LOCAL WIOA PLAN PY20-PY23

St. Charles County Region
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Local Workforce Development Board: St. Charles Region

STRATEGIC ELEMENTS

1. Local Workforce Development Board’s Vision
State the Board’s vision for the Local Workforce Development Area (LWDA) and how this vision meets, interprets, and furthers the Governor’s vision in the PY20–PY23 WIOA Missouri Combined State Plan.

The St. Charles Workforce Development Board (WDB) realizes the region is an excellent place for businesses to prosper and for individuals to live and work due to the availability of good jobs, a motivated and qualified workforce and superior educational institutions. In order to maintain these conditions and capitalize on future opportunities, the St. Charles WDB seeks to maximize the resources available to the region, thereby creating an environment where people, businesses and institutions flourish.

The WDB’s vision for the LWDA is an alliance of public and private leaders dedicated to moving careers, companies, and communities forward through workforce development that impacts local wages, economic development that impacts local business investment and community development that impacts the local tax base.

In partnership with the Office of Workforce Development, the WDB strives to improve Missouri’s economy by providing policy guidance and leadership to ensure relevant resources are offered to job seekers so that they may find self-sustaining employment and that businesses will be globally competitive by finding qualified candidates. This will be done by offering a variety of services to job seekers to include skill-building training, national certification and career connections for job seekers, and targeted programs for those with barriers (e.g. veterans, youth, offenders, those with a disability, etc).

These efforts align with the Governor’s vision for the State’s workforce development system by mapping a means for changing the Missouri economy into a long-term, sustainable, 21st-century growth economy. Strategies will include sector strategies that align with the State’s chosen sectors; employer engagement initiatives to insure the needs of business and workers drive the system’s service; emphasis on excellence in customer service provided through the Job Center and participation in activities to strengthen the economy of the greater St. Louis Metropolitan Statistical Area (SMSA) and the State as a whole.

2. Local Workforce Development Board’s Goals
Provide the Board’s goals for engaging employers and preparing an educated and skilled workforce (including youth and individuals with barriers to employment). Include goals relating to the performance-accountability measures based on primary indicators of performance to support regional economic growth and economic self-sufficiency.

The St. Charles County region will continue to gather employers from the chosen sectors and compare the skills they seek in their workforce with the skills being taught by local educators...
and training providers. The goal is to better align the skills, knowledge and abilities required to be considered prepared for each identified sector with the education and training being provided by local educators and training providers.

The area will enter into performance negotiations with the Missouri Office of Workforce Development (OWD) as set forth in WIOA. Until guidance is available to set negotiation parameters for the upcoming program year, the area will work to meet and exceed the levels set under the current year’s performance negotiation.

The area also distributed paper customer satisfaction surveys to job seekers and employers who utilized the Job Center. Recently, OWD has created an online customer satisfaction survey for both job seekers and employers. The link to this survey is provided to customers via email, desktop icon or on the customer kiosk. The results are reported to staff, managers and the WDB.

3. Local Workforce Development Board’s Priorities
Identify the workforce development needs of businesses, jobseekers, and workers in the LWDA, and how those needs are determined.

The workforce development needs of business, job seekers and incumbent workers are interwoven as the workforce needs of businesses reflects the workforce needs of those they employ.

The St. Charles LWDA continues to have discussions with chambers, the Economic Development Center of St. Charles County, the Economic Roundtable (an organization of economic developers from local municipalities) business organizations, the local chapter of the Society of Human Resource Managers (SHRM), neighboring LWDAs, and other WIOA partners to determine the workforce needs of all three populations.

The LWDA also examines research from MERIC and the 2019 State of St. Louis Workforce Report prepared by the St. Louis Community College. Research continues to support the findings reported in the previous local workforce plan submitted under WIOA. The LWDA should continue to focus efforts on advanced manufacturing, healthcare, I.T., finance and warehouse/logistics. By focusing on the workforce needs in these five sectors, the LWDA believes it can continue to create an environment where people, businesses and the regional economy can flourish.

The 2019 State of St. Louis Workforce Report is prepared in an effort to give better insight into the current labor market. The findings from this report were found by conducting survey interviews with 1,144 employers across 16 employer categories.

Employers continue to cite a shortage of workers with the knowledge and skills as a barrier to expanding employment. Employers also indicated that the top three shortcomings of job applicants continues to be poor work habits, lack of communication or interpersonal skills and lack of critical thinking and problem solving. In addition, employers are still choosing to hire less experienced job candidates with plans to train them and are offering increased wages.
Such findings require State programs, as well as, the local WDB to utilize incumbent worker training services to focus more heavily on developing soft-skills, On-the-Job training methodologies and increase credentialed training opportunities.

4. Local Workforce Development Board’s Strategies
Describe the Board’s strategies and goals for operation, innovation and continual improvement based on meeting requirements for the needs of businesses, job seekers and workers. Required strategies are listed below. Please describe the strategies and objectives for:

a. Career Pathways
   The Board has chosen five industry sectors to strengthen in the LWDA. The goal is to continue to develop and improve strategies to strengthen the Skills, Knowledge and Abilities (SKA) of the current and emerging workforce within these sectors.

   The WDB will utilize traditional classroom training models along with other alternative options to include apprenticeship, On-the-Job Training or other work-based learning formats.

b. Employer Engagement
   The LWDA will utilize the Business Services Team to outreach and engage local businesses. Members of the Business Services Team will attend local chamber meetings, economic development meetings and various industry-related meetings/events.

c. Business Needs Assessment
   To accomplish the sector strategies, the LWDA and the local elected official are inviting businesses to serve on Task Forces/Committees of the WDB to strengthen their new and emerging workforce. These task forces have conducted business surveys to assess local needs along with utilizing the State of St. Louis Workforce reports.

d. Alignment and Coordination of Core Program Services
   This strategy involves the staff that actually provides the services from each core partners to align and coordinate the services each provides the customers. Many of these staff serve on the Special Populations Committee of the WDB and attend partner meetings. The Special Populations Committee developed a resource map of the services provided through the 19 mandated partners in the WIOA. The goal is to ensure that the resource map is kept up-to-date.

e. Coordination with Economic Development
   The LWDA will utilize the Business Services Team to attend economic development meetings and to coordinate services to businesses.

f. Outreach to Jobseekers and Businesses. (The LWDB should explain its outreach plan to attract WIOA eligible individuals. Please highlight any efforts to reach veterans, spouses of veterans, and displaced homemakers.)
The goal of outreach in the current economy is to increase the number of job seekers that are currently under-employed or employed but at the point of taking the next step along their career pathway to access the resources of the local workforce system. Strategies include hosting job fairs at times other than 9 to 5; participating in career expos and providing more services, including visits with a career consultant, via electronic means such as Skype.

Outreach to businesses includes inviting their participation in events other than just traditional job fairs. This will include sector expos, industry chats and listening sessions with local elected officials.

g. Access—Improvements to Physical and Programmatic Accessibility
The goal is to increase participation rates of those challenged by accessibility issues. Strategies include staff training, providing staff with Skyping capabilities, accessing assistance from our partner agencies for assistive items or ideas and to seek new ways that technology can enhance participation in all aspects and resources of the local workforce system.

h. Customer Service Training
All Job Center staff are required to go through a new employee orientation. A portion of this orientation covers confidentiality and equal opportunity policies and regulations to include use of assistive technology and how to make accommodations. Staff also have access to OWD’s learning management system and have the ability to participate in the the trainings offered in that system.

In addition, the Job Center partners with Vocational Rehabilitation to conduct trainings during staff meetings. Topics usually include a specific disability and how our staff can effectively assist a customer with that disability.

Job Seeker survey results are also reviewed with staff on a regular basis. If any issues are revealed in the survey results, management will educate staff on how to improve customer service.

i. Assessment
Goals are to provide an assessment of basic skills to all job seekers that register in the system. Another goal is to provide a variety of assessment instruments for individuals seeking more insight into their marketability. Objective assessment tools will be available to all job seekers. Subject assessment will be provided through one-on-one visits with staff from one of the partner agencies and shared according to confidentiality guidelines set by the OWD.

j. Support Services
The goal of Supportive Services under WIOA is to allow people to participate in training and employment activities that lead to self-sustaining employment and put them on a
career path for continued career advancement. Individuals will be assessed for a need for supportive services according to the local Supportive Service Policy (Attachment 13). With the current reduction in funding, we anticipate relying on referrals to outside agencies for assistance more than in the recent past.

See the Supportive Service Policy described in Attachment 13 of this document.

k. Outcome measures assessment, monitoring and management

The WDB has charged the Compliance and Monitoring staff to conduct monitoring as this staff person is not authorized to operate programs. This ensures that we have an adequate firewall between providing services and overseeing the provision of those services from a monitoring standpoint. Compliance and Monitoring staff with the WDB do not have input on program process, daily program decisions, or program approvals, they are not involved in the daily interactions of program staff and program operations. Monitoring includes but is not limited to WIOA program eligibility and compliance, Federal/State/Local policy adherence, and data system compliance.

The OWD requires annual monitoring on a statistically valid sample size dependent on the number of enrollments or exits. WDB Compliance and Monitoring staff will monitor a percentage of new enrollments per program for each contract year. If 100% of the files are not monitored, a random sampling technique will be used to identify the selection of files to be monitored. The St. Charles Region has a goal to monitor 100% of all enrollments in every program we operate. This ensures all files are monitored for eligibility documentation and access to services.

OWD requires an annual monitoring report presented to the CLEO and board members regarding compliance and performance reviews. To fulfill this annual requirement, the WDB Compliance and Monitoring staff present a Sub-State Monitoring Report to the full board and subcontractor attendees during the quarterly board meeting following the completion of Sub-State Monitoring. This annual report includes Sub-State Monitoring results, compliance concerns, performance reviews, adequacy of assessments, planning of activities and services, coordination with One-Stop Delivery System partners, and customer outcomes. If a problem is discovered during Sub-State or any other on-going monitoring, the WDB adheres to the WIOA regulations and requires that these problems be resolved by prompt and appropriate corrective action.

Our Monitoring and Compliance staff tracks and monitors the 5% over income exception and the 5% In-School Youth “needs additional assistance” barrier.

With the newly released OWD Issuance 12-2019, Data Validation Monitoring will have to be conducted every quarter. Through this mandated monitoring the St. Charles Region will be able to keep a focus on staff input in the Case Management System and promptly correct any staff errors resulting in a negative outcome performance measure.
Through the use of MoPerforms Rosters, the St. Charles Region is able to look at upcoming performance outcomes and evaluate participant accounts for a participant being negative or positive in any performance measure. Using the tools of MoJobs reports and MoPerforms, we are able to monitor and track performance to work at reaching our regions negotiated performance levels.

5. Economic, Labor Market, and Workforce Analysis Source
Please indicate the source of the information. If using Missouri Economic Research and Information Center (MERIC) data, please indicate the source is MERIC. If using another resource, please reference the source. MERIC regional representatives can be found online at: https://meric.mo.gov/about-us

See sections 6, 7 and 8 of this Local Plan. Data source is MERIC.

6. Economic Analysis
Describe the LWDA’s current economic condition, including the following information by county (if your LWDA includes more than one county) and the overall region:

a. Average personal income level;
   In the St. Charles Workforce Development Area (WDA), per capita personal income is higher than the state average of $44,978 at $50,284.

b. Number and percent of working-age population living at or below poverty level;
   The statewide poverty rate of working age persons, or those 18-64 years, is 14.1 percent. The poverty rate in the St. Charles WDA is 5.2 percent.

<table>
<thead>
<tr>
<th>Per Capita Personal Income</th>
<th>Working Age Population living at or below poverty level</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Number</td>
</tr>
<tr>
<td>Missouri</td>
<td>$44,978</td>
</tr>
<tr>
<td>St. Charles</td>
<td>$50,284</td>
</tr>
</tbody>
</table>

Sources:
Per Capita Personal Income - Bureau of Economic Analysis 2017

   c. Number and percent of working age population determined to have a barrier to employment;
   Statewide, 14.7 percent of working age Missourians report a barrier to employment. In the St. Charles WDA, the percentage of persons with barriers to employment is lower than the state average at 8.8 percent.

   Barriers to employment can be homelessness, disabilities, and limited proficiency with the English language. In the St. Charles WDA, less of the population reports a disability at 7.8 percent. The percentage of the population with some difficulty speaking English is also lower than the state average of 1.4 percent at 0.7 percent.
d. Unemployment rates for the last five years;

The unemployment rate in the St. Charles WDA has declined steadily from 2015-2018. In the first nine months of 2019, the unemployment rate has increased slightly. The unemployment rate for 2019 through September remains below the state average of 3.4 percent at 2.6 percent.

Unemployment by County - St. Charles

<table>
<thead>
<tr>
<th>Year</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019 thru Sept</th>
</tr>
</thead>
<tbody>
<tr>
<td>Missouri</td>
<td>5.0</td>
<td>4.6</td>
<td>3.8</td>
<td>3.2</td>
<td>3.4</td>
</tr>
<tr>
<td>St. Charles</td>
<td>3.8</td>
<td>3.5</td>
<td>2.9</td>
<td>2.0</td>
<td>2.6</td>
</tr>
</tbody>
</table>

Source: Local Area Unemployment Statistics

e. Major layoff events over the past three years and any anticipated layoffs; and

- Serco
- Cognosante
- Frontier Communications
- Citi Mortgage, Inc.
- Sears
- Schnucks/Shop N Save
- TVS Supply Chain Solutions
- Faurecia
- GCL Solar Materials
- Alpla
- SunEdison, Inc.
- United Services for Children

f. Any other factors that may affect local/regional economic conditions.

- St. Charles County has long been recognized for having and attracting well-education, highly skilled, productive, stable employees at wage rates that are competitive with the rest of the U.S. Additionally, St. Charles County continues to consistently experienced lower unemployment rates than the rest of the St. Louis MSA, Missouri and the U.S.

7. Labor Market Analysis

Provide an analysis of the LWDA’s current labor market including:

a. Existing Demand Industry Sectors and Occupations

Provide an analysis of the industries and occupations for which there is existing demand.

Current Industry Demand
Over time, several of the St. Louis Region’s industries have grown steadily. Over the past 5 years, 9 industry groups have increased employment at a pace higher than the St. Charles WDA’s average growth rate of 12.6 percent. Those industries are Manufacturing (2,866 at 22.3 percent), Health Care and Social Assistance (2,859 at 18.9 percent), Accommodation and Food Services (2,389 at 15.0 percent), Construction (1,772 at 15.4 percent), Transportation and Warehousing (1,008 at 29.2 percent), Wholesale Trade (741 at 8.8 percent), Educational Services (431 at 19.2 percent), Real Estate Rental and Leasing (262 at 15.5 percent), and Management of Companies and Enterprises (251 at 20.6 percent).

The industries identified as currently in-demand also align with the findings of Missouri’s 2018 initiatives, Best in Midwest and Talent for Tomorrow, for the greater St. Louis Region. Statewide and regional data for the initiatives include an analysis of labor market information and industry data, while incorporating stakeholder feedback gathered through meetings held across the state. The work of some industries identified through this process, Information Technology and Agriculture, cross between many different industry sectors.

**Industry Growth 2014-2018 - St. Charles County**

<table>
<thead>
<tr>
<th>Industry</th>
<th>2014</th>
<th>2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Administration</td>
<td></td>
<td></td>
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<tr>
<td>Wholesale Trade</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Utilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transportation &amp; Warehousing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Retail Trade</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Real Estate Rental &amp; Leasing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professional, Scientific &amp; Technical Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Services (Except Public Administration)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mining, Quarrying, &amp; Oil &amp; Gas Extraction</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Manufacturing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Management of Companies &amp; Enterprises</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Information</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health Care &amp; Social Assistance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Finance &amp; Insurance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Educational Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Construction</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Arts, Entertainment &amp; Recreation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Agriculture, Forestry, Fishing &amp; Hunting</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administrative &amp; Support</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accommodation and Food Services</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Source: Quarterly Census of Employment and Wages

**Location Quotient**

Location Quotient (LQ) describes the concentration of an industry in a geographic region in relation to the nation. The national average is 1.0. Industries with an LQ higher than 1.0 indicate a concentration in the area and the need for an above average number of workers to support the businesses.

The LQ was calculated for the greater St. Louis Region and include the counties of Franklin, Jefferson, St. Charles, St. Louis City, and St. Louis County. Since the economies and workforce are interrelated for this geography, projections are made for the 5 county area, and not individual Workforce Development Areas.

The St. Louis Region has 2 industries with LQs higher than 2, Data Processing and Hosting (2.4) and Management of Companies (2.2). Other industries with high LQs...
are Chemical Manufacturing (1.8), Beverage and Tobacco Manufacturing (1.7), Hospitals (1.6), Securities, Commodities, and Investments (1.5), Broadcasting (except Internet) (1.5), and Printing Support (1.5).

<table>
<thead>
<tr>
<th>Industry</th>
<th>Employment</th>
<th>Location Quotient</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Processing and Hosting</td>
<td>6,256</td>
<td>2.4</td>
</tr>
<tr>
<td>Management of Companies and Enterprises</td>
<td>40,123</td>
<td>2.2</td>
</tr>
<tr>
<td>Chemical Manufacturing</td>
<td>11,458</td>
<td>1.8</td>
</tr>
<tr>
<td>Beverage and Tobacco Manufacturing</td>
<td>3,597</td>
<td>1.7</td>
</tr>
<tr>
<td>Hospitals</td>
<td>63,161</td>
<td>1.6</td>
</tr>
<tr>
<td>Securities, Commodities, Investments</td>
<td>11,098</td>
<td>1.5</td>
</tr>
<tr>
<td>Broadcasting (except internet)</td>
<td>3,043</td>
<td>1.5</td>
</tr>
<tr>
<td>Printing Support</td>
<td>4,818</td>
<td>1.5</td>
</tr>
<tr>
<td>Telecommunications</td>
<td>8,337</td>
<td>1.4</td>
</tr>
<tr>
<td>Machinery Manufacturing</td>
<td>12,147</td>
<td>1.4</td>
</tr>
<tr>
<td>Lessor of Nonfinancial Assets</td>
<td>245</td>
<td>1.4</td>
</tr>
<tr>
<td>Social Assistance</td>
<td>36,946</td>
<td>1.2</td>
</tr>
<tr>
<td>Educational Services</td>
<td>26,642</td>
<td>1.2</td>
</tr>
<tr>
<td>Insurance Carriers and Related</td>
<td>21,310</td>
<td>1.2</td>
</tr>
<tr>
<td>Merchandise Wholesalers, durable goods</td>
<td>28,641</td>
<td>1.2</td>
</tr>
<tr>
<td>NonStore Retailers</td>
<td>5,158</td>
<td>1.2</td>
</tr>
<tr>
<td>Electronic Markets, Agents, Brokers</td>
<td>4,874</td>
<td>1.2</td>
</tr>
</tbody>
</table>

Source: MERIC, QCEW, 2018 Annual Averages

Current Occupational Demand

Current occupational demand can be attained through the job ads placed by employers. From July 2018-June 2019, nearly 270,000 on-line job ads were placed for jobs located in St. Charles County according to Labor Insight/Burning Glass.

Job ads were placed for positions at every skill and education level. Missouri uses a system of Now, Next and Later to categorize jobs according to the typical education and experience required for success on the job. Now jobs typically require a high school education or less and short-term training. Next jobs typically require moderate- to long-term training or experience or education beyond high school. Later jobs typically require a bachelor's degree or higher education.

Now occupations with the highest number of job postings include Retail Salespersons, Customer Service Representatives, Food Preparation and Serving Workers, Laborers and Freight, Stock, and Material Movers, and Janitors and Cleaners. Occupations with the most job postings in the Next category are Sales Representatives, Heavy and Tractor-Trailer Truck Drivers, Supervisors of Retail Sales Workers, Food Service Managers, and Maintenance and Repair Workers. Later occupations with the highest number of job postings are Registered Nurses, Software Developers, Computer Occupations, Managers, and Teachers.

Occupational projections are made every other year for a 10 year period. In the St. Louis Metropolitan Area, the economies and workforce are intertwined. Therefore, industry and occupational projections are not made at the county level.

Many of the occupations with the most job postings are also appear on the list of jobs with the highest number of projected openings through 2026. Projections are made for the greater St. Louis Region and not by counties within the region. The occupations with high numbers of job postings and high numbers of projected annual openings are identified with the star.
## 2019 State of the St. Louis Workforce Survey

In the spring of 2019, over 1,144 companies located in the St. Louis Metropolitan Statistical Area were surveyed to gauge the state of the workforce from the employers’ point of view. Companies were randomly selected from a categorized list of businesses queried from the Reference USA employer database. Employers surveyed represent 16 industry categories of the 23 2-digit NAICS codes located in the area. The 14 questions help with understanding hiring trends, skill needs and shortages, experience, and education requirements of employers.

A portion of the survey questions asked employers about changes in employment levels within the past 12 months. A significant number of employers, or 48.0 percent, reported that employment levels remained the same as the year before.

### Top Job Ads - St. Charles County

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Job Postings</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NOW</strong> - Typically requires high school education or less and short-term training</td>
<td></td>
</tr>
<tr>
<td>Retail Salespersons</td>
<td>907</td>
</tr>
<tr>
<td>Customer Service Representatives</td>
<td>649</td>
</tr>
<tr>
<td>Combined Food Preparation and Serving Workers</td>
<td>272</td>
</tr>
<tr>
<td>Laborers and Freight, Stock, and Material Movers, Hand</td>
<td>262</td>
</tr>
<tr>
<td>Janitors and Cleaners, Except Maids and Housekeeping Cleaners</td>
<td>230</td>
</tr>
<tr>
<td>Maids and Housekeeping Cleaners</td>
<td>218</td>
</tr>
<tr>
<td>Stock Clerks and Order Fillers</td>
<td>169</td>
</tr>
<tr>
<td>Childcare Workers</td>
<td>155</td>
</tr>
<tr>
<td>Waiters and Waitresses</td>
<td>154</td>
</tr>
<tr>
<td>Personal Care Aides</td>
<td>137</td>
</tr>
<tr>
<td><strong>NEXT</strong> - Typically requires moderate/long-term training or experience or education beyond high school</td>
<td></td>
</tr>
<tr>
<td>Sales Representatives, Wholesale and Manufacturing</td>
<td>494</td>
</tr>
<tr>
<td>Heavy and Tractor-Trailer Truck Drivers</td>
<td>430</td>
</tr>
<tr>
<td>First-Line Supervisors of Retail Sales Workers</td>
<td>417</td>
</tr>
<tr>
<td>Food Service Managers</td>
<td>192</td>
</tr>
<tr>
<td>Maintenance and Repair Workers, General</td>
<td>188</td>
</tr>
<tr>
<td>Cooks, Restaurant</td>
<td>168</td>
</tr>
<tr>
<td>Preschool Teachers, Except Special Education</td>
<td>166</td>
</tr>
<tr>
<td>Medical Assistants</td>
<td>163</td>
</tr>
<tr>
<td>Secretaries and Administrative Assistants</td>
<td>154</td>
</tr>
<tr>
<td>Nursing Assistants</td>
<td>154</td>
</tr>
<tr>
<td><strong>LATER</strong> - typically requires a bachelor's degree or higher education</td>
<td></td>
</tr>
<tr>
<td>Registered Nurses</td>
<td>884</td>
</tr>
<tr>
<td>Software Developers, Applications</td>
<td>509</td>
</tr>
<tr>
<td>Computer Occupations, All Other</td>
<td>313</td>
</tr>
<tr>
<td>Managers, All Other</td>
<td>260</td>
</tr>
<tr>
<td>Teachers And Instructors, All Other, Except Substitute Teachers</td>
<td>200</td>
</tr>
<tr>
<td>Physical Therapists</td>
<td>143</td>
</tr>
<tr>
<td>Human Resources Specialists</td>
<td>140</td>
</tr>
<tr>
<td>Medical and Health Services Managers</td>
<td>136</td>
</tr>
<tr>
<td>Sales Managers</td>
<td>129</td>
</tr>
<tr>
<td>Computer Systems Analysts</td>
<td>118</td>
</tr>
</tbody>
</table>

Source: Labor Insight/Burning Glass job ads between July 2018 - June 2019

\* = Top Job Openings in Now, Next and Later categories, 2016-2026 Occupational Projections for St. Louis Region, MERIC
Employment increased slightly for 27.2 percent of businesses and significantly for an additional 10.0 percent. Employers reporting decreases in employment totaled 14.8 percent.

Employers were also asked about planned employment growth during the next year. Over half of employers surveyed, or 57.0 percent, plan to maintain current employment over the next 12 months. Almost one-third, or 31.7 percent, of employers plan to slightly increase employment while 6.6 percent plan significant employment increases. Over the next year, 3.1 percent of employers plan slight decreases and 1.5 percent significant decreases in their workforce.

b. Emerging Demand Industry Sectors and Occupations

Provide an analysis of the industries and occupations for which demand is emerging.

Industry Projections

Industry and occupational projections are made for the greater St. Louis Region and include the counties of Franklin, Jefferson, St. Charles, St. Louis City, and St. Louis County. Since the economies and workforce are interrelated for this geography, projections are made for the 5 county area, and not individual Workforce Development Areas.

The projections reveal several industries with both high employment numbers and above average growth rates compared to the regional average. The top 5 industries by numeric employment change are Social Assistance, Hospitals, Ambulatory Health Care Services, Administrative and Support Services, and Food and Drinking Places.

<table>
<thead>
<tr>
<th>NAICS</th>
<th>Industry</th>
<th>2016</th>
<th>2026</th>
<th>Change</th>
<th>% Change</th>
</tr>
</thead>
<tbody>
<tr>
<td>000000</td>
<td>Total, All Industries St. Louis Region</td>
<td>1,152,859</td>
<td>1,221,601</td>
<td>68,742</td>
<td>6.0</td>
</tr>
<tr>
<td>624000</td>
<td>Social Assistance</td>
<td>36,153</td>
<td>45,604</td>
<td>9,451</td>
<td>26.1</td>
</tr>
<tr>
<td>622000</td>
<td>Hospitals</td>
<td>65,245</td>
<td>74,236</td>
<td>8,991</td>
<td>13.8</td>
</tr>
<tr>
<td>621000</td>
<td>Ambulatory Health Care Services</td>
<td>46,921</td>
<td>55,623</td>
<td>8,702</td>
<td>18.5</td>
</tr>
<tr>
<td>561000</td>
<td>Administrative and Support Services</td>
<td>64,436</td>
<td>72,414</td>
<td>7,978</td>
<td>12.4</td>
</tr>
<tr>
<td>722000</td>
<td>Food Services and Drinking Places</td>
<td>88,634</td>
<td>96,358</td>
<td>7,724</td>
<td>8.7</td>
</tr>
<tr>
<td>611000</td>
<td>Educational Services</td>
<td>80,141</td>
<td>86,770</td>
<td>6,629</td>
<td>8.3</td>
</tr>
<tr>
<td>541000</td>
<td>Professional and Technical Services</td>
<td>63,425</td>
<td>69,480</td>
<td>6,055</td>
<td>9.5</td>
</tr>
<tr>
<td>623000</td>
<td>Nursing and Residential Care Facilities</td>
<td>24,363</td>
<td>27,660</td>
<td>3,297</td>
<td>13.5</td>
</tr>
<tr>
<td>523000</td>
<td>Financial Investment &amp; Related Activity</td>
<td>11,587</td>
<td>14,505</td>
<td>2,918</td>
<td>25.2</td>
</tr>
<tr>
<td>238000</td>
<td>Specialty Trade Contractors</td>
<td>33,824</td>
<td>36,534</td>
<td>2,710</td>
<td>8.0</td>
</tr>
</tbody>
</table>

Source: 2016-2026 Long-Term Industry Projections, MERIC

Occupational Projections

Job openings occur due to 3 reasons – exits, transfers and growth. Exits occur as people leave the workforce for reasons such as retirement. Transfers occur when workers leave one occupation for a different occupation. Occupational growth occurs as businesses grow and need more workers to serve their customers.

Emerging occupations can be identified through growth openings. The chart below identifies occupations that have the highest number of growth openings and higher than the average growth rate of 5.96 percent for the St. Louis Region. The total
number of openings indicates the projected number of vacancies that businesses will need to fill annually.

Missouri uses a system of Now, Next and Later to categorize occupations according to these levels. Now jobs typically require a high school education or less and short-term training. Next occupations typically require moderate to long-term training or experience or education beyond high school. Later occupations typically require a bachelor’s degree or higher.

Growth openings are projected at all education and training levels and are listed by the highest number of growth openings. The highest number of growth openings in Now occupations are Personal Care Aides, Food Preparation and Serving Workers, Janitors and Cleaners, Home Health Aides, and Construction Laborers. The largest growth in Next occupations is in the occupations of Nursing Assistants, Medical Secretaries, Cooks, Carpenters, and Medical Assistants. Later occupations with the highest growth are Registered Nurses, Software Developers, General and Operations Managers, Market Research Analysts and Marketing Specialists, and Postsecondary Health Specialties Teachers. These occupations are consistent with the industries identified as emerging industries.

<table>
<thead>
<tr>
<th>Occupation</th>
<th>% Growth</th>
<th>Average Wage</th>
<th>Exits</th>
<th>Transfers</th>
<th>Growth</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>NOW- Typically requires high school education or less and short-term training</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Personal Care Aides</td>
<td>38.28%</td>
<td>$22,461</td>
<td>1,815</td>
<td>1,368</td>
<td>731</td>
<td>3,914</td>
</tr>
<tr>
<td>Food Preparation and Serving Workers</td>
<td>15.42%</td>
<td>$20,452</td>
<td>2,708</td>
<td>2,832</td>
<td>438</td>
<td>5,977</td>
</tr>
<tr>
<td>Janitors and Cleaners</td>
<td>11.88%</td>
<td>$25,501</td>
<td>1,280</td>
<td>1,237</td>
<td>221</td>
<td>2,737</td>
</tr>
<tr>
<td>Home Health Aides</td>
<td>36.78%</td>
<td>$22,525</td>
<td>413</td>
<td>344</td>
<td>211</td>
<td>969</td>
</tr>
<tr>
<td>Construction Laborers</td>
<td>11.84%</td>
<td>$51,663</td>
<td>369</td>
<td>697</td>
<td>118</td>
<td>1,184</td>
</tr>
<tr>
<td>Landscaping and Groundskeeping Workers</td>
<td>10.77%</td>
<td>$30,163</td>
<td>414</td>
<td>314</td>
<td>508</td>
<td>904</td>
</tr>
<tr>
<td>Childcare Workers</td>
<td>7.29%</td>
<td>$24,383</td>
<td>736</td>
<td>558</td>
<td>63</td>
<td>1,357</td>
</tr>
<tr>
<td>Maids and Housekeeping Cleaners</td>
<td>6.96%</td>
<td>$23,519</td>
<td>414</td>
<td>633</td>
<td>91</td>
<td>1,250</td>
</tr>
<tr>
<td>Security Guards</td>
<td>7.65%</td>
<td>$38,419</td>
<td>493</td>
<td>586</td>
<td>61</td>
<td>1,140</td>
</tr>
<tr>
<td>Helpers--Production Workers</td>
<td>16.35%</td>
<td>$30,650</td>
<td>164</td>
<td>292</td>
<td>46</td>
<td>502</td>
</tr>
<tr>
<td>NEXT - Typically requires moderate to long-term training or experience or education beyond high school</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nursing Assistants</td>
<td>14.97%</td>
<td>$26,964</td>
<td>1,036</td>
<td>862</td>
<td>238</td>
<td>2,136</td>
</tr>
<tr>
<td>Medical Secretaries</td>
<td>16.61%</td>
<td>$34,656</td>
<td>412</td>
<td>401</td>
<td>117</td>
<td>931</td>
</tr>
<tr>
<td>Cooks, Restaurant</td>
<td>8.88%</td>
<td>$24,582</td>
<td>684</td>
<td>933</td>
<td>99</td>
<td>1,716</td>
</tr>
<tr>
<td>Carpenters</td>
<td>9.40%</td>
<td>$61,380</td>
<td>314</td>
<td>508</td>
<td>82</td>
<td>904</td>
</tr>
<tr>
<td>Medical Assistants</td>
<td>19.64%</td>
<td>$33,696</td>
<td>199</td>
<td>279</td>
<td>81</td>
<td>559</td>
</tr>
<tr>
<td>First-Line Supervisors of Food Preparation and Serving Workers</td>
<td>7.77%</td>
<td>$32,378</td>
<td>404</td>
<td>861</td>
<td>68</td>
<td>1,333</td>
</tr>
<tr>
<td>Computer User Support Specialists</td>
<td>10.55%</td>
<td>$48,645</td>
<td>136</td>
<td>343</td>
<td>67</td>
<td>545</td>
</tr>
<tr>
<td>Licensed Practical and Licensed Vocational Nurses</td>
<td>12.53%</td>
<td>$45,291</td>
<td>196</td>
<td>193</td>
<td>65</td>
<td>454</td>
</tr>
<tr>
<td>Insurance Claims and Policy Processing Clerks</td>
<td>15.84%</td>
<td>$45,696</td>
<td>189</td>
<td>248</td>
<td>65</td>
<td>502</td>
</tr>
<tr>
<td>Insurance Sales Agents</td>
<td>13.39%</td>
<td>$59,339</td>
<td>208</td>
<td>276</td>
<td>64</td>
<td>548</td>
</tr>
<tr>
<td>LATER - Typically requires a bachelor’s degree or higher education</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Registered Nurses</td>
<td>16.99%</td>
<td>$66,267</td>
<td>1,044</td>
<td>793</td>
<td>571</td>
<td>2,408</td>
</tr>
<tr>
<td>Software Developers, Applications</td>
<td>24.74%</td>
<td>$101,903</td>
<td>93</td>
<td>335</td>
<td>150</td>
<td>578</td>
</tr>
<tr>
<td>General and Operations Managers</td>
<td>7.45%</td>
<td>$125,456</td>
<td>360</td>
<td>1,037</td>
<td>125</td>
<td>1,522</td>
</tr>
<tr>
<td>Market Research Analysts and Marketing Specialists</td>
<td>21.56%</td>
<td>$72,423</td>
<td>157</td>
<td>406</td>
<td>115</td>
<td>677</td>
</tr>
<tr>
<td>Health Specialties Teachers, Postsecondary</td>
<td>26.14%</td>
<td>n/a</td>
<td>145</td>
<td>151</td>
<td>91</td>
<td>386</td>
</tr>
<tr>
<td>Accountants and Auditors</td>
<td>7.24%</td>
<td>$77,953</td>
<td>358</td>
<td>697</td>
<td>85</td>
<td>1,140</td>
</tr>
<tr>
<td>Personal Financial Advisors</td>
<td>23.08%</td>
<td>$88,226</td>
<td>96</td>
<td>192</td>
<td>81</td>
<td>369</td>
</tr>
<tr>
<td>Financial Managers</td>
<td>17.45%</td>
<td>$147,744</td>
<td>107</td>
<td>231</td>
<td>75</td>
<td>413</td>
</tr>
<tr>
<td>Elementary School Teachers, Except Special Education</td>
<td>7.62%</td>
<td>$56,522</td>
<td>301</td>
<td>337</td>
<td>67</td>
<td>705</td>
</tr>
<tr>
<td>Nurse Practitioners</td>
<td>29.00%</td>
<td>$96,100</td>
<td>41</td>
<td>60</td>
<td>53</td>
<td>153</td>
</tr>
</tbody>
</table>

Source: 2016-2026 Long-Term Occupational Projections, MERIC
c. Employers’ Employment Needs
Identify the job skills necessary to obtain current and projected employment opportunities. With regard to the industry sectors and occupations, provide an analysis of the employment needs of employers. Describe the knowledge, skills, and abilities required, including credentials and licenses.

Real-Time Labor Market Data
Job ads placed by employers offer another source of information on the knowledge, skills, and certifications requested by Missouri’s employers. Labor Insight/Burning Glass is a data tool that spiders to over 35,000 different web sites with job ads. The information found in the ads are placed in a database that can be queried to gain intelligence on employer needs.

Nine industries growing faster than the St. Charles WDA average over the last five years were identified in the Economic Analysis section of the Plan. These industries are listed below with the specialized skills, certifications, and software and programming requested most by employers located in the WDA in job ads.

In the software and programming category, Microsoft Office and its products such as Word, Excel, Powerpoint, and Access ranked at the top of the list across all industries. Industry-specific programs identified in the job ads are listed in the table.
8. Workforce Analysis

Describe the current workforce, including individuals with barriers to employment, as defined in section 3 of WIOA. This population must include individuals with disabilities among other groups in the economic region and across the LWDA.

a. Employment and Unemployment Analysis

Provide an analysis of current employment and unemployment data and trends in the LWDA.

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1 Individuals with barriers to employment include displaced homemakers; low-income individuals; Indians, Alaska Natives, and Native Hawaiians; individuals with disabilities, including youth who are individuals with disabilities; older individuals; ex-offenders; homeless individuals, or homeless children and youths; youth who are in or have aged out of the foster care system; individuals who are English-language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers; farmworkers (as defined at section 167(i) of WIOA and Training and Employment Guidance Letter No. 35-14); individuals within two years of exhausting lifetime eligibility under the Temporary Assistance for Needy Families (TANF) program; single parents (including single pregnant women); and long-term unemployed individuals.

2 Veterans, unemployed workers, and youth, and others that the State may identify.
Population Data

The U.S. Census Bureau estimates that Missouri's population grew to over 6.1 million, up by 0.3 percent in 2018 from the previous year. In St. Charles County over the past year, the population grew at a faster rate than the state as a whole. St. Charles County added over 3,900 residents from 2017 to 2018 nearly 25,000 residents from 2013 to 2018.

