, and wages and benefits should align with O*NET State and National Wage Tables
10. Training must not impair any existing agreements for services or collective bargaining agreements
11. Employer cannot be a State Agency or local governmental WIOA operator

OJT Services for Employers

The following services must be recorded in the statewide electronic case management system once the service is received and case notes must be recorded in the employer’s record:
a) E18 – Work Based Learning Marketing – services provided to employers involving outreach and marketing of all OJT’s

b) E12 – Work Based Learning Contract/Monitoring Visit – Contact with an employer regarding OJT

Required Paperwork for the OJT Program (see attached for Local Forms)

Current DWD Fillable forms are available at: https://jobs.mo.gov/dwdprograms#OJT

- Employer Information (Local Form)
- Current Skill Level of Participant (Local Form)
- Training Justification (Local Form)
- OJT Training Program Agreement (DWD)
- OJT Training Outline and Job Description (DWD)
- OJT Monthly Progress Report/Invoice (DWD)
- OJT Monitoring Report (DWD)
- OJT Supplemental Agreement, as applicable (DWD)

a) Employers must document the number of hours worked each day by the participant and the rate of pay for the period.

Determination of OJT Training Agreement Length of Time (see attached)

Factors to consider:

- Skill requirements of the occupation
- Academic and occupational skill level of the participant
- Prior work experience within five years
- Participant’s employment plan

a) Length of training is based on Skills Gap between the position and OJT participant

b) Training must not exceed 1,040 hours

Monitoring

The St. Charles WDB will monitor the OJT Training Agreement to ensure:

- Participant training and corresponding employer payroll records are correct
- On-site monitoring of participant at mid-training and upon completion
- Sub-state monitoring of programs and employer fiscal records
Determining Training Length
Of On-the-Job Training Plans

The Region has established the following policy which identifies maximum and minimum lengths of training that will be subsidized through the On-the-Job Training (OJT) activity.

The Region shall use the ONET and SVP crosswalk system to establish the maximum length of training for a given occupation.

After the maximum training time has been established, the Region will reduce the length of training needed to become a productive employee in the occupation based upon the participant’s prior work experience of five years and applicable classroom training.

The following guidelines will be applied:

1. One week (40 hours) for each month of prior employment in the same occupation with a different employer.

2. One week (40 hours) for each three months of prior employment in an occupationally related job.

   NOTE: Occupationally related occupation shall be defined as those with ONET codes that share the same first six digits. Many of the skills obtained during employment in one job should be readily transferable to another job within the same subgroup. However, in instances where the first six numbers of the ONET code from the anticipated OJT and the previous employment match but the skills acquired at the previous position are not similar or transferable, the training length may be increased from the above policy. Proper justification will be documented. This exception is due to the prevalence of similarly coded job titles having few transferable job skills in the real world of work.

3. The Region will take into account the date of the previous work experience and vary from the above referenced system when previous training is outdated for current labor market requirements. This will be documented in notes to the file. In general, the Region will consider Items #1 and #2 to be applicable to prior work experience which is less than five years old unless demonstrated otherwise.

4. An additional reduction in training hours may be taken when a trainee has held a job(s) which can be verified as having transferable skills but the previous occupation does not fall within the first six digit ONET cluster.
5. Applicable education – A one week (40 hours) reduction will be taken from the maximum length of training for each six months of prior education in a directly related occupational field.

**NOTE:** The Region will take into account the date of the education and vary from the above referenced system when the previous education is outdated and no longer applicable to current labor market needs. This will be documented in the file. As a general rule, the Region considers Item #1 to be applicable to prior education which is less than five years old unless demonstrated otherwise.

Given the varied nature of client experience and ability levels, the Region will consider all SVP levels above one for OJT funding. However, unless the participant faces barriers to employment, the Region will target occupations at an SVP level of two and higher for OJT program reimbursement.

The Region may waive the above maximum length of training criteria if the participant has a handicapping condition that restricts their ability to acquire the training within the maximum training period. The Region will maintain appropriate documentation to support decisions to waive maximum training lengths.
Employer Information

Company Name _______________________________________________________________

Address_______________________________________________________________________

Telephone #__________________________ Fax #_______________________________

Contact Person_______________________________________

Contact’s Email Address_________________________________________________________

Company Pay Period__________ _____________________________________________

How many employees are currently employed at the company? ___________

Does the employer have workers’ compensation (or an insurance program which is comparable)? Y N

What are the wages? _______________ Other benefits? ________________________________

Is the occupation under consideration subject to a Collective Bargaining Agreement? Y N

Does the training impair any existing contracts for services or collective bargaining agreements? Y N

If yes, Collective Bargaining Representative must sign and date below:

___________________________________________________________________________________

(Collective Bargaining Representative’s Name and Date)

Please indicate the name, title, and union affiliation of the appropriate collective bargaining rep:

___________________________________________________________________________________

Is there demand for this job in the local labor market? Y N

Is the employer enrolled in E-Verify? Y N

Is the position 32 hours per week or more? Y N

Was an unsubsidized employee displaced in order to hire the OJT Participant? Y N

Does the employer have employees in lay-off status from the same or equivalent position? Y N

How long has the employer operated at this location? _________________________________________

Did employer relocate from another location? Y N

If yes, were employees given the opportunity to transfer? Y N

Does the business appear to be financially stable? Y N

Does the employer pay employer wage taxes? Y N

Is the business receiving other funding such as through the Dept of Economic Development, MO

Customized Training or other training subsidies? Y N

If yes, what? _________________________________________________________________

Is this seasonal or temporary employment? Y N

Will there be appropriate supervision and training for all participants? Y N

Does the company have regulations covering safety and health issues? Y N

Does the position have a history of layoffs in the last 5 years? Y N

Is the participant employed in sectarian instruction or religious worship? Y N
Current Skill Level of the Participant

Name:_____________________________________________________________App ID_____________

Previous work history (in the last five years):

Job Title:____________________________________________   ONET Code_______________________
How long:_____________ Same job as the OJT job _______ If not, was it occupationally related____
Number of hours to reduce OJT due to this position: _______________________________________

Job Title:____________________________________________   ONET Code_______________________
How long:_____________ Same job as the OJT job _______ If not, was it occupationally related____
Number of hours to reduce OJT due to this position: _______________________________________

Job Title:____________________________________________   ONET Code_______________________
How long:_____________ Same job as the OJT job _______ If not, was it occupationally related____
Number of hours to reduce OJT due to this position: _______________________________________

Job Title:____________________________________________   ONET Code_______________________
How long:_____________ Same job as the OJT job _______ If not, was it occupationally related____
Number of hours to reduce OJT due to this position: _______________________________________

Number of hours to reduce OJT due to this position: _______________________________________

Previous classroom training (in the last five years):

Training title:_________________________________________________________________________
Units of training completed:_____________________________________________________________
CIP Code:_____________________________     Occupationally related training ___________________
Number of hours to reduce OJT due to this training: _______________________________________

Training title:_________________________________________________________________________
Units of training completed:_____________________________________________________________
CIP Code:_____________________________     Occupationally related training ___________________
Number of hours to reduce OJT due to this training: _______________________________________
Total # of hrs to reduce OJT due to the above experience and training:__________________________

Training Justification

This description of the process and skills to be learned is only an approximation as to the training time
needed for each component of the occupation. It must be realized that the outline’s time schedule
may vary depending on the company’s needs, the economic situation or the ability of the trainee. The
training outline is not all inclusive of the job description. The trainee may perform other job related
duties of the job that is not part of training to be reimbursed.

Employer: ____________________________________________________________________________

Worksite (if at a different location) _______________________________________________________

Participant: ___________________________________________________ App ID ____________________

Title of the OJT position: __________________________________________________________________

ONET Code______________________________ SVP Level ________________________________________

Maximum Training Length for the SVP ___________________________ Job Zone _______________________

Total number of hours to reduce OJT due to participant’s prior training ___________________________

Total hours to be reimbursed on the OJT program for this participant ____________________________

Training start date ____________________ Planned completion date _____________________________

Hours per week the participant will work ________

Hourly Wage ______________________________

Scheduled raises, if any ____________________________

Hourly OJT reimbursement $___________________ Percentage of wage _ __________________% 

Total Maximum OJT obligation $___________________

Person or job title responsible for training ____________________________________________________

Phone number ___________________________ Email _____________________________________________

Please attach job description, either from the company or customized ONET job description.

Current DWD Fillable forms are available at: https://jobs.mo.gov/dwdprograms#OJT
Open Meetings and Records Policy

of the

St. Charles Workforce Development Board

In accordance with the Missouri Sunshine Law
Chapter 112: Open Meetings and Records Policy

The Missouri Sunshine Law, Chapter 610, RSMo. was adopted in St. Charles County in Chapter 112, Ordinances of St. Charles County, Missouri as the Open Meetings and Records Policy. The Workforce Development Board of the St. Charles Region adopts the County’s Policy in fulfilling its requirements under the Missouri Sunshine Law with the following exceptions specific to the Workforce Development Board.

Section 112.010 Adoption of the Sunshine Law

In satisfaction of Section 610.028.2 of the Revised Statutes of the State of Missouri, the Sunshine Law of the State of Missouri is hereby adopted by the County of St. Charles, except as modified by amendments of modifications set forth in this Chapter.

Section 112.020 Definitions

As used in this Chapter, unless the context otherwise indicates or unless the term is defined below, the terms as used in this Chapter shall be defined as set forth in the Sunshine Law as codified at Section 610.010, RSMo.

Custodian:

The St. Charles County Department of Workforce and Business Development is designated as the Records Custodian for the Workforce Development Board. In particular, the Department of Workforce & Business Development’s Administrative Assistant serving as staff to the Workforce Development Board, is the specific custodian of records and is who all requests for records and meeting notices should be sent.