<table>
<thead>
<tr>
<th>County</th>
<th>1 Year Change 2017-2018</th>
<th>5 year change 2013-2018</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Percentage</td>
<td>Number</td>
</tr>
<tr>
<td>Missouri</td>
<td>0.3%</td>
<td>17,840</td>
</tr>
<tr>
<td>St. Charles</td>
<td>1.0%</td>
<td>3,937</td>
</tr>
</tbody>
</table>

Source: US Census, Population Estimates

Demographics

The population of St. Charles County is similar to the Missouri averages. The percentage of St. Charles County residents in each age group is very similar to the statewide averages. One notable difference is that the percentage of people in the age group of 55 plus in St. Charles County is over 2 percent less than the state average.

The St. Charles County male/female gender split mirrors the state average of 49 percent male and 51 percent female. In Missouri, 9.7 percent of citizens are civilian veterans. The percentage of veterans in St. Charles County is 1 percent less than the state average.

Race/Ethnicity statistics for Missouri are different from the county averages of the region. St. Charles County has a lower percentage of citizens in minority race classes than the state average for all categories with the exception in the categories of Asian and Two or More Races.

<table>
<thead>
<tr>
<th>County</th>
<th>Total Population</th>
<th>Gender</th>
<th>Veterans</th>
<th>Race/Ethnicity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Under 24 years</td>
<td>Age 25-34</td>
<td>Age 35-54</td>
<td>Age 55+</td>
</tr>
<tr>
<td>Missouri</td>
<td>32.5%</td>
<td>13.3%</td>
<td>25.3%</td>
<td>28.9%</td>
</tr>
<tr>
<td>St. Charles</td>
<td>32.8%</td>
<td>13.1%</td>
<td>27.4%</td>
<td>26.7%</td>
</tr>
</tbody>
</table>

Source: U.S. Census Bureau, 2013-2017 American Community Survey 5-Year Estimates

Employment and Unemployment

The number of people in the St. Charles County labor force has increased steadily over the past 5 years from just over 219,000 in 2015 to nearly 225,000 in the first 9 months of 2019. The number of persons employed has also increased during the 5 year period to just over 219,000.

The unemployment rate is also decreased from 3.8 percent in 2015 to 2.5 percent in 2018. The rate has increased slightly in the first 9 months of 2019 to 2.6 percent.
Labor Force Participation

The Labor Force Participation Rate is the number of people available for work as a percentage of the total population. Using American Community Survey 5 year data through 2017, Missouri’s Labor Participation Rate is 63.2 percent. In comparison, the rate for the St. Charles County is 70.9 percent.

b. Labor Market Trends
Provide an analysis of key labor-market trends, including across existing industries and occupations.

Top Growing Occupations

Over the long term, industry needs for certain occupations grow while others decline. A trained and ready workforce is needed to fill employer demand and offer job seekers bright prospects for employment.

Long-term projections are produced in each state in conjunction with the Bureau of Labor Statistics. Since economies vary throughout the state, projections are also generated for the state and 10 regions and provide insight on the occupations that are growing and declining. The total number of openings account for 3 different types of vacancies - exits, transfers, and growth. Exits occur as individuals leave the workforce for reasons such as retirement. Transfers occur as a person leaves an occupation to work in a different occupation. Growth simply means that more people are needed to work in the occupation. No matter the reason for the vacancy, skilled workers are needed to fill the job openings.

Missouri adds value to the standard projections template by including the ACT Workkeys Assessment Levels typically required for success in each of the 800+ occupations. Since most of Missouri’s counties participate in the Certified Work
Ready Communities program, the levels help those researching careers find good options based on their personal assessment.

Missouri uses a system of Now, Next and Later to categorize the occupations according to the training and education typically required for success on the job. **Now** occupations typically require a high school education or less along with short-term training. **Next** occupations typically require moderate to long-term training or experience and or education beyond high school. **Later** occupations typically require a bachelor’s degree or higher.

While long-term projections offer a solid understanding of longer-term employer needs, job ads placed by employers help in recognizing the current needs of employers. When projections predict a high number of future openings and job ads show current demand for the same occupation, the occupation may be a good career possibility.

The table below displays the top 5 jobs by the number of projected openings for the 10 year projection period through 2026 in the Now, Next and Later categories for the region. The flame beside some of the occupations represents “hot jobs” determined by the number of job ads placed by employers.

<table>
<thead>
<tr>
<th>Now Category</th>
<th>Top Occupations</th>
<th>Number of Openings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food Preparation and Serving Workers</td>
<td>59,768</td>
<td></td>
</tr>
<tr>
<td>Cashiers</td>
<td>43,350</td>
<td></td>
</tr>
<tr>
<td>Retail Salespersons</td>
<td>41,441</td>
<td></td>
</tr>
<tr>
<td>Waiters and Waitresses</td>
<td>41,054</td>
<td></td>
</tr>
<tr>
<td>Personal Care Aides</td>
<td>39,137</td>
<td></td>
</tr>
</tbody>
</table>

Occupations with the highest number of openings in the Next category are **Nursing Assistants** (21,357), **Restaurant Cooks** (17,162), **Bookkeeping, Accounting, and Auditing Clerks** (13,478), **Supervisors of Food Preparation and Serving Workers** (13,331), and **Retail Sales Supervisors** (11,858). Three of the top five occupations by the number of projected openings also saw a high number of job ads.

<table>
<thead>
<tr>
<th>Next Category</th>
<th>Top Occupations</th>
<th>Number of Openings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registered Nurses</td>
<td>24,083</td>
<td></td>
</tr>
<tr>
<td>General and Operations Managers</td>
<td>15,218</td>
<td></td>
</tr>
<tr>
<td>Accountants and Auditors</td>
<td>11,395</td>
<td></td>
</tr>
<tr>
<td>Elementary School Teachers</td>
<td>7,051</td>
<td></td>
</tr>
<tr>
<td>Business Operations Specialists</td>
<td>6,983</td>
<td></td>
</tr>
</tbody>
</table>

Later occupations with the highest number of openings are **Registered Nurses** (24,083), **General and Operations Managers** (15,218), **Accountants and Auditors** (11,395), **Elementary School Teachers** (7,051), and **Business Operations Specialists** (6,983). Two of the jobs listed in this category are also in high demand in the region according the job ads.

Many high demand occupations correspond directly with the high growth industry groups in the greater St. Louis Region, such as **Health Care** and **Food Services/Drinking Places**. Other high demand occupations cross many industry groups, like **Cashiers, Bookkeeping and Accounting Clerks, General and Operations Managers**, and **Accountants and Auditors**.
c. Education and Skills Levels of the Workforce Analysis

Provide an analysis of the educational and skills levels of the workforce.

### Educational Attainment

Educational attainment is a measure of the highest level of education obtained by individuals age 25 and up, or the population generally in the workforce. As a state, more Missourians have either a high school diploma or some college education but no degree than the national average. However, less Missourians have earned an associate’s degree, bachelor’s degree, or graduate/professional degree than the national average.

In the St. Charles County WDA, the educational attainment rates for individuals are higher than the state average for associate’s degrees, bachelor’s degrees, and graduate or professional degrees.
Occupational Projections

Long-term projections are used to identify the fastest growing occupations, as well as occupations with a high number of openings through 2026.

The growth rate of an occupation measures the percentage of jobs added by an occupation between the base year and projected year. Occupations requiring an associate’s degree or more are projected to grow at a faster rate than the St. Louis WDA average. The occupation groups that are projected to grow the fastest are Healthcare Support, Personal Care and Service, and Healthcare Practitioners and Technical.

Long-term projections also present data on expected job openings for each occupation through 2026. Openings in an occupation can occur due to an occupation growing, workers moving into a different occupation, or workers leaving the workforce entirely. No matter the reason, qualified individuals are still needed to fill job vacancies. Most openings will be in entry-level jobs, mostly due to high turnover rates as workers either transfer to other occupations or leave the workforce.
d. Skills Gaps

Describe apparent “skill gaps” in the local area. How are the “skills gaps” determined?

2019 State of the St. Louis Workforce Survey

In April through June of 2019, over 1,100 employers in the St. Louis Metropolitan Statistical Area (MSA) were surveyed to gauge the state of the St. Louis workforce from the employers’ point of view. Companies were randomly selected from a categorized list of businesses queried from the Reference USA employer database. Employers surveyed represented the mix of industries found in the region. The 14 questions help with understanding hiring trends, skill needs and shortages, experience, and education requirements of St. Louis employers.

One of the survey questions asked employers about any planned changes in employment levels during the next 12 months. While 57 percent anticipate employment remaining the same as previous years, 38 percent plan to increase employment. This statistic is significant as we begin to understand employer skill needs and gaps, as well as barriers to expanding employment.

One-third of employers responded that they are experiencing a shortage of skilled applicants. Most of the shortages were in middle-skill jobs, or jobs that require education and/or training beyond a high school diploma but do not require a four-year degree.
Companies employ workers in a variety of occupations, or functional areas. The companies were asked about employment within those functional areas as a means of understanding the types of jobs St. Louis MSA employers have working in their businesses.

Companies indicating that they had employees in each functional area were then asked if they were seeing a shortage of skilled applicants in those areas. In 2019, a larger percentage of employers were reporting shortages than in previous years for all categories except Customer Service.
Overall, companies report fewer shortcomings in job applicants compared to past years. The most common shortcoming cited is poor work habits, followed by lack of communication skills and lack of critical thinking and problem solving. The results are similar in the statewide employer survey, indicating that applicant shortcomings, particularly in soft skills, is consistent across the state.

Individuals who are justice-involved or have difficulty passing a drug screen or background check often have a more difficult time finding employment. With low unemployment and high job opening rates, many employers are considering traditionally overlooked groups of potential employees.

Two-thirds of employers report that they require a background check prior to employment for at least half of their positions. Despite the majority of employers requiring a background check, less than 1 percent stated they would not hire a person convicted of a felony.
Twenty-six percent of employers in the St. Louis MSA report they do not require a drug screen prior to hire for any of their positions, while another 7 percent require the screen for up to half of their positions.

9. Workforce Development, Education, and Training Activities Analysis
Describe the workforce development services and activities, including education and training in the LWDA, to address the education and skills needs of the workforce. Include education and training activities of the core programs and mandatory and optional One-Stop Delivery System partners.

The LWDA is equipped to provide all services and activities allowable in the WIOA, as funding allows and economic conditions dictate. Education/Training provided by WIOA partners include
occupational skills training, On-the-Job Training, Incumbent Worker Training, transitional jobs, workplace training, skills upgrading, entrepreneurial training, job readiness, basic skills upgrading, HiSET preparation, English as a Second Language, customized training, pre-apprenticeship and Registered Apprenticeships.

The Core and optional partners present in the LWDA provide a variety of education and training activities that adjust to align with current demand and funding levels. Job Center staff and local partner staff use a local resource directory compiled by the Community Council when seeking education/training activities that are not available through their partner agency. Staff contact the most appropriate service provider for the job seeker and make necessary referrals.

**a. The Strengths and Weaknesses of Workforce Development Activities**

Provide an analysis of the strengths and weaknesses of the workforce developments services and activities identified above.

The LWDA has completed a SWOT analysis with area employers and partners to learn the strength and weaknesses of local workforce development.

**The strengths of the local workforce revealed by the SWOT analysis are:**

- People in the local workforce truly want to be employed and advance within their careers
- The agencies in the local workforce development system have developed successful referral systems and provide excellent customer service to those referrals such as contacting customers in a timely manner, providing services seamlessly, and accomplishing initiatives quickly
- Workforce entities and the local elected official want to advance training and continue to have inclusive discussions between providers of services and employers

**Weakness of the system revealed by the SWOT analysis include:**

- The system cannot provide enough skilled workers for the number of positions currently available
- Training programs are slow to keep pace with the advancement in technology and processes and rarely provide rolling start dates
- Employers would like to see more work-based learning
- Employers believe elementary and secondary education focuses on college-bound students while doing little to offer alternatives to college
- Lack of public transportation to provide access to training facilities
- Lack and high cost of childcare

**b. Local Workforce Development Capacity**

Provide an analysis of the capacity of local entities to provide the workforce development services and activities to address the identified education and skills needs of the workforce and the employment needs of employers in the LWDA.

The need for skills training continues to increase in the LWDA while the funding levels decrease. Therefore, the capacity of local entities to provide the needed workforce development training and education is challenging.
• Due to low unemployment levels, and eligibility requirements focusing on the unemployed, the workforce system is looking for methods to increase skills of the employed workers. The LWDA is exploring opportunities with the Incumbent Worker Training program to assist employers with upgrading the skills of their current workers to avoid layoffs or employee turnover.

OPERATIONAL ELEMENTS

Local Structure

10. Local Workforce Development Area (LWDA) Profile
Describe the geographical workforce development area, including the LWDA’s major communities, major employers, training and educational institutions (technical and community colleges, universities, etc.), population, diversity of the population, and relevant growth trends.

The St. Charles workforce development area is contained in the geographical boundaries of St. Charles County, with the Missouri River separating it from St. Louis County. Within the County are the following communities: St. Charles City, Portage Des Sioux, Orchard Farm, St. Peters, Cottleville, O’Fallon, Lake St. Louis, Wentzville, Dardenne Prairie, Augusta, New Melle, and parts of Foristell. St. Charles County also contains large unincorporated areas, most of which tend to be rural.


The following are educational institutions located either in or within a reasonable drive from the workforce area, as cited on the St. Charles County Economic Development Center’s web site:

• Lindenwood University
• St. Charles Community College
• University of Missouri–St. Louis
• Webster University
• Maryville University
• Ranken Technical College
• Midwest University
• Lewis and Clark Career Center
• Missouri Technical College

Additionally, there is a large number of online training available. The St. Charles City-County Library system with locations in major communities and the Job Center provide computer and internet access for individuals to pursue on-line education.

MERIC’s estimate for the LWDA as of July, 2018 is 399,182.
St. Charles County has been one of the fastest growing counties in Missouri. Although the pace of growth has slowed, the population is expected to continue its growth into the next decade. New housing starts combined with a lack of currently available housing seem to verify this prediction.

Additionally, employment opportunities are expected to continue to increase. The trend of more individuals commuting into the region for employment is expected to continue as well.

The following chart from the U.S. Census Bureau Quick Facts web site reflects the estimated diversity of the area’s population as of 2019:
<table>
<thead>
<tr>
<th>Table</th>
<th>People</th>
<th>St. Charles County, Missouri</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Population</strong></td>
<td>Population estimates, July 1, 2019 (V2018)</td>
<td>390,142</td>
</tr>
<tr>
<td></td>
<td>Population estimate base, April 1, 2010 (V2010)</td>
<td>390,142</td>
</tr>
<tr>
<td></td>
<td>Population, percent change - April 1, 2010 (estimates base) to July 1, 2019 (V2010)</td>
<td>19.7%</td>
</tr>
<tr>
<td></td>
<td>Population, Census, April 1, 2010</td>
<td>390,140</td>
</tr>
<tr>
<td><strong>Age and Sex</strong></td>
<td>Persons under 5 years, percent</td>
<td>▲ 6.9%</td>
</tr>
<tr>
<td></td>
<td>Persons under 18 years, percent</td>
<td>▲ 29.3%</td>
</tr>
<tr>
<td></td>
<td>Persons 65 years and over, percent</td>
<td>▲ 15.2%</td>
</tr>
<tr>
<td></td>
<td>Female population, percent</td>
<td>▲ 50.8%</td>
</tr>
<tr>
<td><strong>Race and Hispanic Origin</strong></td>
<td>White alone, percent</td>
<td>▲ 69.9%</td>
</tr>
<tr>
<td></td>
<td>Black or African American alone, percent</td>
<td>▲ 5.1%</td>
</tr>
<tr>
<td></td>
<td>American Indian and Alaska Native alone, percent</td>
<td>▲ 0.3%</td>
</tr>
<tr>
<td></td>
<td>Asian alone, percent</td>
<td>▲ 2.7%</td>
</tr>
<tr>
<td></td>
<td>Native Hawaiian and Other Pacific Islander alone, percent</td>
<td>▲ 0.1%</td>
</tr>
<tr>
<td></td>
<td>Two or more races, percent</td>
<td>▲ 0.7%</td>
</tr>
<tr>
<td></td>
<td>Hispanic or Latino, percent</td>
<td>▲ 3.4%</td>
</tr>
<tr>
<td></td>
<td>White alone, not Hispanic or Latino, percent</td>
<td>▲ 66.5%</td>
</tr>
<tr>
<td><strong>Population Characteristics</strong></td>
<td>Veterans, 2014-2018</td>
<td>24,837</td>
</tr>
<tr>
<td></td>
<td>Foreign born persons, percent, 2014-2018</td>
<td>4.0%</td>
</tr>
<tr>
<td><strong>Housing</strong></td>
<td>Housing units, July 1, 2019 (V2019)</td>
<td>158,524</td>
</tr>
<tr>
<td></td>
<td>Owner-occupied housing units, 2014-2018</td>
<td>50.4%</td>
</tr>
<tr>
<td></td>
<td>Median value of owner-occupied housing units, 2014-2018</td>
<td>$284,825</td>
</tr>
<tr>
<td></td>
<td>Median selected monthly owner costs with a mortgage, 2014-2018</td>
<td>$1,514</td>
</tr>
<tr>
<td></td>
<td>Median selected monthly owner costs without a mortgage, 2014-2018</td>
<td>$1,514</td>
</tr>
<tr>
<td></td>
<td>Median gross rent, 2014-2018</td>
<td>$1,024</td>
</tr>
<tr>
<td></td>
<td>Building permits, 2018</td>
<td>2,528</td>
</tr>
<tr>
<td><strong>Families &amp; Living Arrangements</strong></td>
<td>Households, 2014-2018</td>
<td>144,063</td>
</tr>
<tr>
<td></td>
<td>Persons per household, 2014-2018</td>
<td>2.56</td>
</tr>
<tr>
<td></td>
<td>Living in same house 1 year ago, percent of persons age 5 years, 2014-2018</td>
<td>82.8%</td>
</tr>
<tr>
<td></td>
<td>Language other than English spoken at home, percent of persons age 5 years, 2014-2018</td>
<td>6.0%</td>
</tr>
<tr>
<td><strong>Computer and Internet Use</strong></td>
<td>Households with a computer, percent, 2014-2018</td>
<td>94.2%</td>
</tr>
<tr>
<td></td>
<td>Households with a broadband Internet subscription, percent, 2014-2018</td>
<td>88.3%</td>
</tr>
<tr>
<td><strong>Education</strong></td>
<td>High school graduates or higher, percent of persons age 25 years, 2014-2018</td>
<td>94.7%</td>
</tr>
<tr>
<td></td>
<td>Bachelor's degree or higher, percent of persons age 25 years, 2014-2018</td>
<td>37.6%</td>
</tr>
<tr>
<td><strong>Health</strong></td>
<td>With a disability, under age 65 years, percent, 2014-2018</td>
<td>6.7%</td>
</tr>
<tr>
<td></td>
<td>Persons without health insurance, under age 65 years, percent</td>
<td>▲ 6.2%</td>
</tr>
<tr>
<td><strong>Economy</strong></td>
<td>In civilian labor force, total, percent of population age 16 years, 2014-2018</td>
<td>70.1%</td>
</tr>
<tr>
<td></td>
<td>In civilian labor force, female, percent of population age 16 years, 2014-2018</td>
<td>55.1%</td>
</tr>
<tr>
<td></td>
<td>Total accommodation and food services sales, 2012 ($1,000)</td>
<td>$918,507</td>
</tr>
<tr>
<td></td>
<td>Total sales and social assistance receipts, 2012 ($1,000)</td>
<td>$1,482,056</td>
</tr>
<tr>
<td></td>
<td>Total manufacturer shipments, 2012 ($1,000)</td>
<td>$6,841,687</td>
</tr>
</tbody>
</table>
11. Local Facility and Information

a. Identify the local comprehensive One-Stop Center(s), including current mailing and street addresses, telephone and fax numbers and list them in Attachment1 to the Plan.

See Attachment 1.

b. Identify the local affiliate sites, including current mailing and street addresses, telephone and fax numbers and list them in Attachment 1 to the Plan.

See Attachment 1.

c. Identify the local specialized sites, including current mailing and street addresses, telephone and fax numbers and list them in Attachment 1 to the Plan.

See Attachment 1.

d. If your LWDA has any other additional service sites and the LWDA refers to them as anything other than comprehensive, affiliate or specialized centers, please list the service sites by the title your LWDA uses and describe the services provided in Attachment 1. Also, list the one-stop partners providing services at those locations.

12. Local One-Stop Partner/MOU/IFA Information

a. One-Stop Partners
Identify the One-Stop Partners in Attachment 2 to the Plan. Please indicate the contact name, category, physical location, phone and email address. Indicate the specific services provided at each of the comprehensive, affiliate, or specialized job centers.

See Attachment 2.
b. **Memorandums of Understanding (MOU)**
   Include a copy of each MOU between the Board and each of the One-Stop partners (or one “umbrella” MOU for the same purpose) concerning the operation of the One-Stop Delivery System in the LWDA. The MOU must be up-to-date, signed and dated. Include the MOU(s) as Attachment 3. Missouri Job Centers must ensure that equal access to employment and training services are provided to the farm workers and agricultural employers in their LWDA. See OWD Issuance 01-2019 One-Stop Center Memoranda of Understanding and Infrastructure Funding Agreements for Local Workforce Development Boards.

   See Attachment 3.

c. **Cost Sharing Agreement/Infrastructure Funding Agreement (IFA)**
   Include as part of the MOU in Attachment 3 the Infrastructure Funding Agreement (IFA) and negotiated cost-sharing worksheet/workbook for each Missouri Job Center that includes the line items, dollar amounts and percentage rates for One-stop partners, OWD and the Board. Indicate the number of FTEs present and the amount of space (sq. footage) utilized by the partner. See OWD Issuance 01-2019 One-Stop Center Memoranda of Understanding and Infrastructure Funding Agreements for Local Workforce Development Boards.

   See Attachment 3.

13. **Sub-State Monitoring Plan**
   Include the sub-state monitoring plan, as defined in OWD Issuance 16-2018 Statewide Sub-State Monitoring Policy, as Attachment 4 to the Plan.

   See Attachment 4 for the Boards Sub-State Monitoring Plan. The St. Charles Region Sub-State Monitoring Plan addresses all requirements as defined in OWD Issuance 16-2018 “Statewide Sub-State Monitoring Policy”.

**Integration of One-Stop Service Delivery**

14. **Local Workforce Development System**
   Describe the workforce development system in the LWDA.

   There will be one comprehensive One-Stop Center in the St. Charles Workforce Region. Its official name is the Missouri Job Center of St. Charles County.

   a. Identify the programs that are included in that system and how the Board will work with the entities carrying out core programs and other workforce development programs.

   Programs included in the workforce system include Wagner-Peyser, WIOA, Adult Education and Literacy, Trade and Veterans’ programs which are located in the Job Center full time. Vocational Rehabilitation, MWA programs and Job Corps will have staff in the Center on a regularly scheduled itinerant basis. All other partner programs are available electronically or through staff referral.
b. Describe how the Board plans to support alignment to provide services, including programs of study authorized under the *Strengthening Career and Technical Education for the 21st Century Act of 2018* formerly the Carl D Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 et seq.).

The One-Stop Operator will arrange for partner training opportunities so that all staff located in the Job Center can provide appropriate referrals. Staff will be expected to explain each partner’s services and provide job seekers with assistance in acquiring those services.

c. Describe how the Local WDB will coordinate workforce investment activities carried out in the local area with rapid response activities.

Rapid response activities are carried out through the Employment Transition Team. Please refer to #56 of this plan and Attachment 28 for details on how the Local WDB will coordinate these activities.

d. Describe how the Board will ensure the expenditure of funds for training providers are selected from both the Eligible Training Provider List/System approved for use by the State of Missouri as well as approved from the State list by the local workforce development board.

Staff 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, staff 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.
15. Alignment and Data Integration

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

The Board plans to support alignment in the provision of services through partner meetings and the Special Populations Committee of the WDB. The Special Populations Committee is larger than the Partners identified in the WIOA. It includes non-profit, faith-based and other governmental agencies that all work toward serving individuals with specific barriers achieve self-sufficiency through gainful employment.

The Executive Committee and the Special Populations Committee are two standing committees of the WDB. Future committees will be developed on an as-needed basis in the form of a Task Force structure to focus on needs as they arise and then disbanded when the specialized focus is no longer needed. The intent is to ensure the WDB is an efficient entity that accomplishes tasks and then moves forward.

b. Describe the MOU/IFA/Cost Sharing Process.

The local WDB will develop a MOU for the delivery of programs and services, and the sharing of costs, in the One-Stop Delivery System for its Local Workforce Development Area (LWDA). The local WDB will guide the development of the content of this MOU among all of the required One-Stop Partners, including itself. The LWDA’s Chief Elected Official will approve this MOU, and all required partners are signatories.

The local WDB, CEO and partners develop and agree on a One-Stop delivery system line item budget. The budget includes the costs for the One-Stop delivery system infrastructure and shared costs which may also include costs for shared services.

The Local WDB and partner programs sign the MOU that includes an Infrastructure Funding Agreement (IFA).

c. Describe the process for data integration. How are the one-stop centers implementing and transitioning to an integrated, technology enabled intake system for programs carried out under WIOA and by one-stop partners?

When both the referring and receiving partner are located within the One-Stop Center, the referring staff will check to see if a staff member from the other agency is available to meet with the job seeker at that time. If that agency representative is not available, the referring staff will ask the job seeker to wait for the next available representative and case note the referral in MoJobs; or schedule an appointment and make a case note. Staff from the agencies that served the job seeker can follow up by reading notes in MoJobs or talk to each other since both are in the Job Center.

For partners not co-located at the One-Stop Center, a standardized intake/referral form will be utilized by all partners. The receiving agency will attempt to contact the job seeker within a week and return follow-up information to the referring agency. Partners with access to MoJobs will record all referrals in MoJobs. Follow-up information will be
recorded in case notes in MoJobs as appropriate regarding confidentiality guidelines and case note policy.

16. Accessibility
Describe how entities within the one-stop delivery system, including one-stop operators and one-stop partners will comply with WIOA section 188, if applicable, and applicable provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq.) regarding the physical and programmatic accessibility of facilities, programs and service, technology, and materials for individuals with disabilities including providing staff training and support for addressing the needs of individuals with disabilities. (See OWD Issuance 12-2017 and the State of Missouri Non-discrimination Plan at https://jobs.mo.gov/sites/jobs/files/ndp_2019_summary_all_sections_and_elements_final_copy_with_bookmarks.pdf)

To offer equal and effective services to all customers, the following list of accessible assistive technological equipment is located in the One-Stop: telephone amplifier, hands-free speaker phone with large key pad, large screen monitors, alternative keyboards, electronic enlarging (CCTV), tape recorder, TTY with printout, screen enlargement software, trackball, a height adjustable table, a Ubi Duo and screen-reader. For individuals with a hearing impairment, an interpreter can be requested and scheduled. The State cost-shares any costs incurred when regions use this service.

Additionally, the St. Charles County Community College serves as the sub-contractor of Adult and Dislocated programs. They have an ADA Officer to ensure all programs/services available through the Community College are in compliance with the Americans with Disabilities Act. These steps have been taken and will continue in order to insure accessibility to customers with disabilities and other pertinent special populations within the local Workforce Development Area.

To help customers with disabilities in their specific job search, the Region offers the following workshop from its Products/Service Box:

Disclosing Your Disability: This workshop is provided by a local Vocational Rehabilitation staff and teaches effective ways of addressing and dealing with barriers in your job search and interviewing process. This is open to all customers.

Additionally, the Region makes reasonable accommodations by obtaining and offering the appropriate technology for customers to directly access Job Center services when needed by using the Disability Services page on Jobs.mo.gov and contacting the ETC Program at Missouri Assistive Technology to borrow the necessary assistive technology.

The local area will adhere to WIOA Section 188 by attempting to meet the needs of customers by ensuring universal access to our programs and activities for all eligible customers. Universal access includes:

- Understanding local needs – The local WDB has created a Special Populations Committee charged with identifying the local needs and providing potential solutions to these needs.
• Marketing and outreach – Job Center staff share job openings and recruitment event information to a wide variety of agencies that serve individuals with disabilities.
• Involving community groups and schools – Job Center staff work closely with the local Community Council and other schools by attending meetings and providing presentations on Job Center services and resources.
• Effective collaboration, including partnerships and linkages – The local WDB is building on its collaborative efforts by creating the aforementioned Special Populations Committee.
• Staff training – Job Center staff receive training provided by the local Equal Opportunity Officer and agency trainings such as Vocational Rehabilitation.
• Intake, registration and orientation
  o Intake: Job Center staff have developed a referral system with local agencies to refer customers when appropriate.
  o Registration: Job Center staff asks all customers if they need assistance during the registration process. Additionally, all customers are asked if they need some type of assistance to utilize the services and resources available. The front desk has a partially lowered section to allow customers with a lower line of sight to receive eye-to-eye communications.
  o Orientation: All customers are informed of their rights to equal opportunity and how to file a complaint if they believe their rights have been violated.
• Assessments and screenings: Job Center staff are trained to observe customers that may be having difficulty with the registration process and to offer the opportunity to work one-on-one with a staff member to determine eligibility for other services and/or for identifying appropriate accommodations.
• Service Delivery: Job Center staff will provide appropriate assistance to individuals with disabilities so they can benefit from all services available at the Job Center.

To ensure effective implementation of universal strategies and equal opportunity, the Job Center has designated a local Equal Opportunity Officer. This local EO Officer will regularly attend training regarding universal access and equal opportunity for individuals with disabilities. Additionally, the Equal Opportunity is the Law Notice is posted prominently throughout the Job Center and on its website.

The local EO Officer is also responsible for the following:
• Ensuring that the appropriate assurances are included in agreements/contracts with partners so they comply with the same equal opportunity obligations.
• Collect and maintain demographic data on participants and analyze this data to identify potential discrimination.
• Monitor all Job Center programs and activities to ensure equal access and opportunity for individuals with disabilities.
• Ensuring the equal opportunity complaint process is effectively communicated to all customers. Investigate complaints within timelines stated in Section 188 regulations.
• Take corrective actions/sanctions to ensure compliance with Section 188.
17. Assessment of One-Stop Program and Partners
   a. Describe how the Board will ensure the continuous improvement of eligible providers of services through the system and ensure that such providers meet the employment needs of local employers and participants.

   See Attachment 27 (ETPL Policy)

   b. Describe the actions the LWDB will take toward becoming or remaining a high-performance WDB.

   With WIOA funding changes, the St. Charles Region will work to become a high-performance WDB by refining and consolidating processes and build on partnerships to continue to grow. Actions to improve local WIOA performance rates include but are not limited to:
   - Continuous monitoring reviews being conducted by the Compliance and Monitoring Staff. This monitoring will target the case management entries for validity.
   - Review of 100% of all new enrollments. The Compliance and Monitoring staff reviews 100% of all program enrollments during two rounds of Sub-State Monitoring to ensure compliance with eligibility, service activities, case note entries, and other policy guidelines.
   - The Compliance and Monitoring staff tracks negative performance outcomes by utilizing the MoPerforms Database System. Monitoring through the system allows us to check on who is up for performance measures or will be coming up for performance measures to ensure the correct information was entered into the system. This monitoring allows us the potential to change some participants from a negative status to a positive status.

Local Administration

18. Chief Elected Official (CEO)
   Please identify the CEO. List the name, title, address, phone number and email address. Place it on a cover sheet in Attachment 5.

   See Attachment 5.

19. CEO Consortium Agreement and Bylaws
   If the LWDA includes more than one unit of local government, the Chief Elected Officials (CEO) may develop a CEO agreement; however, it is not mandatory under WIOA law. If the LWDA is including a CEO agreement, please specify the respective roles of the individual CEOs and include the CEO Consortium Agreement as Attachment 5 including any CEO Bylaws that are in effect.

   NOTE: (The CEO membership should be reviewed after each county and/or municipal election. If there are changes in the CEO membership, or leadership, a new CEO agreement will need to be signed and submitted to OWD by the first day of June following the election.) OWD must be notified with the contact information as soon as the CEO takes office.

   Not applicable.
20. Local Workforce Development Board (LWDB) Membership

Please list the LWDB members in Attachment 6. Identify the members of the Board, the organization or business they represent, and the category (i.e., business, labor, adult education and literacy, vocational rehabilitation, Wagner-Peyser/OWD, higher education, economic development, TANF, Other). The LWDB Certification Form may be used. See OWD Issuance 10-2018 Local Workforce Development Board Membership Requirements and Recertification Procedures under the Workforce Innovation and Opportunity Act.

See Attachment 6.

a. LWDB Standing Committees

List of all standing committees on a separate page in Attachment 6.

b. LWDB Certification Letter (2019)

Include in Attachment 6 a copy of the current LWDB certification letter.

See Attachment 6.

21. LWDB Bylaws

The Board must review its by-laws annually and complete the “Local Workforce Development Board’s ATTESTATION FOR REVIEW OF BY-LAWS” form included near the end of this document. Include the Board’s current by-laws and the completed attestation form (copy is included in this guidance) as Attachment 7 to the Plan.

See Attachment 7.

22. Conflict of Interest Policy

Include the Conflict of Interest Policy as Attachment 8 for Board members, staff, and contracted staff to follow. This should be the full COI policy that they sign, not just an attestation. See OWD Issuance 19-2016 Ethical Requirements for Chief Elected Officials and Local Workforce Development Boards.

See Attachment 8.

23. Local Fiscal Agent

Identify the Local Fiscal Agent. Include contact information. Include the information as Attachment 9. See OWD Issuance 22-2015 Policy on Designation of a Local Fiscal Agent by the Chief Elected Official.

See Attachment 9.

24. Competitive Procurement

Describe the competitive (procurement) process used to award the grants and contracts in the LWDA for activities carried out under Title I of WIOA, including the process to procure training services for Youth and any that are made as exceptions to the ITA process. Include the information on the following processes: advertisement/notification to prospective bidders, time period bidders have to respond to the solicitation, evaluation and award/non-award notification. This may include those pages from the Board’s procurement guidelines that describe the competitive-procurement process and the process to procure Youth training providers. Include the Financial Procurement Policy as Attachment 10.
The **St. Charles County Purchasing Policy** will be followed for awarding grants, contracts and subcontracts. The County’s policy is more restrictive than the State guidelines or Federal requirements. However, the Region will ensure the State of Missouri’s procurement guidelines will be followed for awarding grants, contracts and/or sub-contracts.

In addition to the applicable procurement requirements of St. Charles County’s Purchasing Policy, the following criteria will be used when awarding services and sub-contracts to carry out activities under this WIOA, including services for Youth and for any exceptions to the ITA process:

**A.** Any RFP for program services will provide a minimum of 30 days for response.

**B.** The following criteria will be used to evaluate proposals:

- The demonstrated performance of the respondent in the delivery of comparable services.
- The respondent’s financial resources or their ability to obtain them. Acceptable evidence to be reviewed shall consist of commitments that exist at the time of the contract award to rent, purchase or acquire the needed facilities, equipment, other resources and personnel positions identified in any proposal. Additional information to be acquired and assessed is the organization-wide budget with assured commitment from other funding sources to ensure the agency’s ability to fully perform and remain a viable organization during the full program year.
- The ability to meet program design specifications at a reasonable cost.
- A satisfactory record of integrity, business ethics and fiscal accountability.
- The necessary organization, experience, accounting and operational controls. This shall include acquisitions, review and assessment of an organizational chart including proposed inclusion of staff to perform the program; narrative description of fiscal and operational systems to assess internal and operational controls.
- The technical skills to perform the work.
- Those entities having been assessed with other than minor deficiencies in the above area shall be considered “high-risk” and shall invoke proper special funding restrictions.
- Additional criteria may be added according to meet or exceed the funding requirements.
- Once a bid is awarded, all bidders will be notified in writing of the results.

**Youth services:**

The grant recipient will provide framework services such as intake, objective assessment and the development of individual service strategy for Youth without following the stated competitive procurement process as allowed in section 664.405(a)(4). This will ensure continuity of WIOA youth programming as youth service providers change.

Additionally, the LWDA will make all 14 program elements available to youth, but does not anticipate that all services will be funded with WIOA youth funds. As stated in section 681.470, the local program may leverage partner resources to provide program elements available in the local area. When activities are provided in such a way, an agreement will be reached between WIOA Youth staff and the partner agency to ensure the activity is closely coordinated with the
WIOA Youth program. In these cases, the youth case manager will contact and monitor the provider of the non-WIOA-funded activity to ensure the activity is of high quality and beneficial to the youth participant.

See Attachment 10 for the County’s Procurement Process.

25. Duplicative Costs and Services

a. Eliminating Duplicative Administrative Costs
   Describe how the Board is working toward eliminating duplicative administrative costs to enable increased training investments.

   The fiscal agent provides all administrative services rather than passing these activities on to WIOA sub-contractors. This insures there is no duplicative overhead costs (e.g. duplicative equipment, positions, etc.)

   Cost sharing between partners is also used to eliminate duplicative costs.

   No WIOA funds are used toward the Executive Director position. This position is funded with County revenue.

   The WDB, together with the fiscal agent, regularly reviews processes to limit administrative costs.

b. Eliminating Duplicative Services
   Identify how the Board ensures that services are not duplicated.

   The St. Charles WDB utilizes resource mapping and formal Memorandums of Understanding to delineate service provision and the limitations of services offered by each partner.

   The current service delivery model insures staff of all organizations located in the One Stop are cross trained and allowed access to the data management in MoJobs. This allows staff to build off services already provided to the job seeker by partner staff. This also ensures all services provided are leading to appropriate goals identified in the individual employment plan. The result is true integration of staff, not just co-location of staff.

26. Planning Budget Summaries (PBSs)

Include the Planning Budget Summaries for Program Year 2020 and Fiscal Year 2021 in Attachment 11 to the Plan. (Instruction for this planning item will be sent after the PY 2020 locally negotiated performance goals are finalized.)

See Attachment 11 for the current tentative Planning Budget Summary (PY20/FY21).

27. Complaint and Grievance Policy / EEO Policy

Establish and define the local policy and procedure for Complaint and Grievance Implementation of the Nondiscrimination and Equal Opportunity Provisions of WIOA. Both policies should be incorporated into
the MOU and disseminated throughout the LWDA for all workforce development professionals to understand and implement. This should adhere to federal and state complaint and grievance guidance and policy. Include either a statement that the Board will follow the state policy or develop a local policy and include a copy as Attachment 12 to the Plan. (See the State of Missouri Non-discrimination Plan. https://jobs.mo.gov/sites/jobs/files/ndp_2019_summary_all_sections_and_elements_final_copy_with_bookmarks.pdf)

The St. Charles Region has developed a local Complaint and Grievance Policy. See Attachment 12 for this policy.

28. Planning Process and Partners
The expectation is that the Board will involve business, organized labor, local public officials, community-based organizations, WIOA service providers, and other stakeholders in the development and review of this Plan. Describe the local plan development process, including how input for the Local Plan was obtained by all the partners involved in the MOU. Also, see Attachment 3 - Statement of Assurances.

The LWDA has invited all WIOA partners to a partners meeting. Attending partners agreed on a one-stop services, referral process, shared costs and are in negotiations for infrastructure cost allocations for PY20. The current MOU is in force until June 20, 2020. Signatures for the PY20 MOU are in process.

Partners are also invited to participate in the WDB’s Special Population Committee. Partners come together at this committee to help determine one-stop services for individuals with barriers to employment.

29. Performance Negotiations
Identify the local levels of performance negotiated with the Governor and CEO to be used to measure the performance of the Board and to be used by the Board for measuring the performance of the Local Fiscal Agent (where appropriate), eligible providers, and the One-Stop Delivery System in the LWDA.

**St. Charles Region Program Year 2018 and 2019 Performance Negotiations**

*PY20 Performance Negotiations have not been negotiated. A Local Plan Modification will be submitted once they are completed.*

<table>
<thead>
<tr>
<th></th>
<th>Emp 2nd Qtr after Exit</th>
<th>Emp 4th Qtr after Exit</th>
<th>Credential Attainment</th>
<th>Median Earnings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult</td>
<td>73.0%</td>
<td>71.0%</td>
<td>35.0%</td>
<td>$6,400</td>
</tr>
<tr>
<td>DW</td>
<td>74.0%</td>
<td>72.0%</td>
<td>64.5%</td>
<td>$7,300</td>
</tr>
<tr>
<td>Youth</td>
<td>72.0%</td>
<td>68.0%</td>
<td>53.0%</td>
<td>N/A</td>
</tr>
<tr>
<td>W-P</td>
<td>68.4%</td>
<td>68.7%</td>
<td>N/A</td>
<td>$5,474</td>
</tr>
</tbody>
</table>

30. Public Comment
Describe the process used by the Board to provide an opportunity for public comment, including comment by representatives of businesses and labor organizations, and input into the development of the Plan, prior to submission of the Plan. Provide an affidavit of proof of this public announcement for comment. See Attachment 3 - Statement of Assurances
Prior to submission of the Local Plan, the WDB makes copies available to the public through the County’s Public Notice process.
This process includes announcement of availability and call for input being posted on the County’s website.
Members of the Board and the public, including representatives of business and labor organizations are allowed to submit comments on the proposed local plan to the Board not later than the end of the 30 day period beginning on the date on which the proposed plan was made available.
The Plan submitted to the Governor includes any such comments that represent disagreement with the Plan.

**31. Assurances**
Complete and sign the “Statement of Assurances Certification” form located in this guidance and include this as Attachment 33 to the Plan.
See Attachment 33.

**POLICIES**

**Local Policies and Requirements**

**32. Supportive Services Policy**
Please include the Board’s policy for Supportive Services as Attachment 13 to enable individuals to participate in Title I activities. This policy must address the requirements in OWD Issuance 13-2017 Statewide Supportive Services Policy.

See Attachment 13 for St. Charles Region Supportive Services Policy which addresses all the requirements in OWD Issuance 13-2017.

**33. Adult - Priority of Service**
Please include the Board’s policy for Adult Priority of Service as Attachment 14. Describe the process by which any priority will be applied by the One-Stop Operator as stated under WIOA sections133(b)(2) or (b)(3). The LWDB should explain its Adult Priority of Service to provide WIOA career services for jobseekers who are not low-income.

See Attachment 14 for St. Charles Region’s Adult Priority of Service Policy per guidance from WIOA regulations 20 CFR 680.600(c).

When WIOA funds are limited, meaning more adults seeking service than available funding, the Priority of Service Policy will be used. For those job seekers who are not low-income, our Region will use “Priority Level II” from the Adult Priority of Service Policy. Level II allows family annualized income up to 250% of HHS Poverty guidelines or LLSI with the one following conditions:
- The individual has a need for additional training to learn new technologies or processes in order to retain or advance in 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

34. Adult / Dislocated Worker - Training Expenditure Rate / Local Criteria for Training Recipients
Provide your Board’s proposed training expenditure rates for both the Adult and Dislocated Worker regular formula fund allocations. In addition, describe the local process for determining who will receive training. Please include the Training Expenditure Rates and Criteria Policy for Adults and Dislocated Workers as Attachment 15.

The St. Charles Region will strive to reach 20-30% training expenditure rate for both Adults and Dislocated Workers. Those who receive training are either self-identified or their need for training becomes apparent after working with staff in the development of their Individual Employment Plan. In either circumstance, the individual meets with a team member to insure the understanding of their occupational choice. An Objective Assessment is conducted to determine their current skill level versus their skills gap and the justification for training. Based on the results of the Objective Assessment and Individual Service Strategy, workforce system services are provided or referrals to other resources are made. All other funding sources will be assessed/used before WIOA funds are approved. The overriding process includes the priority of service as listed in this document and the availability of funds.

See Attachment 15 Training Expenditure Rate and Criteria Policy.

35. Youth – Eligibility
Please provide the Youth Barriers Eligibility Policy (OSY ISY additional assistance barrier) as Attachment 16.

See Attachment 16 for St. Charles Region’s Eligibility – Youth Barriers Policy which is based on WIOA section 129(a)(1)(B)(VIII).

36. Youth – Out of School Youth (OSY)
Describe the Board’s strategy for addressing Out-of-School Youth (OSY). WIOA section 129(a)(1)(B)(VIII) establishes that an eligibility criteria for Out-of-School Youth is “a low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.” Please explain how the Board will define, identify, document, and serve youth participants meeting this eligibility criteria.

The Board’s strategy for addressing Out-of-School Youth (OSY) and identifying eligible youth will be that every WIOA Youth participant will receive case management services that includes an Objective Assessment (OA) to realize their strengths and weakness and an Individual Service Strategy (ISS) to outline how to overcome barriers and become self-sufficient.

The Board will define and document youth participants meeting the eligibility criteria for OSY who is low income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment as follows:
• Past school assessment records such as the Individualized Educational Plan (IEP) or results from the TABE to document the youth is functioning below a grade level appropriate for their age
• An employer statement that a youth is in need of services to secure or retain employment
• Proof of enrollment in an Adult Education Literacy (AEL) program within the previous six months
• Documents from the State Family Support Division to document the youth is a member of a family receiving public assistance
• Self-attestation of limited transportation
• Court documentation, Social Service documentation or a Verification of payment to document migrant youth, youth aged out of foster care (or in foster care) and justice-involved youth
• Self-Attestation on Application to document youth of incarcerated parent, family literacy problems, domestic violence, substance abuse, limited English proficiency or lack of occupational skills
• Documentation from a doctor or school district to verify the youth is disabled or has chronic health conditions

Based on the results of the OA and ISS a plan will be made to include any of the appropriate 14 elements:

1. Dropout Prevention /Recovery
2. Alternative Secondary School Services
3. Work Experience/OJT
4. Occupational Skills Training
5. Education offered with work preparation
6. Leadership Development
7. Supportive Services
8. Adult Mentoring
9. Follow Up Services
10. Comprehensive Guidance and Counseling
11. Financial Literacy training
12. Entrepreneurial Skills Training
13. Labor Market Information
14. Preparation for Post-Secondary Education

37. Youth- In School Youth (ISY)

Describe the Board’s strategy for addressing In-School Youth (ISY). WIOA section 129(a)(1)(C)(VII) establishes that an eligibility criteria for In-School Youth is “an individual who requires additional assistance to complete an educational program or to secure and hold employment.” Please explain how the Board will define, identify, document, and serve youth participants meeting this eligibility criteria.

The Board’s strategy for addressing Out-of-School Youth (OSY) and identifying eligible youth will be that every WIOA Youth participant will receive case management services that includes an Objective Assessment (OA) to realize their strengths and weakness and an Individual Service Strategy (ISS) to outline how to overcome barriers and become self-sufficient.
The Board will define and document youth participants meeting the eligibility criteria for ISY who is low income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment as follows:

- Past school assessment records such as the Individualized Educational Plan (IEP) or results from the TABE to document the youth is functioning below a grade level appropriate for their age
- An employer statement that a youth is in need of services to secure or retain employment
- Proof of enrollment in an alternative education program within the previous six months
- Documents from the State Family Support Division to document the youth is a member of a family receiving public assistance
- Self-attestation of limited transportation
- Court documentation, Social Service documentation or a Verification of payment to document migrant youth, youth aged out of foster care (or in foster care) and justice-involved youth
- Self-Attestation on Application to document youth of incarcerated parent, family literacy problems, domestic violence, substance abuse, limited English proficiency or lack of occupational skills
- Documentation from a doctor or school district to verify the youth is disabled or has chronic health conditions

(1) The local area defines “unsuccessful in school” as:
- School assessment records or test results that reflect the youth is functioning at a grade level inappropriate for their age;
- Youth having attendance or behavior problems, learning difficulties and/or learning disability;
- Proof of enrollment into an alternative education program;
- Youth has dropped out of school;
- Youth has limited English proficiency or family illiteracy problems

(2) As described in WIOA 20 CFR 681.250©, WIOA allows a low-income exception where five percent of WIOA youth may be participants who ordinarily would be required to be low-income for eligibility purposes and meet all other eligibility criteria for WIOA youth except the low-income criteria. The local area will calculate the five percent based on newly enrolled youth in a given program year on those youth who would ordinarily be required to meet the low-income guidelines (thus omitting the categories of OSY that do not require low-income status)

Based on the results of the OA and ISS a plan will be made to include any of the appropriate 14 elements:

1. Dropout Prevention /Recovery
2. Alternative Secondary School Services
3. Work Experience/OJT
4. Occupational Skills Training
5. Education offered with work preparation
6. Leadership Development
7. Supportive Services
8. Adult Mentoring
9. Follow Up Services
10. Comprehensive Guidance and Counseling
11. Financial Literacy training  
12. Entrepreneurial Skills Training  
13. Labor Market Information  
14. Preparation for Post-Secondary Education  

38. Youth-14 Data Elements  
Describe how the region will provide the 14 data elements including: roles, responsibilities, how the system works, and what the system looks like when put into practice in the region. Also, list any organizations/entities that have an agreement with the region to provide one or more youth services.  

The local WIOA youth program is intended to offer participants a range of services, based on their individual needs, from organizations or agencies in the community best suited to provide the services. All 14 program elements are available to all youth participants in the local area. After outreach to youth living in St. Charles county, intake and eligibility determination of all applicants, and orientation which includes information on the partners, services and activities available within the One-Stop, the Objective Assessment (OA) and Individual Service Strategy (ISS) are used to determine the specific services (or program elements) and referrals each youth receives.  

The services our LWDA provides in the 14 elements and their descriptions are:

<table>
<thead>
<tr>
<th>14 Elements:</th>
<th>Services we provide:</th>
<th>Providers of Services:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tutoring, Study skills training, instruction and evidence-based dropout prevention</td>
<td>AEL classes for remediation, computer programs for remediation and study skills; placement in an alternative high school environment where at-risk youth can be more successful</td>
<td>St. Charles Community College, Missouri Options Program, Area Alternative High Schools</td>
</tr>
<tr>
<td>Alternative secondary school services or dropout recovery services that lead to a recognized high school equivalent</td>
<td>AEL classes for HiSET classes and exam preparation</td>
<td>Division of Youth Services, Area Alternative High Schools, St. Charles County Juvenile Detention Center</td>
</tr>
<tr>
<td>Paid and unpaid work experiences</td>
<td>Placement of eligible youth in St. Charles County area business for work experience and soft skills training</td>
<td>St. Charles County local businesses, Pre-apprenticeship Programs</td>
</tr>
<tr>
<td>Occupational Skills Training (OST)</td>
<td>Placement in an educational program that will lead to a recognized post-secondary credential; training programs are aligned with St. Charles County’s top 5 sectors: Advanced Manufacturing, Financial, Healthcare, IT, Logistics and Transportation</td>
<td>St. Charles Community College, City of St. Charles Adult Education, Job Corps, Apprenticeship Programs, Schools and Training Providers on the Eligible Training Provider List</td>
</tr>
<tr>
<td>Education offered concurrently with workforce preparation and training for a specific occupation</td>
<td>Placement in Job Corps, Pre-Apprenticeship and Apprenticeship Opportunities</td>
<td>Job Corps, St. Charles area businesses</td>
</tr>
<tr>
<td>Leadership Development Activities</td>
<td>Pre-employment skills training, opportunities for community service, parenting classes, peer mentoring and tutoring, exposure and research of post-secondary educational opportunities</td>
<td>Habitat for Humanity (RESTORE), City of St. Peters, St. Charles, O’Fallon, and Wentzville, Serving on the LWDB Special Populations Committee</td>
</tr>
<tr>
<td>----------------------------------</td>
<td>-------------------------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Supportive Services</td>
<td>Transportation reimbursement, work-related expense reimbursement, housing and/or utility assistance, homeless shelters, food stamps and/or food pantry</td>
<td>WIOA Supportive Services, NECAC, Youth In Need, Crider Mental Health, Bridgeway, Sparrow’s Nest, VR and AEL</td>
</tr>
<tr>
<td>Adult Mentoring</td>
<td>Guidance in personal growth and/or business and education</td>
<td>Big Brothers/Big Sisters, LWDB Special Populations Committee members</td>
</tr>
<tr>
<td>Follow-Up Services</td>
<td>Assistance with resume development/modifications, soft skills training, job lead referrals, application assistance, workshops, job fairs</td>
<td>St. Charles County LWDB</td>
</tr>
<tr>
<td>Comprehensive Guidance and Counseling</td>
<td>Assistance and referral for drug and alcohol abuse, mental health issues</td>
<td>Crider Mental Health, Bridgeway Counseling, Juvenile Justice Center, VR</td>
</tr>
<tr>
<td>Financial Literacy Education</td>
<td>Budgeting skills, student loan information, checking/savings account</td>
<td>MoneySmart Program provided by FDIC, Area banks</td>
</tr>
<tr>
<td>Entrepreneurial Skills Training</td>
<td>Training on how to start and operate a business</td>
<td>St. Charles County Economic Development Center (EDC)</td>
</tr>
<tr>
<td>Services that provide Labor Market Information (LMI)</td>
<td>Provide information on occupational outlook in the local area, career exploration and guidance</td>
<td>MERIC, O*NET</td>
</tr>
<tr>
<td>Post-secondary preparation and transition activities</td>
<td>College and Technical School fairs, Transition and Resource fairs, apprenticeships</td>
<td>AEL Centers, Lewis &amp; Clark Technical School</td>
</tr>
</tbody>
</table>

### 39. Youth Incentive Payment Policy
Describe the LWDA’s youth incentive payment policy. Youth incentives must be tied to recognition of achievement related to work experiences, training, or education. Please include the Youth Incentive Payment Policy as Attachment 17.

See Attachment 17 for St. Charles Region’s Youth Incentive Payment Policy per guidance from OWD Issuance 14-2019

### 40. Veterans – Priority of Service
Describe how veteran’s priority, as required by Public Law 107-288, will be incorporated into all programs. Please include the Veterans Priority of Service Policy as Attachment 18.

In accordance with the State Plan, the local priority of the provision of services is as follows: First, to be served will be eligible veterans that are recipients of public assistance and then other eligible veterans. Next will be other eligible individuals receiving public assistance, followed by other eligible individuals not receiving public assistance.

Individuals will be asked at the point of entry if they are a covered veteran so they will be able to take full advantage of priority of services. These covered individuals will be made aware of the full array of employment, training and placement services available under priority of service and any applicable eligibility requirement for the program and services.

Covered individuals will not be required to verify their veteran priority status at entry unless they immediately undergo eligibility determination and enrollment in a program. A covered person can be enrolled and given immediate priority and will then be permitted to follow-up with any required verification of their status as a covered person. And this covered person will receive access to services or resources earlier than a non-covered person and, if the service or resource is limited, they will receive access instead of or before the non-covered person.

The Region assures that a covered person accessing Job Center services or programs receiving DOL funding will be placed at the head of the line and be served by the next available person. However, they will not displace individuals already utilizing the resource.

See Attachment 18 Priority of Service per guidance from OWD Issuance 10-2016.

41. Basic Skills Assessment (Testing) Policy

Describe the basic skills assessments for the LWDA. Include the Basic Skills Assessments (Testing) Policy as Attachment 19.

For Basic Skills Assessments, the LWDA uses the TABE Online Version 11/12; HSE pre-test administered by St. Charles Community College, or other DESE-approved institution (if conducted within the past 6 months); Basic Skills Assessments provided by the participant’s educational institution for In-School Youth (ISY).

See Attachment 19 Basic Skills Assessments Policy per guidance from OWD Issuance 14-2016

42. Individual Training Accounts (ITAs)

Include a description of how training services outlined in WIOA sec. 134 will be provided through the use of individual training accounts, including, if contracts for training services will be used, how the use of such contracts will be coordinated with the use of individual training accounts, and how the Local WDB will ensure informed customer choice in the selection of training programs regardless of how the training services are to be provided. Identify the funding limit for ITAs. Please include the Individual Training Account (ITA) Policy as Attachment 20. Also include the Eligibility Policy for Individualized Career Services in Attachment 20.

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/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. **Funding limit for ITA’s is $10,000 per participant.**

- 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.

- 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.

See Attachment 20 ITA and Eligibility Policy for Individualized Career Services.

**43. Individuals with Disabilities**

Describe how the Board will ensure that the full array of One-Stop services is available and fully accessible to all individuals with disabilities. In particular, identify those resources that are available to assist in the provision of these services. Include the **Accessibility Policy for Persons with Disabilities as Attachment 21.**

To offer equal and effective services to all customers, the following list of accessible assistive technological equipment is located in the One-Stop: telephone amplifier, hands-free speaker phone with large key pad, large screen monitors, alternative keyboards, electronic enlarging (CCTV), tape recorder, TTY with printout, screen enlargement software, trackball, a height adjustable table, a Ubi Duo and screen-reader. For individuals with a hearing impairment, an interpreter can be requested and scheduled. The State cost-shares any costs incurred when regions use this service.
Additionally, the St. Charles County Community College serves as the subcontractor of Adult and Dislocated programs. They have an ADA Officer to ensure all programs/services available through the Community College are in compliance with the Americans with Disabilities Act. These steps have been taken and will continue in order to insure accessibility to customers with disabilities and other pertinent special populations within the local Workforce Investment Area.

To help customers with disabilities in their specific job search, the Region offers the following workshop from its Products/Service Box:

Disclosing Your Disability: This workshop is provided by a local Vocational Rehabilitation staff and teaches effective ways of addressing and dealing with barriers in your job search and interviewing process. This is open to all customers.

Additionally, the Region makes reasonable accommodations by obtaining and offering the appropriate technology for customers to directly access Job Center services when needed by using the Disability Services page on Jobs.mo.gov and contacting the ETC Program at Missouri Assistive Technology to borrow the necessary assistive technology.

See Attachment 21 Accessibility Policy for Persons with Disabilities.

44. Limited English Proficiency (LEP) – One-stop Services
Describe how the Board will ensure that the full array of One-Stop services is available to all individuals with limited English proficiency. In particular, identify those resources that are available to assist in the provision of these services. Include the Accessibility Policy for Persons with Limited English Proficiency as Attachment 22.

See Attachment 22 Limited English Proficiency Plan per guidance from OWD Issuance 06-2014.

45. Co-enrollment
Describe how the Board promotes integration of services through co-enrollment processes. Please include your Integration of Services Policy (Co-enrollment Policy) as Attachment 23.

See Attachment 23 Co-Enrollment Policy per guidance from OWD Issuance 03-2019.

46. Title II: Adult Education and Literacy (AEL)
Provide a description of how the Board will coordinate workforce development activities with the Missouri Department of Elementary and Secondary Education (DESE) Title II provider(s) of AEL in the LWDA. Include a description of the alignment-review process for DESE Title II applications as required by WIOA section 108(b)(13). Please include the Adult Education and Literacy Policy (AEL Policy) as Attachment 24.

St. Charles Community College is the only Title II provider in the LWDA. A representative from the Title II program sits on the local WDB, serves on the Special Populations Committee of the WDB and participates in the WIOA Partner meetings. One of the AEL programs is housed in the Job Center. Job Center staff refer individuals to the in-house AEL program.
Additionally, WIOA staff make presentations regarding Job Center services during a classroom session of each program. WIOA Youth staff receive referrals from the staff located on the Community College campus on a regular basis.

The alignment-review process for Title II applications shall include the WDB reviewing DESE Title II applications for the provision of adult education and literacy activities under Title II to determine whether the proposed activities in the applications are consistent with this local plan and make recommendations to promote such alignment. The review will only be applicable to those Title II activities to be provided in the St. Charles LWDA.

See Attachment 24 for the Adult Education and Literacy Policy.

47. Title IV: Vocational Rehabilitation / Rehabilitation Services for the Blind (VR/RSB)

Title IV of the Rehabilitation Act includes both VR/RSB programs. Describe how the Board will coordinate workforce development activities with these programs. Boards are encouraged to develop a subcommittee on disability services. If the Board has a subcommittee, please describe it and the partnership activities with VR & RSB. Please include the VR/RSB Coordination Policy as Attachment 25.

A representative from Vocational Rehabilitation is a member of the local WDB and also attends local Partner meetings. Vocational Rehabilitation (VR) provides a workshop in the Job Center titled Disclosing your Disability and also attends staff meetings to answer program questions and provide information so staff will have a better understanding of appropriate referrals and expectations. A meaningful referral system and follow-up has been put into place to receive referrals from VR.

See Attachment 25 for the VR/RSB Coordination Policy.

48. Registered Apprenticeship / ETPS

Describe how the Board will identify and reach out to the Registered Apprenticeship training program sponsors within its LWDA. Boards must verify that the program is a Registered Apprenticeship sponsor with the DOL Office of Apprenticeship. Eligible Training Provider System guidance requires that Registered Apprenticeship training programs be contained in the state’s system. Describe the strategy the LWDA will use for addressing the apprenticeship program and monitoring progress.

The St. Charles WDB will promote apprenticeship sponsorship and collaboration by working with representatives from the U.S. Department of Labor Office of Apprenticeship. The representative will be invited to WDB meetings, Missouri Job Center Job Fairs and be suggested to speak at local Chamber of Commerce. The representative will also be invited to attend award ceremonies when an apprentice successfully completes his/her apprenticeship program. Staff, including the business representatives will be encouraged to work directly with representatives of the DOL Office of Apprenticeship.

See Attachment 26 Youth Apprenticeships Policy.

49. Eligible Training Provider System (ETPS)

A description of how the Board will ensure the continuous improvement of eligible providers of services through the system and ensure that such providers meet the employment needs of local employers and participants. Include the local workforce development board policy on selecting training providers from
the State approved list for use by the local board; and include **Eligible Training Provider List (ETPL)**

Policy Attachment 27.

See Attachment 27 per guidance from OWD Issuance 11-2018.

**50. Follow-up Policy**

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. Provide a description of the local strategy for follow-up services.

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 OWD Issuance 31-2017**, the St. Charles Region’s policy provides guidelines for administering Follow-Up Services to Adult and Dislocated Workers as outlined below.

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.

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

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.

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

## PROGRAM ELEMENTS

The **WIOA Core Program Partners** in Missouri are:

- Adult Program - (Title I)
- Dislocated Worker Program (Title I)
- Youth Program (Title I)
- Adult Education and Family Literacy Act Program (AEL; Title II)
Service Delivery

51. One-Stop Service Delivery

Describe how the LWDA is assisting customers in making informed choices based on quality workforce information and accessing quality training providers. Provide a list of one-stop partner products and services available at each Missouri Job Center.

The local system is customer-focused and provides customers access to the information they need to make a sound career choice. Information is made available on both a national and local level.

Local one-stop staff believe customers should be empowered to make informed decisions. To this end, information on the labor market is provided through State resources such as MERIC and www.jobs.mo.gov and national resources such as census data and the ONET website. Customers can access this information through self-service activities or with staff assistance. Information on individual training providers’ performance is also made available through the local one-stop using the State approved provider list and via staff of the Skills Team teaching job seekers how to evaluate training providers.

Job seekers are also taught how to research career fields and specific employers. This is taught on one on one and in groups through regularly scheduled workshops. Guidance is provided on appropriate methods of informational interviewing and why it is important to career decision making.

Following is a complete list of the region’s product box offerings that provide these and other job search services:

Workshops

(Currently on the schedule)

- Second Chances – Steps to Successful Job Search for Justice Involved Individuals: Justice involved individuals face unique challenges as they seek employment. Learn strategies to effectively succeed at navigating the job search process.
- Disclosing Your Disability: When do you disclose barriers to employment with an employer? Should you discuss it at all? How do you ask for accommodations, do you know what they are, and if you even need them? We can help you create an individualized plan to assist you in making these important decisions.
- Computer Training Classes: The Missouri Job Center offers the following computer workshops:
  - Basic Microsoft Word
  - Basic Microsoft Excel 2010
  - Microsoft Excel 2010 Part 2
  - Intro to Coding
  - Intro to Java or C#
○ Introduction to Object Oriented Programming

• Career Exploration Inventory. Given in a group setting
• Interview Skills
• Online Job Search using LinkedIn
• Resume Tips
• WorkKeys Assessment in a group setting
• Networking to Assist in Your Job Search
• Personal Branding
• Resume Critique

Workshops
(Developed and offered as needed)

• First Impressions: Judgments are made and opinions are formed in the first 30 seconds of a meeting. This workshop teaches how to present one’s self effectively and positively immediately
• How to Apply for a Job On-Line: This workshop gives directions on how to effectively produce and complete applications for electronic submissions. Workshop attendees must be able to type.
• How to Work a Job Fair: Job Fairs are effective ways of networking with employers, exploring employment opportunities, and obtaining interviews. This workshop teaches you how to get the best results from attending a job fair.
• Introduction to the Internet: This workshops presents basic concepts of using the internet and explores the many used and many different techniques of accessing information on the internet.
• Job Search Over 40: This workshop provides the experienced, older job seeker with helpful tips on how to compete in today’s job market. Receive help with resumes, cover letters, interviewing, developing skills and understanding generational differences.
• Salary Negotiations: Learn how to effectively negotiate salary during an interview. This workshop will help you explore the negotiating process and the factors in gaining a better employment package.
• Stretching your dollars: This workshop will teach you effective budgeting and money management strategies for those whose income has been radically reduced.
• You’re Fired. Now What?: Being fired from a job can become a barrier to future employment. This workshop will show you how to handle the situation in a job search and interviewing.
• Generational Interviewing: Interviewing with an individual much younger or older than yourself can be difficult. This workshop will help you understand generational differences and how to bridge them effectively in an interview.
• Ask the Experts: This workshop is your opportunity to ask questions of hiring managers/employers on what works to get an interview, what is expected during an interviews, effective resumes and what they look for in job candidates.
• How to Complete FAFSA: FAFSA forms can be complicated. This workshop provides basic instruction on how to complete the forms accurately and effectively.
• Writing Job Search Communications: Writing cover letters, thank-you notes and follow up letters effectively are critical components of the job search process. This workshop will provide you with the direction and strategies on how to write effective communication and ensure success.
• Microsoft PowerPoint
• Researching Schools – Criteria to use when deciding which training program would be most appropriate for you.
• LEAP – Layoff Employment Action Planner
• Job Seekers Group: This workshop offers an interactive, support group in which job seekers can share job search experiences; discuss job search questions, share frustrations and successes. In addition, this workshop provides strategies and fundamentals of the job search process.
• Surviving Job Loss: Let us help you understand the emotional and psychological responses to a job loss and show you how to move beyond them with a positive approach to life and your job search.
• Identifying Your Transferable Skills: Transferable skills are universal skills that can be used in any occupation. This workshop teaches how to identify transferable skills and how to showcase them to potential employers in your job search.
• Financial Management: This workshop provides information on various topics, presented by financial authorities on 401(k) plans, managing retirement plans, managing credit and other financial topics.
• Job Search Strategies and How to Research a Company: This workshop provides general job search strategies and how to research a company to determine if it is a potential employer for you and get the information necessary to be effective during an interview.
• How to Make a Career Change
• Mock Interviewing Networking to Assist in Your Job Search

Available Objective Assessments

• Tests of Adult Basic Education (TABE): TABE measures an individuals’ achievement of basic skills commonly found in adult basic education, including reading, language and math skills.
• WorkKeys: A job skills assessment system. Testing is administered in areas of Applied math, Locating information, and Reading for information
• Myers-Briggs Type Indicator (MBTI): MBTI assists in understanding one’s unique personality and the way one related to others, including preferences and characteristics. In addition, MBTI identifies an individual’s optimum career choices.
• Self-Directed Search (SDS): SDS is self-assessment tool that matches one’s skills and interests to specific jobs, careers, occupations, college majors and fields of study. The SDS can help you make the best career decisions wherever you are in your life.

In the current economy, the LWDA is finding that much of the information provided in workshops can be provided one on one during an appointment between the job seeker and Job Center staff.

Adult and Dislocated Workers

52. Title I - Employment and Training Products and Services
Provide a description and assessment of the type and availability of all Adult and Dislocated Worker employment and training activities in the LWDA. Please include how the Board uses products and services, such as workshops, assessment products (Key Train, WorkKeys /National Career Readiness
Certificate [NCRC], Talify, etc.) and jobseeker products (such as Résumé Builder, etc.), to engage customers and assist with their re-employment efforts.

The type and availability of employment and training activities are provided according to the Individual’s Individual Employment Plan and the availability of funds. Following is a list of available Adult and Dislocated Worker employment and training activities:

- Eligibility determination to receive assistance under WIOA
- Outreach, intake and orientation to the services available through the One-Stop
- Initial assessment of skills, aptitudes, abilities and supportive service needs
- Job search and placement assistance and career counseling when appropriate
- Labor Market Information (i.e., Meric, O*Net)
- Provision of training providers performance information and costs
- Information on the performance of the local area and the One-Stop delivery system
- Information on the availability of supportive services in the local area, including child care, transportation and referral to such services as needed. Assistance in establishing eligibility for financial aid assistance from other training and education programs available in the local area
- Follow-up services (including workplace counseling) as needed
- Self-directed Resource room for those wanting to access resources without staff involvement
- Self-help group sessions (e.g. resume writing)
- Job referrals
- Screened referrals (e.g. testing and background checks done before referrals or when operating as the employer’s agent)
- Job clubs
- Internet access for job search
- Workshops as listed above
- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers. This may include the objective assessments listed above or in-depth interviewing and evaluation to identify employment barriers (i.e., NCRC)
- Development of an individual employment plan to identify the employment goals, objectives and appropriate combination of services.
- Individual employment counseling and career planning
- Case Management for participants seeking training services
- Short-term prevocational services including development of learning skills, communication skills and employability skills to prepare individuals for unsubsidized employment or training.

Training services may include occupational skills training provided through an Individual Training Account, including training for nontraditional employment; On The Job Training; Work Experience; programs that combine workplace training with related instruction, which may include cooperative education programs; skill upgrading and retraining; entrepreneurial training; job readiness training; adult education and literacy activities provided in combination with services described above; or incumbent worker training.

53. Unemployment Insurance Claimant Services (UI)

Describe the strategies and services that will be used in the local area to strengthen linkages between the one-stop delivery system and unemployment insurance programs. Provide a description of how
Unemployment Insurance claimants will be provided reemployment services. Include how Worker Profiling and Re-employment Services (WPRS) will be delivered on a weekly basis between the Office of Workforce Development and partner staff.

RESEA (Reemployment Services Employment Assistance) services are required of UI Claimants that have been selected by the Division of Employment Security as likely to exhaust their Unemployment Insurance (UI) benefits before becoming reemployed.

These individuals receive letters telling them to visit the local Job Center on a specific date. Staff will see them at their appointment time or will reschedule their appointment.

RESEA individuals are sent to the registration area to register in the system, complete an automatic enrollment into the WIOA Adult program and receive an orientation to services that are available to all job seekers.

RESEA receive all job search assistance that is offered to non-RESEA job seekers.

The UI Claimant will work with all staff in the Job Center on subsequent visits, depending on the service they seek and who is providing it on the day of their visit.

54. On-the-Job Training (OJT)
Describe the Board’s on-going strategies for promoting and increasing the number of participants in work-based learning and On-the-Job Training (OJT). Provide a summary of the results.

The LWDA believes the best practice is to have the OJT Coordinator and assisting staff coordinate efforts with the Business Team. All members of the Business Team include OJT in the list of services available through the Job Center when meeting with employers. When an employer is interested in OJT, the OJT Coordinator or assisting staff will meet with them to explain the program, its benefits and ease of use. The OJT Coordinator or assisting staff offers to recruit applicants for their positions, screen for OJT eligibility and employer mandated qualifications. The OJT Coordinator or assisting staff stays in close contact with the employer throughout the screening, hiring and training of the new employee. The OJT Coordinator or assisting staff handles all aspects of OJT with the employer and the job seeker to insure they are first to hear of issues that may arise on either side and offer solutions to insure program success.

The OJT Coordinator or assisting staff uses a variety of outreach efforts such as speaking engagements to employer groups and meeting with job seekers who are interested in learning a new skill through the OJT program. Job seekers are taught how to promote OJT to prospective employers who may be interested in hiring them if they were better trained.

All staff in the Job Center promote OJT to job seekers and employers alike.

SUMMARY OF RESULTS:

From 2017 through 3rd Q of PY 2019, St. Charles Region utilized Apprenticeship USA 15% funds to expand Registered Apprenticeships in our region and WIOA and SMH funds for OJT. We continue to market our sponsorship of DOL RA and OJT programs.
We had 36 total participants in our sponsored apprenticeship program; 13 did not complete the OJT portion while 23 successfully completed the OJT portion. Of that 23, 12 have completed the RA with certification and 6 are continuing Apprenticeship training; 5 participants have found other employment.

WIOA funds alone were used to support OJT with 7 participants. Of these, 5 maintain employment with OJT employer and 2 have obtained other employment--1 due to relocation and 1 due to better employment opportunity.

SMH funding was used to support 2 veterans; 1 found better employment before completing OJT and 1 maintains employment with OJT employer.

We have 9 employers with established Registered Apprenticeship training programs. In addition, we have had 9 employers use WIOA funding for On-the-Job Training.

55. Credential Attainment / WorkKeys Assessment

Explain the Board’s strategies for increasing the attainment of credentials, degrees, and certificates by participants in your LWDA and any accommodations you have made to make attainment easier (i.e., collocation of AEL centers, extended hours, etc.). In addition, please describe the Board’s approach to ensuring every Missouri Job Center customer has the opportunity to take the WorkKeys assessments and obtain a NCRC. This should include how the Board collaborates with the local community college(s) in the LWDA to provide space and/or proctoring services for WorkKeys assessments on an as-needed basis.

The Job Center stays open 9 hours Monday through Thursday and 7.5 hours on Fridays. The Region also has the availability of utilizing Skype as a way to meet with job seekers that cannot physically make it into the Job Center but still need to meet with a staff person.

The local AEL provider has named the Job Center as one of their HiSET preparation sites. This co-location proves to encourage individuals into seeking their HiSET as they are already familiar and comfortable with utilizing the Job Center.

The Region also has designated staff that focuses on increasing the skill level of job seekers through the attainment of credentials, degrees and certificates. They maintain awareness of sources of training other than WIOA formula funds. This allows more job seekers to access classroom skills training and obtain a credential.

The St. Charles WDB maintains the ability to sponsor Department of Labor Registered Apprenticeships. This allows individuals who have no desire to seek a classroom credential the opportunity to earn a recognized, portable credential while earning an income without enrolling fulltime in a classroom structure.

All customers receive information about the availability of services upon their first visit to the Job Center and are encouraged to participate. This includes the availability of the WorkKeys assessment and obtaining a National Career Readiness Certificate.

The WorkKeys assessment is available as a regularly scheduled workshop so customers can self-refer or staff members can register individuals. This workshop is offered one per month as staffing allows and more if requested by a job seeker or employer.
The Region has an agreement with the local Community College to provide proctoring services for WorkKeys on an as-needed basis. Both community college staff and LWDA staff talk with employers to encourage acknowledgement of the WorkKeys credential in their hiring process. It is the LWDA’s belief that the more employers seek the NCRC credential, the more job seekers will want to take the assessment.