The custodian of archived records of County Government of St. Charles is the Registrar.

Request for Access:

A request for a public record of the Workforce Development Board can be written, emailed or a verbal request. Requests can be made in person, received by the US mail or private mail service, sent by facsimile or sent to an official electronic mail (i.e., email) site of the custodian of records for that record. Electronic mail shall be deemed received when it is opened.

The request must be made to the custodian of record for the St. Charles Workforce Development Board.

Section 112.025 Recording of Public Meetings
A. Public meetings may be recorded by audiotape, videotape or other electronic means pursuant to the following guidelines:

1. The person or persons so taping shall give notice to the Chair of the meeting of their intent to record and
2. The person or persons so taping shall not disturb the meeting by their physical location, by placing equipment which blocks the audience’s view of the members of the meeting or the members’ view of the audience nor may the person or persons recording interfere with the official recording or broadcasting of the meeting.

B. Closed meetings may not be recorded.

Section 112.030 Open Meetings and Records Exceptions

A. Except as set forth in Subsection (B) of this Section, no meeting or vote may be closed without an affirmative public vote of the majority of a quorum of the public governmental body. The vote of each member of the public governmental body on the question of closing a public meeting or vote and the specific reason for closing that public meeting or vote by reference to a specific Section of this Chapter shall be announced publically at an open meeting of the governmental body and entered into the minutes.

B. A public governmental body proposing to hold a closed meeting or vote shall give notice of the time, date and place of such closed meeting or vote and the reason for holding it by reference to the specific exception allowed pursuant to the provisions of Section 610.021, RSMo. Such notice shall comply with the procedures set forth in Section 610.020, RSMo., for notice of a public meeting.

C. Any meeting or vote closed pursuant to Section 610.021, RSMo., shall be closed only to the extent necessary for the specific reason announced to justify the closed meeting or vote. Public governmental bodies shall not discuss any business in a closed meeting, record or vote which does not directly relate to the specific reason announced to justify the closed meeting or vote. Public governmental bodies holding a closed meeting must close only an existing portion of the meeting facility necessary to house the members of the public governmental body in the closed session, allowing members of the public to remain to attend any subsequent open session held by the public governmental body following the closed session.

D. Nothing in Sections 610.010 to 610.028, RSMo., shall be construed as to require a public governmental body to hold a closed meeting, record or vote to discuss or act upon any matter, however, those meetings, records and votes which are authorized to be closed by Section 610.021, RSMo., or other applicable Federal or State laws or County ordinances, shall be closed records unless the County Executive or his designee authorizes the release of information which the County Executive or his designee has determined to be in the public interest for health, welfare or safety reasons. Such authority shall be subject to Section 112.0600OSCMO with regard to Social Security numbers.
E. Public records shall be presumed to be open unless otherwise exempt pursuant to the provisions of this Chapter or Chapter 610, RSMo.

Section 112.040 Custodians of Records

The Administrative Assistant to the Board shall be the custodian of records for the St. Charles Workforce Development Board and shall keep the archived records of the Board for a minimum of three years, except for meeting minutes. Meeting minutes shall be kept indefinitely but may be archived. The identity and location of the custodian of record shall be made available upon request.

Section 112.050 Access To Records – Fees

A. Except as otherwise provided by law, the St. Charles County Department of Workforce and Business Development shall provide access to and, upon request, furnish copies of public records subject to the following:

1. Fees for copying public records shall not exceed ten cents ($0.10) per page for a paper copy not larger than nine by fourteen inches; with the hourly fee for duplicating time not exceed the hourly rate of pay for clerical staff of the department. Research time required for fulfilling records requests may be charged at the actual cost of research time. Based on the scope of the request, the public governmental body shall produce the copies using employees of the body that result in the lowest amount of charges for search, research and duplication time. Prior to producing copies of the requested records, the person requesting the records may request the public governmental body to provide an estimate of the cost to the person requesting the records. Documents may be furnished without charge or at a reduced charge when the public governmental body determines that waiver or reduction of the fee is in the public interest because it is likely to contribute significantly to public understanding of the operations or activities of the public governmental body and is not primarily in the commercial interest of the requester.

2. Fees for providing access to public records maintained on computer facilities, recording tapes or disks, video tapes or films pictures, maps, slides, graphics, illustrations or similar audio or visual items and for paper copies larger than nine by fourteen inches or devices shall include the cost of copies, staff time which shall not exceed the average hourly rate of pay for staff of the public governmental body required for making copies and programming, if necessary, and the disk or tape used for the duplication. Fees for map, blueprints or plats that require special expertise to duplicate may include the actual rate of compensation for the trained personnel required to duplicate such maps, blueprints or plats. If programming is required beyond the customary and usual level to comply with a request for records or information, the fees for compliance may include the actual costs of such programming.
B. Payment of such copying fees may be requested prior to the making of copies.

C. Except as otherwise provided by law, each public governmental body of the County shall remit all monies received by or for it from fees charged pursuant to this Section to the Department of Finance for deposit to the appropriate fund.

D. Fees for duplication and research time arising from requests from political subdivisions located within St. Charles County may be waived or reduced by the County council on its consent agenda and all such requests by political subdivisions for waiver or reduction of research and/or duplication costs shall be placed on the next available consent agenda after referral from the County Executive’s office. The County Executive shall refer an item after reasonably determining the cost of research and duplication of the requested information.

Section 112.060 Disclosure of Social Security Numbers Prohibited – Exception

No County entity shall publicly disclose any Social Security number of a living person unless such disclosure is permitted by Federal law, Federal regulation or State law or unless such disclosure is authorized by the holder of that Social Security number or unless such disclosure is for use in connection with any civil, criminal, administrative or arbitral proceedings in any Federal, State or local court or agency or before any self-regulatory body, including the service of process, investigation in anticipation of litigation and the execution or enforcement of judgments and orders, or pursuant to an order of a Federal, State or local court. Notwithstanding any other provision of law to the contrary, the disclosure of Social Security numbers of deceased persons shall be lawful, provided that the County department disclosing the information know of no reason why such disclosure would prove detrimental to the deceased individual’s estate or harmful to the deceased individual’s living relatives. For the purposes of this Section, “publicly disclose” shall not include the use of any Social Security number by any State entity in the performance of any statutory or constitutional duty or power or the disclosure of any Social Security number to another State entity, political subdivision, agency of the Federal Government, agency of another State or any private person or entity acting on behalf of, or in cooperation with a County or State entity. Any person or entity receiving a Social Security number from any entity shall be subject to the same confidentiality provisions as the disclosing entity. For purposes of this Section, “County entity” means any County department, division, agency, bureau, board, commission, employee or an agent thereof. When responding to any requests for public information pursuant to this Chapter, any costs incurred by any County entity complying with the provisions of this Section may be charged to the requester of such information.
The St. Charles Region will insure compliance with all aspects of the Workforce Innovation & Opportunity Act (WIOA) for Occupational Skills Training.

The St. Charles Job Center will process payments, reimbursements and other fiscal activities of all classroom training approved by WIOA staff in this office. Staff will ensure schools and programs are listed on the State’s Eligible Training Provider System as eligible to receive WIOA funds prior to approval.

Enrollment of a participant into Occupational Skills Training is the culmination of a thorough assessment process performed by the St. Charles Job Center and documented in the individual’s Employment Plan and in service notes.

**Enrollment Criteria for Occupational Skills Training**

An Individual can be considered for Occupational Skills Training when he/she:

- Is not employable in the present St. Louis Metropolitan Statistical Service Area job market at an income that would allow self-sufficiency or applicable replacement wage AND
- The career field chosen requires skills and certification that are best taught in a classroom setting. Those career fields that can easily be learned on the job will not be approved. AND
- The individual has the ability to benefit from the training and are likely to complete successfully: must possess basic skills at a level sufficient for the student to successfully grasp the concepts taught in the chosen training program.

Individuals meeting the criteria listed above can be considered for Occupational Skills Training if:

- The participant has chosen a career field that is growing and which falls into one of the region’s 5 identified growth sectors: advanced manufacturing, finance, healthcare, transportation/warehouse/logistics, IT.
The identified training program provides an income potential that would disqualify their family for temporary Assistance or that would earn the individual 80% or more of their prior wage within one year of obtaining related employment in the local labor market.

The participant has completed any other formal/objective assessment activities as deemed appropriate by their case manager.

The individual can verbalize at least three “positive” and three “negative” of their chosen career field or write a short paragraph summarizing similar aspects of the field.

If the participant is unfamiliar with the field or industry in which they are requesting training and is not able to list the positives and negatives of the field, they have researched their career and training choice. Research methods may include:

1) Informational interviews with employers regarding entry level wage, income potential, entry level skills required to advance, the need for classroom training prior to employment and their willingness to hire program completers from their chosen training provider

2) Informational interviews with people working in the field regarding wages, advancement, daily routine, and the positive and negative aspects of the career

3) Library or internet research on statistics and growth expectations in the field

4) Personal experience in the career field in which the individual is seeking training.

5) Try-out work experience such as “shadowing” or volunteering in the career area.

The participant has researched more than one school that offers the training program of choice. The participant is expected to visit the training facility while class is in session and students are present and compare training materials and learning objectives of each school.

Enrollment Process for Occupational Skills Training

After the Case Manager and the participant come to an agreement on the choice of careers and the training facility, the participant will contact the school’s financial aid office to apply for any other available financial assistance (E.G. Pell grant). If the school does not estimate Title IV awards, the participant may be referred to the Educational Opportunity Center (EOC) for assistance.

After the participant has applied for financial aid, the participant will meet with their Case Manager to determine a start date and any supportive services needed for successful completion of the training program. Resources available to provide these
supportive services (i.e., Housing Authority, FSD, etc.) will be discussed and any appropriate referrals made.