56. ETT Services / Layoff Aversion

Describe how the Board coordinates with the LWDA’s Employment Transition Team Coordinators to ensure that information and services are delivered in a seamless fashion, including how pre-layoff services are coordinated and provided. In addition, please provide a description of the proactive measures that are taken to identify potential layoffs in the LWDA, how information is shared with LWDA’s Employment Transition Team Coordinators and how layoff aversion strategies are coordinated. See OWD Issuance 07-2015 Statewide Employment Transition Team Policy. Include as Attachment 28 the DW Employment Transition Team Policy.

The Missouri Office of Workforce Development (OWD) has opted to operate the Employment Transition Team (ETT) program at the state level in coordination with local Workforce Development Boards. OWD has dedicated Workforce Coordinators who take the lead role in responding to layoff events and who are responsible for coordinating, providing, and overseeing ETT services in their assigned areas. The St. Charles County Workforce Development Board coordinates with the LWDA’s Employment Transition Team Coordinator by assigning the business services team to be available to attend ETT events. One or more members of the business services team attend ETT events to discuss Missouri Job Center programs and services.

The assigned business services team members coordinate with the Local Workforce Coordinator to provide the following ETT activities:

- Immediate and on-site contact with affected employees, worker representatives, and local community representatives;
- Assessment and planning to address
  - The layoff schedule;
  - Assistance needs of the affected workers;
  - Reemployment prospects; and
  - Available resources to meet the needs of the affected workers.
- Providing information and access to unemployment compensation benefits and programs, comprehensive one-stop system services, and employment and training activities, including Trade Act, Pell Grants, GI Bill, and other resources;
- Delivering necessary services and resources, such as workshops, mobile career centers, resource fairs, and job fairs to support reemployment efforts;
- Partnership with LWDBs and communities to ensure a coordinated response;
- Emergency assistance adapted to a particular layoff or disaster event;
- Developing systems and processes for identifying and gathering information of early warning of potential layoffs or opportunities for layoff aversion, analyzing and acting on dislocation data, and tracking outcome and performance data related to the ETT program;
- Developing and maintaining partnerships with appropriate agencies, employer groups, labor organizations and other organizations in order to conduct strategic
planning to address dislocations, gathering and sharing information and data related to dislocations, available resources and the customization of services

Efforts to be proactive include building and maintaining relationships with the business community by the business services team. It is through these relationships that the business services team may become aware of an upcoming layoff. In the event of a potential layoff, the business services team will provide information and facilitate an introduction to the local Workforce Coordinator. The business services team will immediately notify the local Workforce Coordinator upon learning of a potential layoff in the area. Staff from the business services team will also participate in local business organizations and will review business news and media for any issues that may adversely affect business in the area. In addition, the business services team will share information on a regular basis with the local Workforce Coordinator.

Youth

57. Youth Standing Committee Requirements
WIOA allows for a Youth Standing Committee if its membership and expertise meets the WIOA requirements [(WIOA sec. 107(b)(4)(C)]. Please document whether the Board will designate a Youth Standing Committee. If a Youth Standing Committee is not designated, then the Plan needs to state that the Board is not using a Youth Standing Committee. Whether the Board retains responsibility and oversight of Youth services or a Standing Committee is established, the Board should describe how the Board or Youth Standing Committee will meet the requirements of 20 CFR §681.100 and §681.120.

The Board will not designate or use a Youth Standing Committee. The Board will retain responsibility and oversight of Youth Services under the WIOA section 129© and identify eligible providers of Youth WIOA services in the local area.

However, the WDB has designated a Special Populations Committee of the Board. This committee is charged with assessing and addressing barriers that specific populations face in securing a self-sustaining wage and advancing in a career. Many of the populations (e.g., those with a disability, youth, offenders, etc) face similar barriers to career advancement. This committee may break into Task Forces to address particular issues as needed. It is anticipated that a Task Force may develop to address youth issues such as advising on providers of Youth Services, etc. These Task Forces are not to continue on a permanent basis as a Standing Committee would, but to address issues and move on. This provides a more nimble approach and avoids duplication of meetings with similar intentions.

The Board will meet the requirements of CFR 681.100-681.120 by means of the Special Populations Committee. It will inform and assist the WDB in developing and overseeing a comprehensive youth program. Details and responsibilities will be assigned by the WDB.

58. YSC Composition / Services / Procurement of Providers / Meeting Schedule & Agenda items
a. Describe the composition of the Youth Standing Committee (if designated) and its participation in the design of Youth services in the LWDA
The Board will not designate or use a Youth Standing Committee (see #57).

b. Describe the development of the Plan relating to Youth services N/A

c. Provide an explanation of the YSC role in the procurement of Youth service providers, and recommending eligible Youth providers to the Board, ensuring the 14 elements are a part of the services planned and conducting oversight with respect to eligible Youth providers of Youth activities and the procurement of Youth service providers. N/A

d. Also, provide information regarding the Youth Standing Committee meetings, such as any core agenda items that would be included, and the planned meeting schedule (i.e., the first Tuesday of every quarter, etc.). N/A

59. Youth Activities

Provide a description and assessment of the types and availability of Youth activities in the LWDA, including an identification of successful providers of such activities. This description should include:

a. How the Youth activities in the LWDA are developed to ensure the 14 program elements are available within the LWDA;

Youth activities in the local area are focused around long term services that provide the education, skills, work experience, and support that youth need to successfully transition to careers and self-sufficiency as adults. By partnering with the successful providers of youth services in the local area the region ensures the fourteen program elements are available.

b. The actual services provided by the LWDA for Youth, the element they represent, and how they fit within DOL’s themes (see TEGL 05-12) for the emphasis on serving Youth within a comprehensive Youth development approach;

The actual services provided by the region for youth, the element they represent, and how they fit within DOL’s themes for the emphasis on serving youth within a comprehensive youth development approach are grouped around the four major themes suggested by DOL. The program design framework includes an objective assessment and development of an individual service strategy in order to help determine the program elements that must be provided to youth participants.

c. The process for identification of Youth service providers;

The identification of eligible providers of youth services is based on the recommendation of Partners and members of the WDB’s Special Populations Committee and on criteria contained in the state plan. The region implements programs that address the goals and priorities of the local WIOA youth system as established by the WDB.

An Objective Assessment is done for the participant in which the goals and needs of the youth are identified. Once the Objective Assessment is created, an Individual Service Strategy is developed between the youth and the Career Consultant where it is determined how barriers will be addressed and resolved and how goals will be achieved.
Once the needs of the youth are determined, the youth is referred to other agencies, if necessary, based on the services they provide. Referrals are made to agencies with a Memorandum of Understanding in place with the St. Charles Region’s Workforce Development Board (WDB).

Services that cannot be provided through an MOU arrangement will be competitively procured according to County policy. An announcement of the competitive bid will be posted on the County’s website and notice will be sent to minority agency that receive notice of Local Plan modifications.

d. The evaluation of service providers for performance and impact (please provide details on frequency and criteria);

The evaluation of service providers for performance and impact is conducted quarterly and annually to ensure compliance with program guidelines and to ensure performance guidelines are met.

e. The providers of the Youth services in the LWDA, including the areas and elements they provide;

<table>
<thead>
<tr>
<th>14 Elements:</th>
<th>Services we provide:</th>
<th>Providers of Services:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tutoring, Study skills training, instruction and evidence-based dropout prevention</td>
<td>AEL classes for remediation, computer programs for remediation and study skills; placement in an alternative high school environment where at-risk youth can be more successful</td>
<td>St. Charles Community College, Missouri Options Program, Area Alternative High Schools</td>
</tr>
<tr>
<td>Alternative secondary school services or dropout recovery services that lead to a recognized high school equivalent</td>
<td>AEL classes for HiSET classes and exam preparation</td>
<td>Division of Youth Services, Area Alternative High Schools, St. Charles County Juvenile Detention Center</td>
</tr>
<tr>
<td>Paid and unpaid work experiences</td>
<td>Placement of eligible youth in St. Charles County area business for work experience and soft skills training</td>
<td>St. Charles County local businesses, Pre-apprenticeship Programs</td>
</tr>
<tr>
<td>Occupational Skills Training (OST)</td>
<td>Placement in an educational program that will lead to a recognized post-secondary credential; training programs are aligned with St. Charles County’s top 5 sectors: Advanced Manufacturing, Financial, Healthcare, IT, Logistics and Transportation</td>
<td>St. Charles Community College, City of St. Charles Adult Education, Job Corps, Apprenticeship Programs, Schools and Training Providers on the Eligible Training Provider List</td>
</tr>
<tr>
<td>Education offered concurrently with workforce preparation and training for a specific occupation</td>
<td>Placement in Job Corps, Pre-Apprenticeship and Apprenticeship Opportunities</td>
<td>Job Corps, St. Charles area businesses</td>
</tr>
<tr>
<td>Leadership Development Activities</td>
<td>Pre-employment skills training, opportunities for community service, Habitat for Humanity (RESTORE), City of St.</td>
<td></td>
</tr>
<tr>
<td>Supportive Services</td>
<td>Transportation reimbursement, work-related expense reimbursement, housing and/or utility assistance, homeless shelters, food stamps and/or food pantry</td>
<td>WIOA Supportive Services, NECAC, Youth In Need, Crider Mental Health, Bridgeway, Sparrow’s Nest, VR and AEL</td>
</tr>
<tr>
<td>---------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Adult Mentoring</td>
<td>Guidance in personal growth and/or business and education</td>
<td>Big Brothers/Big Sisters, LWDB Special Populations Committee members</td>
</tr>
<tr>
<td>Follow-Up Services</td>
<td>Assistance with resume development/modifications, soft skills training, job lead referrals, application assistance, workshops, job fairs</td>
<td>St. Charles County LWDB</td>
</tr>
<tr>
<td>Comprehensive Guidance and Counseling</td>
<td>Assistance and referral for drug and alcohol abuse, mental health issues</td>
<td>Crider Mental Health, Bridgeway Counseling, Juvenile Justice Center, VR</td>
</tr>
<tr>
<td>Financial Literacy Education</td>
<td>Budgeting skills, student loan information, checking/savings account</td>
<td>MoneySmart Program provided by FDIC, Area banks</td>
</tr>
<tr>
<td>Entrepreneurial Skills Training</td>
<td>Training on how to start and operate a business</td>
<td>St. Charles County Economic Development Center (EDC)</td>
</tr>
<tr>
<td>Services that provide Labor Market Information (LMI)</td>
<td>Provide information on occupational outlook in the local area, career exploration and guidance</td>
<td>MERIC, O*NET</td>
</tr>
<tr>
<td>Post-secondary preparation and transition activities</td>
<td>College and Technical School fairs, Transition and Resource fairs, apprenticeships</td>
<td>AEL Centers, Lewis &amp; Clark Technical School</td>
</tr>
</tbody>
</table>

f. How year-round services are provided to Youth 14–24 years of age that are still in high school or out of school;

Year round services are provided to youth 14-24 years of age that are still in high school and out of school by enhancing assessment strategies and engaging them in appropriate programs and activities that carry out the objectives of the individual service strategy. Programs available to youth in our region run year round.

g. An example of the flow of services for a Youth in the LWDA (please include all aspects, including intake, objective assessment process, assessment, coordination of services, follow-up, etc.)
An example of the flow of services for a youth in our region is as follows:

1. The youth enters the career center and is greeted at the reception desk and is referred to the registration area for completion of the MoJOBS registration.
2. Upon completion of step 1 the youth is referred to one of the youth staff for an overview of the career center services. The youth program is also explained and if the youth is interested in the youth program they are given an application to complete.
3. Once eligibility is completed and the youth is determined eligible for the youth program they are scheduled for an appointment with a youth counselor for an orientation, completion of an Objective Assessment and Individual Service Strategy and then referred for appropriate services as listed below:
4. For Work Experience and On-the-Job Training, the youth is sent to interview for possible placement in the youth program; if hired, they are registered in the statewide case management system. For work experience, the youth is scheduled for drug screening per County policy.
5. If drug screening results are negative, youth begins work and is in contact with a youth counselor as often as needed to provide information on work readiness skills and appropriate work behaviors. Monthly evaluations by worksite supervisor and youth counselor determine continued appropriateness for the program.

(NOTE – Since youth are required to participate in an educational component concurrently, their progress in this component is closely monitored.)

If drug screening results are positive, the youth must wait 30 days before re-testing. If he/she retests positive again, the youth counselor will work with the youth with job search or make appropriate referrals to treatment centers. If the second drug screening results are negative, the youth begins work and is in contact with a youth counselor as often as needed to provide information on work readiness skills and appropriate work behaviors. Monthly evaluations by worksite supervisor and youth counselor determine continued appropriateness for the program.

6. For Occupational Skills and Classroom Training, the youth completes an interest inventory, gathers job leads and Labor Market Information to verify interest is in a growing industry, researches schools and applies for Pell Grant and/or other funding opportunities. Bi-weekly contacts with youth to ensure continued success.

7. When a youth exits the program they are provided with follow-up services for at least 12 months after completion of participation. Follow up activities are conducted to ensure the success of the youth post program.

h. The procedures for serving Youth that are most in need (homeless, disabled, offenders, etc.);

All youth served with local WIOA funds have a barrier that impedes self-sufficiency. The barrier may be youth in foster care, those at risk of dropping out of school, those aging out of foster care, youth in the juvenile justice system, children of incarcerated parents, youth with disabilities, homeless youth and pregnant or parenting youth. These youth will be considered most in need of services and receive priority of service.

i. The identification of the partnerships and describe the coordination of services with other agencies within the LWDA.
To serve youth that are most in need, the region partners with agencies that serve the most in need youth. This includes working closely with partners located in the One-Stop and those not physically located in the One-Stop. Partners physically located in the One-Stop include the St. Charles County Department of Workforce & Business Development; the State Division of Workforce Development, including Veteran’s services, and St. Charles Community College as providers of Adult Basic Education. Additionally, a representative from Job Corp makes appointments at the One-Stop to provide information and assist individuals enrolling in Job Corp programs.

Partners that are not physically located at the One-Stop but who will potentially provide services to youth and or refer youth for services include the Division of Family Support Services, Family Advocacy & Community Training, Bridgeway Behavioral Health, Crider Center, County Sheriff’s Department, Lewis & Clark Career Center, Vocational Rehabilitation, NECAC, The State Division of Youth Services, Juvenile Justice Center, Probation and Parole, the Dept of Corrections, MERS Goodwill, and the State Dept of Labor and Industrial Relations for Unemployment Insurance benefits.

Services are coordinated between our region and these agencies with designated youth staff that maintain ongoing relationships created over years of working together. Many of these agencies serve on our Special Populations Committee and WIOA staff in turn serves on their advisory committees. Youth staff is familiar with how to refer youth when needed and we frequently receive referrals from our partners.

60. Innovative Service-Delivery Projects for OSY
Provide a description of any innovative service-delivery projects for OSY currently operating in the LWDA or a project the Board is planning to implement. Describe the Board’s involvement in the projects, and the Board’s efforts to continue involvement and funding for the continuation of these projects.

In an effort to increase OSY, the Board is exploring new methods of recruitment. Examples include, staff attending HiSET orientations to promote WIOA Youth programs and take applications on the spot. (These HiSET orientations are held off-site from the Job Center and occur early in the morning or after regular business hours in the evening); gathering information from local school districts on upcoming or recent graduates so youth in need of transition services can be captured before leaving the system; and conducting pre-employment skills training with other agencies who work with the hard to serve and OSY to market WIOA programs while providing a service for the partner agency.

Although the LWDA has placed older youth in OJT through dual enrollment with Adult funds in the past, the LWDA has begun enrolling OSY into OJT using Youth funds.

The Board has also partnered with area economic developers and businesses to host a Manufacturing Day to exhibit the breadth of occupations available and the pathway to enter a career in advanced manufacturing.

The Board also serves as a host site for the National Hour of Code week to introduce those out of school to coding and the gateway it provides to IT occupations.
Agricultural Employment Services (AES)

61. Migrant and Seasonal Farmworkers / Agricultural Employment Services
WIOA section 167 provides the framework for agricultural services delivery. National Farmworkers Jobs Program (NFJP) services and grants are implemented at 20 CFR Part 685, as proposed. The current Section 167 Grantee, UMOS—United Migrant Opportunity Services, must be included in the MOU as the NFJP partner. The Plan should address how the LWDB will cooperate with UMOS and the State Agricultural Employment Services office to provide employment and training services to this population.

The LWDA agrees to cooperate with UMOS and the State Agricultural Employment Services office to provide employment and training services to this population.

A representative from the program shared a flyer for the WIOA National Farmworker Jobs Program which was shared with staff and copies are available in the public lobby.

In addition, a representative from the program is invited to participate in Partner meetings to further the coordination between partner agencies.

Business Services

62. Employer Engagement
Describe the strategies and services that will be used in the LWDA facilitate engagement of employers in workforce development programs, including small employers and employers in in-demand industry sectors and occupations.

The LWDA will utilize the Business Services Team to outreach and engage local businesses. Members of the Business Services Team will attend local chamber meetings, local SHRM meetings, economic development meetings and various industry-related meetings/events.

The services that will be offered include:

- National Career Readiness Certificate (NCRC)
- Registered Apprenticeship
- On-the-Job Training
- Job Matching & Business Consulting
- Shared Work Program
- Federal Bonding Program
- Employment Transition Team services
- Hiring Veterans
- Work Opportunity Tax Credits (WOTC)

63. Services to Meet the Workforce Needs of Employers
Describe how the Board coordinates and provides comprehensive and integrated workforce system services to businesses, including the development and delivery of innovative workforce services and strategies to meet the needs of area employers. Explain the collaboration with Missouri Job Center Jobs Teams to facilitate recruitment and meet business demand.
The local Business Team consists of a Veterans Representative, two formula funded Business Team Members and the OJT Coordinator.

In order to provide comprehensive workforce service to businesses, team members can provide information about all of the available services when speaking with businesses yet each member is assigned specific areas to serve as the topic expert.

The locally funded Business Team members will communicate the business climate and needs of local businesses back to the WDB and job center staff. This information is used to help form policy and respond to emerging skill gaps. This staff person serves as the liaison to local economic developers by serving as the Region’s representative on economic development standing committees and attending meetings of local economic developers. Participation with local economic developers provides information flow between economic developers and the WDB and Job Center of emerging trends and needs. This also educates the economic developers of the talent acquisition services the Region can provide local business prospects.

The work of the Veterans Team member, the locally funded Business Team members requires all to be out of the Job Center much of the time. Having the Business Team members out of the center doing the required outreach requires all team members to work collaboratively on recruitment, job orders, on-site recruitment events, etc.

The On the Job Training Coordinator serves as a Business Team member as funding allows. This team member’s area of expertise is On the Job Training services from all funding sources.

In order to collaborate with the Job Center staff and facilitate recruitments, all Business Team members are to attend the weekly full staff meetings and report the positions they received over the past week that require recruitment assistance. Additionally, they often provide Job Center staff with notices of recruitments to post at their desks for job seekers to see during one-on-one consultation.

When the Business Team learns of a company expanding or starting up, they make sure to inform the Job Center staff of the positions that will be available. This allows the Region to begin gathering the talent the employer will need when they start their workforce acquisition.

Having one Job Center where all Business Team members and Job Center staff are physically located greatly improves communication and collaboration to facilitate recruitment and meet the local businesses skill needs.

64. Economic Development
Describe how the Board will better coordinate workforce development programs with economic development including how the LWDB will promote entrepreneurial skills training and microenterprise services.

The LWDB has a representative from the Economic Development Center (EDC) of St. Charles County as a member on the board. In addition, Job Center staff attend monthly EDC roundtable meetings, MEDC conferences and Workforce 2030 conferences.

Job Center staff are aware that the University of Missouri Extension and the EDC have services and resources for new businesses and entrepreneurial training opportunities. Referrals to the
entities are made anytime a job seeker customer expresses an interest in starting a new business.

**65. Sector Strategy Initiative / Career Pathways**

Describe the Board’s sector-strategy initiative. Describe how the Board will be collaborating and aligning resources of all partners, public and private, toward developing a talent pipeline, and how that alignment will create meaningful career pathways for workers possessing skill levels serving important regional industries. Indicate how system services will be framed by industry sectors that are data driven, regionally designed, and guided by employers and how these strategies will be sustained. Include the methods the Board will be using to inform and engage key public and private stakeholders in the development of sector-strategies and career pathways.

The Board has a two tiered approach to sector strategies. The larger approach is to continue to work with the Jefferson/Franklin, St. Louis and St. Louis County WDB’s to maintain a strong Advanced Manufacturing sector in the St. Louis Metropolitan Region. Cooperative strategies for manufacturing sector initiatives will continue with a coordinated approach through the Regional Directors group.

The second tier to the St. Charles WDB’s sector strategy is a local approach. The local efforts can move quickly as there are fewer players and communication is shared on a regular basis.

The Board selected five sectors for development. They are Manufacturing, Information Technology, Logistics, Healthcare and Financial Services. The WDB has chosen to heavily focus on the Manufacturing and Information Technology sectors.

There are currently national career pathways available for both manufacturing and IT through the respective associations and registered apprenticeships. These will be used whenever possible to reduce duplication of effort.

The Board has created a Manufacturing Task Force which includes board members, partners, local manufacturers, chambers, economic development, local schools and training providers.

Additionally, the Board continues to participate in the planning of this region’s Manufacturing Day. Manufacturing Day is always scheduled for the second Tuesday in October. Half of Manufacturing Day is devoted to developing students’ interest in manufacturing occupations with hands-on exhibits and activities. Students also have the opportunity to tour local manufacturing facilities and talk to hiring managers.

Strategies for the Information Technology sector include hosting computer programming workshops on a regular basis and recognizing Hour of Code Week. Hour of Code is a nationally recognized event in the month of December. During Hour of Code Week, the Board host a variety of computer workshops and has the computer lab available to do Hour of Code activities. In addition, the Board hosts an I.T. Career & Training Fair which includes employers hiring for I.T. positions and training providers offering I.T. classes.

**66. Business Services Plan**

Boards shall maintain a Business Services Plan, outlining team members, including WIOA core and combined partners, and the marketing and outreach roles and expectations of team members. The
Business Services Plan also should outline the team’s purpose, goals, and policies and procedures to ensure seamless delivery of services, avoid duplication, and ensure feedback to the Board’s Job centers. The plan should explain how the services provided by business service staff will be recorded in the client case management system for the calculation of two types of Effectiveness in Serving Employers Measure. (1-number of businesses served and 2-market penetration of businesses in the area). Include the Business Services Plan as Attachment 29.

See Attachment 29.

**Innovative Service Delivery Strategies**

**67. Missouri Re-entry Process /Ex-offender Initiative**

Describe how the LWDB will support the Missouri re-entry process / ex-offender initiative. Include the services to be provided for ex-offenders and the process to be used to identify employers willing to hire ex-offenders.

The Region supports the ex-offender initiative. However, WIOA funds in the area are limited so no dedicated funds will be available.

The Region’s WDB has a Special Populations Task Force created to address the employment needs of individuals with barriers to employment to include justice-involved individuals. This task force includes representatives from local and state agencies that work with justice-involved individuals.

Staff in the LWDA has also partnered with the local Adult Detention Facility to promote programs and resources and to train ADF staff to teach a “Second Chance for Justice Involved Individuals” workshop.

Each justice-involved individual referred from Missouri Department of Corrections (DOC) will be provided an initial appointment with a Job Center staff upon receipt of such referral or by request of the justice-involved job seeker. The initial appointment will consist of an assessment and referral to appropriate services and/or programs.

Business service staff will inquire into area business’ willingness to hire justice-involved individuals during routine business development activities. However, employers will be encouraged not to ask questions regarding convictions at the application phase of recruitment.

Most importantly, the Job Center will provide a job search workshop specifically for justice-involved individuals. This workshop often serves as the first step to engage the justice-involved person in services and activities available at the Job Center. Upon completion of the workshop the justice-involved individual is referred to all other workshops and Job Center services that is offered to the general population.

The local Disabled Veterans Outreach Program (DVOP) specialist will provide intensive services to meet the needs of disabled veterans and other eligible veterans, with the maximum emphasis directed toward serving those who are economically or educationally disadvantaged, including homeless veterans, and veterans with barriers including veterans with a criminal background, to employment. This will be accomplished by the DVOP attending veterans court sessions held at
the St. Charles County Circuit Court. The DVOP will offer services such as resume preparation, interview preparation, a plan to obtain suitable employment and referrals to any agency/school/LVER that would assist the veteran in obtaining the goal. Outreach efforts by the local DVOP will also include attending local One Eighty Group meetings, Community Council Meetings, visits to the St. Patrick Center, participation in the Veterans Best Practices Working Group and daily visits to area service agencies.

68. Work-based Learning / Transitional Jobs
Describe the Board’s innovative strategies for promoting and increasing enrollments in the work-based learning programs, such as Registered Apprenticeship, On-the-Job Training (OJT), Work Experience, Internships, Incumbent Worker Training, Transitional Jobs, and Customized Training. Include processes to target and encourage employer participation.

During one-on-one consultations with Job Center staff, job seekers are told of all programs that could help them not only find employment but to enter or advance in a career. Registered Apprenticeship, OJT, Work Experience and Internships are all ways to accomplish this objective. Information about these opportunities are also shared with individuals we meet at recruiting events or other community events.

All job seekers are encouraged to seek transitional jobs while they pursue career positions or skill attainment to advance their position. Job seekers are advised that transitional jobs affect unemployment benefits and are encouraged to contact DOLIR to understand the impact on their benefits.

All of the Region’s Business Team Members market all programs as part of the service package available to businesses. Outreach to businesses includes but is not limited to individual consultation, SHRM meetings and Chamber meetings.

69. Certified Work Ready Communities Initiative (CWRC)
Describe the Board’s strategies for participating in the Certified Work Ready Communities initiative. Please include, if applicable, any counties in your LWDA that plan to apply for certification and what role the Board will play in the development and implementation of the plan.

Staff in LWDA has continued to work with St. Charles Community College and the Economic Development Center to explain the initiative to WBD members, local elected officials, economic developers, school districts and most importantly area employers and job seekers.

Although the Board will continue to market the initiative and submit names of employers who have signed on to recognize the Work Keys assessment, it will not be the lead entity to apply to be Certified as a Work Ready Community. This is due to the fact that employers are not participating and job seekers are not interested in the assessment unless they see it recognized by area employers. Additionally, the numbers set by ACT to attain certification was based on employment demographics in a much weaker economy. The LWDB recognizes there is no way to attain the number of job seekers in transition due to the low number of unemployed individuals.
The One-Stop will continue to offer the WorkKeys Assessment on its monthly calendar and will either provide the assessment one on one when needed or refer the job seeker to our Community College partner if a conflict arises.

Business team members of the One-Stop will continue to inform employers of the advantages of using the WorkKeys Assessment as one of the resources available through the workforce system.

70. Trade Adjustment Assistance
Describe the Board’s strategies for ensuring customers are aware of the Trade Adjustment Assistance (TAA) program and are co-enrolled into both WIOA Dislocated Worker and TAA, except in extenuating circumstances? (Integration of Services or Co-enrollment Policy should be Attachment 23)

This region’s Job Center has a Trade Act Navigator staff person that works out of this office. She attends appropriate Employment Transition Team meetings to inform customers of the Trade Adjustment Assistance Program.

Customers in the Job Center who have been determined Trade eligible through general orientation questions, will be referred to the Trade Navigator for explanation of all services available to them.

Please see Attachment 23 for this Region’s Integration of Services or Co-Enrollment Policy for information on co-enrollment into both WIOA Dislocated Worker and TAA.

71. Missouri Community Colleges
Describe how the Board will coordinate with the local community colleges. Please describe in depth the referral process of participants between the Community Colleges and Job Centers. Please include the MOU (cooperative agreement) between the Board and Community Colleges if your LWDA has any as Attachment 30 to the Plan.

This LWDA has one community college located in the region. This is the St. Charles Community College. The St. Charles Community College is currently this region’s One-Stop Operator and our provider of Adult and Dislocated Worker services. This was awarded through a competitive bid process.

The St. Charles Community College will market the training programs and deliver the basic and technical skill training to the grant participants as outlined in the grant’s scope of work.

The St. Charles Community College will accept referrals from the public workforce system as a recruitment tool for grant-related training and other programs. This will enhance outreach to targeted populations whose skills will be increased by training programs and service offerings such as WorkKeys assessments.

The St. Charles WDB and the St. Charles Community College will jointly set up and serve on regional advisory committees, along with representatives from other state agencies and industry leaders, to ensure the timely execution of deliverables and to support curriculum design that uses identified best practices.
The St. Charles WDB and the St. Charles Community College will partner on education and outreach materials and efforts.

The St. Charles WDB and the St. Charles Community College collaborated to develop a regional referral process to ensure placement performance.

Both the St. Charles WDB and Community College will identify and initiate intake into the programs to insure more than one method of entry into the program. The St. Charles Community College will include the training programs of the grant in their regular marketing materials. Those participants who come to the Community College for enrollment will be screened for eligibility and assessed at the Community College. They will be referred to the local Job Center if other services are needed as a result of an individual assessment. Those individuals who may be Trade eligible will also be referred to the Job Center for eligibility assessment and documentation and Trade enrollment. The Job Center will serve these participants as regular Trade Act participants and follow Trade Act policy and procedures.

Those participants identified in the Job Center as an interested and eligible participant for training programs at the Community College will be referred to the following the same local policy and procedures for all WIOA training participants. The St. Charles WBD and the St. Charles Community College will provide and share results of current assessment services for participants and other targeted populations, including interest and aptitude assessments, skill assessments (e.g. WorkKeys®, TABE), sector specific assessments, and academic credit for prior learning, as appropriate. The WBD and Community College will continue to coordinate the marketing and provision of assessment services.

Individuals originating from the Job Center will have been identified as in need of training and will have completed WIOA eligibility. They will then be referred to the Community College for enrollment into training, if appropriate.

Participants originating at St. Charles Community College can/will be enrolled in www.jobs.mo.gov for self-enrollment into core level services. If college staff believes an individual may be Trade eligible they will refer the individual to the Job Center for Trade Act eligibility, assessment, orientation, enrollment and documentation. The Job Center will serve these participants as regular Trade Act participant and follow Trade Act policy and procedures.

New MOUs outlining infrastructure cost sharing and referral systems are currently under negotiations with the St. Charles Community College and other partners.

### 72. Incumbent Worker Policy

If the LWDB has an **Incumbent Worker Policy**, please include it as **Attachment 31**. If not please include a statement that the LWDB does not have an Incumbent Worker Policy.

See Attachment 31 Incumbent Worker Policy per guidance from OWD Issuance 23-2017.

### Strategies for Faith-based and Community-based Organizations

#### 73. Faith-based Strategies
Describe those activities to be undertaken to:

(1) increase the opportunities for participation of faith-based and community organizations as committed and active partners in the One-Stop Delivery System; and

(2) expand the access of faith-based and community-based organizations’ customers to the services offered by the One-Stops in the LWDA.

Outline efforts for conducting outreach campaigns to educate faith-based and community organizations about the attributes and objectives of the demand-driven workforce development system. Indicate how these resources can be strategically and effectively leveraged in the LWDA to help meet the objectives of WIOA.

The St. Charles WDB continues to reach out to the local community to increase opportunities and expand access.

The WDB is engaged with the Community Council and other social service agencies which include a broad array of both faith-based and community-based programs. Through these affiliations we strive to increase the opportunities for their participation as active partners in the Job Center and to expand access for their clientele to services of the Job Center.

The Region responds to Faith-based and community-based organizations requests for speakers and materials as appropriate and allowable. Staff attends meetings of faith based and community organizations to learn what services can be leveraged to help meet the objectives of WIOA and to offer the services of the Job Center to the organization.

The Region partners closely with one of the largest organizations, MERS Goodwill, and coordinates service provision as the Job Center and MERS often share clientele. The Vice President of Program Development for the organization serves on the Region’s WDB.

Management of the Job Center serve on boards of other community service agencies.

Faith-based and community service organizations often bring their clientele into the career center to attend workshops with other job seekers or for dedicated workshops.

**REGIONAL PLANS**

**Regional Planning Guidance**

**74. Regional Plans**

Missouri has designated 14 Local Workforce Development Areas (LWDAs). In accordance with WIOA sec. 106(c)(2), each of the LWDAs establish a Plan; however, collaboration must exist among the Kansas City and St. Louis Economic Regions for the creation of Regional Plans composed of the following:

1) For the Kansas City Region, one Regional Plan for the local planning areas of Kansas City and Vicinity Region and the East Jackson County Region; and
2) For the St. Louis Region, one Regional Plan for the local planning areas of: The City of St. Louis Region, the County of Saint Louis Region, the County of St. Charles Region, and the Jefferson/Franklin County Consortium Region.

While this establishes 14 Boards that are encouraged to collaborate, cooperate, and plan across common needs, they will not explicitly submit a Regional Plan. This establishes two Boards within the Kansas City Region that must contribute to a Regional Economic Plan for the Kansas City regional economy and four Boards within the St. Louis Region that must contribute to a Regional Economic Plan for the St. Louis regional economy.

Boards within the Kansas City and St. Louis regional economic planning areas must complete a regional planning requirement by including within each original LWDB Plan a Regional Economic Plan that is identically shared by all Boards in each economic region.

Include the Regional Plan as Attachment 32. Copies of Local Plans from other LWDAs in the region are not required for your Local Plan. Please submit the combined portion of the Regional Plan with signatures of the CEOs, Chairs and LWDB Directors.

See Attachment 32.

NOTE:
Following approval of the Local Plan and Regional Plan, plans will be required to be posted on the LWDB website. Any updates or plan modifications will be required to be posted by the LWDB after approval. Please keep a current Local Plan and Regional Plan, if applicable, available on your website at all times.

REQUIRED ATTACHMENTS
1. List of Comprehensive, Affiliate, Specialized and Other Centers and One Stop Operators
2. Local One-Stop Partner Information Form
3. Memorandum of Understanding with IFA and Cost Sharing Budgets with All Partner Signatures
4. Sub-state Monitoring Plan and Policy
1. Chief Elected Officials Consortium Agreement (optional), membership and bylaws
2. Local Workforce Development Board Membership List, Standing Committees, & Certification Letter
3. Local Workforce Development Board By-Laws and Attestation Form - **Form provided**
4. Conflict of Interest Policy - Local Workforce Development Board, Staff, and Contracted Staff
5. Local Fiscal Agent
6. Financial Procurement Policy / Financial (General) Policy
7. Planning Budget Summaries (PBS)
8. Complaints and Grievance Policy – Nondiscrimination, Programmatic
9. Supportive Services Policy – General, Needs Related Payments Policy for ADLT and DW
10. Adult Employment and Training Policy (Priority of Service Policy)
11. Expenditure Rates and Training Criteria Policy (ADLT & DW)
12. Youth Barriers Eligibility Policy – OSY ISY additional assistance barrier
13. Youth Incentive Payment Policy /Youth Monitoring of Stand Alone Programs Policy
14. Veterans Priority of Service Policy
15. Basic Skills Assessments (Testing) Policy
16. Individual Training Account (ITA) Policy & Eligibility Policy (Individualized Career Services)
17. Accessibility Policy – Persons with Disabilities
18. Accessibility Policy - Persons with Limited English Proficiency
19. Integration of Services Policy (Co-enrollment Policy)
20. Adult Education and Literacy Policy (AEL Policy)
21. VR/RSB Coordination Policy
22. Youth Apprenticeships Policy
23. ETPL Policy
24. Employment Transition Team Policy
25. Business Services Plan and Policy
26. MOU (Cooperative Agreement ) between the Community College & LWDB
27. Incumbent Worker Policy
28. Regional Plans (St. Louis / KC)
29. Statement of Assurances - **Form provided**
LOCAL FACILITY AND INFORMATION

There is one Comprehensive One-Stop

Located at:
Missouri Job Center of St. Charles County
212 Turner Blvd.
St. Peters, MO 63376
Telephone: (636) 255-6060
Fax: (636) 255-6062

There are currently no local affiliate or specialized sites
ONE-STOP PARTNER INFORMATION

Partners physically located in the Comprehensive One-Stop:

St. Charles County Department of Workforce Development (WIOA Adult, DWP & Youth)

Contact Name: Jenny Warren, 212 Turner Boulevard, St. Peters, MO 63376, 636-255-6060,
jwarren@sccmo.org

State Division of Workforce Development (Wagner-Peyser, Trade & Jobs for Veterans)

Contact Name: Donny Carroll, 212 Turner Boulevard, St. Peters, MO 63376, 636-255-6060,
donny.carroll@dheid.mo.gov

St. Charles County Community College (Adult Education & Literacy)

Contact Name: Mandy Rose, 4601 Mid Rivers Mall Drive, Cottleville, MO 63376, 636-922-8409,
aroze@stchas.edu

Vocational Rehabilitation on a monthly basis (Voc Rehab services)

Contact Name: Jessica Bloch, 3737 Harry S. Truman, St. Charles, MO 63301, 636-940-3307,
Jessica.bloch@vr.dese.mo.gov

TANF through their MWA service provider on a weekly basis (MWA)

Contact Name: Barbara Wheatley, 715 Northwest Plaza Drive, St. Ann, MO 63074, 314-615-6019,
bwheatley@betterfamilylife.org

Partners available through the One-Stop:

Agricultural Employment Services

Senior Community Service Program

Perkins Career and Technical Education

Northeast Community Action Coalition (Community Service Block Grant & HUD)

Unemployment Compensation

Second Chance for Offenders programs

Job Corps
MEMORANDUM OF UNDERSTANDING/INFRASTRUCTURE FUNDING AGREEMENT

July 1, 2020 – June 30, 2023

Memorandum of Understanding

and Infrastructure Funding Agreement

of the St. Charles Workforce Development Region

as defined by the Workforce Innovation and Opportunity Act of 2014

We affirm that the Local Area Workforce Development Board (LWDB) and the Chief Elected Official of the Local Area, in partnership, have developed and now submit this Local Memorandum of Understanding, Infrastructure Page and Infrastructure Funding Agreement in compliance with the provisions of the Workforce Innovation and Opportunity Act of 2014 and instructions used by the Governor.

Submission Date: 5/14/2020

Steve Phalin
Chief Elected Official

Jennifer Collins
Director, St. Charles County Workforce Development Board

Daryl Muhammad
Workforce Development Board Chair

Date: 5/13/2020

Date: 5/14/2020

Date: 5/3/2020
Memorandum of Understanding
of the St. Charles Workforce Development Region
as defined by the Workforce Innovation and Opportunity Act

I. Introduction
This Memorandum of Understanding (MOU) establishes the spirit of cooperation and collaboration by the St. Charles Region’s Workforce Development Board (Local WDB); and the One-Stop Delivery System signatory partners (“the Partners”) hereafter named. It describes how they will use their various funding streams and resources to serve their mutual customers, both jobseekers and employers, through an integrated system of service delivery operated at one comprehensive site, called Missouri Job Center of St. Charles County, and no affiliated satellite sites. We understand that the development and implementation of this site will require mutual trust and teamwork between the partnering agencies.

II. Strategic Vision
The WDB, along with its required partners, share the following vision for the LWDA: Through collaboration, partnership and education the partners of the local workforce region will overcome barriers and provide essential services and resources to all job seekers to insure a talent pipeline for area employers, thereby advancing the economic prosperity of the region. Achieving this requires the commitment of the WDB and all required partners to provide high quality workforce innovation in training, education and economic development services for jobseekers, incumbent workers and employers.

In partnership with the State OWD, the WDB strives to improve Missouri’s economy by providing policy guidance and leadership to ensure relevant resources are offered to job seekers so that they may find self-sustaining employment and that businesses will be globally competitive by finding qualified candidates. This is done by offering skills training, national certification and career connections for job seekers, as well as, targeted programs for those with barriers (e.g. veterans, youth, offenders, those with a disability, etc.) The efforts align with the Governor’s vision for the State’s workforce development system by mapping a means for changing the Missouri economy into a long-term, sustainable, 21st-century growth economy. Current efforts include sector strategies that align with the State’s chosen sectors; employer engagement initiatives to insure the needs of business and workers drive the system’s service; emphasis on excellence in customer service provided through the Job Center and participation in activities to strengthen the economy of the greater
St. Louis Metropolitan Statistical Area (SMSA) and the State as a whole.

III. **Services to be Provided**

There will be one comprehensive One-Stop Center in the St. Charles LWDA. Its official name is the Missouri Job Center of St. Charles County. There is no Affiliate Site or specialized One-Stop Center located in the Region.

Required partners of the WIOA operating programs in the local area will either have a physical presence in the Center or make their services available through electronic means or partner referrals. Wagner Peyser; WIOA Adult, Dislocated and Youth, Trade and Veterans programs have staff located in the Job Center full time. Vocational Rehabilitation, Adult Education and Literacy, Job Corp and TANF’s MWA programs have staff here on a regularly scheduled itinerant basis. All other partner programs are available electronically or through staff referral.

All job seekers will be served in the Job Center including youth, dislocated workers, those with barriers to employment and incumbent workers. All job seekers will receive basic career services. Eligible customers will receive individualized career services (which may include training) and follow-up.

Employers will also be served as a customer by the Job Center.

In order to eliminate duplication of services, the parties to this MOU agree to:

- Work together to collaborate and promote the coordinated delivery of services through program integration and joint planning at the State and Local level
- Coordinate resources and programs to ensure a streamlined and efficient Workforce Development system
- Provide direct access to services through real-time technology
- Promote information sharing and coordination of activities to improve the performance of the One-Stop System through the use of data access agreements
- Continue to support and implement the unified system of measuring program performance and accountability

Services provided to job seekers either at the One-Stop or via referral to partner organizations include:

Career consulting, career decision-making, career exploration, labor market information, labor exchange services, job search training and assistance, supportive services, disability resources for job search and retention, Adult Education and Literacy services, HiSet preparation and testing, basic education remediation, English as a Second Language services, business startup information, occupational skill training, soft skill training for job retention, re-entry services for ex-offenders, services of the Migrant and Seasonal Farmworker program, senior employment services, case management, veterans employment services, State unemployment
compensation activities and employment/training programs specifically targeted to youth.

Services provided to businesses/employers include:

Assistive technology to interview or employ those with physical barriers, labor exchange services, incumbent worker training, on-site customized training, On the Job Training, access to Federal and state labor law information, federal bonding, Rapid Response after WARN notice, re-employment services to employees affected by a company's downsizing, recruitment events including marketing events, locations to interviews, job fairs, applicant screening, objective assessment instruments such as the National Career Readiness assessment, job coaching, labor market information such as wages and commuting patterns, life skills/soft skills training for employees, veteran specific recruitment, Work Opportunity Tax Credit, connections to economic development for non-workforce assistance and targeted sector strategies to increase the talent required by industries to plan for future growth.

The following table specifies each partners' participation in the Job Center:

For each Partner program, identify the services provided in the chart below or in narrative format. Enter “D” for directly delivered services, “R” for Referrals, or “B” for both. Add other services not listed in the space at the bottom of this form.

See Attachment 1 for information on each Partner Program

IV. Infrastructure Funding Agreement

a. Effective Time Period:

The terms of the shared funding of infrastructure costs agreed to in this section will take effect as of July 1, 2020 and will continue in effect until June 30, 2021, or such time as any party will modify, extend, or terminate that subpart of this agreement.

b. Shared Funding of Infrastructure:

The following table details the non-personnel costs associated with running the Comprehensive One-Stop and the allocation of those costs to the various partners:

<table>
<thead>
<tr>
<th>Service</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lease/Rent</td>
<td>$120,000.00</td>
</tr>
<tr>
<td>Electric</td>
<td>$25,000.00</td>
</tr>
<tr>
<td>Gas</td>
<td></td>
</tr>
<tr>
<td>Water</td>
<td></td>
</tr>
</tbody>
</table>
### Sewer Connections
- High-Speed Internet: $12,000.00
- Facility Maintenance Contract: $16,000.00
- Copiers: $5,000.00
- Fax Machines: 
- Trash Service: $1,200.00

**TOTAL Paid**: $219,200.00

### Allocation of Costs to Partners

<table>
<thead>
<tr>
<th>One-Stop Partners</th>
<th>Infrastructure</th>
<th>Operating</th>
<th>Lease Holder</th>
<th>FTE - Staff</th>
<th>Source by In-Kind</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>WIOA (Adult &amp; DW)</td>
<td></td>
<td></td>
<td>X</td>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wagner Peyser (Trade and Veteran)</td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
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<tr>
<td>AEL</td>
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<tr>
<td>TANF (MWA)</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Voc Rehab</td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Youth</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Job Corps</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RSB</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$516.00</td>
<td>Assessment of accessibility for blind and visually impaired individuals to access services. Assessments take 4 hours at a rate of $129 per hour = $516.</td>
</tr>
<tr>
<td>CSBG (NECAC)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$480.00</td>
<td>Quarterly presentation of program orientation workshop. The value is based on the hourly rate of the presenter which is $30 per hour X 4 classes X 2 hours per class = $240. 2 presenters will participate so $240 X 2 = $480.</td>
</tr>
<tr>
<td>UMOS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$119.03</td>
<td>100 flyers and the value of program orientation workshop (teleconference)</td>
</tr>
<tr>
<td>Carl Perkins</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$600.00</td>
<td>In-kind use of space on campus on a quarterly basis. Value is based on cost of $150/day.</td>
</tr>
</tbody>
</table>

| Total | $219,200.00 |
### Shared Funding of Services:

The following table details program services and activities that will be mutually funded by the Partners and the revenue sources the Partners will use to fund those services and activities.

At this time, there are no shared funding of services in the St. Charles County Region.

d. Identification of all one-stop partners, CEOs and the local WDB participating in the IFA:

One-Stop Partners:

- **WIOA Adult Program, Dislocated Worker Program, Youth Program, Wagner-Peyser, Trade Adjustment Assistance and Jobs for Veterans**
- **State Grants**
  - Mardy Leathers, OWD Director
  - Missouri Dept. of Higher Education & Workforce Development
  - PO Box 1087
  - Jefferson City, MO 65102
  - 573-751-3449
  - Mardy.leathers@dhewd.mo.gov

**Job Corps** – MTC
John Pedersen, Sr. Vice President, Education & Training
Management & Training Corporation
500 North Marketplace Drive
Centerville, UT  84014
801-693-2820
john.pedersen@mtctrains.com

Adult Education and Literacy (AEL) and Perkins Career and Technical Education
Barbara R. Kavalier, President
St. Charles Community College
4601 Mid Rivers Mall Drive
Cottleville, MO 63376
636-922-8000
bkavalier@stchas.edu

Vocational Rehabilitation
Robin Coffman, Chief of Staff
Missouri Department of Elementary & Secondary Education
205 Jefferson Street
Jefferson City, MO 65101
573-751-4212
Robin.coffman@dese.mo.gov

The Senior Community Service Employment Program – MERS Goodwill
Kathleen Eichhorst, Director
MERS Goodwill
2545 South Hanley Road
St. Louis, MO 63144
314-646-2268
keichhorst@mersgoodwill.org

Community Services Block Grant Activities and Temporary Assistance for Needy Families (TANF) and Rehabilitation Services for the Blind
Patrick Luebbering, Director of Division of Finance and Administrative Services
Missouri Department of Social Services
PO Box 1527
Jefferson City, MO 65102-1527
573-751-4815

Migrant/Seasonal Farmworkers
Jose Martinez, Vice-President
UMOS
2701 S. Chase Avenue
e. Periodic Review and Reconciliation Process:

The local board is responsible for ensuring that the infrastructure costs are paid in accordance with the MOU. Since the budget and proportionate share are estimates, it is also the responsibility of the local board to reconcile, on a regular basis the actual costs and their proportionate share to the budget contributions agreed upon by each partner. This process is to ensure that all costs remain consistent with the methodology, are up to date, and in compliance with the MOU and Uniform Guidance.

V. Systematic Referral Process for Job Center Customers

It is agreed that the Partners will conduct referral for services in the following manner:

- Refer to the Services Navigator for the appropriate referral and contact information http://mo.servicesnavigator.org.

- When both the referring and receiving partner are located within the One-Stop, the referring staff will check to see if a staff member from the other agency is available to
meet with the job seeker at that time. If that agency representative is not available, the referring staff will ask the job seeker to wait for the next available representative and case note the referral; or schedule an appointment and case note. Staff from the two agencies that served the job seeker can follow up by reading notes in MO Jobs or talking to each other since both are in the Job Center.

- When partners are not co-located in the Job Center, staff from any partner agencies agree to:
  1. Based on the Services Locator, give the job seeker a verbal explanation of the program they are being referred to and ensure they understand the reason for the referral and service expectation.
  2. Referring staff will contact the designated staff person at the agency to provide the job seeker’s phone number or email address, depending on the customer’s preferred method of contact.
  3. The receiving agency will attempt to contact the job seeker within a week and return follow-up information to the referring Career Consultant.
  4. If you are NOT listed/current on the Services Navigator website, please email Lori Myers at lmyers@sccmo.org with the following information:
     - Name, phone number and email address of the designated contact person who is to receive the referrals.
     - A written guide of referral criteria to help partners understand when a referral to their agency is appropriate.
     - This information will be distributed to all 19 required partners.

Partners with access to MO Jobs will record all referrals in MO Jobs. And follow-up information in case notes in MO Jobs, as appropriate regarding confidentiality guidelines and case note policy.

All staff located in the One-Stop will be knowledgeable of each partners’ programs in order to provide job seekers assistance with access to partner services.

VI. Human Resources Management

The Partners agree to commonly accepted expectations for customer service and engagement that are compliant with each individual entity’s employee policies. Each Partner will incorporate those expectations into their own employee-performance system and agree to conduct periodic performance reviews in accordance with the requirements of their organization.

All partner agencies co-locating staff in the Job Center will have individual staff approved by the One Stop Operator, in consultation with the employer of record, prior to placing them at the St. Charles Job Center. This will ensure that staff placed in the Job Center by one agency was not a problem of a partner agency at an earlier time.
VII. One-Stop Delivery System Performance Criteria

Partners agree that the One-Stop Delivery System will strive to achieve the following standards of quality service for its customers, employees and partners:

- Respect and trust of each other as we serve mutual customers
- Customers present in the building (including via real time electronic means) receive priority of staff attention. The intent is to insure customers receive prompt and courteous service from staff.
- In the event of a dispute, the proper chain of command will be followed. Staff should try to resolve the matter between them in a professional manner; if a dispute continues then staff is to talk to their Team Lead, the next step is to speak with their supervisor as assigned by their employer of record. Supervisors will bring the issue to the attention of the Functional Leader who will then take it to the Executive Director if the dispute continues. The formal Complaint & Grievance procedure will be used if resolution is not reached.
- All partners agree to the confidentiality policy set forth by the Missouri Office of Workforces Development.
- All partners agree to deliver high-quality service to job seekers, business and other human service agencies. Staff will receive confidentiality training and sign a confidentiality statement.
- Management of the Job Center will work to the best of its ability so employees can expect to work in a safe and professional environment.

VIII. Governance of the One-Stop Delivery System

The ultimate accountability and responsibility for the One-Stop System organizational processes, services and accomplishments will rest with the local WDB, the One-Stop Operator and the Partners under the approval of the LEO.

The Workforce Development Board’s responsibilities:

- Convene the required workforce system partners to develop and execute a Memorandum of Understanding (MOU) between the One-Stop Partners that is mutually agreeable to all parties
- Guide and advice on the disbursement of funds for workforce development activities pursuant to the requirements of the WIOA
- Develop the Local Plan including policies, standards and operational priorities for the local area
- Certify the One-Stop Operator
- Conduct oversight of the local workforce system, including funding specified in the WIOA, jointly or on behalf of the LEO
- Recommend program activities as appropriate
- Coordinate workforce investment activities with economic development strategies and other employer linkages
• Promote the workforce system

The One-Stop Operator's responsibilities:

• Under approval of the WDB the One-Stop Operator determines the best model of service delivery. Criteria used in making the determination include State guidance, customer-focused service, customer satisfaction, resources available from partners and performance expectations of the local system
• Promote inclusion of partners into the One-System
• Coordinate all partner services into one seamless service delivery process
• Ensure veterans priority of service
• Ensure the inclusion of all populations, including those with barriers to employment, in service design and delivery
• Monitor for process improvement and customer satisfaction
• Management of the daily operation of the One-Stop

The One-Stop Partners’ responsibilities:

• Provide access to programs and services through the One-Stop Job Center either through in person sessions, technical means or through the specified referral procedures
• Support the development and implementation of One-Stop policies and processes and integrated customer-centered service delivery design
• Provide a fair share of infrastructure costs/resources as required by the WIOA
• Coordinate the delivery of service to individual job seekers with partner staff to reduce duplication of service while providing a complete array of services toward a successful career path
• Coordinate employer contact and services to avoid duplicative employer contacts

IX. Duration and Modification
The parties agree that the terms of the MOU as a whole will take effect as of July 1, 2020 and will continue in effect until June 30, 2023. This Memorandum of Understanding will be reviewed and updated not less than every three years. All partners retain the right to modify, extend or terminate this Memorandum of Understanding. Such amendments may be made, upon consensus of all parties, at least 30 days prior to the effective date of the change.

The terms of the shared funding costs agreed to earlier in this document will take effect as of 07-01-2020 and will continue in effect until 06-30-2021 or such time as any party will modify, extend or terminate a subpart of this agreement.

Formal requests for modification, extension or termination must be made in writing to the WDB.
X. **Termination**

Any party to this agreement may cease participation in the agreement. Any party that intends to cease participation must notify the other parties to the agreement at least 30 days prior to the effective termination date. A formal notification must also be made in writing to the WDB.

The Workforce Development Board reserves the right to immediately terminate the participation of any partner in this plan with cause.
<table>
<thead>
<tr>
<th>PRELIMINARY SERVICES</th>
<th>Career Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Determination of Program Appropriateness for Customer</td>
<td>D</td>
</tr>
<tr>
<td>Follow-Up Services</td>
<td>D</td>
</tr>
<tr>
<td>Job Referrals</td>
<td>B</td>
</tr>
<tr>
<td>Labor Market Information</td>
<td>D</td>
</tr>
<tr>
<td>Outreach and Recruitment</td>
<td>B</td>
</tr>
<tr>
<td>Resource Center</td>
<td>D</td>
</tr>
<tr>
<td>SERVICES REQUIRING ELIGIBILITY</td>
<td>Alternative Secondary School</td>
</tr>
<tr>
<td>Basic Education</td>
<td>R</td>
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<tr>
<td>Computer Literacy Training</td>
<td>B</td>
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<tr>
<td>Employment Plans</td>
<td>D</td>
</tr>
<tr>
<td>Enrollment or Registration</td>
<td>D</td>
</tr>
<tr>
<td>Group Counseling</td>
<td>R</td>
</tr>
<tr>
<td>Individual Self-Sufficiency</td>
<td>R</td>
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<tr>
<td>Job Retention Services</td>
<td>D</td>
</tr>
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<td>Life Skills Training</td>
<td>R</td>
</tr>
<tr>
<td>Mentoring</td>
<td>R</td>
</tr>
<tr>
<td>Study Skills Training</td>
<td>R</td>
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<tr>
<td>Tutoring</td>
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<td>TRAINING SERVICES</td>
<td>Apprenticeships Training</td>
</tr>
<tr>
<td>Customized or Workplace Training</td>
<td>R</td>
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<tr>
<td>Financial Assistance for Training</td>
<td>B</td>
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<td>One-the-Job Training</td>
<td>R</td>
</tr>
<tr>
<td>Skills Training</td>
<td>R</td>
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<tr>
<td>EMPLOYER SERVICES</td>
<td>Candidate Screening</td>
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<td>Candidate Testing</td>
<td>B</td>
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<tr>
<td>Employer Seminars</td>
<td>D</td>
</tr>
<tr>
<td>Job Analysis</td>
<td>R</td>
</tr>
<tr>
<td>Job Listing</td>
<td>R</td>
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<tr>
<td>Labor Market Information</td>
<td>D</td>
</tr>
<tr>
<td>Outplacement Services</td>
<td>R</td>
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<tr>
<td>Space for Job Interviews</td>
<td>D</td>
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### PRELIMINARY SERVICES

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<thead>
<tr>
<th>Service</th>
<th>Code</th>
<th>Description</th>
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<tbody>
<tr>
<td>Determination of Program Appropriateness for Customer</td>
<td>D</td>
<td>Eligibility Determination</td>
<td>B</td>
</tr>
<tr>
<td>Follow-Up Services</td>
<td>D</td>
<td>Initial Assessment</td>
<td>D</td>
</tr>
<tr>
<td>Job Referrals</td>
<td>D</td>
<td>Job Search Skills and Information</td>
<td>D</td>
</tr>
<tr>
<td>Labor Market Information</td>
<td>D</td>
<td>Orientation</td>
<td>D</td>
</tr>
<tr>
<td>Outreach and Recruitment</td>
<td>B</td>
<td>Public Information</td>
<td>B</td>
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<tr>
<td>Resource Center</td>
<td>D</td>
<td>Workshops</td>
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### SERVICES REQUIRING ELIGIBILITY

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<th>Code</th>
<th>Description</th>
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<tr>
<td>Basic Education</td>
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<td>Case Management</td>
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<td>Computer Literacy Training</td>
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<td>Employment Plans</td>
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<td>English as a Second Language Training</td>
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<td>Enrollment or Registration</td>
<td>B</td>
<td>GED Training</td>
<td>R</td>
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<tr>
<td>Group Counseling</td>
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<td>Individual Counseling</td>
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<td>Individual Self-Sufficiency</td>
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<td>Job Readiness Training</td>
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<td>Leadership Development Activities</td>
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<td>Literacy Training</td>
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<td>Mentoring</td>
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<td>Post-Employment Services</td>
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<td>Study Skills Training</td>
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<td>Supportive Services</td>
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<td>Tutoring</td>
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### TRAINING SERVICES

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<th>Description</th>
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<tbody>
<tr>
<td>Apprenticeships Training</td>
<td>R</td>
<td>Entrepreneurial Training</td>
<td>R</td>
</tr>
<tr>
<td>Customized or Workplace Training</td>
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<td>Occupational Skills</td>
<td>R</td>
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<td>Financial Assistance for Training</td>
<td>B</td>
<td>Re-training</td>
<td>R</td>
</tr>
<tr>
<td>One-the-Job Training</td>
<td>B</td>
<td>Work Experience Internship (including Summer Jobs)</td>
<td>R</td>
</tr>
<tr>
<td>Skills Training</td>
<td>R</td>
<td>Candidate Screening</td>
<td>D</td>
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</table>

### EMPLOYER SERVICES

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<tr>
<th>Service</th>
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<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Candidate Testing</td>
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<td>Job Referrals</td>
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<td>Services to Laid Off Workers</td>
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<tr>
<td>Space for Job Interviews</td>
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### OTHER SERVICES

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<td>PRELIMINARY SERVICES</td>
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OTHER SERVICES: Rehab Technology, Assistive Technology
## COMMUNITY SERVICES BLOCK GRANT ACTIVITIES (NECAC)

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I. OTHER SERVICES

*Note: St. Charles Community College provides and supports other areas of services beyond those funded by Carl Perkins funding.*
The Senior Community Service Employment Program (SCSEP) is a U.S. Department of Labor funded job training program for persons 55 years of age and older who wish to enter the workforce and need extra training and job placement assistance. The purpose of the program is to provide job skill training for the participants and needed support to community host agencies, which consist of not-for-profit or governmental agencies. Program participants are usually required to schedule 20 hours per week of paid training. All participants are provided an Individual Employment Plan to define their employment goals and the steps needed to reach those goals. Assistance with job searches, resumes, and interview coaching will be provided, as the ultimate goal for SCSEP is to prepare and transition each participant into permanent employment. Participants are also offered supportive services, such as assistance with benefit applications and access to local resources to help meet their basic needs.

To be eligible, potential participants must be: age 55 or over; unemployed at the time of the application; and cannot have income that exceeds 125% of the current federal poverty level. Income that is excluded for purposes of the SCSEP program includes: Social Security Disability Income; Supplemental Security Income; 25% of Social Security Income; unemployment benefits; SNAP (food stamp) benefits; housing benefits and certain payments to veterans. Some benefits are also excluded from being considered income for the purposes of eligibility.

Priority enrollment in the program is given to veterans and qualified spouses, and then to persons: over age 65; with low literacy or limited English proficiency; with a disability; residing in rural areas; who are homeless or at risk of homelessness; have low employment prospects; or have failed to find employment after using services through the American Job Center System.

For those individuals interested in applying for the program, they can call MERS Goodwill SCSEP at 1-888-651-4177 and an application will be mailed to them. Once the application is received by the program, the applicant will be placed on a waitlist, based on priority status, and be contacted by a MERS Goodwill SCSEP Case Manager when an opening is available.
The Division of Employment Security (DES) administers Missouri’s Unemployment Insurance (UI) program. UI programs provide partial protection for workers against loss of wages during periods of involuntary unemployment. The benefits paid to insured workers bolster the economy of the state during periods of economic downturns by helping maintain a degree of consumer purchasing power.

UI programs and activities that fall under the operation of DES include the regular UI program, unemployment compensation for ex-service members, unemployment compensation for federal employees, the Shared Work program, the Reemployment Services Eligibility Assessment program, Disaster Unemployment Assistance and Trade Readjustment Allowances, including Reemployment Trade Adjustment Assistance.

WIOA requires that claimants receive meaningful assistance with filing a claim for unemployment insurance. Meaningful assistance means:

- Providing assistance on-site using staff who are well trained in unemployment insurance claims filing and the rights and responsibilities of UI claimants; or
- Providing assistance by phone or other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.

To meet the requirement to provide meaningful assistance to UI claimants in need of help filing a UI claim, MJC staff must be familiar with the DES online claims filing system and the rights and responsibilities of UI claimants to the point of being able to help them understand DES publications and correspondence. Additionally, a priority phone line is maintained in each MJC for claimants to speak directly with DES staff with little to no wait.

An electronic feedback system is in place for MJC staff to refer potential UI eligibility issues to the DES for investigation.
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<td>Job Fairs</td>
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<td>Job Listing</td>
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<td>Labor Market Information</td>
<td>Local Economic Development</td>
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<td>Outplacement Services</td>
<td>Services to Laid Off Workers</td>
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<tr>
<td>Space for Job Interviews</td>
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</table>
Workforce Innovation and Opportunity Act – Assistance with career services and training, funding for school and related costs, weekly stipends, job search assistance and emergency assistance for eligible migrant and seasonal farmworkers. Learn more: http://nfjp.umes.or
**YOUTHBUILD** – This partner is not in the St. Charles County Region.

**WIOA INDIAN AND NATIVE AMERICAN PROGRAMS** – This partner is not in the St. Charles County Region.

**U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT EMPLOYMENT AND TRAINING ACTIVITIES:** There are no Housing and Urban Development employment and training activities in the St. Charles Region.

**REINTEGRATION PROGRAMS:** There are no Second Chance Act funds currently being utilized in the St. Charles County Region.
By signature here the St. Charles Region Workforce Development One-Stop Partners agree to participation in the development of the plan and agree to all terms and conditions of this Memorandum of Understanding as required by the Workforce Innovation and Opportunity Act.

WIOA Adult, Dislocated Worker & Youth Programs
WIOA Partner

St. Charles Region Workforce Development Board
Representative Agency

[Signature]
Daryl Muhammad, WDB Chair Date
Memorandum of Understanding

Signature Page

By signing, each party affirms that this MOU accurately describes the negotiated roles, responsibilities, and costs.

Missouri Department of Higher Education & Workforce Development, Office of Workforce Development, WIOA partner for Title I Adult, WIOA Dislocated Worker, WIOA Youth, and Title III Wagner-Peyser Trade Assistance Act, and Jobs for Veterans State Grant.

[Signature]

Dr. Mark L. Lehners, Director, Workforce Development
Missouri Department of Higher Education & Workforce Development

June 17, 2020

Date
By signature hereto, the St. Charles Region Workforce Development One-Stop Partners agree to participation in the development of the plan and agree to all terms and conditions of this Memorandum of Understanding as required by the Workforce Innovation and Opportunity Act.

AEL and Perkins Career & Technical Education
WIOA Partner

St. Charles Community College
Representative Agency

Barbara R. Kavalier, Ph.D.
President of St. Charles Community College

5/11/2020
Memorandum of Understanding (MOU)
Disclosure Statement
Missouri Department of Social Services

MOU Title: One-Stop Delivery System

1. Department of Social Services (DSS) is signing the Workforce Innovation and Opportunity Act (WIOA) Memorandum of Understanding (MOU) with the following stipulations:
   a. All thirteen (13) Workforce Development Boards MOUs must fully comply with the WIOA regulations.
   b. Local data sharing negotiations must allow for DSS, including DSS contractors, to provide "in-kind" services in lieu of cash payments as applicable.
   c. WIOA requires one-stop partners to contribute funding to establish and maintain the one-stop delivery system based on each partner's proportionate use of the system and the relative benefits received (WIOA Sec. 121(h)(3)(A) and 121(h)(2)(B); 20 CFR 679.420(b), 74 CFR 361.420(b), and 34 CFR 468.423(b)). One-stop partners must use a reasonable cost allocation methodology in determining appropriate partner contributions based on proportionate use and relative benefits received (20 CFR 679.420(b)(2)(1), 34 CFR 361.420(b)(2)(1), and 34 CFR 468.420(b)(2)(1)).
   d. DSS, its affiliates, successors, assignees, and contractors will continue to adhere to their confidentiality and security policies.
   e. Termination of the MOUs: Any Partner to these MOUs may withdraw, giving written notice of its intent to withdraw as a Partner. All pertinent terms of the MOUs will continue in effect for the remaining Partners. Any party may cancel the MOU at any time for cause or without cause via a 30-day written notice.
   f. If, in the event, there is a conflict of language between the MOU and this Disclosure Statement, the language in this Disclosure Statement shall prevail.
   g. If, in the event, there is a conflict between law, regulations, and policy governing DSS and the WIOA MOU, then the law, regulations, and policies governing DSS shall prevail.

Patrick Leberfinger, Director
Division of Finance and Administrative Services

Temporary Assistance for Needy Families
Community Services Block Grant
SNAP Employment and Training
Rehabilitation Services for the Blind
By signature hereto, the St. Charles Region Workforce Development One-Stop Partners agree to participation in the development of the plan and agree to all terms and conditions of this Memorandum of Understanding as required by the Workforce Innovation and Opportunity Act.

The Senior Community Service Employment Program

WIOA Partner

MERS Goodwill

Representative Agency

Kathleen Eichhorst, Director of SCSEP

Date
By signature hereof, the St. Charles Region Workforce Development One-Stop Partners agree to participation in the development of the plan and agree to all terms and conditions of this Memorandum of Understanding as required by the Workforce Innovation and Opportunity Act.

State Unemployment Compensation Law Activities

WIOA Partner

MO Dept. of Labor

Representative Agency

Anna Hui

Date

5/16/20
By signature hereto, the St. Charles Region Workforce Development One-Stop Partners agree to participation in the development of the plan and agree to all terms and conditions of this Memorandum of Understanding as required by the Workforce Innovation and Opportunity Act.

Job Corps
WIOA Partner

St. Louis Job Corps Center
Representative Agency

[Signature]
Senior Vice President, Education & Training 4/30/20
Signature and Title Date
By signature hereto, the St. Charles Region Workforce Development One-Stop Partners agree to participation in the development of the plan and agree to all terms and conditions of this Memorandum of Understanding as required by the Workforce Innovation and Opportunity Act.

Migrant and Seasonal Farmworker Program
WIGA Partner

UMOS, Inc
Representative Agency

[Signatures]

Date
4/2/2011
St. Charles County Region

SUBSTATE MONITORING PLAN

OWD 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.

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<td>2,001 – 10,000</td>
<td>105</td>
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</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.

**DATA ELEMENT VALIDATION**

Per OWD Issuance 07-2020 Statewide Data Element Validation Policy, data validation is a series of internal controls established to:

- Verify that the performance data reported by grant recipients to DOL are valid, accurate, reliable, and comparable across programs;
- Identify anomalies in the data and resolve issues that may cause inaccurate reporting;
- Outline source documentation required for common data elements; and
- Improve program performance accountability through the results of data validation efforts.
This data validation strategy is for WIOA Adult, Dislocated Worker and Youth (conducted by the LWDB WIOA Compliance Monitor), Wagner-Peyser (conducted by Central Office Wagner-Peyser Coordinator), and the Trade Adjustment Assistance (TAA) programs (conducted by the Trade Navigator). Source documentation for all programs can be found in TEGL 23-19 Attachment II.

**Data Element Validation (DEV) Procedures:**

Staff responsible for conducting DEV reviews:

- Will maintain access to the “PIRL Data Sampling” report;
- Complete quarterly reviews at the beginning of October, January, April and July on both active and exited records (staff are responsible for validating the data for the quarter that just ended);
- Will follow the Data Sampling Desk Aid for selecting data samples;
- Conduct their reviews directly in the Excel Workbook generated by the statewide electronic case management system;
- Mark each element as a “pass” or “fail”. If a “fail” is marked staff must provide an explanation describing why the element failed and corrective action being taken to correct the data, if applicable;
- Will be expected to provide their DEV documentation, when requested, to OWD Regulator Compliance Unit at least annually.

**Data Element Validation Training**

The St. Charles Region LWDB Compliance Monitor and/or OWD Supervisor will provide training annually to workforce staff on the importance of correct data entry and allowable source documentation requirements contained within OWD’s WIOA Adult/Dislocated Worker TAG, WIOA Youth TAG, and Attachments II of TEGL 23-19.

**Correcting Missing or Erroneous Data**

If missing or erroneous data is discovered, staff will take the appropriate actions to correct it as outlined below:

- Submit detailed Change Requests to correct inaccurate data;
- Work with the Office of Performance & Strategy/Workforce Data unit to resolve out-of-range variances and/or large quantity of data anomalies;
- Provide additional training or technical assistance to workforce staff responsible for the erroneous data entry, if applicable;
- Collect missing documentation to verify required data elements, if applicable.

**Record Retention**

- St. Charles Region will retain copies of worksheets on data elements and/or records reviewed and corrective actions taken, if applicable, for a period of three years from the date of submission of the final expenditure report.
St. Charles Region CEO Name: Steve Ehlmann
Title: County Executive
Address: 100 North Third Street, Suite 318, St. Charles, MO 63301
Phone Number: 636-949-7520
Email address: executive@sccmo.org

CEO CONSORTIUM AGREEMENT AND BYLAWS

NOT APPLICABLE
# Workforce Development Board: St. Charles County 2019-2021

<table>
<thead>
<tr>
<th>Name</th>
<th>Business/Organization</th>
<th>Contact Information</th>
<th>Phone #</th>
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<tbody>
<tr>
<td>Ben Abbott</td>
<td>Permian Plastics</td>
<td><a href="mailto:babbett@permianplastics.com">babbett@permianplastics.com</a></td>
<td>636-978-6655</td>
</tr>
<tr>
<td>Greg Clemens</td>
<td>SSM Health</td>
<td><a href="mailto:greg.clemens@ssmhealth.com">greg.clemens@ssmhealth.com</a></td>
<td>636-625-5467</td>
</tr>
<tr>
<td>Luanne Cundiff</td>
<td>First State Bank of St. Charles, MO</td>
<td><a href="mailto:lundiff@firstfinancial.com">lundiff@firstfinancial.com</a></td>
<td>636-640-5555</td>
</tr>
<tr>
<td>Linda Herbrath</td>
<td>Phoenix Textile Corporation</td>
<td><a href="mailto:herbrath@phoenixtextile.com">herbrath@phoenixtextile.com</a></td>
<td>314-291-2151</td>
</tr>
<tr>
<td>George Hering</td>
<td>General Motors</td>
<td><a href="mailto:uhering@em.com">uhering@em.com</a></td>
<td>636-327-2120</td>
</tr>
<tr>
<td>Lauren Kobe</td>
<td>Kalseco Marketing Resources</td>
<td><a href="mailto:lauren@kalseco.net">lauren@kalseco.net</a></td>
<td>636-379-3895</td>
</tr>
<tr>
<td>Tim Leuw</td>
<td>Embassy Suites [Atrium Hotels Management, LLC]</td>
<td><a href="mailto:hleuw@atriumhotels.com">hleuw@atriumhotels.com</a></td>
<td>636-946-5544</td>
</tr>
<tr>
<td>Dary Muhammad</td>
<td>Spirit</td>
<td><a href="mailto:davyl.muhammad@nairenergy.com">davyl.muhammad@nairenergy.com</a></td>
<td>314-365-0465</td>
</tr>
<tr>
<td>Susan Sams</td>
<td>Sans Carpet Cleaning &amp; Repairs</td>
<td><a href="mailto:sams@sanseco.com">sams@sanseco.com</a></td>
<td>636-949-8229</td>
</tr>
<tr>
<td>Justin Schultz</td>
<td>ECC of St. Charles County</td>
<td><a href="mailto:jschultz@edcerc.com">jschultz@edcerc.com</a></td>
<td>636-229-5275</td>
</tr>
<tr>
<td>Chris Seyer</td>
<td>Seiper Industries, Inc.</td>
<td><a href="mailto:cseiper@seiperind.com">cseiper@seiperind.com</a></td>
<td>636-229-4122</td>
</tr>
<tr>
<td>Scott Tate</td>
<td>Greater St. Charles Chamber of Commerce</td>
<td><a href="mailto:state@estccc.com">state@estccc.com</a></td>
<td>636-946-0633</td>
</tr>
<tr>
<td>Song Gholston-Byrd</td>
<td>United Way of Greater St. Louis</td>
<td><a href="mailto:gholston@stlunitedway.org">gholston@stlunitedway.org</a></td>
<td>314-539-4192</td>
</tr>
<tr>
<td>Mark Delton</td>
<td>Carpenter’s District Council of Greater St. Louis</td>
<td><a href="mailto:delton@carpenter.org">delton@carpenter.org</a></td>
<td>314-644-4800</td>
</tr>
<tr>
<td>Joseph Mueller</td>
<td>Painters District Council #58 Local 1156</td>
<td><a href="mailto:mueller@idc58.org">mueller@idc58.org</a></td>
<td>636-946-4580</td>
</tr>
<tr>
<td>Amanda Bese</td>
<td>St. Charles Community College</td>
<td><a href="mailto:ambese@stcharles.edu">ambese@stcharles.edu</a></td>
<td>636-923-8600</td>
</tr>
<tr>
<td>Jessica Black</td>
<td>Missouri Division of Voc. Rehab.</td>
<td><a href="mailto:jblack@movetus.edu">jblack@movetus.edu</a></td>
<td>636-940-3507</td>
</tr>
<tr>
<td>Donny Carrell</td>
<td>Office of Workforce Development</td>
<td><a href="mailto:dcarr@theudw.missouri.gov">dcarr@theudw.missouri.gov</a></td>
<td>636-253-9060</td>
</tr>
<tr>
<td>Amanda Szmore</td>
<td>St. Charles Community College</td>
<td><a href="mailto:aszmore@stcharles.edu">aszmore@stcharles.edu</a></td>
<td>636-922-8388</td>
</tr>
<tr>
<td>Michael Hubert</td>
<td>St. Charles County Government</td>
<td><a href="mailto:mhubert@scmo.org">mhubert@scmo.org</a></td>
<td>636-949-7221</td>
</tr>
<tr>
<td>Jeff Carter</td>
<td>MTRG/Goodwill</td>
<td><a href="mailto:ecarter@mtrgtool.com">ecarter@mtrgtool.com</a></td>
<td>314-241-3464</td>
</tr>
<tr>
<td>Emmajane Fos</td>
<td>Dept. of Social Services Family Support Division</td>
<td><a href="mailto:emmajane@missouri.gov">emmajane@missouri.gov</a></td>
<td>636-940-3329</td>
</tr>
<tr>
<td>Erin Williams</td>
<td>Fort Zumwalt School District</td>
<td><a href="mailto:ewilliams@fortzum.warren.org">ewilliams@fortzum.warren.org</a></td>
<td>636-474-8325</td>
</tr>
</tbody>
</table>

## Labor Sector

- **Song Gholston-Byrd**
  - United Way of Greater St. Louis
  - [golaunch@stl.unitedway.org](mailto:golaunch@stl.unitedway.org)
  - 314-539-4192

- **Mark Delton**
  - Carpenter’s District Council of Greater St. Louis
  - [delton@carpenter.org](mailto:delton@carpenter.org)
  - 314-644-4800

## Adult Education & Literacy

- **Amanda Bese**
  - St. Charles Community College
  - [ambese@stcharles.edu](mailto:ambese@stcharles.edu)
  - 636-923-8600

## Vocational Rehab/Employee Workforce

- **Jessica Black**
  - Missouri Division of Voc. Rehab.
  - [jblack@movetus.edu](mailto:jblack@movetus.edu)
  - 636-940-3507

## Higher Education

- **Amanda Szmore**
  - St. Charles Community College
  - [aszmore@stcharles.edu](mailto:aszmore@stcharles.edu)
  - 636-922-8388

## Economic Development

- **Michael Hubert**
  - St. Charles County Government
  - [mhubert@scmo.org](mailto:mhubert@scmo.org)
  - 636-949-7221

## Employee Workforce

- **Jeff Carter**
  - MTRG/Goodwill
  - [ecarter@mtrgtool.com](mailto:ecarter@mtrgtool.com)
  - 314-241-3464

## Temporary Assistance for Needy Families

- **Emmajane Fos**
  - Dept. of Socail Services Family Support Division
  - [emmajane@missouri.gov](mailto:emmajane@missouri.gov)
  - 636-940-3329

## Community Based Organization

- **Erin Williams**
  - Fort Zumwalt School District
  - [ewilliams@fortzum.warren.org](mailto:ewilliams@fortzum.warren.org)
  - 636-474-8325
LWDB STANDING COMMITTEES

Executive Committee
Manufacturing Task Force
Soft Skills Task Force
Special Populations Task Force
July 1, 2019

The Honorable Steve Ehlmann
County Executive
Saint Charles County
Executive Office Building
100 North Third Street, Room 318
Saint Charles, Missouri 63301

Daryl Muhammad, Chair
Saint Charles County Workforce Development Board
Spire
1999 Trade Center East
Saint Peters, Missouri 63304

Dear County Executive Ehlmann and Mr. Muhammad:

I am pleased to inform you that the member list submitted for the Saint Charles County Workforce Development Board, received June 14, 2019, meets local Workforce Development Board requirements for recertification. The following Saint Charles County Workforce Development Board membership list is approved.