Upon approval of a participant’s request for training funds, a “Training Approval and Authorization to Pay” form (see attached) will be completed by the case manager using information submitted by participant on a “Request for Classroom Training” form (see attached). Upon completion, the original form will be given to the participant to take to the school. A copy will be given to the participant and a copy will be kept in the participant’s WIOA file.

Those participants enrolling in a credit hour course will be preliminarily approved for the total credit hours required to complete the certificate program. However, case managers will insure enrollment in appropriate classes each semester to complete the program as agreed upon. The “Training Approval” form will be completed on a semester by semester basis based on satisfactory progress and the availability of WIOA training funds.

**Attendance Policy**

Classroom Training participants are expected to attend all regularly scheduled class hours unless otherwise arranged with their case manager. The only absences to be considered excused are when the school cancels classes.

Participants may be put on probation after missing more than 10% of the total training hours. Students will be given written notice of their probation status and asked to sign the probation agreement, if any absences occur after probation, the participant may be terminated from approved training. This restriction may be waived on an individual basis if the probationary student is making a sincere effort to attend class.

Students may take a Leave Of Absence (LOA) if approved by both the Case Manager and the school the participant is attending. The school should submit a letter stating the time period that the student will be on a LOA.

Leaves of Absence are only to be used for medical or similar emergency situations.

If the participant must repeat a portion of the course due to a LOA, other absences, or low or failing grades and the school charges an additional cost, the St. Charles Job Center may not fund any repeated portion. The participant may be liable for the cost of any repeated course work.
**Criteria for School Approval**

The St. Charles Region will further consider the following criteria when approving funding for Classroom Training participants:

- Schools to be considered for Classroom Training must be listed on the DWD Eligible Training Provider System list
- Training-related job placement of past graduates as listed in the ETPS system
- Employment retention rates of past graduates as listed in the ETPS system and/or as verified by WIOA staff
- School/program must have had at least one full size graduating class
- The training provider’s emphasis on timely completion of course work, i.e. the school must have a proven track record of students completing planned programs as originally scheduled.
- Return on Investment: the average wage at placement versus the cost of attendance including tuition, supplies and fees must be relative.
- Most affordable alternative: when more than one program is offered locally with a start date within a three month time frame and programs are of comparable quality, the least expensive school will be approved unless good cause can be documented for choosing the more costly training.
- A training provider’s vocational programs should teach all the skills required for employment in the field.
- The training provider must follow the St. Charles Job Center’s procedures regarding referral, enrollment, paperwork, and billing (see attached).
- When possible, geographic location and class schedule will be considered as it corresponds to participant’s convenience.

**Reverse Referrals**

The St. Charles Job Center will not automatically accept reverse referrals from training providers. All applicants referred by any training provider must go through a complete objective assessment and eligibility determination without predetermined outcomes.

Training providers may refer individuals for assessment with the understanding that enrollment in their school is not a guarantee and that the St. Charles Job Center may not agree that this is the appropriate training for the individual.

All individuals determined to be appropriate for and in need of occupational skills training will be referred to all schools in the area to insure they make an informed decision as to which school is best for them.
**Other Training Considerations**

- The individual must be a resident of the St. Charles County workforce area.
- The St. Charles Job Center will approve Occupational Skills training only once per participant.
- As of 06/20/2019, the maximum amount that the St. Charles Job Center will approve for training is $10,000. This does NOT mean that every participant will be approved for this maximum amount, but that the amount is a guideline that will not generally be exceeded. Each request will be considered individually for cost of training considering all other factors discussed herein.
- The maximum length of training that will be approved is 2 years.
- Preference for available training funds will be given to veterans.
- When funding is limited, case managers will consider “most in need”. I.E. if the participant possesses marketable skills (E.G. a recently acquired Bachelor’s or Master’s degree) the individual would be considered less appropriate for training than would an individual who was not a High School graduate or who had no formal education past High School.

**Title IV Coordination**

All participants assessed as appropriate OST candidates will be required to apply for all available grants under Title IV as well as any other financial aid that may be available before requesting WIOA training funds. This may be done at the school identified for training or through the Educational Opportunity Center (EOC). In addition, St. Charles Job Center staff can assist participants in researching and completing applications for additional grant funding.

The school must coordinate and communicate any Title IV awards a WIOA student will be receiving with the WIOA Case Manager.

Whenever possible, the St. Charles American Job Center would like to have a written estimate of the grant amount prior to final WIOA approval.

**Inter-Agency Coordination**

The St. Charles American Job Center will coordinate any assistance the participant is receiving from other agencies to avoid duplication of services. Other services to be screened for include but are not limited to: FSD child care, Housing Authority’s rental assistance, Title IV awards, Unemployment Insurance, Vocational Rehabilitation’s training services and Social Security assistance.

**Monitoring Progress**
The Case Manager will regularly monitor the participant’s progress to insure training is being provided as planned and satisfactory progress is being accomplished. This will usually occur on a monthly basis for training that lasts longer than 3 weeks. The participant will be advised to contact their case manager if they encounter problems of any kind that may affect their ability to continue in and complete their approved training program successfully.

**Job Search**

Participants will be encouraged to contact their Case Manager prior to completion of their program in order to begin their job search. St. Charles Job Center staff will be available to assist with resume development, locating job leads, cover letters, interview skills, or whatever may be needed to insure a successful job search.
ST. CHARLES COUNTY REGION

POLICY WHEN A JOB SEEKER MIGHT BE SUICIDAL

If a job seeker implies, in any way, that they might be suicidal or might hurt themselves, the Career Consultant is to clarify their intent.

This may be accomplished by asking if they ever thought of hurting themselves or if they have considered suicide since their recent unemployment. If the individual responds that they have had such thoughts, ask if they have a plan or idea of how they would do it.

If they do not have a plan, give them the:

Life Crises Phone Numbers: 314-647-HELP or 1-800-273-8255, or 1-800-784-2433

or

Behavioral Health Response: 314-469-6644 or 314-469-3638 (TTY) or 1-800-811-4760

or

National Hopeline Network: 1-800-442-4673

Tell them they can use one of our areas (training rooms) and phones if they would like to call now or tell them to call one of the numbers if they ever have such thoughts again.

Proceed as usual. (If applicable, be sure to include stress and anxiety management in their Employment Plan.) These participants should be contacted at least weekly to insure their job search does not become overwhelming.

Feel free to continue asking about their suicidal thoughts during follow-up calls as needed.

For Job Seekers who tell you they have a plan or idea of how to accomplish their own demise, give them the numbers listed above. Try to get them to call one of the numbers right then from your cube, even if you have to dial the number. Offer to stay with them while they make the call or ask if they want you to leave and let them have their privacy.

Do not push job search unless they request such assistance.

Ask for help if you need it.
<table>
<thead>
<tr>
<th>Household/Family Size</th>
<th>25%</th>
<th>50%</th>
<th>75%</th>
<th>100%</th>
<th>125%</th>
<th>150%</th>
<th>175%</th>
<th>185%</th>
<th>200%</th>
<th>225%</th>
<th>250%</th>
<th>275%</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>3,123</td>
<td>6,245</td>
<td>9,368</td>
<td>12,490</td>
<td>15,613</td>
<td>18,735</td>
<td>21,858</td>
<td>23,107</td>
<td>24,980</td>
<td>28,103</td>
<td>31,225</td>
<td>34,348</td>
</tr>
<tr>
<td>2</td>
<td>4,228</td>
<td>8,455</td>
<td>12,683</td>
<td>16,910</td>
<td>21,138</td>
<td>25,365</td>
<td>29,593</td>
<td>31,284</td>
<td>33,820</td>
<td>38,048</td>
<td>42,275</td>
<td>46,503</td>
</tr>
<tr>
<td>3</td>
<td>5,333</td>
<td>10,665</td>
<td>15,998</td>
<td>21,330</td>
<td>26,663</td>
<td>31,995</td>
<td>37,328</td>
<td>39,641</td>
<td>42,660</td>
<td>47,993</td>
<td>53,325</td>
<td>58,658</td>
</tr>
<tr>
<td>4</td>
<td>6,438</td>
<td>12,875</td>
<td>19,313</td>
<td>25,750</td>
<td>32,188</td>
<td>38,625</td>
<td>45,063</td>
<td>47,638</td>
<td>51,500</td>
<td>57,938</td>
<td>64,375</td>
<td>70,813</td>
</tr>
<tr>
<td>5</td>
<td>7,543</td>
<td>15,085</td>
<td>22,628</td>
<td>30,170</td>
<td>37,713</td>
<td>45,255</td>
<td>52,798</td>
<td>55,815</td>
<td>60,340</td>
<td>67,883</td>
<td>75,425</td>
<td>82,968</td>
</tr>
<tr>
<td>6</td>
<td>8,648</td>
<td>17,295</td>
<td>25,943</td>
<td>34,590</td>
<td>43,238</td>
<td>51,885</td>
<td>60,533</td>
<td>63,992</td>
<td>69,180</td>
<td>77,828</td>
<td>86,475</td>
<td>95,123</td>
</tr>
<tr>
<td>7</td>
<td>9,753</td>
<td>19,505</td>
<td>29,258</td>
<td>39,010</td>
<td>48,763</td>
<td>58,515</td>
<td>68,268</td>
<td>72,169</td>
<td>78,020</td>
<td>87,773</td>
<td>97,525</td>
<td>107,278</td>
</tr>
<tr>
<td>8</td>
<td>10,858</td>
<td>21,715</td>
<td>32,573</td>
<td>43,430</td>
<td>54,288</td>
<td>65,145</td>
<td>76,003</td>
<td>80,346</td>
<td>86,860</td>
<td>97,718</td>
<td>108,575</td>
<td>119,433</td>
</tr>
<tr>
<td>9</td>
<td>11,963</td>
<td>23,925</td>
<td>35,888</td>
<td>47,850</td>
<td>59,813</td>
<td>71,775</td>
<td>83,738</td>
<td>88,523</td>
<td>95,700</td>
<td>107,663</td>
<td>119,625</td>
<td>131,588</td>
</tr>
<tr>
<td>10</td>
<td>13,068</td>
<td>26,135</td>
<td>39,203</td>
<td>52,270</td>
<td>65,338</td>
<td>78,405</td>
<td>91,473</td>
<td>96,700</td>
<td>104,540</td>
<td>117,608</td>
<td>130,675</td>
<td>143,743</td>
</tr>
<tr>
<td>12</td>
<td>15,278</td>
<td>30,555</td>
<td>45,833</td>
<td>61,110</td>
<td>76,388</td>
<td>91,665</td>
<td>106,943</td>
<td>113,054</td>
<td>122,220</td>
<td>137,498</td>
<td>152,775</td>
<td>168,053</td>
</tr>
<tr>
<td>13</td>
<td>16,383</td>
<td>32,765</td>
<td>49,148</td>
<td>65,530</td>
<td>81,913</td>
<td>98,295</td>
<td>114,678</td>
<td>121,231</td>
<td>131,060</td>
<td>147,443</td>
<td>163,825</td>
<td>180,208</td>
</tr>
<tr>
<td>14</td>
<td>17,488</td>
<td>34,975</td>
<td>52,463</td>
<td>69,950</td>
<td>87,438</td>
<td>104,925</td>
<td>122,413</td>
<td>129,408</td>
<td>139,900</td>
<td>157,388</td>
<td>174,875</td>
<td>192,363</td>
</tr>
</tbody>
</table>
Recognizing the priorities made available in the implementing regulations for WIOA [20 CFR 680.600(c)], the St. Charles Region will make participant funds available according to the following priority policy:

A minimum of 70% of Title I WIOA Adult funds will be allocated to Priority Level I participants. No more than 30% of Title I WIOA Adult funds will be allocated to Priority Level II participants.

Priority Levels are as follows:

Note: Veteran and covered individuals priority overrides all other priority preferences

Priority Level I

1. An individual who receives or is a member of a family who receives Temporary (cash) Assistance or Food Stamps or
2. An individual whose family annualized income does not exceed the higher of either the Department of Health and Human Services (HHS) poverty guidelines or the Department of Labor’s Lower Living Standard Income Level (LLSIL) or
3. An individual who is basic skills deficient as defined in the Local Plan

Priority Level II

1. An individual whose family annualized income does not exceed 250% of the higher of either the HHS poverty guidelines or the LLSIL, if services are needed to achieve or maintain employment that allows self-sufficiency under the following conditions:
   • The individual has a need for additional training to learn new technologies or processes in order to retain or advance their employment
   • An employed individual’s employer needs to retrain workers to enable the company to be more competitive or to avoid loss of jobs in the community
   • An employed individual needs services to upgrade skills due to working less than full time hours, earning a low hourly wage or is employed in a declining industry within the region
This agreement is entered into by the Local Elected Official, the Workforce Development Board and the entity selected as the One Stop Operator and WIOA Adult and Dislocated Worker Service Provider. Its purpose is to describe the structure of the local system including firewalls and agreements to prevent conflict of interests or the appearance of conflict of interest and minimize fiscal risk.

The St. Charles Community College has been selected through a Competitive process to serve as the One-Stop Operator in the St. Charles Region

The Role of the One-Stop Operator:

1. Coordinate the service delivery of required one-stop partners and service providers in the Job Center

2. Ensure a cohesive manner in which partners and service providers interact in the delivery of service

3. Ensure the services provided to job seekers are customer-centered and coordinated between partners as much as possible

4. Coordinate staffing of all available partners to provide coverage during the hours of operation

5. Avoids practices in the operation of the One-Stop that creates disincentives for service to individuals with barriers to employment

6. Follow the Policy and Procedures of the One-Stop, as approved by the WDB, to clarify how the organization will carry out its responsibilities while demonstrating compliance with the Workforce Innovation and Opportunity Act and corresponding regulations, relevant Office of Management and Budget circulars, and the state’s conflict of interest policy.
7. The One-Stop Operator will not:
   • Convene stakeholders or assist in the development and submission of the local Plan
   • Significantly participate in the competitive selection process for the One-Stop Operator or Service Providers
   • Negotiate local performance measures or submit budgets for the local area to the Workforce Development Board
   • Procure items for the One-Stop using WIOA funds. All WIOA procurement will be completed by St. Charles County.

   St. Charles Community College will act as Service Provider of Adult and Dislocated Worker programs

The Role of the Service Provider of Adult and Dislocated Worker Programs is:

1. To provide and train staff to operate the Job Center and provide career services to Adult and Dislocated Worker program participants

2. To allow job seeker choice in their selection of training providers while ensuring the training providers selected are on the approved provider list and the training is within training guidelines set forth by the Workforce Development Board

3. To charge the cost of staffing to St. Charles County on a reimbursement basis as allowable under the annual contract agreement

4. The Service Provider will not:
   • Provide oversight, monitoring or evaluation of its performance as the service provider to or for the Workforce Development Board and Local Elected Official
   • Process payments for training services

The Board selects the St. Charles County Department of Workforce and Business Development as staff

The Role of the Workforce Development Board (WDB) and its staff:

1. The Workforce Development Board and its staff will have sole authority for the oversight, monitoring and evaluation of the duties performed by the One-Stop Operator and Service Provider of WIOA funds.
2. To ensure responsibilities are in compliance with WIOA and its regulations, relevant Office of Management and Budget circulars, the Uniform Guidance, State policies and County procedures.
3. To prevent conflicts of interest, minimize fiscal risk and establish appropriate firewalls
4. As staff to the WDB, the Department will process and pay Individual Training Accounts approved by the Service Provider to insure eligible job seekers are provided a choice in the selection of appropriate training providers.

The Local Elected Official selects St. Charles County Government as the Fiscal Agent of funds received under the Workforce Innovation & Opportunity Act

The Role of the Fiscal Agent is to:

1. Receive and disperse funds received through the workforce system of the Missouri Division of Workforce Development
2. Assure compliance with the Uniform Grant Guidance (2 CFR Part 200 et al.)

CONFLICTS OF INTEREST

Possible conflict of interest between St. Charles County and the funds/programs provided through the WIOA

1. The current local elected official’s spouse, Jean Ehlmann, serves as the Board of Trustees President for St. Charles Community College and St. Charles Community College was chosen through a competitive bid process to be the One-Stop Operator and Service Provider.

   To insure there is no conflict of interest the local elected official does not approve bids from the St. Charles Community College. The St. Charles County Council must approve bids. Additionally, the local elected official does not sign contracts between the County and the St. Charles Community College. Signatory authority goes to the County Director of Administration.

2. Designated County staff act as the youth service provider

   County staff serving as the youth service provider in the One-Stop will report program operations to the One-Stop Operator. The Board will monitor the Youth Service Provider.
3. The One-Stop Operator and service provider of Adult and Dislocated Worker programs is a division of the local Community College which is an approved provider of Adult and Dislocated training programs.

   Guidelines as stated in this document and in the local policy and procedures dictates customer choice of training providers, within the local training guidelines.

   Program operations are monitored by St. Charles County staff and reported to the WDB.

   All training payments are processed through St. Charles County’s Department of Finance procedures unless otherwise stated by the Division of Workforce Development for the State of Missouri.

4. Other possible conflicts of interest that may arise will be handled as follows:

   - The Local Elected Official, the WDB and its standing committees shall not cast a vote on any matter which has direct bearing on services to be provided by that member (or any organization which such member directly represents) or on any matter which would provide direct financial benefit to such member or the immediate family of such member, nor shall any such person engage in any activity determined by the Governor to constitute conflict of interest as specified in the state plan.

   - Such individuals identified above shall identify any real or perceived conflict of interest prior to discussion and be prohibited from participating in discussion on the matter. The minutes of the meeting shall document compliance with the conflict of interest requirements.

**TERM OF AGREEMENT**

This Agreement shall be effective from the date of execution and shall expire upon the termination of the Workforce Innovation and Opportunity Act, dissolution of the Local Workforce Region or future action taken by any parties to establish a new agreement.
SIGNATURES

The following entities agree to the terms of this document

__________________________  __________________________
Scott Drachnik,             Date
Appointed Representative
of the Local Elected Official

__________________________  __________________________
Luanne Cundiff             Date
WDB Chair

__________________________  __________________________
Amanda Sizemore            Date
St. Charles Community
College serving as the One-
Stop Operator and Adult &
DWP Service Provider
ST. CHARLES COUNTY REGION

SUB-STATE MONITORING PLAN (UPDATED SEPTEMBER 2019)

DWD Issuance 16-2018 states that WIOA mandates administrative and program oversight responsibilities that, in partnership with the Chief Local Elected Official (CLEO), are inherent functions of the Local Workforce Development Board (LWDB). Other oversight responsibilities include: examination of sub recipient non-discrimination and conflict-of-interest policies, and mandatory disclosures of all violations of federal criminal law involving, fraud, bribery, or gratuity violations.

**Responsible Representative and Accountability**

The Executive Director of St. Charles County Department of Workforce & Business Development is responsible for oversight as the position is not funded by WIOA grants. This position is employed by County government and reports to the local elected official. However, this position is also accountable to the Workforce Development Board (WDB). The Local WDB and the CLEO, in partnership, are responsible for oversight of WIOA Title I programs. The Executive Director, or designated staff, to perform monitoring duties will not be connected to the monitored duties and systems to avoid any conflict of interest.

Though staff to the Executive Director may perform monitoring functions, it is the Executive Director that will submit an annual report each Program Year so the Local WDB and the CLEO can make appropriate judgements.