**Board Members:**

<table>
<thead>
<tr>
<th>Ben Abbott</th>
<th>Lori Lenkmann</th>
<th>Sonja Gholston-Byrd</th>
<th>Amanda Siemore</th>
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<tr>
<td>Lonne Cundiff</td>
<td>Tim Lewin</td>
<td>Mark Dalton</td>
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<td>Susan Saun</td>
<td>Joseph Mueller</td>
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<td>Don Kalick</td>
<td>Jocelyn Schutz</td>
<td>Amanda Rose</td>
<td>Jeff Carmel</td>
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<tr>
<td>Lauren Kelbe</td>
<td>Chris Seyer</td>
<td>Jessica Block</td>
<td>Err Williams</td>
</tr>
<tr>
<td>Daryl Muhammad</td>
<td>Scott Tate</td>
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</table>

Please inform us of changes to your Board membership as soon as possible following a change so that we may keep our database current. Should you have questions or comments on this process, please feel free to contact Debra Lee at (573) 751-7822 or debra.lee@dwd.mo.gov. We look forward to working with you and your Board.

Sincerely,

Marty Leather
Director

ML/YW/DL/CB
e: Scott Drachnik
Lori Meyers
DWD Senior Staff

301 West High Street, Suite 870 • P.O. Box 1087 • Jefferson City, MO 65102-1087
(573) 751-3999 • Fax (573) 751-8162
jobs.mo.gov

Missouri Division of Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri Relay Services are available at 711.
PREAMBLE

The Grant Recipient for the Workforce Development Board is St. Charles County Government. The St. Charles County Department of Workforce & Business Development is the Administrative Entity. All Board members are appointed by the County Executive of St. Charles County. The Board at a minimum will be represented by 51% private sector businesses and others representing the following: organized labor, education, community-based organizations, economic development, and one-stop partner agencies, in accordance with the Workforce Innovation & Opportunity Act (WIOA). The Board itself is certified for two years, then at the end of that time the members may be reappointed if in good standing. The County Government will indemnify and save harmless the appointed board members under a continuous liability policy.

DEFINITION OF TERMS

ADMINISTRATIVE ENTITY: The entity designated to administer programs under local designated area, also referred to as the program administrator. The Chief Elected Official determines the Administrative Entity, and has selected the St. Charles County Department of Workforce & Business Development to serve in this capacity.

BOARD: Refers to the Workforce Development Board of St. Charles County. The two terms are synonymous as used in this document.

CHIEF ELECTED OFFICIAL: Officer of a unit of local government in a local area, County Executive of St. Charles County.

COMMUNITY-BASED ORGANIZATION: Private nonprofit organizations which are representative of communities or significant segments of communities and which provide programs and services.

ECONOMIC DEVELOPMENT AGENCIES: Local planning and zoning commissions or boards, community development agencies, and other local agencies and institutions responsible for regulating, promoting, or assisting in local economic development.
EXCUSED ABSENCE: Absence from either a Board, Task Force, or Committee meeting due to illness, business, or employment related responsibilities. In order for an absence to be excuse, notification must be given to the Board Chairperson, in the case of a Board meeting, Task Force Chairperson, in case of a Task Force meeting, or Committee Chair, in the case of a committee meeting, at least twenty-four hours prior to the scheduled meeting. Emergency situations will be reviewed on a case-by-case basis by the Executive Committee.

LABOR MARKET AREA: An economically integrated geographic area as defined by the U.S. Department of Labor or the Governor.

LOCAL AREA: A workforce investment area designated by the Governor, after consideration of the geographic areas within the State.

LOCAL AREA BUSINESS REPRESENTATIVE: Persons who are owners, chief executives or chief operating officers of private for-profit employers and major nongovernmental employers, such as health and educational institutions or other executives of such employers who have optimum policy-making responsibility or hiring authority.

LOCAL BOARD: A group of individuals representing local businesses, local educational entities, labor organizations, community-based organizations, economic development agencies, representatives of one-stop partners, or others as deemed appropriate by the County Executive. This group comprises the Workforce Development Board for the local area. It was certified by the Governor to set policy for the portion of the statewide workforce investment system within the local area.

LOCAL EDUCATION AGENCY: Any certified secondary or post-secondary school or school board in the local area.

LOCAL PLAN: The local board shall develop and submit to the Governor a comprehensive four year local plan in partnership with the Chief Elected Official. The plan shall be consistent with State and Regional Plans, and the requirements of the Workforce Innovation & Opportunity Act.

LOW INCOME: To qualify for low income status it must be an individual or a member of a family who receives cash welfare payments, or has received a total family income (for the six-month period prior to application) which, in relation to family size, was not in excess of the poverty level or 70% of the lower living standard income level, or is receiving food stamps, or is a foster child,
or, an individual with a disability whose own income qualifies as economically disadvantaged, but is a member of a family that may not meet such requirements.

MEMORANDUM OF UNDERSTANDING: An agreement between the one stop partners and the Workforce Development Board, which identifies the function, responsibility, role, accountability, and infrastructure cost-allocation requirements they have in the one stop system.

ONE STOP OPERATOR: One or more entities designated or certified to operate a one stop system. This may be a public or private entity or consortium of entities of demonstrated effectiveness located in the local area such as a post secondary educational institution, an employment service agency established under Wagner-Peyser Act, a private nonprofit organization, a private for-profit entity, a government agency, and/or another interested organization or entity like a local chamber of commerce or business organization.

ONE STOP PARTNER: An entity that carries out programs or activities under Title I of the Workforce Innovation & Opportunity Act, Carl Perkins Vocational & Applied Technology Education Act, Housing & Urban Development employment & training programs, adult education, unemployment insurance, Wagner-Peyser Act & Trade Act, Vocational Rehabilitation, Temporary Assistance to Needy Families & Food Stamps, Title V of the Older Americans Act, or an entity that is participating with the approval of the local board and chief elected official, in the operation of a one-stop delivery system.

PROGRAM YEAR: A one-year period of program operation beginning July 1 of every year and ending June 30 of the following year.

QUORUM: The members at any regular meeting shall constitute a quorum for the transaction of all organization business except the election of Officers and to amend these Bylaws. For the election of Officers and amending the Bylaws, a simple majority of the membership shall constitute a quorum.

STATE BOARD: A state workforce development board established by the Governor which assists in the development of the state plan, development and continuous improvement of statewide system, designation of local areas, development of allocation formulas, development and continuous improvement of state performance measures, comment annually on measures taken of the Carl Perkins Vocational & Applied Technology Education Act, preparation to the annual report to the Secretary, development of the statewide statistics system, and development of an incentive grant.
ARTICLE I
SCOPE AND PURPOSE OF THE WORKFORCE DEVELOPMENT BOARD

Section I - General

The County Executive is authorized to appoint the members of the Workforce Development Board in accordance with criteria established by the Governor and the State Council. The County Executive is to be in partnership with the St. Charles County Workforce Development Board.

Section II - Mission Statement

The St. Charles County Workforce Development System is an alliance of public and private leaders dedicated to moving careers, companies, and communities forward through workforce development that impacts local wages, economic development that impacts local business investment and community development that impacts the local tax base.

ARTICLE II
FUNCTIONS & RESPONSIBILITIES

Section I - Responsibility of the Board
The Board’s responsibility is to convene to discuss workforce and business development issues in St. Charles County and exercise oversight with respect to activities under the Plan in partnership with the County Executive. The intent of the Workforce Innovation & Opportunity Act (WIOA) is to charge the Board with the responsibility of consolidating, coordinating and improving employment, training, literacy and vocational rehabilitation programs in the St. Charles area. In order to carry out its functions, the board will utilize the Administrative Entity’s staff.

**Section II - Functions of the Board**

The Board’s specific functions and responsibilities are identified as follows:

1. Shall develop the four-year, local WIOA Plan and conduct oversight of the one-stop system, and employment and training activities for adults, dislocated workers, and youth under Title I of WIOA, in partnership with the County Executive;
2. Shall select the one-stop operator with the agreement of the County Executive;
3. Shall establish any committees and task forces as needed with appropriate categories of membership in accordance with the Act;
4. Shall develop and enter into Memorandums of Understanding (MOU) with each One-Stop Partner within the Local Workforce Development Area (LWDA) who are involved in workforce programs and activities required to be available at the Comprehensive One-Stop Center, in accordance with the Act;
5. Shall recommend the policies, goals, and objectives for the workforce development system within the St. Charles County Labor Market Area in accordance with identified needs;
6. Shall recommend a budget and review, monitor and approve financial statements for the purpose of carrying out and adequately funding the programs and activities of WIOA;
7. Shall negotiate and reach agreement on local performance measures with the County Executive and the Governor;
8. Shall review performance related data for the purpose of evaluating the effectiveness of the programs provided by the one-stop operator;
9. Shall promote the coordination of workforce development activities through the Sector Strategies Plan adopted at a local, regional, and state level;
10. Shall develop and conduct outreach efforts and public awareness for the workforce development system;
11. Shall carry out regional planning responsibilities required by the State in accordance with the Act.
12. Shall assist with efforts to raise sponsorships, outside underwriting, and grants to help with the expansion, promotion, and effectiveness of workforce and business development outreach and programs.

**Section III - Conflict of Interest**

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.

Section IV – Expectation of Board Members

Each board member is expected to attend all full board meetings and participate in at least one task force. Poor attendance due to unexcused absences will be reviewed by the Executive Committee and could be a cause for suspension or expulsion.

ARTICLE III
MEETINGS & PROCEDURES

Section I - Full Board Meetings

The regular Board meetings will be held on the first Wednesday of the third month of each quarter (March, June, September and December). The day, time and location can be changed at the discretion of the Board members. Notification of meetings will be by written notice at least seven days preceding the scheduled meeting. The Administrative Secretary will notify the Board and have the responsibility for making the notice public in accordance with the Missouri Sunshine Law. Meetings are open to the public.

Board meetings may be facilitated by electronic means (interactive video transmission, teleconference, etc. as long as all members participating can hear each other at the same time.

As allowed under Missouri Revised Statutes, Chapter 355 Nonprofit Corporation Law, Section 355.291.1 (28 August 2015), a member may appoint a proxy to vote or otherwise act for the member by signing an appointment form either personally or by an attorney-in-fact. An appointment of a proxy is revocable by the member. Appointment of a proxy is revoked by the person appointing the proxy attending any meeting and voting in person or signing and delivering to the secretary or other officer or agent authorized to tabulate proxy votes either a written statement that the appointment of the proxy is revoked or a subsequent appointment form. To satisfy WIOA board intentions, a proxy should be another employee of the same organization in a position with policymaking or hiring authority.
The members present (physically, by electronic means, or by proxy) at any regular meeting shall constitute a quorum for the transaction of all organization business except the election of Officers and to amend these Bylaws.

For the election of Officers and amending the Bylaws, a simple majority of the membership shall constitute a quorum. At any regular Board, Task Force, or Committee meeting, all those members who are present shall be considered a quorum.

Attendance is of utmost importance and the County Executive may replace a member for poor attendance. Poor attendance shall be defined as attending less than half of the full board meetings.

A member not in good standing may be suspended or expelled by a majority vote of the Executive Committee, with agreement from the County Executive. When resigning, a letter of resignation should be sent to the Chairperson. The County Executive would then appoint someone to continue that individual’s term.

**Section II - Committee Meetings & Special Meetings**

Special meetings may be called at any time by the Chairperson or by a majority of the Board.

**Section III - Board Agenda**

The agenda deadline will be seven days before the scheduled Board meeting. All requests for agenda items are to be communicated to the Chairperson or Administrative Secretary before the deadline. The Board agenda will provide for members to request from the floor for items to be added.

**Section IV – Proceedings for Meetings**

Meeting proceedings will be governed by Robert’s Rules of Order, Revised.

**ARTICLE IV**

**COMPOSITION & GOVERNANCE**
Section I - Board Officers

The Officers of the Board consist of the Chairperson, Vice Chairperson, Treasurer, Secretary, Parliamentarian, Immediate Past Chair and other Officers-at-Large, all serving two-year terms, unless otherwise decided by the Board.

The Chairperson shall be elected from among the private sector members on the Board. The Chairperson will in general supervise and control all of the business of the Board membership and appoint task force and/or committee chairpersons and members as required. The Chairperson will conduct all regular Board meetings. There will be an annual reaffirmation of the Chairperson. The Chairperson will nominate the members and their positions on the Executive Committee, which shall be ratified by the Board.

The Vice Chairperson shall be elected from the private sector members on the Board. In the absence of the Chairperson, or in the event of the Chairperson’s inability to act, the Vice Chairperson will perform the duties of the Chairperson. If the Chairperson resigns, the Vice Chairperson assumes the role of Chairperson until such time as an election for Chairperson can take place. The Vice Chairperson will assist the Chairperson as needed and/or when requested by the Chairperson.

The Treasurer will be responsible for reviewing and monitoring all financial statements to ensure compliance with the intent of WIOA, and performing other duties as assigned by the Chairperson, Executive Committee, and/or Board.

The Secretary will be responsible for recording attendance at the meetings and determining if a quorum is present. The Secretary is responsible for ensuring that the meeting is recorded and minutes are prepared.

The Parliamentarian shall provide guidance to the Chairperson and Board regarding procedures and conduct of meetings and assist the Board and officers in the interpretation and enforcement of the Bylaws. The Parliamentarian, as may be requested and be appropriate, provide general guidance to the Board and officers regarding specified contractual or other matters having procedural or structural implication for the Board and its affairs.

There is reaffirmation of the Executive Board members in the Odd numbered years at the December full Board meeting. Each reaffirmation must be voted on by a quorum of the full board.
Any officer elected or appointed by the Board may be removed by the membership, whenever in its judgment and the best interest of the Board would be served thereby. Removal will be by majority vote of members attending a meeting where a quorum is present.

**Section II – Committees & Task Forces**

The Executive Committee may exercise the authority of the full Board with the exception of the limitations to Committee powers. The minimum membership will be five with no maximum limit; a majority of the Executive Committee members must represent the private sector. If unable to fill the majority of Executive Committee positions from the private sector, the Chairperson has discretion to appoint members from the community based organization sector, the education sector, the labor sector, or the economic development sector. The Chairperson of the Board will serve as Chairperson of the Executive Committee. Any action taken by the Executive Committee on behalf of the Board will require full disclosure to the Board at the regularly scheduled meeting, following the action taken. The Executive Committee’s duties are acting on behalf of the Board as may be required, making recommendations to the Board, which meet the needs of both the area’s employers and job seekers, reviewing and upgrading recommendations to the Board for its bylaws, and setting the board agenda.

All oversight and recommendation duties involving youth programs, evaluation and quality improvement, finances, and public awareness will be carried out by the Executive Committee, assisted by the staff and service partners of the Missouri Job Center of St. Charles County.

In addition to the Executive Committee, the Board shall establish task forces as needed which will be charged with specific duties. The Chairperson is charged with providing those duties to the task forces.

An Ad Hoc Committee may be formed when necessary to discuss, plan, review, or evaluate specific matters as they occur. Such committee may be formed by the Chair at the request of the Executive Committee or of the Board as a whole.

The Executive Committee shall not fail to meet a minimum of four times each calendar year.
ARTICLE V
BYLAWS AMENDMENTS

Bylaw amendments may be made whenever necessary for the Board’s best interest. The amendments will be proposed in writing and sent with the agenda announcements prior to all meetings. The motion for such amendments will be made to the Executive Committee for the first reading following the draft of the amendment. A vote will be taken at the meeting following the first reading of the proposed bylaws. A simple majority of the membership will be required to amend the Bylaws.
ATTACHMENT 7

St. Charles County Workforce Development Board

ATTENTION FOR REVIEW OF BY-LAWS

The following form must be completed and submitted to the Division of Workforce & Business Development annually. The purpose of the form is to assure that all members of the Local Workforce Development Board have reviewed and understand their current by-laws. The form must be signed and dated by at least a quorum of the membership. Please include the printed name of the member on the line below their signature. If additional signatures/date lines are needed, please add them accordingly.

Name of Local Workforce Development Board: St. Charles County Workforce Development Board

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

[Signatures and dates]

2019
ATTACHMENT 7

St. Charles County Workforce Development Board

ATTENTION FOR REVIEW OF OBRA LAW

The following form must be completed and submitted to the Division of Workforce and Business Development annually. The purpose of the form is to ensure that all participants have reviewed and signed their current legal agreements. The St. Charles County Workforce Development Board have reviewed and understand their current legal agreements. Please include the printed name of the member on the line below their signature. If additional spaces are needed, please add them accordingly.

Name: __________________________

The following legal binding members attest by their signatures that they have reviewed and understand their boards' quarterly laws:

[Signatures]

(Day) Muhammad, Chair, Date ________________________________

(Michael) Hadley, Date ________________________________

(Brian) Abbott, Date ________________________________

(Dave) Hinkle, Date ________________________________

(Don) Kallrn, Date ________________________________

[Signature]

(Sara) Schiller, Date ________________________________

[Signature]

(Dave) Diddle, Date ________________________________

[Signature]

(Steve) Martin, Date ________________________________

[Signature]

(Chris) Luton, Date ________________________________

[Signature]

(Lorna) Coon, Date ________________________________

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St. Charles County Workforce Development Board

ATTENTION FOR REVIEW OF BY-LAWS

The following form must be completed and submitted to the Division of Workforce & Business Development annually. The purpose of the form is to ensure that all members of the Local Workforce Development Board have reviewed and understood their current by-laws. The form must be signed and dated by at least a quarter of the members. Please include the printed name of the member on the line below their signature. If additional signature/date lines are needed, please add them accordingly.

Name of Local Workforce Investment Board: Donald E. Kalbak

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

- (Daryl Mahle, Chair) Date
- But Abbott Date
- Janice plush Date
- Sonya Chelton-Bird Date
- Donny Carroll Date
- Jeff Carroll Date
- Luann Cordell Date
- Mith Dalton Date
- Rhoda Jane Fox Date
- Linda Tabernath Date

Michael Haslbe Date

Dwa Kalbak Date

Lauren Kobe Date

Lou Leekm Date

Tim Levin Date

Joseph Mueller Date

Amanda Rose Date

Susan Sams Date

Justin Schauf Date

Chub Seyer Date

2019
St. Charles County Workforce Development Board

ATTENTION FOR REVIEW OF BY-LAWS

The following form must be completed and submitted to the Division of Workforce & Business Development annually. The purpose of the form is to ensure that all members of the Local Workforce Development Board have reviewed and understand their respective by-laws. The form must be signed and dated by at least a quarter of the membership. Please include the printed name of the member on the line below their signature. If additional signature/date lines are needed, please add them accordingly.

Name of Local Workforce Investment Board: ____________________________

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

__________________________  ____________________________
(Darryl Muhammad, Chair)  Date  Michael Hulbert   Date

__________________________  ____________________________
Ran Hamilton  Date  Evan Kalbach  Date

__________________________  ____________________________
Jessica Bledsoe  Date  Lauren Koeb  Date

__________________________  ____________________________
Serita Gaskins-Byrd  Date  Jaz Leishman  Date

__________________________  ____________________________
Donna Call  Date  Jai Green  Date

__________________________  ____________________________
Jeff Carmel  Date  Joseph Mueller  Date

__________________________  ____________________________
Lamie Caudill  Date  Ann Marie Rose  Date

__________________________  ____________________________
Mark Dalton  Date  Susan Smith  Date

__________________________  ____________________________
Ronnell Jones-Fox  Date  Justin Schultz  Date

__________________________  ____________________________
Linda Hensler  Date  Chris Soyier  Date

2019
St. Charles County Workforce Development Board

ATTESTATION FOR REVIEW OF BY-LAWS

The following form must be completed and submitted to the Division of Workforce & Business Development annually. The purpose of the form is to assure that all members of the Local Workforce Development Board have reviewed and understand their current by-laws. The form must be signed and dated by at least a quorum of the membership. Please include the printed name of the member on the line below their signature. If additional signature/date lines are needed, please add them accordingly.

Name of Local Workforce Investment Board: St. Charles County Workforce Development Board

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

[Signatures and dates]

[Signature]
[Date]

[Signature]
[Date]

[Signature]
[Date]

2019
St. Charles County Workforce Development Board

ATTENTION FOR REVIEW OF BY-LAWS

The following form must be completed and submitted to the Director of Workforce & Business Development annually. The purpose of the form is to ensure that all members of the Local Workforce Development Board have reviewed and understood their current by-laws. The form must be signed and dated by at least 6 members of the membership. Please include the printed name of the member on the line below their signature. If additional signature/due lines are needed, please add them accordingly.

Name of Local Workforce Investment Board: [Name]

The following local board members attach their signatures to indicate they have reviewed and understood the board’s current by-laws:

- [Name]

Date

[Signature]

Name: [Name]

Date: [Date]

[Signature]

Name: [Name]

Date: [Date]
St. Charles County Workforce Development Board

ATTACHMENT FOR REVIEW OF BY-LAWS

The following form must be completed and submitted to the Division of Workforce & Business Development annually. The purpose of the form is to assure that all members of the Local Workforce Development Board have reviewed and understand their current by-laws. The form must be signed and dated by at least a quorum of the membership. Please include the printed name of the member on the line below their signature. If additional signatures/last lines are needed, please add them accordingly.

Name of Local Workforce Investment Board: St. Charles County

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

Amanda Signature Date

Scott Date

Quill Williams Signature Date

Bett Williams Date
ST. CHARLES REGION

WORKFORCE INNOVATION & OPPORTUNITY ACT

STATEMENT OF STRUCTURE, FIREWALLS, CONFLICT OF INTEREST AND AGREEMENT

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 a Board Member 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 parties agree to the terms of this document.

__________________________  ____________
Appointed Representative of the Local Elected Official  Date

__________________________  ____________
Daryl Mohamed  Date
WDR Chair

__________________________  ____________
Amanda Sinkmore  Date
St. Charles Community College Serving as the One-Stop Operator and Adult & DWP Service Provider

5/11/2020

4/24/2020
Section 3 of the By-Laws for the Workforce Development Board of St. Charles County, MO

A member of the Workforce Development Board may not vote or participate in decisions on any matter which has a direct financial or personal interest which may be affected by the member or any organization that such member represents, by which he or she is employed, or in any person or entity financially interested in such organization or the Workforce Board, unless a direct financial interest is fully disclosed to the Workforce Board. Any member of the Workforce Board who has a direct financial or personal interest in any matter which may be affected by the member is to disclose such interest to the Workforce Board and recuse himself or herself from voting or participating in the decision-making process concerning such matter.

Disclosure Statement

1. Are you or any immediate family member or partner an employee of or consultant to any business enterprise which is engaged in the provision of goods or services to St. Charles County, or the St. Charles County Workforce Development Board?

   [ ] Yes [x] No

   If your answer is yes, please identify such enterprise and disclose your relationship with it.

   ____________________________________________________

2. Are you or any member of your family holding any direct or indirect financial interest in any business enterprise which is engaged in the provision of goods or services to St. Charles County, or the St. Charles County Workforce Development Board?

   [ ] Yes [ ] No

   If your answer is yes, please identify such enterprise and disclose 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: ___________________________
Section III of the By-Laws for the Workforce Development Board of St. Charles County states:

A member of the Workforce Development Board may serve or participate in any capacity, whether in their own capacity or through any organization that such member may represent, on any board or similar body that provides direct financial benefit to such member or the immediate family of such member. Absent such benefits would be reflected in the minutes.

DISCLOSURE STATEMENT

1. Are you or your 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 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 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 policies and that the answers provided in the Disclosure Statement are true and accurate to the best of my knowledge.

Signature: __________________________ Date: __________________________

Print Name: __________________________
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 use or participate in any action which has a direct bearing on services to be provided by that member or by organizations that he/she may have a conflict of interest or by which he/she is employed. In addition, a member of the Board shall not directly, indirectly or through immediate family members, accept any business or professional advantage or favor from such organizations.

DISCLOSEMENT 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 products 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 products 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 correct to the best of my knowledge.

Signature: [Signature]
Print Name: [Print Name]
Date: [Date]
ATTACHMENT 8

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 dealings on any matter which has a direct bearing on services to be provided by that member or any agency or organization that such member represents, or by which the member is employed, or that would provide direct financial benefit to each member, or the immediate family of such members. Attributions 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: ____________

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Section II 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 matters on any subject which has a direct bearing on services to be provided by the member or any organization that such member represents or by which the member is employed, or that would provide direct financial benefit to such member, or the immediate family of such member. Violations should be reflected in the minutes.

DISCLOSURE STATEMENT

1. Are you or 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: ___________ 2019
Print Name: _______________
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 action which has a direct or indirect financial interest to be provided by the member or any organization that such member may be employed, or by which the member is employed, which would provide a direct financial benefit to such member, or to the business firm of such member. Absences should be indicated in its minutes.

DISCLOSURE STATEMENT

1. Are you a director, officer, sole owner, partner, or employee of or consultant or advisor to any business enterprise which is your knowledge or belief supplies any property, goods or services to St. Charles County Government, or the St. Charles County Workforce Development Board?
   Yes X 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 is your knowledge or belief supplies any property, goods or services to St. Charles County Government, or the St. Charles County Workforce Development Board?
   Yes X 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 correct to the best of my knowledge.

Signature: ___________________________ Date: 8/21/2019

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

A member of the Workforce Development Board may not solicit 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 member, or the immediate family of such member. Minutes should be considered in these cases.

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?

   X yes  no

   If your answer is yes, please identify such enterprise and describe your relationship with it.

   [Signature]
   [Name of Business] of [First Name] [Last Name] of [City], [State] of [County]

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?

   X yes  no

   If your answer is yes, please identify such enterprise and describe your relationship with it.

   [Signature]
   [Name of Shareholder] of [First Name] [Last Name] of [City], [State] of [County]

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: [Signature]
Date: [Date]

[Name]
[Title]
ATTACHMENT 8

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 debates on any matter which has a direct bearing on services to be provided by that member to any organization, that such member represents or by which the member is employed, or that would provide direct financial benefit to such organization, or the immediate family of such members. Additions should be referred to the members.

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: __________

Full Name: ________________________
Section 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 matters to be provided by that member or any organization that such member represents, or by which the member is employed, as that member provides direct financial benefit to such member, or by any political party of such member. As such, these should be reflected in the minutes.

DISCLOSURE STATEMENT

1. Are you a director, officer, sole owner, partner or employee of a 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: ____________________________
Section II 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 debates on any matter which may be prejudicial or financial to any organization or any individual or any organization that such members represent, or by which the member is employed, or that would provide direct financial benefit to such organization or the immediate family of such members. Absences shall be reflected in the minutes.

Disclosure Statement

1. Are you a director, officer, sale 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: 6/5/2019

Print Name: Linda L. Habeeb
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 debates on any matter which has a direct bearing on services to be provided by that member or any organization that such member represents, 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 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.
   ____________________________________________________________

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: 05/14/2022
Print Name: ________________________
Section 8 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 a decision on any matter which has a direct bearing on business in which he or she is employed, or that would provide direct financial benefit to such member, or the business entity of which he or she is employed. Disclosures should be submitted to the Executive Director.

Disclosure Statement

1. Are you a director, officer, sole owner, partner or employee of or consultant or advisor to any business enterprise which is to your knowledge or belief supplies any property, goods or services to St. Charles County Government, or to 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 is to your knowledge or belief supplies any property, goods or services to St. Charles County Government, or to 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 certify 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: [Signature]
Date: 6-25-19
Print Name: [Print Name]
Section II 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 member represents, or by which such member is employed, or that would provide direct financial benefit to such members, or the immediate family of such members. Any violation should be remedied in the minute.

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?
   \[\text{Yes} \checkmark \text{No}\]

   If your answer is yes, please identify such enterprise and describe your relationship with it.

   \[\text{_________________________}\]

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?
   \[\text{Yes} \checkmark \text{No}\]

   If your answer is yes, please identify such enterprise and describe your relationship with it.

   \[\text{_________________________}\]

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: \[\text{_________________________}\] Date: 6/30/19

Print name: \[\text{Lawrence Kube}\]
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 an action to be provided by that member or any organization that such member represents, or by which the member is employed, or that would provide direct benefit to the member, or the immediate family of such members. Any such action be reflected in the minutes.

DISCLOSURE STATEMENT

1. Are you a director, officer, sole owner, partner or employee of a 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 statements provided in the Disclosure Statement are true and accurate to the best of my knowledge.

Signature: ____________________________  Date: 6/13/94

Print Name: _____________________________________________________________________
Section E1 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 financial or personal interest to be provided by that member or any organization that such member represents, or to which the member is employed, or that would provide direct financial benefit to such member, or the immediate family of such member. Such interest shall be indicated in this record.

DISCLOSURE STATEMENT

1. Are you a director, officer, sole owner, partner, 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 x 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 x no

   If your answer is yes, please identify such enterprise and describe your relationship with it.

By signing 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: 10/10/19

Print Name: ________________________
Section 3 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 the affairs of any entity which has a direct financial or service relationship with the board or any organization that such member represents, in which the member is employed, or that would provide direct financial benefit to such member or the immediate family of such member. All transactions 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: 6/6/9

Full Name: ____________________________
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 to participate in debates or any matter which has a direct bearing on services to be provided by the member or any organization that such members represents, or by which the member is employed, or that would provide direct financial benefit to such member, or the immediate family of such member. Motions 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 understood 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: [Signature] Date: 4/1/9
Print Name: [Print Name]
Section II 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 member represents, or by whose the member is employed, or that would provide direct financial benefit to such member, or the immediate family of such member. Restrictions should be reflected in the By-Laws.

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: ___________________________
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 decision on any matter which has a direct or indirect pecuniary interest to such member or to any organization to which such member is officer, director, or member, or any organization which in any way provides financial support to such member or any organization with which such member is associated.

DECLARATIONS

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 X 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 X 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: Justin Smith Date: 6/4/19
Print Name: Justin Smith
Section 8 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 a decision on any matter which has a direct bearing on services to be provided by the member or any organization that such member represents, or by whom the member is employed, or that would provide direct financial benefit to such member or the immediate family of such member. Proceedings 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.

   [ ] yes  [ ] no

   If your answer is yes, please identify such enterprise and describe your relationship with it.

   __________________________________________________________________________

   __________________________________________________________________________

   By my signature below I certify 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: ____________________________

   __________________________________________________________________________

   __________________________________________________________________________

   By my signature below I certify 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: ____________________________

   __________________________________________________________________________

   __________________________________________________________________________
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 a decision on any matter where:

1. They or any member of their immediate family have any direct or indirect financial interest in any business enterprise which to their knowledge or belief supplies any property, goods or services to St. Charles County Government, or the St. Charles County Workforce Development Board. 

2. They or any member of their immediate family have any direct or indirect financial interest in any business enterprise which to their knowledge or belief supplies any property, goods or services to St. Charles County Government, or the St. Charles County Workforce Development Board.

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: 6/19/19

Full Name: __________________________
Section II of the Application for the Workforce Development Board of St. Charles County

A member of the Workforce Development Board cannot participate in debate on any matter where
there is a direct benefit to oneself or to any organization that such member
represents, or to which the member is employed, in that would provide direct financial benefit to such
members or the immediate family of such members. Members should be advised of this statement.

DISCLOSURE STATEMENT

1. Are you a director, officer, plan trustee, partner or employee of a consultant or advisor to any
business entity of which you have an interest which in 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 __

2. If yes, please identify such enterprise and describe your relationship with it.

3. Do any members 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 __

4. If 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: __________________________

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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 a member or any organization that such member represents, or by whom the member is employed, or that would provide direct financial benefit to such members, or to the immediate family of such members. Abstentions should be reflected in the minutes.

DISCLOSURE STATEMENT
1. Are you a director, officer, sales agent, 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: [Signature] Date: 10/17/19
Print Name: Erin Williams
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 OWD 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 OWD. This policy will be reviewed as a part of the annual monitoring.
LOCAL FISCAL AGENT

St. Charles County Finance Department
Bob Schnur, Director
201 North Second Street, Suite 541
St. Charles, MO 63301
636-949-7465
Chapter 135. Purchasing Policy Article I. Delegation of Purchasing Function

Section 135.010. Scope and Purpose.

[Ord. No. 16-030 52, 5-9-2016]

A. The primary objective of this policy is to ensure that the procurement of all materials, supplies, equipment, and services for St. Charles County shall be in accordance with applicable statutes of the State of Missouri and shall be accomplished in such a manner that the maximum value will be obtained for the money expended. This policy also provides guidance for grant programs, donations, and reimbursement and other contracts in which the County serves as a pass-through to provide funding to other agencies for the benefit of County residents. Procedures outlined herein shall apply to all expenditures of County funds.

B. The term "purchase" refers to the procurement of any and all supplies, materials, equipment, and contractual services or articles and shall include the rental or leasing of any equipment or articles, and any cost of financing the lease/purchase of equipment, articles, or services. A purchase is one (1) transaction, regardless of the number or type of items acquired or ordered in that transaction. This definition should be used when applying the purchasing procedures contained herein.

[1] Editor's Note: Section 1 of Ord. No. 16-030 also repealed Chapter 135, Purchasing Policy, consisting of Sections 135.010 through 135.430 which derived from Ord. No. 00-032 2, 3-29-2000; Ord. No. 01-178 51, 12-27-2001; Ord. No. 07-111 91, 8-14-2007; Ord. No. 07-150 51, 10-30-2007; Ord. No. 09147 "2—3, 12-23-2009; Ord. No. 10-028 51, 4-12-2010.

Section 135.020. Source and Extent of Purchasing Responsibility.

[Ord. No. 16-030 52, 5-9-2016]

A. The Department of Finance shall have responsibility for the purchase, acquisition, leasing and rental of goods and services for the County and for the sale, disposition, leasing, and rental of County surplus goods or services.

B. The Director of Finance is responsible for training a staff of people (the "purchasing staff") and for centralizing purchasing transactions so that the utmost in efficiency and monetary savings can be secured for the County. The Director of Finance may employ
Purchasing Managers who are authorized, under the supervision of the Director of Finance and in cooperation with the departments, to award contracts and execute purchase orders when County funds are available to pay such obligations and the purchase is in accordance with County ordinances.

Article II. Purchasing Generally

Section 135.025. State Law Application.

[Ord. No. 16-030 52, 5-9-2016]
Except as provided in this Chapter, all relevant statutes of the State of Missouri apply to the procurement of any materials; supplies; equipment; articles; services, including architectural, engineering, land surveying, construction, management, consulting, maintenance and other similar professional services; banking; and insurance. This Chapter shall be construed in a manner consistent with the contracting requirements set forth in Sections 50.660 and 432.070, RSMo., and the Charter and Ordinances of St. Charles County, as may be amended from time to time. Section 135.030. Establishment of Procedures.

[Ord. No. 16-030 52, 5-9-2016]
The Department of Finance will establish and administer purchasing procedures in accordance with this policy and coordinate purchasing procedures with the departments.

Section 135.040. Standardization of Procedures.

[Ord. No. 16-030 52, 5-9-2016]
Purchasing procedures and administrative practices developed from this policy shall be uniformly standardized, but sufficiently flexible to account for isolated unique conditions. Items commonly used in the various departments or units thereof shall be standardized whenever consistent with County goals and in the interest of efficiency and economy.

Section 135.050. Contracts Shall Be in Writing.

[Ord. No. 16-030 52, 5-9-2016]
All contracts for purchases shall be in writing. Verbal contracts are void and unenforceable against the County. Vendors are hereby given notice that the County cannot be held liable under any theory of ratification, estoppel, implied contract or quantum meruit.

Section 135.060. Vendor Registration.

[Ord. No. 16-030 52, 5-9-2016]
Any vendor that may wish to conduct business with the County may register to receive notifications via the County's website. Registration provides a means of receiving bid, qualification and proposal solicitations and updates to open bid, qualification and proposal solicitations. The Director of Finance has the authority to declare as irresponsible bidders those
vendors who default on their quotations, and to disqualify them from receiving any business from the County for a period of time to be imposed by the Director of Finance. Said declaration may be appealed by a vendor to the Director of Administration or designee who shall issue a decision within thirty (30) days of receipt.

Section 135.070. Conflict of Interest.

[Ord. No. 16-030 52, 5-9-2016]

A. No officer or employee of the County, whether elected or appointed, shall 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. No officer or employee shall act or refrain from acting in any capacity in which he is lawfully empowered to act as such an official or employee 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. No officer or employee shall 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. No officer or employee shall knowingly receive, directly or indirectly, any part of any fee, commission or other compensation paid by or payable to the County, or by any person in connection with any dealings with the County, or by any person in connection with any dealings with the County, or by any person in connection with any dealings with or proceedings before any office, officer, department, board, commission or other agency of the County. No such officer or employee shall 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 officers, employees or persons or firms doing business with the County guaranteeing the performance of any contract with the County.

B. No officer 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 officer 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 Article X, Section 10.400 of the St. Charles County Charter shall be broadly construed and strictly enforced for the purpose of preventing County officers and employees from securing any pecuniary advantages, however indirect, from their public affiliations, other than their County compensation.

D. Any officer or employee of the County who willfully conceals any such interest or violates any of the provisions of Article X, Section 10.400 of the St. Charles County Charter shall forfeit his office. Any contract made in violation of Article X, Section 10.400 of the St. Charles County Charter may be declared void by the County Executive or by resolution of the County Council.

E. All officers and employees of the County shall be bound by all applicable laws that pertain to conflicts of interest of such officers and employees such as those contained in the Revised Statutes of Missouri (RSMo.).
F. Acceptance of gifts other than advertising novelties for use at work is prohibited at all times. No officer or employee of the County shall become obligated to any vendor and shall not participate in any transaction from which they may personally benefit.

G. Officers and employees of the County shall be cautious to avoid situations in dealing with vendors or potential vendors that may be construed as bribery. Open bribery is seldom attempted; usually it consists of an attempt to secure favoritism by gifts or entertainment. County officers and employees should be cautious to avoid situations that may give rise to suspicion of their ethics.

Section 135.080. Personal Purchases for Employees Prohibited.

[Ord. No. 16-030 52, 5-9-2016] Personal purchases for officers and employees by purchasing staff are prohibited unless said purchases have been approved by the Director of Administration and the order is prepaid by the officer or employee. County officers and employees are also prohibited from using the County's name or the employee's position to obtain special price or service consideration in personal purchases unless the vendor includes County employees in a type of promotional or discount program that is available on similar terms to other government or corporate customers.

Section 135.090. Unauthorized Purchases.

[Ord. No. 16-030 52, 5-9-2016] No individual has the authority to enter into purchase contracts, or in any way to obligate the County for a procurement indebtedness, unless specifically authorized to do so by the Charter, ordinance, or by the Director of Finance pursuant to his powers under this Chapter. Any such purchase is an unauthorized purchase and the obligation is classified as a personal expense. Vendors doing business with the County are hereby advised that all purchases chargeable to the County must be authorized by an official County purchase order or duly approved contract, signed by an authorized individual pursuant to Section 135.410(C). The County will not reimburse officers or employees for the cost of any such purchases on behalf of the County, unless previous arrangements to that end have been made.

Section 135.100. Endorsement of Commodities or Vendors.

[Ord. No. 16-030 52, 5-9-2016] It is County policy not to endorse or in any way permit the employees' name, position, or the County's name to be used and advertised as supporting any product or vendor. This does not restrict the issuance of letters to vendors noting satisfactory or exceptional service or products, however, the correspondence must clearly indicate that the letter is not for reprinting.

Section 135.110. through Section 135.140. (Reserved)
Section 135.150. Buying Appropriate Quality.

[Ord. No. 16-030 S2, 5-9-2016]

A. Quality and service are just as important as price, and it is the duty of the Purchasing Manager to secure the appropriate quality for the purpose intended. Quality buying requires buying materials, goods or services that will fulfill but not necessarily exceed the requirements for which the goods or services are intended.

B. Buying appropriate quality requires:
   1. Having proper specifications;
   2. Checking materials or services to be purchased against specifications; and
   3. Checking materials or services received against specifications.

Section 135.160. Pre-requisites of Good Specifications.

[Ord. No. 16-030 S2, 5-9-2016]

A. Specifications should, when possible, describe a good or product already on the market. Special goods are expensive.

B. Specifications should be capable of being checked. The specifications should describe the method of checking, which will govern acceptance or rejection.

C. Specifications should, when possible, be capable of being met by several vendors for the sake of competition.

D. Specifications should be flexible where possible and further, where possible, invite vendors to suggest cost-saving alternates or substitutes.

Section 135.170. Forms of Specifications.

[Ord. No. 16-030 S2, 5-9-2016]

A. A "specification" is defined as an accurate, non-restrictive description of the products or services to be purchased. Acceptable forms of specifications are set out below. Department directors/elected officials or staff should consult the Purchasing Manager or the Director of Finance if the form of specification does not conform to one (1) of those set out below.

1. State/County specifications. State/County specifications are developed by the Missouri Division of Purchasing or St. Charles County Department of Finance or by technical personnel, chemists, engineers, or other qualified agency representatives in the various State or County departments. They provide for the purchase of standard products rather than special manufacture. The National Association of State Purchasing Officials and the National Institute of
Governmental Purchasing also provide information that assists in writing specifications.

2 Specification by brand or trade name. An acceptable brands list is developed only where it is not possible to write specifications adequate to describe the quality and performance required of the item, or where the tests necessary to determine compliance with the specification are lengthy, costly, require complicated technical equipment, and/or where currently existing County products, technical equipment or other circumstances, in the opinion of the Director of Finance, require certain acceptable brands for continuity and effective operation.

Specification by brand or trade name is used in lieu of the preparation of detailed specifications in instances where the latter is neither possible nor practical. Among the considerations that favor specification by brand or trade name are the following:

a. The difficulty of developing detailed specifications when the construction, manufacture or type of service is proprietary, unknown or patented.

b. The difficulty of developing detailed specifications in such manner as to eliminate inferior products.

c. The variability of designs, features, or compositions of products acceptable for a common end use purpose.

d. The absence of adequate facilities, or extreme costs, or time involved in developing, testing, and confirming against a detailed specification for compliance.

3 Specifications by plan or dimension sheet. This type of specification is advisable for the purchase of custom built cabinets, special furniture, machines, construction of new facilities, etc. Plan sheets are useful in that they provide specifications against which the material and/or services provided can be checked for compliance.

4 Specifications by chemical analysis or physical properties. This type of specification is ideal for many materials since such specifications can be checked accurately by laboratory tests and other methods.

5 Specifications by description of material and methods of manufacture. This type of specification should be used rarely. Ordinarily, the vendor, if the vendor knows the use for which the goods are intended, is in a better position to determine the proper materials and method of manufacture than the County. It should be used only for very special requirements.

6 Specifications by performance, purpose or use. This type of specification is excellent as it places the responsibility on the vendor to meet the County's requirements. It is always advisable to obtain substantial competition when using this type of specification since only one (1) vendor, being responsible for results, may suggest a better but more expensive article than is justified or required.
Specifications by sample. This type of specification is sometimes a good way to make requirements known. For example: "Print 1000 cards per the attached sample," or "See attached sample."

B. Maintenance Agreements.

1. If the need for a maintenance agreement is anticipated at the time of purchase, the services should be included in the original specifications and the cost considered in the original purchase.

2. If the need for a maintenance agreement was not anticipated at the time of purchase, or the original maintenance agreement has expired, normal competitive purchasing requirements apply unless the Director of Finance determines the original warranty would be voided as a result of the award to a vendor other than the authorized maintenance vendor providing the service.

Section 135.180. Inspection as a Check On Specifications.

[Ord. No. 16-030 52, 5-9-2016]
All specifications must be reasonably checked by inspection of goods and services received. Inspection is a responsibility of the user department of the County, but the Purchasing Manager or designee should be informed of inspection results to track vendors who supply the most satisfactory goods and services.

Section 135.190. Optimum Ordering Quantity.

[Ord. No. 16-030 52, 5-9-2016]
A. The Director of Finance shall determine optimal-ordering quantity for standard goods based on the following factors:

1. The quantity needed during a given period.
2. The reserve stock necessary for emergencies.
3. The unit purchase price.
4. The availability and cost of suitable storage.
5. The advantage of eliminating frequent and costly orders for small value items.
6. The grouping of requisitions and combining those to the same vendor on one (1) order to obtain price advantages.

B. Small orders are discouraged in that such orders can be costly to the County and to vendors. Section 135.200. Transportation Costs.

[Ord. No. 16-030 52, 5-9-2016]
A. Continuing increases in transportation costs have become an important factor in evaluating vendor quotations/bids. Higher transportation costs plus time lost in transit could negate a lower price from a distant vendor in favor of a higher price from a closer vendor. The cost of freight to destination must be included in any tabulation of prices if a fair comparison is to be made.

B. The County will allow both Freight on Board (FOB) terms, origin and destination, although destination is preferred. There are two (2) allowable methods for the County to reimburse the vendor for freight:

1. Prepaid and added. This indicates that the vendor will prepay the transportation charges, but will add the charges to the invoice for reimbursement from the County.

2. Prepaid and allowed. This means that the vendor will prepay the transportation charges and that they are already included in the contract price.

C. Nothing herein shall prevent the County from separately arranging and paying for transportation of a purchased item.


[Ord. No. 16-030 S2, 5-9-2016]

A. Annual Assessment Of Requirements.

1. Commonly purchased data, communications, and technology infrastructure requirements. The Department of Finance shall perform an annual assessment of the annual or consolidated requirements of data transmission, communications and technology infrastructure needs for all County offices, departments, and agencies and, in conjunction with the Department of Information Systems, shall procure such data, communications and technology infrastructure by lease or purchase on the most advantageous terms available to the County. The cost of such infrastructure shall be billed to, and paid by, the end user office or department of the County.

2. All other requirements. The Department of Finance and department directors/elected officials shall perform an annual assessment of all other annual or consolidated requirements of all County offices, departments, and agencies. This consolidated procurement of goods and services shall conform to the competitive purchasing requirements, as outlined herein; shall be done annually based on anticipated requirements for the ensuing fiscal year; and shall be accomplished, if practical, on a timetable to facilitate firm cost figures to be incorporated into the budget for the ensuing fiscal year, or, in the case of consolidations, shall be done one (1) time based on the consolidated requirements in a timetable to satisfy the requirements of the consolidation. Unless specifically exempt from annual consolidated purchasing by the County Council on the recommendation of the Director of Finance, the following shall be procured pursuant to this Section and shall include the consumption requirements of all County offices, departments, and agencies:

a. Office supplies, equipment, and data processing and printing supplies, such as continuous forms, paper, printer ribbons, media, etc.

b. Motor fuels and lubricants.
c. Food and staples.

d. Janitorial supplies and/or services.

e. Vehicles, machinery, and road repair equipment.

f. Highway, road, and bridge repair and maintenance materials.

g. Vehicle and equipment repair services.

h. Clothing and other merchandise carrying the County logo.

[Other goods and services that may be from time to time added or removed from the list as recommended by the Director of Finance and approved by the Director of Administration.

B. Market Checks. Market checks may continuously be made by purchasing staff even where bid or negotiation on annual or consolidated requirements has established price. Vendors doing business with the County are hereby advised that a significantly lower market price may result in market purchases or re-bidding of such goods or services. "Significantly lower market price" shall mean ten percent (10%) or more below the established price or at least five hundred dollars ($500.00) less than the established price for the same goods or services. Section 135.220. Used and Demonstration Equipment.

[Ord. No. 16-030 S2, 5-9-2016]

Requests to purchase used equipment or equipment that has been used by the vendor as demonstration equipment shall be approved by the same method as set out by Section 135.340 on sole source purchases.

Section 135.230. through Section 135.300. (Reserved)

Article IV. Competitive Purchasing Requirements; Procedures; Exceptions

Section 135.310. Competitive Purchasing and Invitations For Formal Bid (IFB).

[Ord. No. 16-030 S2, 5-9-2016]

A. The competitive purchasing and Invitation for Formal Bid (IFB) procedure shall be used for purchases with clearly defined specifications or a scope of work, such as purchases of goods, janitorial services, vehicle/equipment maintenance services, construction services, and other nonprofessional services, etc. The procedure set forth in Section 135.320 below shall be used for procurement of professional services.

B. Competitive bids will be solicited in connection with all purchases whenever required by this Section and/or other applicable law and in other instances where price comparison may be
advantageous. Bids will be awarded to the lowest and best responsible bidder complying with specifications and with other stipulated bidding conditions.

C. Purchases Of Less Than Two Thousand Five Hundred Dollars ($2,500.00).

1. A purchase of less than two thousand five hundred dollars ($2,500.00) shall not require a formal bidding process; however, the department director/elected official must exercise due diligence to ensure the best possible price commensurate with the relative value of the product or service to be acquired.

2. The requisitioning department shall document such due diligence in a manner as provided by the Director of Finance. For purchases over one thousand five hundred dollars ($1,500.00) and less than two thousand five hundred dollars ($2,500.00), such due diligence shall be documented on a form provided by the Director of Finance to be attached to the requisition and shall include information such as vendor names, oral quotations received and the total quotation including any shipping/delivery and handling charges. All purchases made pursuant to this Subsection must still be documented through a purchase order or contract as set forth herein.

D. Purchases Of Two Thousand Five Hundred Dollars ($2,500.00) Or More And Less Than Fifteen Thousand Dollars ($15,000.00) — Informal Written Quotations.

1. A purchase of two thousand five hundred dollars ($2,500.00) to less than fifteen thousand dollars ($15,000.00) shall require the department director/elected official or designee to solicit an informal written quotation from at least three (3) vendors to be submitted to the Purchasing Manager prior to issuance of the purchase order.

2. Informal written quotations shall include detailed specifications, vendor name, address, telephone number, representative name, description of item(s) quoted if different than the item(s) specified (including rationale for accepting deviations), and total quotation including any shipping/delivery and handling charges. A "no bid" or "no response" will qualify as a valid quotation, provided that:
   a. All other documentation received by the department director/elected official or designee is included;
   b. Vendor was given a minimum of three (3) days to provide a valid quotation; and
   c. Vendor can obtain specified items.

E. Purchases Of Fifteen Thousand Dollars ($15,000.00) Or More — Invitation For Formal Bid (IFB).

1. A purchase of fifteen thousand dollars ($15,000.00) or more shall require advertisement for sealed bids in an Invitation for Formal Bid (IFB) as set forth in this Section. Timetables for advertising, opening, and awarding of bids in this category shall be the responsibility of the Department of Finance.

2. For purchases in this category, the Director of Finance or designee shall:
   a. Advertise the IFB in a newspaper of general circulation in the County and may also advertise in such places as are most likely to reach prospective bidders. An IFB shall be posted on the County website at least five (5) days before bids for such purchases are to be opened. Alternatively, other methods of advertisement may be adopted by
the Director of Finance when such other methods are deemed more advantageous for the supplies to be purchased.

b. Accept bids submitted by prospective bidders by mail, commercial mail service, or hand delivery by the date and time set for the opening of bids.

3. Awarding of bids in this category shall be based on the following pre-established criteria:

a. Cost.

b. Professional qualifications/certifications (if applicable).

c. Bonding (if applicable).

d. Compatibility with existing conditions (if applicable).

e. Enhancements, warranties, and maintenance or other service offerings included at a reasonable or no additional charge (if applicable).

f. Specific requirements, capabilities, and abilities included in the bid specifications.

These pre-established criteria, including the specific requirements approved for an individual bid, shall be assigned relative weight at the time of the issuance of the IFB.

4. The Director of Finance shall have the right to reject any or all bids and advertise for new bids, or purchase the required products and/or services on the open market if they can be so purchased at a better price. When bids received pursuant to this Section are unreasonable or unacceptable as to terms and conditions, noncompetitive, or the low bid exceeds available funds, and it is determined in writing by the Director of Finance that time or other circumstances will not permit the delay required to reissue an IFB, a contract may be negotiated pursuant to this Section, provided that each responsible bidder who submitted a bid under the original IFB is notified of the determination and is given a reasonable opportunity to modify its bid and submit a best and final bid to the County. In cases where the bids received are non-competitive or the low bid exceeds available funds, the negotiated price shall be lower than the lowest rejected bid of any responsible bidder under the original IFB.

F. Any deviation from the requirements of this Section must be justified in writing and submitted to the Director of Finance for approval.

Section 135.320. Professional Services.

[Ord. No. 16-030 S2, 5-9-2016]

A. Architectural, Engineering And Land Surveying Services — Request For Qualifications (RFQ). It is the policy of the County to negotiate contracts for architectural, engineering, and land surveying services on the basis of demonstrated competence and qualifications for the type of services required and at fair and reasonable prices. For purchases of these services, the following procedure shall be followed.
1. Request for qualifications. The Director of Finance or designee shall release a Request for Qualifications (RFQ) in whatever manner is deemed most likely to obtain the greatest number of responses from qualified firms.

2. Prequalification and prequalified roster. Each firm that desires to perform the required services shall submit a prequalification packet to the Purchasing Manager that identifies the discipline(s) for which prequalification is requested, demonstrates its areas of professional expertise, and includes all of the information listed in Subsection (A)(3) below. The Department of Finance shall solicit updated prequalification packets at least once every two (2) years and shall accept updates from prequalified firms, firms requesting consideration for prequalification in additional disciplines, or prequalification packets from new firms at any time.

3. Each firm shall submit the following documentation with its prequalification packet:

   a. Proof the firm is duly authorized to conduct business in the State of Missouri in the applicable discipline(s);

   b. Proof that at least one (1) member of the firm possesses professional registration issued by the State of Missouri in the applicable discipline(s);

   c. Provide a statement of intent to assign at least one (1) staff professional to each project awarded; and

   d. Supporting qualification information demonstrating expertise in each discipline of desired prequalification through:

      (1) The specialized experience and technical competence of the firm and its employees with respect to the discipline(s);

      (2) A description of the work previously performed by the firm for the County;

      (3) Record of the firm's timely accomplishment of work in the area of expertise for which it seeks prequalification;

      (4) Recent experience showing accuracy of construction project cost estimates;

      (5) A description of the firm's approach to project management to assure on-time, on-budget, and properlyscoped projects;

      (6) A description of the firm's approach to quality assurance and quality control of projects;

      (7) A description of the firm's community relations approach, including evidence of sensitivity to citizen concerns; and

      (8) Headquarters and main office location of the firm.

4. Firms that prequalify shall be placed on a prequalified roster maintained by the Department of Finance.

5. Purchases less than fifteen thousand dollars ($15,000.00). If the cost of services is less than fifteen thousand dollars ($15,000.00), then the Director of Finance or designee
may negotiate with a pre-qualified firm to establish a contract that is fair and reasonable.

6. Purchases of fifteen thousand dollars ($15,000.00) or more.

a. For purchases in this category, the Purchasing Manager and/or department director/elected official of the requesting department shall select at least three (3) highly qualified firms from the prequalified roster and provide those firms a project scope of work and solicit from them a response. Each firm's response shall include a technical project approach, a work breakdown structure with estimated hours, and a firm workload report that demonstrates capability and capacity to perform the requested services. After receiving the responses, the Purchasing Manager and/or department director/elected official of the requesting department requiring the service shall review and rank the proposals.

b. If there are not at least three (3) highly qualified firms on the prequalified roster, or should the Director of Finance believe it to be in the interest of the County to seek additional qualified firms for a particular project, the Director of Finance may issue a combined RFQ and scope of work in accordance with Subsection 135.320(A)(1).

c. Negotiations.

(1) The Purchasing Manager, department director/elected official of the requesting department requiring the service, and the highest ranked firm shall negotiate a professional services contract that includes a detailed scope of work to be provided and the compensation for those services.

(2) If, after reasonable efforts, the County determines that it is unable to negotiate a satisfactory contract with the highest ranked firm, then negotiations with that firm shall be terminated. The County shall then undertake negotiations with the second highest ranked firm. If, after reasonable efforts, the County determines that it is unable to negotiate a satisfactory contract with the second firm, then negotiations with such firm shall be terminated. The County shall then undertake negotiations with the third highest ranked firm.

(3) If the County is unable to negotiate a satisfactory contract with any of the top three (3) selected firms, the County shall re-evaluate the necessary architectural, engineering or land surveying services, including the scope of work and reasonable fee requirements, and then proceed with solicitation of responses from vendors again in accordance with this Section.

B. Other Professional Services — Requests For Proposal (RFP). The following procedure shall be utilized for other professional services (excluding architectural, engineering and land surveying services set forth in Section 135.320(A)) when: the scope of work cannot be completely defined by the County; the required goods and services can be provided in several different ways; the exercise of discretion and independent judgment in the performance or design and an advanced, specialized type of knowledge, expertise, or training customarily acquired either by a prolonged course of study or equivalent experience in the field is necessary; where the qualifications, experience, or quality of the goods and services to be delivered are significant factors for consideration, in addition to price; or the responses may contain varying levels of service or alternatives which lend themselves to negotiation,
1. Request for Proposals. The Director of Finance or designee shall release a Request for Proposal (RFP) in whatever manner is deemed most likely to obtain the greatest number of responses from qualified providers of the required services.

2. Purchases less than fifteen thousand dollars ($15,000.00). If the cost of services is less than fifteen thousand dollars ($15,000.00), the Director of Finance or designee may negotiate with a qualified provider to establish a contract that is fair and reasonable.

3. Purchases of fifteen thousand dollars ($15,000.00) or more. If the cost of services is fifteen thousand dollars ($15,000.00) or more, then the Director of Finance or designee shall:
   a. Advertise an RFP in a newspaper of general circulation in the County and may also advertise in such places as are most likely to reach prospective vendors and may provide such information through an electronic medium available to the general public at least five (5) days before proposals for such purchases are to be opened. Alternatively, other methods of advertisement may be adopted by the Director of Finance when such other methods are deemed more advantageous for the services to be purchased.
   b. Accept proposals submitted by prospective vendors by mail, commercial mail service or hand delivery by the date and time set for the opening of proposals.
   c. Review of proposals. After receiving all responses to the RFP, the Purchasing Manager and/or the department director/elected official of the requesting department requiring the service shall review each response and rank them based upon the relative importance of the criteria for the project as stated in the RFP. Selection of vendors in this category shall be based on the following pre-established criteria:
      (1) Qualifications of the firm.
      (2) Bonding (if applicable).
      (3) Compatibility with existing conditions (if applicable).
      (4) Enhancements, warranties, and maintenance or other service offerings included at a reasonable or no additional charge (if applicable).
      (5) Specific requirements, capabilities, and abilities included in the bid specifications.
(6) Schedule (if applicable).

(7) Pricing structure.

c. Negotiations.

(1) The Purchasing Manager and/or department director/elected official of the requesting department requiring the service, and the highest ranked vendor shall engage in discussions so as to determine the sufficiency of the vendor's qualifications and to establish an amount of compensation which is fair and reasonable and, if successful, shall negotiate a contract that includes a detailed scope of work to be provided and the compensation for those services.

(2) If, after reasonable efforts, the County determines that it is unable to negotiate a satisfactory contract with the highest ranked vendor, then negotiations with that vendor shall be terminated. The County shall then undertake negotiations with the second highest ranked vendor. If, after reasonable efforts, the County determines that it is unable to negotiate a satisfactory contract with the second vendor, then negotiations with such firm shall be terminated, and the County shall then undertake negotiations with the third highest ranked firm, and so on, until an agreement is reached with the then best qualified vendor for a compensation determined to be fair and reasonable.

(3) If the County is unable to negotiate a satisfactory contract with any of the vendors, the County shall re-evaluate the necessary services, including the scope of work and reasonable fee requirements, and may then release a revised RFP in accordance with this Section.

C. Attorneys, court reporters, litigation consultants, and experts engaged by the County Counselor's office for work for that office on behalf of the County, as well as closing and title insurance expenses ordered through the County Counselor's Office, shall be exempt from the competitive purchasing requirements and procedures set forth in this Article.

D. Notwithstanding any provision in Section 135.310 and Section 135.320 to the contrary, the Department of Information Systems shall have the authority to procure products and services related to information technology when the estimated expenditure of such purchase does not exceed seventy-five thousand dollars ($75,000.00), the length of any contract or agreement does not exceed twelve (12) months, and the department complies with the informal methods of procurement established in Section 135.310(D) or Section 135.320(B)(2) for expenditures of less than fifteen thousand dollars ($15,000.00). For the purposes of this Section, "information technology" shall mean computers; storage; networking and other physical devices infrastructure; and processes and the use thereof to create, process, store, secure, and exchange all forms of electronic data.

E. The County shall have the right to negotiate amendments to a project scope and/or to negotiate new contracts with a firm selected pursuant to Sections 135.320(A)(6) or 135.320(B)(3) for additional projects requiring the particular expertise for a period not to exceed three (3) years. After three (3) years, the full procurement procedure shall be used again for selection of professional services.
F. If, after project completion by a firm already selected by the County pursuant to 135.320(A)(6) or 135.320(B)(3), the County requires professional services on an ongoing consultant basis on that same project, the County may retain the services of that firm on a consultant basis for a period of three (3) years from the date of the execution of the original contract. After that period of time, the County shall use this procedure again to select ongoing consultant services.

G. Any deviation from the requirements of this Section must be justified in writing and submitted to the Director of Finance for approval.


[Ord. No. 16-030 S2, 5-9-2016]

A. In determining which of these procurement requirements set forth in Sections 135.310 and 135.320 apply, the Department of Finance shall estimate into which category a particular purchase will fall. In cases where quotations and bids indicate that the purchase will fall into a higher dollar threshold category than estimated, the competitive purchasing requirements for the higher threshold category shall apply. For example, if informal written quotations are solicited but the quotations received in response exceed fifteen thousand dollars ($15,000.00), then the process for the higher dollar value category shall apply to the purchase.

B. In making a recommendation for the awarding of the bid or selection of a firm, the requisitioning official shall address the preestablished criteria and summarize the evaluation process.

C. Records of all purchases shall be readily available and maintained by the Department of Finance. Departments are responsible for maintaining records produced in the course of selecting a product or vendor in accordance with the County's Records Management Policy.

D. Any and all information contained in a bid or proposal or otherwise submitted by a vendor pursuant to this Article becomes a public record subject to the Missouri Open Meetings Act, Chapter 610, RSMo. If the vendor believes that any such information is protected from disclosure, the vendor must clearly identify what information the vendor believes is so protected and must also clearly identify the legal basis therefor. Section 135.340. Sole Source.

[Ord. No. 16-030 S2, 5-9-2016]
The term "sole source" refers to any purchase from one (1) source only, allowing no substitutes, where the item or service being purchased is sufficiently unique or existing County equipment or technical requirements preclude the use of another similar item or service from a different manufacturer, brand, or provider. Sole source purchases must be justified setting forth the specific and valid reason(s) that will prevent any other vendor's item or service from satisfying a valid requirement. This justification must be submitted with the requisition and approved by the Director of Finance prior to placement of the order. Reference to the original justification must be submitted with each new requisition. However, justification and approval as specified above shall be required annually.

Section 135.350. Cooperative Procurement Programs.

[Ord. No. 16-030 S2, 5-9-2016]

A. The County may purchase goods and services pursuant to a cooperative procurement agreement provided that the procuring entity's procurement process meets the County's competitive purchasing requirements set forth herein. All State of Missouri cooperative procurement agreements qualify for this competitive purchasing documentation exemption; any other cooperative procurement agreement must be approved in writing by the
Director of Finance prior to any purchase being made through the agreement. The approval authority required in Section 135.360 shall apply to purchases made pursuant to cooperative procurement agreements authorized by this Section.

B. The Director of Finance shall periodically check goods and services available through approved cooperative procurement agreements against the market and other cooperative agreements and direct departments to utilize another competitive purchasing mechanism when a lower price or better good or service appears to be available.

Section 135.360. Approval Authority.

[Ord. No. 16-030 S2, 5-9-2016]

A. During any current budget year, no department director/elected official shall expend or contract to expend any money or incur any liability, or enter into any contract which by its terms involves the expenditures of money, for any purpose, in excess of the amounts appropriated for that budget year. Any portion of an agreement is voidable by the County to the extent that it obligates the County to expend or contract to expend any money or incur any liability, or enter into any contract which by its terms involves the expenditures of money, for any purpose, in a future budget year without stating that such obligation is subject to future budgetary appropriation.

B. Department directors/elected officials proposing to transfer appropriations shall do so as set forth in Article VI, Section 6.206 of the Charter. Purchases and bids shall be approved in the manner provided for below.

C. Purchases and bids of less than fifteen thousand dollars ($15,000.00) require approval by the department director/elected official and Director of Finance or designee.

D. Purchases and/or bids of at least fifteen thousand dollars ($15,000.00) but less than fifty thousand dollars ($50,000.00) require approval by the department director/elected official and the Director of Administration or designee.

E. Purchases and/or bids of fifty thousand dollars ($50,000.00) or more require approval by the department director/elected official and also the County Council on the consent agenda. Section 135.370. Emergency Purchases.

[Ord. No. 16-030 S2, 5-9-2016]

A. Emergency purchases shall be approved only in cases of compelling urgency and gravity.

B. Emergency purchases of up to and including fifty thousand dollars ($50,000.00) made without following the competitive purchasing requirements outlined herein must receive the prior written approval of the Director of Finance who shall consult with the County Executive. Emergency purchases of more than fifty thousand dollars ($50,000.00) made without following the competitive purchasing requirements outlined herein must receive the prior written approval of the Director of Finance who shall consult with the County Executive and the County Council Chairperson.

C. To qualify as an emergency, conditions must exist that create an immediate and serious need for equipment, supplies or services that cannot be satisfied through normal procedures. A situation shall not warrant an emergency purchase unless:

1. An emergency condition (as defined above) exists;
2. The element of time is a crucial factor in seeking relief; and
3. The resolution of the condition deserves priority over routine operations and duties of the County.

Section 135.380. Local Vendor Preference.

[Ord. No. 16-030 S2, 5-9-2016]

A. It is the policy of St. Charles County to consider the residual benefits to the St. Charles County economy where the purchase or a component of the purchase has a local source. The County may give preference to all commodities manufactured, mined, produced, or grown within St. Charles County, and to products and services provided by, firms, corporations, or individuals doing business in St. Charles County. "Preference" shall be permitted where products and/or services are of equal or better quality and the difference in the price is negligible.

B. Notwithstanding the provisions of Subsection (A) above, the County solicits and will consider quotations/bids/proposals from all interested and qualified vendors. Preference for a local source must be provided to and approved by the Director of Finance.

C. Products manufactured in the United States may be given preference if price, quality and other considerations are equal.

Section 135.390. Changes of Suggested Vendor by the Director of Finance.

[Ord. No. 16-030 S2, 5-9-2016]
The Director of Finance may shift in whole or in part, a purchase by a department director/elected official to another vendor who will provide better prices, service, and/or delivery up and until the execution of a purchase order or contract. The standard of quality shall not be changed, however, except when necessary and after consultation between the purchasing staff and the requisitioning department.

Section 135.400. (Reserved)

Article V. Contracts in All Forms — Purchase Orders and Contracts; Cancellations, Amendments and Modifications

Section 135.410. Purchase Orders.

[Ord. No. 16-030 S2, 5-9-2016]
A. The issuance of a purchase order in acceptance of a vendor's quotation or bid, or alternatively a purchase order and the vendor's acceptance thereof, shall together constitute a contract between the County and the vendor, provided however that this method of contracting shall only be used for straightforward purchases such as commodities, materials, or equipment wherein the purchase order adequately memorializes the product or services to be provided and the compensation to be paid by the County therefor.
B. The issuance of purchase orders is the responsibility of the Department of Finance. The County will not recognize purchases executed by unauthorized individuals, and payment of these obligations will not be approved. Purchases of this nature are illegal under County ordinance and applicable Missouri law.

Section 135.420. Separate Written Contract Required, When.

[Ord. No. 16-030 52, 5-9-2016]

A. Except as set forth in Section 135.410, a separate written contract shall be required for purchases made pursuant to an IFB, RFQ, RFP, or for any other purchase for which the applicable terms for the product or services to be provided, or the compensation to be paid by the County must be set out in more detail in a separate contract. All such contracts for purchases shall:

1. Incorporate by reference the applicable IFB/RFQ/RFP issued by the County and any addenda; the vendor's response thereto (if applicable); and the agreed-upon specifications, pricing, and any other material agreements or deliverables related to the purchase;

2. Require the vendor to retain records related to the contract, for inspection and audit by the County Auditor, for a period of three (3) years unless permission to destroy them sooner is granted by the County, or for such longer period as may be required by law;

3. Bear the certification of the Director of Finance, as the County's accounting officer, in accordance with Section 50.660, RSMo.; and

4. Be submitted to the County Counselor’s Office for approval as to legal form as required by Article IV, Section 4.602.5 of the Charter or shall utilize a form that has been approved by said office.

B. The authority of the County to enter into certain contractual obligations is restricted as follows.

1. Any contractual provision purporting to obligate the County to pay any vendor's attorney's fees, in whole or in part, shall be void unless approved in writing by the Director of Administration and Director of Finance.

2. Any contractual provision purporting to obligate the County to indemnify any vendor, in whole or in part, shall be void to the extent that the amount of such indemnification exceeds the County's applicable insurance coverage or specifically appropriated funds, whichever is greater.

C. Upon approval as provided for in Section 135.360, any separate written County contract shall require execution by the County Executive in order to be binding on the County, except that:

1. For contract amounts of at least fifteen thousand dollars ($15,000.00) but less than fifty thousand dollars ($50,000.00), the Director of Administration or designee may execute the contract, and

2. For contract amounts less than fifteen thousand dollars ($15,000.00), the department director/elected official may execute the contract.
D. The County will not recognize separate written contracts executed by unauthorized individuals, and payment of these obligations will not be approved. The obligation for such contract shall be as set forth in Article VI, Section 6.209 of the County Charter.

Section 135.430. Cancellations, Contract Amendments and Modifications.

[Ord. No. 16-030 S2, 5-9-2016]

A. It is the general policy of the County to avoid mistakes in specifications and contracts because correcting such mistakes may be costly to the County and/or the vendor in restocking charges, freight two (2) ways, and loss of vendor goodwill. Where cancellation, modification, or amendment of a contract must be made, every attempt should be made to do so before shipment.

B. To request a cancellation of, modification of, or amendment to a contract, the requisitioning department should advise the Purchasing Manager of the reasons, referring to the vendor and purchase order if one was utilized.

C. Contract Amendments. Unless otherwise established at the time the purchase was originally approved, contractual amendments, commonly referred to as "change orders," shall be approved pursuant to Section 135.360, unless the cumulative increase in the original contract price is less than ten percent (10%), in which case the contract amendment may be approved by the following:

1. Director of Finance if the original contract amount was less than fifteen thousand dollars ($15,000.00);

2. Director of Administration if the original contract amount was at least fifteen thousand dollars ($15,000.00) but less than fifty thousand dollars ($50,000.00); or

3. County Executive if the original contract amount was at least fifty thousand dollars ($50,000.00) and the cumulative increase is not more than fifty thousand dollars ($50,000.00).

D. If a purchase order was used in the purchase, the Purchasing Manager shall execute any necessary modification to the purchase order after such modifications have been approved as provided for herein.

Section 135.440. General Vendor Terms and Conditions.

[Ord. No. 16-030 S2, 5-9-2016]

A. Vendors shall be authorized to do business in the State of Missouri.

B. Vendors shall be current on all St. Charles County taxes including property and sales taxes.
C. Vendors may not be awarded a contract unless they have all required permits and licenses as required by St. Charles County, including but not limited to licenses for HVACR contractors, plumbing contractors, and electrical contractors.