**Compliance and Performance**

The Local WDB and CLEO will receive annual monitoring reports regarding compliance with the terms and conditions of each contractual scope of work. The monitor will provide subcontractor and Local WDB area performance reviews to the WDB and CLEO on an annual basis.

Other areas monitored and reported are the adequacy of assessment, planning of activities and services, coordination with One Stop System partners to meet comprehensive needs of customers and outcomes. When problems are identified, prompt and appropriate corrective action will be taken.

**Compatibility**

The area’s monitoring policies and procedures will mirror the State’s monitoring policy and procedures of programmatic, administrative, and operational oversight to ensure an effective measure of compliance is compatible with WIOA regulations and Department of Higher Education and Workforce Development (DHEWD) policies.
**Quality Assurance and Methodology & Target Universes**

**Program Monitoring Plan**

WIOA Adult, Dislocated Worker, and Youth files are submitted by staff to monitor for review. Both the Statewide electronic system and the hard copy files are reviewed. The Statewide electronic registration is reviewed for documentation of participant eligibility and/or priority for the programs and services received, orientation to services, orientation of the participant to his/her rights under Complaint & Grievance Procedures, justification for the provision of individualized career services or training services, method of assessment, Individual Training Accounts (ITA), employment planning, the appropriateness and accuracy of participant payments (when applicable), appropriate data entry, and the posting of performance outcomes.

Enrolled WIOA Adult, Dislocated Worker, and Youth hard files are submitted by staff to the Local Compliance Monitor for review. In addition to the above listed issues, files are further reviewed for justification of training service level, documentation of assessment leading to training choice, correct completion of Individual Training Accounts (ITA), and documentation to show that training is likely to lead to employment. For classroom training, hard copy file is examined for signed paperwork indicating completion of training request and ITA referral to school and appropriate documentation of school in ETPS. For OJT participants, file is examined for appropriate completion of OJT paperwork including signatures of participant and employee representative.

In addition to the above monitoring requirements, Youth monitoring procedures include a review of the out-of-school youth expenditure requirement, 20% work-based learning and educational component requirements, 5% limit on In-School Youth enrolled with the “requires additional assistance” barrier, 5% over income exception, and all new youth eligibility barriers and criteria.

All WIOA program files are submitted again to the Local Compliance Monitor for review at the time of exit. Files are reviewed to make sure activities and programs have all been closed appropriately and include credential attainment information and supplemental data, if applicable. At this time, the Local Compliance Monitor will ensure performance outcomes were reported correctly to ensure compliance with the Data Element Validation (DEV) requirement.

OJT agreements are reviewed again by the Local Compliance Monitor once during the term of the agreement as well as an on-site visit to each subsidized employer worksite in which a questionnaire is used to interview both the participant and representative of the company to determine compliance with the terms of the OJT agreement and progress towards accomplishing the goals set out therein. OJT files are further reviewed to make sure that reimbursements do not exceed 50% of the extraordinary costs of training a participant, appropriateness of length of training, and for accuracy of payments.
Youth Work Experience assignments are monitored once during the term of the agreement in which a questionnaire is used to interview both the participant and a representative of the company to determine compliance with the terms of the Youth Worksite Agreement and progress towards accomplishing the goals set out therein.

Sub-State Monitoring for all WIOA programs (Adult, DW, and Youth) is done on a quarterly basis in order to catch any issues promptly and provide timely feedback to counselors so they can correct errors and/or make changes to procedures in accordance with continuous improvement philosophy.

The Local Compliance Monitor uses a random sampling technique to select an appropriate sample size in participant file reviews to test compliance in every funding stream for which the Local WDB has a contract with DHEWD. This includes stand-alone summer youth programs or other special initiatives in accordance with the contractual scopes of work. These policies are to supplement existing monitoring duties and must be conducted during program operation to assure accountability and transparency of expenditures. Due to the size of the area, this usually results in 100% of files being monitored. At the end of the program year, if the samples from the first 3 quarters have provided an inadequate sample of the program year’s populations, an adjustment is made to allow enough additional participant files to be selected to make up the difference and provide an adequate sample for the whole year.

Depending on the size of each record set requiring review, the corresponding number of sample records shown below, at a minimum, must be examined. These guidelines are applicable for every review.

<table>
<thead>
<tr>
<th>Record Set Size</th>
<th>Sample Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 – 20</td>
<td>69</td>
</tr>
<tr>
<td>201 – 300</td>
<td>78</td>
</tr>
<tr>
<td>301 – 400</td>
<td>84</td>
</tr>
<tr>
<td>401 – 500</td>
<td>87</td>
</tr>
<tr>
<td>501 – 1,000</td>
<td>96</td>
</tr>
<tr>
<td>1,001 – 2,000</td>
<td>100</td>
</tr>
<tr>
<td>2,001 – 10,000</td>
<td>105</td>
</tr>
</tbody>
</table>

All regional monitoring procedures include a review of program quality with attention given to continuous improvement efforts as well as an ongoing examination of compliance issues cited in prior federal, state and region reviews and a determination of how well staff is following through with any corrective measures undertaken to address issues. Steps are regularly taken to determine whether previous monitoring efforts are proving effective. Timely individual feedback is provided to staff members who err so they can take corrective action. Ongoing or repeated issues are addressed with individuals, teams and/or with entire staff at weekly meetings.
**Financial Monitoring**

The Local WDB will conduct an annual on-site Financial Monitoring Review (FMR) of sub-recipients to ensure fiscal integrity. Additional reviews may be warranted based on evaluations of risk of noncompliance. The FMR will be performed to comply with WIOA section 184(a)(4) {29 U.S.C. 3244(a)(4)}, annual DHEWD agreements, and 2 CFR Part 200 and Part 2900. The FMR is conducted to ensure the adequacy of internal controls and the reliability of the sub-recipient’s financial management system as they relate to the administrative sub-award and the fiscal goal or requirements, and that amounts reported are accurate, allowable, supported by documentation, and properly allocated. The FMR must result in a written report to the Local WDB identifying areas of noncompliance and recommendations for remedy. The FMR must include: but is not limited to, reviews of the following process:

- Audit Resolution/Management Decision;
- Financial Reports;
- Internal Controls;
- Source Documentation;
- Cost Allocation/Indirect Costs;
- Cash Management; and
- Procurement.

Local WDBs must incorporate additional financial and programmatic monitoring policies to ensure funds intended to support stand-alone summer youth programs or other special initiatives are administered in accordance with the contractual scopes of work. These policies are to supplement existing monitoring duties and must be conducted during program operation to assure accountability and transparency of expenditures.
The St. Charles Region defines Supportive Services as those services necessary to enable an individual to participate in activities authorized under the Workforce Innovation & Opportunity Act (WIOA) and administered through the St. Charles Workforce Development Board. Per guidance from DWD Issuance 13-2017, this policy provides guidelines for administering local Supportive Service which can be provided, when funds are available, to enable individuals to participate in WIOA career or training services.

**Needs-Based Analysis**

Individuals must request Supportive Service payments for specific needs. WIOA programs are not an entitlement; therefore, Supportive Service payments are on a case-by-case basis, and only when determined necessary and reasonable. The extent of Supportive Services provided will vary based on the customer’s needs, and the region’s availability of funds and resources. All Supportive Services will be approved on a case-by-case basis. Payments may not be made for non-WIOA activities or for items that are not necessary for participation in a WIOA training activity.

WIOA Supportive Services are important to the success of many WIOA participants and are based upon individual need. However, all other alternate sources of funding must be sought first, and every attempt to find other Supportive Services sources leading to the determination to use WIOA funding, must be documented in the case notes for the participant.

Examples of possible community resources:

- Faith-based organizations;
- Non-profit organizations;
- Women’s shelters;
- Clothes closets;
- Pro bono medical, dental, and legal services (may or may not need to be accessed through an organization);
- Government assistance such as: United Way, Mers Goodwill, Salvation Army, etc
Supportive Services

When funding permits, the St. Charles Region may pay the following types of supportive service:

- Transportation
- Needs-related payments
- Work attire
- Work-related tools
- Testing fees
- Emergency aid
- Other assistance approved on a case by case basis to allow program participation

Needs-Related Payments

Needs-related payments can be provided only to Adults, Dislocated Workers, and Youth to enable participation in training. They must be currently participating or enrolled to commence the training program within the next 30 calendar days.

Eligibility requirements for Needs-Related Payments for Adults and Youth:

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

Eligibility requirements for Dislocated Workers:

- Must be unemployed; and
- Not qualified for, or ceased qualifying for Unemployment Insurance (UI) compensation Trade Readjustment Allowance under Trade Adjustment Assistance; and
- Must be enrolled in an eligible WIOA training service:
  - 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
  - After the 13th week, or if later, by the end of the 8th week after being informed that a short-term layoff will exceed six months; or
- Did not qualify for UI compensation or Trade Readjustment Allowance, but is enrolled in a program for training services authorized by WIOA Sec. 134(c)(3).
**Needs-related payment levels:** Local WDB policy sets the needs-related payment level for Adults and Youth participants. (In the case of a statewide project, the State Workforce Board sets the Adult payment level.) For Dislocated Workers, payments may not exceed two possible levels.

- If the participant is eligible for UI compensation resulting from the qualifying dislocation, payment may not exceed the applicable weekly level of UI compensation.
- If the participant did not qualify for UI compensation resulting from the qualifying dislocation, then the payment cannot exceed the poverty level for an equivalent period (using the U.S. Health and Human Services poverty guidelines for the current calendar year). The Local WDB also must adjust that poverty level, to reflect changes in total family income, to ensure the actual amount of payment conforms to the Local WDB’s LWDA Supportive Service Policy.

**Emergency Aid**

Emergency Aid is a one time or rare expense paid to allow a participant to continue participating in WIOA activities such as school, work experience, or On-the-Job Training (OJT). Emergency aid payments must be well documented in case notes. However, staff should avoid receiving or obtaining confidential (i.e., financial, medical, criminal, legal, domestic violence) documentation, or entering it directly into case notes, unless it is pertinent and necessary for determining employment or training opportunities or aid. If it is necessary to retain the confidential information, the case note should contain a general explanation of the information; how it is related to employment and/or training; and identify the secure location of the complete explanation (usually, the “confidential file”).

**Trade Act Funding**

When a participant is enrolled in the Trade Act Program, this funding source must be utilized prior to WIOA funding. If the participant requires resources not covered by the Trade Act Program, local policy must be followed to provide these wrap-around services.

**National Dislocated Worker Grants (DWGs)**

This resultant regional policy will apply only to that specific DWG, and is an attachment to other planning documents during the “Project Planning Period” of the DWG. In the case of a disaster-related DWG, grant-specific statewide Supportive Services instructions will be issued.
**Case Notes**

All Supportive Services must be documented in the statewide electronic case management system and include at a minimum all of the following:

- The type of Supportive Service paid (e.g., transportation, childcare, etc);
- The amount paid for the Supportive Service;
- The timeframe or duration for which the Supportive Service was paid;
- The justification of need for the Supportive Service; and
- Documentation of the lack of availability of alternatives or other community resources

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

**Documentation Requirements of the Participant**

A signed agreement requesting Supportive Services and agreeing to the terms will be kept in the participant’s file.

**Caps**

The Region will cap the following specific supportive services:

**Transportation – Mileage**

If/when the region pays mileage; it will pay a flat rate of *$20 per day* for every day the participant is to attend the WIOA activity.

**Annual Cap of Combined Supportive Service**

Each supportive service will continue as long as all original eligibility requirements remain in place (e.g., continued participation in a WIOA activity, continued demonstrated need, etc). However, the Region may stop or reduce supportive service payments due to limited local funds or a change in the participant’s need.

The Region will cap the annual dollar amount that can be paid to any individual participant for all supportive services to no more than $8,500 per year per participant.

In rare instances, this cap may be waived by the Director of the local WIOA Region. The procedure to pay supportive services beyond the capped amount includes the participant submitting a written justification prepared by the staff and placed in the file that would justify such a waiver. The participant must be making progress in the program and maintain regular contact with their designated case manager. Once the written statement is received, the Director must ensure the availability of funds before approval of the requested waiver. The waiver will be approved for a specific time period or dollar amount.
**Supportive Services Paid By Other Regions**

Staff will review the customer’s Supportive Service payments in the case management system. All Supportive Service payments will be calculated prior to authorizing additional funding, regardless of the Region making the payments. Prior supportive service will be used to determine local funding limits.

If a Local WDB enters into a subcontract with a service provider for Supportive Services, the local policy must require the subcontract to stipulate that the service provider must comply with the Uniform Guidance (2 CFR Part 200).
Notification of Supportive Service Payment

And Agreement Contract

As of (date) ___________, you are eligible to receive a Supportive Service Payment during your training, provided you remain active in _______________________.

You are eligible to receive $________ per participation day until further notice for ______________________ Supportive Service and/or a one-time payment of $_______ for ______________________ Supportive Service.

This amount will be available to you while in training. Please understand that Supportive Service Payments may stop at any time due to limited funding levels, poor attendance in your training program, lack of progress toward completion or other reasons as approved by management of the St. Charles Region’s Workforce Innovation & Opportunity Act.

Additionally, your need for Supportive Service Payments can be re-evaluated at any time in order to determine your ongoing need for Supportive Service Payments if your situation changes or in a subsequent Workforce Investment Act Program Year.

I, _______________________________, a participant in the Adult, Dislocated Worker or Youth Program, agree to the provisions listed above. I also agree that the information I provided to determine my need for Supportive Service Payments is correct and that I have investigated other resources. I know that penalties are prescribed by law for willful misrepresentation or concealment of facts in order to obtain Federal funds for which I am not eligible.

I agree to attend the training facility/employer as assigned and do my best to complete. Upon completion, I intend to seek and accept employment in the field for which I was trained. I understand that it is my responsibility to communicate with my Career Consultant every two weeks to verify my continued attendance in order to receive a Supportive Service Payment. Communication can be through email, phone or in person.

____________________________________  __________________________________
Participant Signature and Date             Career Consultant and Date

____________________________________  __________________________________
Participant phone &/or email             Career Consultant phone &/or email
ST. CHARLES COUNTY REGION
TRANSITIONAL JOBS POLICY

St. Charles County WDB defines a “transitional job” as a work-based learning activity that provides a time-limited work experience, wages-paid and subsidized, in the public, private, or non-profit sectors. Per guidance from DWD Issuance 07-2016, Change 1, this policy provides guidance for administering the Transitional Jobs Program which can be provided, when funds are available, to serve individuals with barriers to employment.

Components

The St. Charles Region’s Transitional Job Program will have, at a minimum, three components:

- Paid work experience of a fixed duration to be determined by the needs of the individual and employer
- Career and Individualized Career Services which, at a minimum, includes an Objective Assessment of the individual’s strengths and barriers and development of their Employment Plan
- Supportive Services

Eligible Employers

Placement for the Transitional Jobs Program will include employers in the public, private, or non-profit sectors.

The Transitional Jobs Program will not be used, directly or indirectly, to assist, promote, or deter union organizing. In addition, funds and work experiences will not be used to fill job openings that are vacant due to a labor dispute.

Reimbursements and Duration

Employers used for the Transitional Jobs Program will be reimbursed up to 100% of the wage.

Time limits on the duration of the transitional job will be based on the results of the individual’s Objective Assessment and Employment Plan, the needs of the employer, and will not exceed a period of 12 months at no less than an average of 32 hours per week.
Supportive Services

Supportive Services included in the Transitional Jobs Program will be based on funding, employment-focused and/or related to retention-support, and provided according to St. Charles Region’s Supportive Service Policy.

Individuals to be served on the Transitional Jobs Program

The target population for the Transitional Jobs Program are individuals with barriers to employment because of chronic unemployment or inconsistent work history. St. Charles Region defines an individual as being “chronically unemployed” or “having an inconsistent work history” as someone having one or more of the following characteristics:

- Previous employment in two or more different sectors/industries
- Fired from a previous employer
- Unemployed for a period of at least 3 months
- Past employment is in a declining field/sector
- Previous employment in only temporary positions
Complainant Information (please print or type)

<table>
<thead>
<tr>
<th>FIRST NAME</th>
<th>LAST NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOME STREET ADDRESS</td>
<td>TELEPHONE NUMBER (include Area Code)</td>
</tr>
<tr>
<td>CITY</td>
<td>STATE</td>
</tr>
</tbody>
</table>

Complainants with disabilities will be accommodated during the complaint process. If an accommodation is required regarding communication or accessibility of location, please indicate in the space below the kind of accommodation required, e.g. accessible location, deaf interpreter (please indicate type of sign language), notification of results and/or hearing dates in alternative format such as Braille, large print, or audio format.

Respondent Information (the person or entity that the complaint is being filed against) (please print or type)

<table>
<thead>
<tr>
<th>NAME of PERSON OR AGENCY</th>
<th>TELEPHONE NUMBER (include Area Code)</th>
</tr>
</thead>
<tbody>
<tr>
<td>STREET ADDRESS OF AGENCY</td>
<td></td>
</tr>
<tr>
<td>CITY</td>
<td>STATE</td>
</tr>
</tbody>
</table>

Nature of Complaint (please print or type)

Provide a clear and brief statement of the facts in the space below. Include relevant dates that will assist in the investigation and resolution of the complaint. If additional space is needed, use the reverse side of this form or attach additional sheets.

Attest: “The above information is true and correct to the best of my knowledge.”

Signature of Complainant Date
### Workforce Innovation and Opportunity Act (WIOA)

**Complaint and Grievance Log—Local Level**

<table>
<thead>
<tr>
<th>Agency</th>
<th>Program Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Workforce Development Area</td>
<td>EO Officer/Representative</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Complaint File No.</th>
<th>Date Complaint Received (mm/dd/yyyy)</th>
<th>Name and Address of Complainant &amp; Status</th>
<th>DOL-Funded Program (Y/N)</th>
<th>Grounds (Bases) of Complaint</th>
<th>Description/Issue/Date of Complaint</th>
<th>ADR (Y/N)</th>
<th>Final Disposition Date &amp; Results</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Report Submitted By: ____________________________  Date Submitted: ____________________________

DWD-PO-526 EO Local Quarterly WIOA Complaint and Grievance Log (2016-01)
ST. CHARLES COUNTY REGION

WORK EXPERIENCE PROGRAM PRACTICIES AND PROCEDURES

The goal of St. Charles County’s Department of Workforce & Business Development’s Work Experience Program is to develop and place participants in work experiences which support their chosen career pathways, and facilitate their transition into employment and industries that are in-demand. This activity is a planned learning experience that takes place for a limited amount of time and take place in the private sector, non-profit sector, or public sector. The work experience activity must also include an educational component for the youth participants only.

Participants will attend an orientation (see Attachment A – Participant Orientation Packet) which explains the program procedures and completion of necessary paperwork. Enrollment in a work experience may be an option when the Objective Assessment indicates a need and that the individual has the ability to benefit from program participation. The Individual Service Strategy details the steps needed to reach their goals.

Once an individual is enrolled in the program, a case file is created with all required documentation (see Attachment B – File Requirements), a record is completed in the Statewide case management system and the file is given to the Fiscal Department for E-Verify. Youth participants will be sent for a drug screening. Upon negative drug results, the Youth will proceed with Work Experience enrollment. The Youth will be given 2 tries to obtain negative drug test results.

Once it is determined that Work Experience is an appropriate training option and all other eligibility requirements have been met, the Counselor will develop a suitable placement site. A worksite orientation will be performed and an agreement will be developed with that site, which outlines the roles and responsibilities of the site and the Department of Workforce & Business Development (see Attachment C - Worksite Orientation Packet). Amount paid per hour to the participant will be at least minimum wage or higher.

For all Work Experience placements, timesheets (see Attachment D - Timesheets) and pay schedules will be provided to the site and participant with instruction on their completion. Counselors will visit worksites to collect timesheets, deliver paychecks, or check on participant’s progress. Monthly evaluations (see Attachment E - Evaluations) will be conducted by the Counselor with the worksite supervisor to ensure continued success of the participant and/or to resolve any issues.
In the event that a participant is injured on the job, the worksite will notify the Department of Workforce & Business Development Counselor, who will complete an Injury Report and forward all correspondence to the St. Charles County Government Finance Department.

Upon successful completion of the work experience and attainment of all goals set in the Individual Service Strategy, the Counselor will close all employment plan activities which will allow a soft exit. The Counselor will continue to provide follow up services for a period of at least one year to ensure the individual's continued success.
An initial orientation to the program and work readiness component expectations must be explained along with other available services at the time of enrollment before the youth’s work experience begins. The items to be included in orientation are:

1. Purpose of the program
2. Information on all available services, including supportive services
3. Expectations of workplace behavior (maintaining punctuality and regular attendance)
4. Understanding confidentiality, appropriate behavior and sensitivity to other worksite staff (diversity, sexual harassment), drug and alcohol abuse policies, health and safety issues, worksite completion of forms, and contact person and phone number for their individual case worker
5. WIA Complaint and Grievance Guide (one for participant and one for file)
6. Release of information form
7. Training plan: job title, duties and responsibilities; length of training; work schedule; direct and/or indirect supervisor and their responsibilities
8. Rate of pay and frequency
9. Timesheet completion and distribution of checks
10. Contact person _____________________________
11. Participant responsibilities
12. Child labor laws (if applicable)
13. Safety and worker’s compensation
14. Counseling and monitoring visits

By signing this I am attesting that program staff has reviewed the above information with me and I understand my roles and responsibilities as a program participant.

Participant Signature ____________________________________________ Date ____________________

St. Charles County is an equal opportunity employer/program
Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this website may be reached by persons using TTY/TDD equipment via the Missouri Relay Service at 711.
Attachment A - WIOA YOUTH OBJECTIVE ASSESSMENT

Name: ___________________________________________  App ID: ___________________________

☐ OUT OF SCHOOL  Highest grade completed: ______________ Referred to AEL, if appropriate? ______

Eligibility criteria - (16-24; and one of the following):
□ Dropout  □ Diploma, Low income, BSD  □ Justice System  □ Homeless/Foster  □ Pregnant/Parent
□ Has disability  □ Low income, Requires add’l assistance

TABE Test Date: ________________ Test Results: (R) _________ (M) __________ (L) __________ BSD?____

☐ IN SCHOOL  Academic Level: _______________ (Basic Skills information in Confidential File)

Eligibility criteria - (14-21 and Low Income; and one of the following):
□ BSD  □ Offender  □ Homeless/Foster  □ Parent  □ Has disability  □ Requires add’l assistance

Short-Term Educational Goal: _______________  Long-Term Educational Goal: _______________

EMPLOYMENT
Skills/Strengths/Aptitudes: _____________________________________________________________________

Barriers/Needs: _____________________________________________________________________________

Prior Work Experience: ________________________________________________________________________

Employability Potential: _________________________________________________________________

CAREER INTEREST
Career Pathway: __________________________  Justification: ______________________________________

Referred to O*Net: Yes or No  Explained LMI: Yes or No  Non Traditional: Yes or No

SERVICE NEEDS
Supportive Service Needs: ___________________________  Developmental Needs: _______________________

Barriers to Goals (including homelessness): _______________________________________________________

_____ Yes  Client was provided with all services that are available through the WDB and/or was referred to appropriate agencies

____________________________________________  ______________________________
Participant  Date  Career Consultant

St. Charles County and its Workforce Development department are equal opportunity employers/programs. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers listed may be reached by persons using TTY/TDD equipment via the Missouri Relay Service at 711.
Attachment - A
WIOA YOUTH INDIVIDUAL SERVICE STRATEGY
St. Charles County Department of Workforce Development

Participant Name: ________________________________ App ID: _______________________

SUPPORTIVE SERVICES NEEDS

□ Childcare  □ Transportation  □ Housing  □ Medical  □ Other, specify ______________________________

Referrals made (if appropriate): __________________________________________________________________

EDUCATION AND TRAINING GOALS

Short-Term: ___________________________________________  Plan to achieve goal: ___________________

____________________________________________________________________________________________

Long-Term: ___________________________________________  Plan to achieve goal: ____________________

____________________________________________________________________________________________

Basic Skills Deficient?  □ Not tested  □ Yes  □ No  If yes, what area(s)?  Reading  Math  Language

Date to re-test by: _________________  Plan to achieve measurable skills gain, if appropriate: _________

EMPLOYMENT, RETENTION AND CAREER GOALS

Career Pathway ___________________________________________  Non-traditional?  Yes or No

Steps to reach Career Pathway: 1. ________________________________  2. ________________________________

3. ________________________________  4. ________________________________  5. __________________

Retention Strategies: __________________________________________________________________________

Provided Labor Market Information?  Yes or No  Referred to O*Net?  Yes or No

St. Charles County and its Workforce Development department are equal opportunity employers/programs. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers listed may be reached by persons using TTY/TDD equipment via the Missouri Relay Service at 711.
### Available Services:

<table>
<thead>
<tr>
<th>Program Element</th>
<th>Assessed Need/Barrier:</th>
<th>How Services Will Be Provided:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dropout Prevention/Recovery (leading to diploma/equiv),</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Alternative Secondary School Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Work Experience, Pre-Apprenticeship, OJT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Occupational Skills Training (leading to a credential)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Leadership Development</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Supportive Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Adult Mentoring</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Comprehensive Guidance &amp; Counseling</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial Literacy Education</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Entrepreneurial Skills Training</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Preparation for Post-secondary education</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Participant Signature:** _______________________________  **Date:** ____________________

**Career Consultant Signature:** _______________________________
Attachment - B
WIOA FILE REQUIREMENTS

- Employment Plan
- Registration Form
- Application for Services
- I-9 Form
- Copy of Driver's License, Social Security Card and/or Birth Certificate
- Grievance Forms
- Tax Forms
- Participant Information Record
- E-Verify Documentation
- Objective Assessment
- Individual Service Strategy
- Individual Service Strategy Updates
- Timesheets
- Evaluations
- TABE Test (if applicable)
- Participant Orientation Sign-off
- Job Description/Training Plan
- Worksite Agreement
Attachment – C

MISSOURI JOB CENTER OF ST. CHARLES COUNTY

Workforce Innovation and Opportunity Act
Worksite Agreement
Worksite Supervisor Orientation

As the worksite supervisor of one or more participants, a DWD representative has provided me with information in the following areas, and I understand and agree to:

1. The purpose of the program
2. Worksite Agreement and General Assurances
3. Participant Training Plan
4. The Child Labor provisions of the Fair Labor Standards Act
5. Participant Orientation (expectations, dress code, etc.)
6. The importance of providing quality and adequate supervision
7. Workplace safety and workers compensation – reporting participant work injuries
8. Responsibility to follow participant’s payroll procedures
   a. Daily recording of work hours
   b. Timesheet completion
   c. Timesheet submission
   d. Payroll processing (check delivery)
9. Participant Attendance (reporting changes in works schedules, tardiness, absences, etc.)
10. Participant performance and reporting participant performance issues
11. Termination (when necessary)
12. Confidentiality
13. Complaint and grievance procedures
14. Program monitoring and my responsibilities

Program Staff Contact: _______________________________ Phone # _______________________

By signing this I am attesting that program staff has reviewed the above information with me and I understand my roles and responsibilities as a worksite supervisor.

Worksite Supervisor: _______________________________ Date _______________________

St. Charles County is an equal opportunity employer/program
Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this website may be reached by persons using TTY/TDD equipment via the Missouri Relay Service at 711.
<table>
<thead>
<tr>
<th>Participant Name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Participant Contact Information</td>
<td></td>
</tr>
<tr>
<td>Parent/Guardian</td>
<td></td>
</tr>
<tr>
<td>Phone Number</td>
<td></td>
</tr>
<tr>
<td>Employer</td>
<td></td>
</tr>
<tr>
<td>Employer Address</td>
<td></td>
</tr>
<tr>
<td>Employer Phone Number</td>
<td></td>
</tr>
<tr>
<td>Occupation</td>
<td></td>
</tr>
<tr>
<td>Start Date</td>
<td></td>
</tr>
<tr>
<td>Tentative End Date</td>
<td></td>
</tr>
<tr>
<td>Work Schedule</td>
<td></td>
</tr>
<tr>
<td>Total Hours per Week</td>
<td></td>
</tr>
<tr>
<td>Supervisor</td>
<td></td>
</tr>
<tr>
<td>Supervisor Contact Information</td>
<td></td>
</tr>
<tr>
<td>Wage Rate</td>
<td></td>
</tr>
</tbody>
</table>

**Duties assigned:**

______________________________________________

______________________________________________

______________________________________________

**Skills to be learned:**

______________________________________________

______________________________________________

______________________________________________

______________________________________________

Participant Signature __________________________ Signature of Employer or Authorized Rep __________________________

St. Charles County is an equal opportunity employer/program

Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this website may be reached by persons using TTY/TDD equipment via the Missouri Relay Service at 711.
This Agreement is made between Missouri Job Center of St. Charles County & _______________________. This employer agrees to provide meaningful work experience and supervision to participant(s) in accordance with the General Assurances and the Training Plan which are part of this contract.

<table>
<thead>
<tr>
<th>Employer Information</th>
<th>Company Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Federal Employer ID Number (FEIN)</td>
</tr>
<tr>
<td></td>
<td>Address</td>
</tr>
<tr>
<td></td>
<td>City, State, Zip Code</td>
</tr>
<tr>
<td></td>
<td>Telephone Number</td>
</tr>
<tr>
<td></td>
<td>Contact Person</td>
</tr>
<tr>
<td></td>
<td>Location of Training Facility</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Work Experience Information</th>
<th>Training Occupations</th>
<th>Number of Participants</th>
<th>Supervisor Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Signature of Employer/Authorized Rep

___________________________________________   _________________________________   _____________

Signature of DWD Staff

___________________________________________   ___  _______________________________   ______________

St. Charles County is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers on this website may be reached by persons using TTY/TDD equipment via the Missouri Relay Service at 711.
Week One

<table>
<thead>
<tr>
<th>Day of the Week</th>
<th>Start Time</th>
<th>Stop Time</th>
<th>Daily Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thur</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fri</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sat</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sun</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mon</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tues</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wed</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Weekly Total (NOT TO EXCEED 29 HRS PER WEEK)

Week Two

<table>
<thead>
<tr>
<th>Day of the Week</th>
<th>Start Time</th>
<th>Stop Time</th>
<th>Daily Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thur</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fri</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sat</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sun</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mon</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tues</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wed</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Weekly Total (NOT TO EXCEED 29 HRS PER WEEK)

Total Hours to be Paid

I certify that I have reviewed this report and verify that I have worked the hours reported above.

Participant Signature ___________________________ Date ________________

I certify that the hours recorded on this timesheet are accurate.

Supervisor Signature ___________________________ Date ________________

---

ST. CHARLES COUNTY GOVERNMENT DEPT. OF WORKFORCE DEVELOPMENT
PROGRAM PARTICIPANT TIME SHEET
211 Turner Blvd • St. Peters, MO 63376 • 636-255-6060

TIME SHEET MUST BE COMPLETED IN INK WITH NO WHITE OUT!

Participant Name: _____________________________

Worksite: _____________________________

Pay Period Beginning Thursday, _____________

Pay Period Ending Wednesday, _____________

---

St. Charles County and its Workforce Development department are equal opportunity employers/programs. Auxiliary aids and services are available upon request to individuals with disabilities. All voice telephone numbers listed may be reached by prearranging TTY/TDD equipment via the Missouri Relay Service at 711.
Attachment - EE

YOUTH PROGRAM WORKSITE EVALUATION

Name: ___________________________ Month: ___________________________

Worksite: ___________________________ Supervisor: ___________________________

Rating System

1 = Unsatisfactory  4 = Exceeds Expectations
2 = Needs Improvement  5 = Significantly Exceeds Expectations
3 = Satisfactory

1. Quality of Employee's work: Accuracy, neatness, effective completion of assignments.

   Evaluation 1 2 3 4 5
   Comments: _____________________________________________________________

2. Exercise of good judgment: Uses sound reasoning to make decisions.

   Evaluation 1 2 3 4 5
   Comments: _____________________________________________________________


   Evaluation 1 2 3 4 5
   Comments: _____________________________________________________________

4. Punctual: Ready for work on time.

   Evaluation 1 2 3 4 5
   Comments: _____________________________________________________________

5. Teamwork: Willingness to work with others and get along with coworkers.

   Evaluation 1 2 3 4 5
   Comments: _____________________________________________________________

   Evaluation 1 2 3 4 5

   Comments: ________________________________________________________________

7. Dependability: Can be relied upon to follow instructions, and complete assigned tasks.

   Evaluation 1 2 3 4 5

   Comments: ________________________________________________________________

8. Productivity: Volume of work completed and effective use of resources to make best use of time.

   Evaluation 1 2 3 4 5

   Comments: ________________________________________________________________

9. Overall performance rating: Considering all of the factors above and any other relevant information.

   Evaluation 1 2 3 4 5

   Comments: ________________________________________________________________

   Areas of Strength: ____________________________________________________________

   Areas of Improvement: _______________________________________________________

St. Charles Community Workforce Development Department is an equal opportunity employer and service provider. Auxiliary aids and services are available upon request at no cost to individuals with disabilities. All visual information is provided in Braille and large print, and is accompanied by audio recordings. TTY/TEL equipment is also available.

This publication was funded as a grant awarded by the U.S. Department of Labor’s Employment and Training Administration. This product was created by the contracting agency and does not necessarily reflect the official position of the U.S. Department of Labor. The Department is not responsible for the accuracy or completeness of any data, graphics, or assurances of any kind, express or implied, with respect to such information in this publication, including its completeness, accuracy, reliability, or availability. This product is copyrighted by the institution that created it. Non-commercial use by an organization and/or personal use by an individual for non-commercial purposes is permissible. All other uses require the prior written consent of the copyright owner.
<table>
<thead>
<tr>
<th><strong>ATTACHMENT – F</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>MISSOURI DEPARTMENT OF LABOR AND INDUSTRIAL RELATIONS</td>
</tr>
<tr>
<td>DIVISION OF WORKERS' COMPENSATION</td>
</tr>
<tr>
<td>REPORT OF INJURY</td>
</tr>
</tbody>
</table>

**EMPLOYEE (NAME, ADDRESS, TELEPHONE, ETC.)**

**INJURER (NAME, ADDRESS, TELEPHONE, ETC.)**

**GENERAL**

**ACCIDENT DATE**

**LOCATION**

**DEPARTMENT OR DIVISION OF OCCURRING**

**EMPLOYER**

**EMPLOYEE**

**EMPLOYER AND EMPLOYEE RELATIONSHIP**

**OCCURRENCE**

**DESCRIPTION OF OCCURRENCE**

**OCCUPATIONAL EXPOSURE TO HAZARDOUS SUBSTANCES**

**INJURY**

**TREATMENT**

**OTHERS**
ST. CHARLES COUNTY REGION

YOUTH INCENTIVE POLICY (UPDATED JUNE 2019)

The Workforce Innovation and Opportunity Act (WIOA) Section 681.640 allows for incentive payments to youth participants for recognition and achievement directly tied to training activities and work experiences. For the purposes of this policy, the term “incentive” shall mean an award intended to motivate achievement.

All incentives provided will be:

- Tied to the goals of a specific program
- Outlined in writing before the commencement of the program that provides the incentive payment
- Aligned with the organizational policies of the program, the Job Center and the St. Charles Workforce Development Board
- In accordance with the requirements contained in 2 CFR part 200

Achievements eligible for an incentive award include:

- Successful completion of one or more modules in the Teknimedia Courseware Package
- Other achievements may be included upon the approval of the Youth Program Manager

*Not to be rewarded with an incentive:*

- Workshop attendance

Procedure to receive incentive awards:

- An Incentive Request Form must be completed prior to disbursement.
- Original forms are to be maintained by fiscal staff with a copy kept in the WIOA Youth hard file.
- Supporting services notes and activities will be entered detailing why the incentive was given, date and amount.
- Unless otherwise approved, incentive disbursements will be in the form of a check.
INCENTIVE REQUEST FORM
Submit request to fiscal

Date: ____________________________ Staff Requesting: ____________________________

Youth Name: __________________________________________________________________

App ID: _______________________________________

Amount requested: _____________________________

Reason for Incentive Payment: ______________________________________________________
___________________________________________________
____________________________________

Note: Attach any supporting documentation.

Signed: _____________________________________________________________________

Youth Program Coordinator Date

Approved by: _____________________________________________________________________

Executive Director Date
ST. CHARLES COUNTY REGION

YOUTH PROCEDURES FOR CLASSROOM TRAINING

BOTH the Skills Team staff and the Youth staff are responsible for the file and requirements of their program

Staff are required to work together to provide youth Classroom training opportunities

1. Youth Staff will meet with client as usual and complete all necessary information that will determine if schooling is appropriate (O*Net, LMI, etc)

2. Youth staff will consult with Skills staff to reach a decision of the appropriateness of classroom training.

3. Once it is determined that schooling is appropriate, Skills Staff will work with the participant to determine the school.

4. Skills Team will directly provide guidance to the youth to complete steps needed to enroll in the school and apply for the FASFA.

5. Skills staff will complete the RFT and the ITA, after review of funding calculations. Skills Team will provide copy of ITA, reminding them to stay in contact with both counselors. Skills staff will complete for file the Responsibility Agreement and Release Form with Youth present.

   *NOTE: there will only be 1 hard copy file*

6. ITA will be scanned and emailed to school representative by Skills Team.

7. Hard copy will be mailed via USPS by the Skills Team to school representative.

8. Skills Team will enter Youth participant/funding on Youth Training spreadsheet on O Drive, under Youth B.

9. Skills Staff will work with the participant to complete class schedule paperwork, books and cost for each (for the first semester, you will probably
need to walk the participant around campus to instruct them where to go and how to do this)

10. All classroom training procedures will be the responsibility of the Skills Team.

11. Once the participant has started school, Youth Staff will make bi-weekly contacts with the participant and provide feedback to the Skills staff via email.

12. Case notes will also address mid-term grades and final grades (remember to post in Measurable Skills Gains on final grades).

13. Upon notification of grade reports from Youth Staff, Skills Team will prepare to meet with Youth for subsequent funding.

14. Both the assigned Skills team member and the Youth staff will manage and maintain the case/file. Skills staff is to insure all paperwork and classroom training requirements are met. Youth staff is to insure all paperwork and Youth program requirements are met.

15. Youth Staff will give copy of final grades to Skills Team but it is the Skills team responsibility to insure these are collected.

16. When participant is required to sign up for the next semester, Skills team will work with participant to enroll them and purchase books.

17. Youth Staff continues with bi-weekly contacts.