Section 135.450. through Section 135.490. (Reserved)

Article VI. Requisitions; Invoices; Payments

Section 135.500. Review of the Requisition.

[Ord. No. 16-030 S2, 5-9-2016]
A. Completed requisitions from County departments and offices shall be forwarded through the department director/elected official or designee. Approved requisitions are forwarded subsequently to the Department of Finance for review and approval.

B. If a requisition is not approved, it will be returned to the requisitioning department with an explanation for disapproval.

Section 135.510. Overdrafts Prohibited.

[Ord. No. 16-030 S2, 5-9-2016]
No purchase requisition shall be allowed to overdraft a budgetary account. It is the responsibility of the requisitioner to know that funds are available in the designated account before making a requisition.

Section 135.520. Payment of Invoices.

[Ord. No. 16-030 S2, 5-9-2016]
No invoice shall be approved for payment until notice has been provided that the goods or services have been inspected and found to be in compliance with the specifications and other contract requirements and that the payments are in accordance with this Chapter, budget, and the requisitioning department's policies and procedures.

Section 135.530. through Section 135.600. (Reserved)

Article VI I. Purchasing — Department of Finance General Services

Section 135.610. Surplus Property.

[Ord. No. 16-030 S2, 5-9-2016]
A. If property, personal or real, is determined to be usable, it may be transferred to another department within County Government where it can be used. Notification of such transfer, in writing, shall be submitted to the Department of Finance for fixed asset inventory purposes.
B. The Director of Finance is authorized to dispose of personal property items with a depreciated value of twenty-five thousand dollars ($25,000.00) or less, no longer needed by the County or determined to be obsolete, at the most advantageous terms available. Any such disposal shall be made only after notice to, and approval by, the County Executive.

C. Real property shall only be disposed of through ordinance. Section 135.620. Grants.

[Ord. No. 16-030 52, 5-9-2016]

A. The County encourages department directors/elected officials to seek out grants to accomplish the work of the County that would otherwise have to be funded entirely by the County. A department director/elected official may make the application for a new grant upon approval by the County Executive. Acceptance of the actual grant funds shall be approved by the County Council and the County Executive. Pursuant to Article VI, Section 6.205.3 of the Charter, the County Council may authorize the acceptance of the grant funds in the budget ordinance or the County Executive may forward acceptance of the grant funds to the County Council for approval on its consent agenda. Supplemental appropriation of revenues and expenditures requires approval by the County Council by ordinance pursuant to Article VI, Section 6.206 of the Charter.

B. Grant Renewal.

1. A department director/elected official may apply to renew and accept a grant with an additional increase of not more than twenty-five percent (25%) of the grant budgeted in the previous year, with no further action of the County Council, when:
   a. The grant amount is contained in the approved annual budget of the County; or
   b. The grant amount is contained in part in the current year’s budget, and the Director of Administration provides written certification that such grant is to be requested in the next fiscal year’s budget of the County and upon a statement that such grant continuance is subject to acceptance and appropriation of the grant funds by the County Council.

2. All grant renewals shall be signed or countersigned by the County Executive or designee. The additional amount may not be encumbered until a supplemental appropriation is approved.

Section 135.630. Donations.

[Ord. No. 16-030 52, 5-9-2016]

A department director/elected official may accept monetary donations up to five thousand dollars ($5,000.00), or consumer goods up to five thousand dollars ($5,000.00) in value, on behalf of the County for use by that department; however, a department director/elected official may not accept donations of any kind from a current vendor or a vendor that is actively responding to County solicitations for quotes, bids, qualifications or proposals unless similar donations are made by the entity to other organizations generally. The department director/elected official shall notify the Director of Finance of any donation and cash donations shall be deposited by the Director of Finance into the General Fund until subsequently appropriated in the budget.

Section 135.640. Reimbursement Contracts.

[Ord. No. 16-030 52, 5-9-2016]

In instances in which the County serves as a pass-through agent under Federal, State, municipal or private business grant requirements, the County Executive or his designee may approve the
grant request in his discretion and no ordinance shall be required. Pass-through grants are those in which no more than administrative costs are payable to the County from the grant and such administrative costs are not appropriated to an agency but are paid to the County general fund.

Section 135.650. Credit Card Payment Services.

[Ord. No. 16-030 S2, 5-9-2016]

A. With prior approval of the Director of Administration, any County department or office is authorized to receive payment by credit card of any fees it imposes pursuant to County ordinance or State law, but shall charge a convenience fee not to exceed any administrative costs imposed by the credit card service under contract to process such payments.

B. Only the Director of Finance may select and contract with a provider of credit card payment services under the provisions of this Chapter on behalf of one (1) or more County departments.
### Adult (50217)

#### PY20

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Funds available:
- **PY20**: $4,699 (10% Total to allocate to this category; 90% allocate to Admin Sal & Fringe; 10% allocate to Admin Other)
- **PY21**: $183,679 (70% Operations (staffing/prog/other); 30% Client)

Balance for Programs:
- **PY20**: $15,042 (30% Client)
- **PY21**: $55,102 (30% Client)
### PY20
**Workforce Innovation and Opportunity Act Dislocated Worker Allocations**

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**Balance for Program**

- $65,421
- $45,786 (70% Operations [staffing/program])
- $19,646 (30% Client)

### PY21
**Workforce Innovation and Opportunity Act Dislocated Worker Allocations**

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**Balance for Program**

- $292,835
- $204,984 (70% Operations [staffing/program])
- $87,850 (30% Client)

---

**PY20 & PY21**

190
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FY20/PD17/05
ST. CHARLES COUNTY REGION

COMPLAINT & GRIEVANCE POLICY (PROGRAM COMPLAINTS)

General WIOA complaints may be made up to one (1) year from the date of the event or condition alleged to be a violation of WIOA. The appropriate resolution process to be followed depends on the nature of the complaint. General WIOA complaints fall into the following two categories:

1. Complaints involving local WIOA programs, agreements, or local Workforce Development Board (LWDB) policies and activities; or
2. Complaints involving State WIOA policies, programs, activities, or agreements.

A complaint may be amended or withdrawn at any time prior to a scheduled hearing.

Any Missouri Job Center employee who processes a WIOA complaint will keep information that could lead to the identification of the person filing the complaint confidential, to the extent practical. The identity of any person who furnishes information related to, or assisting in, an investigation will also be kept confidential to the extent possible.

The Missouri Job Center will not discharge, intimidate, retaliate, threaten, coerce, or discriminate against any person because such person files a complaint, opposes a prohibited practice, furnishes information, assists, or participates in any manner in an investigation or hearing.

General WIOA Complaints

Attached to this policy is the OWD General WIOA Complaint Form (Attachment 1) that the Missouri Job Center uses as a complaint intake tool. Local offices may duplicate this form for the purpose of receiving general WIOA complaints. Any alternate form must include all information required on the General WIOA Complaint Form. Any complaint received in writing will be accepted and handled in the same manner as if it were made on the General WIOA Complaint Form. State and local Equal Opportunity (EO) Officers will log all WIOA formal complaints on the form attached to this policy (Attachment 2 WIOA Complaint and Grievance Log – Local Level). The log shall include: the name and address of the complainant; the basis for the complaint; a description of the complaint; the disposition and date of disposition of the complaint; and any other pertinent information.

The Missouri Job Center encourages informal resolution prior to the filing of a written complaint. If the complainant is not satisfied with the attempt at informal resolution, he or she should be encouraged to complete a General WIOA Complaint Form.

The complainant should be allowed sufficient time and technical assistance to provide a complete and clearly written explanation on his or her complaint form. If the complainant is unable to write, staff may transcribe his or her words onto the form; staff must take care not to alter the language of the complainant. When a written complaint is received, the employee taking the complaint should review it immediately to insure completeness. Care should be taken to assure the following information has been provided, especially if the complaint is not received on the General WIOA Complaint Form:

1. Full name, telephone number, and address of the person making the complaint;
2. Full name and address of the respondent; and
3. Statement of the facts (including dates) that constitutes the alleged violation(s).

Complaints Involving Local Programs and Policies

Who May File

Any applicant, employee, participant, service provider, program recipient, or other interested party may file a complaint alleging a violation of local WIOA programs, agreements or LWDB policies and activities.

Complainants with Disabilities

The Missouri Job Center will accommodate complainants with disabilities so that they may file complaints. Alternate formats will be used on request to notify the complainant of hearings, results, and any other written communication. The Missouri Job Center will provide auxiliary aides and services, such as deaf interpreters or assistive listening devices, on request for negotiations, hearings and any other meetings where aural communication occurs. An accessible location will be used for hearings and other meetings on request.

Time and Place for Filing

Complaints may be filed with the local administrative entity or the service provider within one (1) year from the date of the event or condition alleged to be a violation of WIOA.

Resolution Process

Initial Review- Step One

If the complaint alleges a violation of any statute, regulation, policy, or program that is not governed by WIOA, the local administrative entity or service provider may refer the complaint to the appropriate organization for resolution. In such cases, the local administrative entity or service provider will notify the complainant of the referral.

Once the local administrative entity or the service provider receives the complaint from the complainant or the complainant's designated representative, the receiving employee will log the complaint. The local administrative entity or service provider will then establish a complaint file containing the following:

1. Application and enrollment forms;
2. Completed General WIOA Complaint Form (or complainant's written statement);
3. Chronological log of events or conditions alleged to be a violation of WIOA;
4. Any relevant correspondence; and
5. Record of the attempted informal resolution.

Informal Resolution- Step Two

The local administrative entity or service provider will attempt to informally resolve the complaint to the satisfaction of all parties. This informal resolution process must be completed within ten (10) business days from the date the complaint is filed. If all parties are satisfied, the complaint is considered resolved, and the terms and conditions of the resolution must be documented in the complainant’s file. When a
service provider attempts the informal resolution, the service provider will forward the complaint file to the local administrative entity. The local administrative entity will review the complaint file and investigate it further if necessary.

**Formal Resolution - Step Three**

When an informal resolution is not possible, the local administrative entity will issue a determination within twenty (20) calendar days from the date the complaint was filed. If the complainant does not request an appeal of the determination, the complaint is considered resolved, and the local administrative entity or service provider will document this in the complaint file. Any party dissatisfied with the determination may request a hearing within seven (7) calendar days of the date of the determination.

**Hearing - Step Four**

A complainant may amend or withdraw his or her complaint at any time prior to a scheduled hearing.

If the complaint is not withdrawn, the local administrative entity will designate a hearing officer to ensure the complaint receives fair and impartial treatment. The hearing must be conducted within forty-five (45) calendar days from the date the complaint was filed. The hearing officer will schedule a formal hearing and mail a written notice to the complainant, the respondent, and any other interested party at least seven (7) business days prior to the hearing.

The notice will include the date, time, and place of the hearing. Parties may present witnesses and documentary evidence, and question others who present evidence and witnesses. The complainant may request that records and documents be produced. Attorneys or another designated representative(s) may represent each party. All testimony will be taken under oath or affirmation. The hearing will be recorded either in writing or by audiotape.

The hearing officer's recommended resolution will include a summary of factual evidence presented during the hearing and the conclusions upon which the recommendation is based. The hearing officer will also concur with the chief local elected official (CLEO) toward reaching consensus on the recommended resolution to the complaint. If consensus cannot be reached, the hearing officer will initiate a request to the state for resolution.

**Final Decision - Step Five**

The local administrative entity will review the recommendation of the hearing officer and issue a final decision within sixty (60) calendar days from the date the complaint was filed.

**Appeal - Step Six**

Any party dissatisfied with the local administrative entity’s final decision, or any party who has not received either a final decision or a resolution within sixty (60) calendar days from the date the complaint was filed, may request an appeal. The appeal must be received by the OWD within ninety (90) calendar days from the date the complaint was filed at the following address:

Department of Higher Education and Workforce Development  
State WIOA Complaint and Grievance Office  
Danielle Smith, State WIOA Complaint and Grievance Officer  
PO Box 1087
OWD will review the complaint file, the hearing record, and all applicable documents and issue a final decision on the appeal within thirty (30) calendar days from the date the appeal was received.

**Complaints Involving State WIOA Policies, Programs, Activities or Agreements**

**Who May File**

Applicants, employees, participants, service providers, recipients and other interested parties may file a complaint alleging a violation of State WIOA policies, programs, activities or agreements.

**Complainants with Disabilities**

OWD will accommodate complainants with disabilities, so that they may file complaints. Alternate formats will be used on request to notify the complainant of hearings, results, and any other written communication. OWD will provide auxiliary aids and services, such as deaf interpreters or assistive listening devices, upon request for negotiations, hearings, and any other meetings where aural communication occurs. An accessible location will be used for hearings and other meetings on request.

**Time and Place for Filing**

Complaints may be filed with the service provider or with OWD within one (1) year from the date of the event or condition alleged to be a violation of WIOA.

**Resolution Process**

**Initial Review- Step One**

OWD will receive the complaint from the complainant, or the complainant's designated representative. If the complaint alleges a violation of any statute, regulation, policy, or program that is not governed by WIOA, OWD will refer the complaint to the appropriate organization for resolution and notify the complainant of the referral.

OWD will log all complaints received. The service provider or OWD will then establish a complaint file containing the following:

1. Application and enrollment forms;
2. Completed General WIOA Complaint Form (or complainant's written statement);
3. Chronological log of events or conditions alleged to be a violation of WIOA;
4. Any relevant correspondence; and
5. Record of the attempted informal resolution.

**Informal Resolution- Step Two**

OWD will attempt to informally resolve the complaint to the satisfaction of all parties. This informal resolution process must be completed within ten (10) business days from the date the complaint is filed. If all parties are satisfied by this informal process, the complaint is considered resolved and the terms and conditions of the resolution will be documented in the complaint’s file.
**Formal Resolution - Step Three**

When an informal resolution is not possible, OWD will forward the complaint file to the address below:

Department of Higher Education and Workforce Development  
State WIOA Compliant and Grievance Office  
Danielle Smith, State WIOA Complaint and Grievance Officer  
PO Box 1087  
Jefferson City, MO 65102

The State WIOA Complaint and Grievance Officer will review the complaint file, conduct further investigation, if necessary, and issue a determination within twenty (20) calendar days from the date the complaint was filed. If the complainant does not request an appeal of the determination, the complaint is considered resolved and the complaint file will be documented accordingly. Any party dissatisfied with the determination may request a hearing within fourteen (14) calendar days of the date of the determination.

**Hearing - Step Four**

A complainant may amend or withdraw his or her complaint at any time prior to a scheduled hearing. If the complaint is not withdrawn, the OWD will designate a hearing officer to ensure the complaint receives fair and impartial treatment. The hearing must be conducted within forty-five (45) calendar days from the date the complaint was filed. The hearing officer will schedule a formal hearing and mail a written notice to the complainant, the respondent, and any other interested party at least seven (7) business days prior to the hearing. The notice will include the date, time, and place of the hearing.

Parties may present witnesses and documentary evidence, and question others who present evidence and witnesses. The complainant may request that records and documents be produced. Attorneys or another designated representative(s) may represent each party. All testimony will be taken under oath or affirmation. The hearing will be recorded either in writing or by audiotape. The hearing officer's recommended resolution will include a summary of factual evidence presented during the hearing and the conclusions upon which the recommendation is based.

**Final Decision - Step Five**

OWD will review the recommendation of the hearing officer and issue a decision within sixty (60) calendar days from the date the complaint was filed. The decision of OWD is considered final.

**Appeals to the U.D. Department of Labor (USDOL)**

A complainant who receives an adverse final or appeal decision from the State may appeal that decision to USDOL within sixty (60) days of the receipt of the decision being appealed. Appeals must be filed within one hundred and twenty (120) days of the complainant’s filing of the grievance with the State, or filing of the appeal of a local grievance with the State. All appeals must be submitted by certified mail, return receipt requested, to the Secretary, U.S. Department of Labor, Washington, DC 20210, Attention: ASET. A copy of the appeal must be simultaneously provided to the appropriate Employment and Training Administration (ETA) Regional Administrator and the opposing party.
Criminal Fraud, Waste and Abuse

Information and complaints involving criminal fraud, waste, abuse, or other criminal activity must be reported immediately through the OWD's Incident Reporting System to the USDOL Office of Inspector General, Office of Investigations, Room S5514, 200 Constitution Avenue NW, Washington, D.C. 20210, or to the corresponding Regional Inspector General for Investigations, with a copy simultaneously provided to the ETA. The Hotline number is 1–800–347–3756. Complaints of a non-criminal nature are handled under the procedures set forth in 20 C.F.R. § 667.505 or through the OWD's Incident Reporting System.
St. Charles County Region

Supportive Service Policy
ST. CHARLES COUNTY REGION

SUPPORTIVE SERVICE POLICY (UPDATED June, 2019)

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 OWD 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.

____________________________________
Participant Signature and Date

____________________________________
Career Consultant and Date

____________________________________
Participant phone &/or email

____________________________________
Career Consultant phone &/or email
ST. CHARLES COUNTY REGION

PRIORITY OF SERVICE & SERVING WORKFORCE INNOVATION & OPPORTUNITY ACT (WIOA) ADULT PARTICIPANTS WHO ARE OVER INCOME GUIDELINES

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
St. Charles County Region

Training – Expenditure Rates & Training Criteria Policy
EXPENDITURE RATE / LOCAL CRITERIA FOR TRAINING RECIPIENTS—Provide your Board’s proposed training expenditure rates for both the Adult and Dislocated Worker regular formula fund allocations. In addition, describe the local process for determining who will receive training under the NGCC initiative.

Adult: 40%
DWP: 40%

The formula used to determine funding levels for local areas includes the local unemployment rate and areas of contiguous unemployment. The unemployment rate has continued to drop for the St. Charles area and there are now zero areas of Contiguous Unemployment. Additionally, many individuals that are eligible for Dislocated Workers Services live in St. Charles but are laid off from companies located in St. Louis City or County. These factors results in reduced formula levels to the St. Charles Region. Therefore, the St. Charles Region relies heavily on other sources of training funds to extend our service levels. The region makes use of TAACT grant training, NDW training, MWA training, Pell Grants, etc. Many job seekers receive training from sources outside the WIOA system. The Region feels this is within the intent of the law and benefits jobseekers.

This does not include the cost of providing in-house workshops. Those who receive training are either self-identified or their need for training becomes apparent after working with staff in the development of their Individual Employment Plan. Either way the individual meets with a team member to insure the understanding of their occupational choice. The skills required versus the skills they possess are assessed. This may be done through an objective assessment instrument or through an examination of past training and work experience. The individual’s ability to benefit from training is also assessed. This may include an objective assessment of foundation skills/ knowledge needed to benefit from further training and/or any other barrier the individual may encounter. This could include the ability to support themselves while in training, transportation, childcare, etc. Team members will work with the individual to address these needs with services available through the workforce system or by referral to other resources.

All other sources for training funds will be assessed before WIOA funds are approved.

The over-riding process includes the priority of service as listed in this document and the availability of funds.
St. Charles County Region

Eligibility – Youth Barriers Policy
YOUTH—WIOA section 129(a)(1)(B)(VIII) establishes that an eligibility criteria for Out-of-School Youth (OSY) is “a low-income individual who requires additional assistance to enter or complete an educational program or to secure or hold employment.” Please explain how the Board will define, identify, document, and serve youth participants meeting this eligibility criteria.

The Board will define, identify and document this eligibility criterion through:

- School assessment records such as the School Individualized Education Plan (IEP) or results from the TABE to document the youth is functioning below a grade level appropriate for their age
- School records to document the youth has attendance, behavior or learning difficulties
- An employer statement that a youth is in need of services to secure or retain employment
- Proof of enrollment into an Adult Education Literacy (AEL) class for remediation purposes within the previous six months
- Documents from the State Family Support Division to document the youth is a member of a family receiving public assistance
- Court Documentation, Social Service Documentation or a Verification of Payment to document migrant youth
- Self-Attestation on Application to document youth of incarcerated parent, family literacy problems, domestic violence, or limited English proficiency

WIOA section 129(a)(1)(C)(VII) establishes that an eligibility criteria for In-School Youth (ISY) is “an individual who requires additional assistance to complete an educational program or to secure and hold employment.” Please explain how the Board will define, identify, document, and serve youth participants meeting this eligibility criteria.

Only 5% of ISY can be enrolled with the “needs additional assistance” barrier during the Program Year. The Board will define, identify and document this eligibility criterion through:

- School assessment records such as the School Individualized Education Plan (IEP) or results from the TABE to document the youth is functioning below a grade level appropriate for their age
- School records to document the youth has attendance or behavior difficulties
- An employer statement that a youth is in need of services to secure or retain employment
- Proof of enrollment into an alternative education program offered by the local school district within the previous six months
- Documents from the State Family Support Division to document the youth is a member of a family receiving public assistance
- Court Documentation, Social Service Documentation or a Verification of Payment to document migrant youth
- Self-Attestation on Application to document youth of incarcerated parent, family literacy problems, domestic violence, substance abuse, limited English proficiency

As described in WIOA 20 CFR 681.250©, WIOA allows a low-income exception where five percent of WIOA youth may be participants who ordinarily would be required to be low-income for eligibility purposes and meet all other eligibility criteria for WIOA youth except the low-income criteria. The local area will calculate the five percent based on newly enrolled youth in a given program year on those youth who would ordinarily be required to meet the low-income guidelines (thus omitting the categories of OSY that do not require low-income status)
ST. CHARLES COUNTY REGION

YOUTH INCENTIVE POLICY

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. Per OWD Issuance 14-2019, the following is St. Charles Region’s Youth Incentive Policy.

All incentives provided will be:

- Tied to the goals of a specific program
- Directly tied to training activities and work experiences
- Outlined in writing before the commencement of the program that provides the incentive payment
- Aligned with our Region’s 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, but not limited to:

- Obtaining a Secondary or Post-Secondary Credential - $50
- Obtain HiSET - $50
- Successful completion of a Measurable Skills Gain - $25
- Successful completion of a work experience - $50

Incentives will not be awarded for:

- Workshop attendance
- Taking assessments such as the National Career Readiness Certificate (NCRC)
- Motivators for various activities such as recruitment, submitting eligibility documentation, and participation in the program
- Obtaining unsubsidized employment, entering the military, or retaining employment
- Participants that have exited the program or are in follow-up

St. Charles Region’s Procedure to administer an 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

Veteran Priority of Service
Updated January 2020

Veteran Priority of Service

OWD Issuance 10-2016 defines “priority of service” with respect to a “covered person” as a 1) veteran or 2) eligible spouse of a veteran.

1) Veteran – a person who served at least 1 day in the active military, naval, or air service, and who was discharged/released under any condition other than “dishonorable”. Active service includes full-time service in the National Guard or a Reserve component, other than full-time duty for training purposes
2) Eligible Spouse – a spouse, widow, or widower of any veteran who died of a service-connected disability; or of any living veteran who has a 100% disability rating resulting from a service-connected disability; or of a member of the US Armed Forces on active duty, who at the time of the spouse’s application has been listed for more than 90 days as:
   a) Missing in action; or
   b) Captured in the line of duty; or
   c) Forcibly detained in the line of duty by a foreign government or power

Identifying and Informing Covered Persons

The St. Charles Region will identify covered persons at point of entry (either in person or virtually) or provide the veteran or eligible spouse an opportunity to self-identify.

Once identified, the LWDB will provide timely and useful information on “priority of service” to include:

- Their entitlement to priority of service; and
- The full array of programs and services available to them under priority of service; and
- Any applicable eligibility requirements for those programs and/or services (only statutory requirements are applicable.)

Implementing priority of service to be applied across 3 different types of qualified job training programs:

- Universal access programs that do not target specific groups (i.e.; WIOA Adult State Formula-Funded Grants and W-P State Formula-Funded Grants. Veterans and eligible spouses receive the first level of priority in universal-access programs.
- Discretionary targeting programs that focus on certain groups but are not mandated to serve target group members before other eligible individuals.
- Statutory targeting programs that are mandated by federal law to provide priority or preference to certain groups. Under these programs, priority goes first to:
   1. Covered persons who meet the program’s mandatory priorities; then
   2. Non-covered persons who meet the program’s mandatory priorities; and finally
   3. Covered persons outside of the program’s mandatory priorities

Priority of service does not permit establishing tiers of veterans.
**Income calculations**

For those programs that have income guidelines, the Final Rule for WIOA implementation states that, “any amounts received as military pay by any person who served on active duty, and certain other specified benefits must be disregarded for the veteran and for other individuals for whom those amounts would normally be applied in making and eligibility determination.”

For a service such as classroom training, priority of service applies to the selection procedure, as follows:

- If there is a waiting list for the formation of a training class, priority of service is intended to require a veteran or eligible spouse to go to the top of the list.
- Priority of service applies up to the point at which an individual is both approved for funding and accepted or enrolled in a training class.

The St. Charles Regions will not allow priority of service to “bump” a non-covered person who has been both approved for funding and accepted/enrolled in a training class.

**Proof of Status**

Verification of the status of a veteran, or eligible spouse, will not be required at the point of entry, unless the individual who self-identifies as a veteran or eligible spouse:

- a) Is to immediately undergo eligibility determination and be registered or enrolled in a program; and
- b) The applicable federal program rules required verification of veteran or eligible spouse status at that time.

Even in those instances in which eligibility determination and enrollment occur at the point of entry, a veteran or eligible spouse will be enrolled and provided immediate priority and then permitted to follow-up subsequently with any required verification of his or her status as a veteran or eligible spouse.
St. Charles County Region

Youth Basic Skills Deficiency (Testing) Policy
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
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 they are determined to be:

- 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 alone;
- Unemployed or underemployed;
- In need of training services 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 alone;
- Has the skills and qualifications to successfully participate in the selected program of training services;
• The participant has chosen a career field that is growing and in-demand; and
• The participant has researched more than one school that offers the training program of choice.

**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 OWD 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

Accessibility Policy for Persons with Disabilities
St. Charles Region’s Accessibility for Persons with Disabilities

OWD Issuance 12-2017 establishes the minimum standards of the Office of Workforce Development to ensure that programs and services delivered through Missouri One-Stop Job Centers are physically and programmatically accessible to all, including individuals with disabilities.

**Assistive Technology**

- In the public resource computer center, at least one adjustable height table will be provided to accommodate customers who use wheelchairs, as well as those small or large in stature
- Access to screen-enlargement software and one large screen monitor will be provided for individuals with low vision
- A trackball and alternative keyboard will be provided for use by individuals who have difficulty using a traditional mouse and/or keyboard
- Staff will be familiar with, and communicate to customers the availability of, accessibility features built into the Microsoft Operating System
- At least one assistive listening device will be available for use for individuals with mild to moderate hearing loss
- Staff will be familiar with Relay Missouri as an alternative telecommunications tool for individuals who are deaf, hard-of-hearing, deaf/blind, or have a speech impairment

**Public Awareness**

- A list or notice that auxiliary aids and services for communication, assistive-technology devices, and materials in accessible formats will be made known in writing or verbally to all customers, regardless of whether they disclose, or appear to have, a disability or not

**Service Delivery**

- People with disabilities will be served in integrated settings
- All customers will be made aware of the availability of various types of accommodations or special assistance that enable everyone to take full advantage
of Job Center services. Staff will not single out individuals and offer specific aids based on their own intuitions or perceptions

- The St. Charles Job Center has a procedure established for responding in a timely manner to requests for auxiliary aids and services not readily available in the center
- The Job Center has identified a source for certified American Sign Language interpreters and can respond quickly to interpreter requests
- Printed publications are available in alternative formats

Staff Goals

- Staff at the St. Charles Job Center recognize the importance of making people with disabilities feel welcome
- All staff have a basic awareness on how to meet the needs of customers with disabilities
- Staff understand that they are required to provide reasonable accommodations to customers with disabilities
- Staff members are aware of, know how to access, and have a basic understanding of how to use assistive technologies and how to assist customers in their use
ST. CHARLES COUNTY REGION

LIMITED ENGLISH PROFICIENCY PLAN

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. This will be done by posting signage in the Job Center that indicates accommodations can be requested and translation services are available at no cost. 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.

Assessment:

Assessment involves identification of the languages that are likely to be encountered in the region, estimating the number of LEP individuals that are eligible to receive services or benefits who are directly affected by the region’s program or activity. The following four factors may be considered to determine the nature of language assistance provided and to ensure the most effective, meaningful access for LEP individuals, participating in or seeking benefits from, the program or activity:

1. The number or proportion of LEP individuals served or encountered in the eligible service population or likely to be directly or significantly affected by program or activity;

2. The frequency with which LEP individuals come in contact with the program or activity;

3. The nature and importance of the program, activity, or service provided by the recipient; and
4. The resources available to the recipient and costs in carrying out the program or activity.

Outreach:

Outreach efforts, ensuring awareness among workforce system (i.e., jobseekers, businesses, and workforce professionals) entities, will include the implementation of the language access policy. LEP individuals in need of language assistance services will receive “reasonable” notice of the availability of such services. The availability of free language assistance will be promoted/advertised as a part of regional outreach. This will include “Your Right to an Interpreter” signage in lobbies, waiting areas, intake desks, etc. Postings should inform individuals of their right to free interpreter services and invite them to identify themselves as individuals needing language assistance.

All staff should be knowledgeable regarding:

1. The nature and scope of language assistance services and resources available, and
2. The procedures to access language services for their LEP individuals.

The region will include a “Babel notice,” indicating in appropriate languages that language assistance is available, in all communications of vital information, such as hard copy letters or decisions or those communications posted on our website.

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, begin the process of scheduling an interpreter. 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. While the customer is at the Job Center, staff will ask the customer if they would like to utilize the UBI DUO. 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 down to #4 Search by Contract type:
  - Select “Statewide Professional Service Contracts”
  - Select “Communication and Support Services”
  - Click Submit
- Scroll Down to “Sign Language Interpretation Services” and click the “Contract Number” hyperlink to the right of the title. Select PDF or Word Format.
- Find your county (pages 6 – 55)
- Identify the low cost, hourly rate, vendor for your county (Basic Level 8-5pm hourly rate)
- 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 Basic Level 3 Interpreter to be provided on a given 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 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 may be used for these meetings.
St. Charles County Region

Co-Enrollment Policy
November, 2019

St. Charles Region’s Co-Enrollment Policy

OWD Issuance 03-2019 explains that all Labor Exchange services authorized by W-P are also classified as WIOA Basic or Individualized Career Services and, therefore, must be delivered by all Missouri Job Center staff regardless of employer of record or funding stream. The exception to this rule are TAA programs and the Jobs for Veterans State Grant (JVSG) which are restricted to State merit staff.

In order to uphold a central principle of WIOA – that of maximizing informed customer choice – the St. Charles Region will ensure the rules of co-enrollment explained in this Issuance are followed:

• All job seekers receiving staff-assisted services in a Missouri Job Center (including Youth) must be enrolled in the W-P program. All Missouri Job Center staff with access to the statewide electronic case management system are allowed, and encouraged, to complete this enrollment
• All TAA participants will be co-enrolled in the WIOA Dislocated Worker program if Local Policy allows
• All National Dislocated Worker Grant participants must be co-enrolled in the WIOA Dislocated Worker program if they meet the eligibility requirements
• Both W-P and WIOA funds are to be used to provide career services
• St. Charles Region’s Local Policy will be followed for Priority of Service
• Any customer receiving career services provided by WIOA-funded staff that are not defined as self-service or informational, will require enrollment into the appropriate WIOA program

The 13 Basic Career Services that are defined as self-service or informational and do not require co-enrollment are:

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

For the WIOA Adult program (staff-assisted Career Services only), participants do not have to demonstrate low-income status. The general eligibility requirements, as outlined in OWD’s Adult and Dislocated Worker programs eligibility and documentation technical assistance guidance, are the only required documentation.
St. Charles County Region

Adult Education & Literacy (AEL) Policy
TITLE II: ADULT EDUCATION AND LITERACY (AEL)—Provide a description of how the Board will coordinate workforce development activities with the Missouri Department of Elementary and Secondary Education (DESE) Title II provider(s) of AEL in the LWDA. Include a description of the alignment-review process for DESE Title II applications as required by WIOA section 108(b)(13).

St. Charles Community College is the only Title II provider in the LWDA. A representative from the Title II program sits on the local WDB, serves on the Special Populations Committee of the WDB and participates in the WIOA Partner meetings. One of the AEL programs is housed in the Job Center. Job Center staff from the Welcome, Job-Getting and Skills teams refer individuals to the in-house AEL program.

Additionally, WIOA staff make presentations regarding Job Center services during a classroom session of each program. WIOA Youth staff attend the orientation session of AEL programs housed on the Community College campus on a regular basis. Adult Education and Literacy staff refers participants in AEL programs to the Job Center for career and employment assistance. Teachers in the AEL program also disseminate employer recruitment events hosted by the Job Center.

The alignment-review process for Title II applications shall include the WDB reviewing DESE Title II applications for the provision of adult education and literacy activities under title II to determine whether the proposed activities in the applications are consistent with this local plan and make recommendation to promote such alignment. The review will only be applicable to those Title II activities to be provided in the St. Charles LWDA.
St. Charles County Region

VR & Rehab Services for the Blind Coordination Policy
TITLE IV: VOCATIONAL REHABILITATION/REHABILITATIVE SERVICES FOR THE BLIND (VR/RSB)—Title IV of the Rehabilitation Act includes both VR/RSB programs. Describe how the Board will coordinate workforce development activities with these programs. Boards are encouraged to develop a subcommittee on disability services. Describe the partnership with these agencies as this subcommittee is developed.

A representative from Vocational Rehabilitation is a member of the local WDB and currently serves as Chair of the Special Populations sub-committee of the Board. This representative also attends local Partner meetings.

Additionally, a staff member of the local Vocational Rehabilitation office has regularly scheduled hours at the Job Center to meet with participants of Vocational Rehabilitation and with job seekers referred from the Job Center for enrollment. Vocational Rehabilitation also provides a monthly workshop in the Job Center titled Disclosing Your Disability. Staffs from Vocational Rehabilitation and the Job Center give presentations at each other’s staff meetings to answer process and program questions so staff will have a better understanding of appropriate referrals and expectations.

A representative from RSB has been assigned to the St. Charles LWDA and is a member of the Special Populations Committee of the WDB.
ST. CHARLES COUNTY REGION

YOUTH 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.

Registered Apprenticeship programs provide an effective strategy to meet WIOA’s emphasis on providing services to out-of-school youth and increasing youth work experiences. Registered Apprenticeship is an important talent development option that leads to career opportunities in demand-driven occupations. Registered Apprenticeship programs provide youth with the opportunity to “earn while they learn,” and obtain portable credentials that can lead to additional positive post-secondary training outcomes.

Youth Participant Requirements:
- Must be Out-of-School age 18-24 and registered into the statewide electronic case management system
- Target populations include WIOA eligible youth or the underserved and underrepresented in Registered Apprenticeship as determined by the appropriate Scope of Work

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

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

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• 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

Employment Transition Team Policy
Employment Transition Team

Describe how the Board coordinates with the LWDA’s Employment Transition Team Coordinators to ensure that information and services are delivered in a seamless fashion, including how pre-layoff services are coordinated and provided. In addition, please provide a description of the proactive measures that are taken to identify potential layoffs in the LWDA, how information is shared with LWDA’s Employment Transition Team Coordinators and how layoff aversion strategies are coordinated. See OWD Issuance 07-2015, “Statewide Employment Transition Team Policy,” Oct. 21, 2015.

The Office of Workforce Development (OWD) has opted to operate the Employment Transition Team (ETT) program at the state level in coordination with local Workforce Development Boards. OWD has dedicated Workforce Coordinators who take the lead role in responding to layoff events and who are responsible for coordinating, providing, and overseeing ETT services in their assigned areas. The St. Charles County Workforce Development Board coordinates with the LWDA’s Employment Transition Team Coordinator by assigning the business services team to be available to attend ETT events. One or more members of the business services team attend ETT events to discuss Missouri Job Center programs and services.

The assigned business services team members coordinate with the Local Workforce Coordinator to provide the following ETT activities:

- Immediate and on-site contact with affected employers, worker representatives, and local community representatives;

- Assessment and planning to address
  The layoff schedule;
  Assistance needs of the affected workers;
  Reemployment prospects; and
  Available resources to meet the needs of the affected workers.

- Providing information and access to unemployment compensation benefits and programs, comprehensive one-stop system services, and employment and training activities, including Trade Act, Pell Grants, GI Bill, and other resources;

- Delivering necessary services and resources, such as workshops, mobile career centers, resource fairs, and job fairs to support reemployment efforts;
- Partnership with LWDBs and communities to ensure a coordinated response;

- Emergency assistance adapted to a particular layoff or disaster event;

- Developing systems and processes for identifying and gathering information of early warning of potential layoffs or opportunities for layoff aversion, analyzing and acting on dislocation data, and tracking outcome and performance data related to the ETT program;

- Developing and maintaining partnerships with appropriate agencies, employer groups, labor organizations and other organizations in order to conduct strategic planning to address dislocations, gathering and sharing information and data related to dislocations, available resources and the customization of services

Efforts to be proactive include building and maintaining relationships with the business community by the business services team. It is through these relationships that the business services team may become aware of an upcoming layoff. In the event of a potential layoff, the business services team will provide information and facilitate an introduction to the local Workforce Coordinator. The business services team will immediately notify the local Workforce Coordinator upon learning of a potential layoff in the area. Staff from the business services team will also participate in local business organizations and will review business news and media for any issues that may adversely affect business in the area. In addition, the business services team will share information on a regular basis with the local Workforce Coordinator.
Business Services Plan – St. Charles County

**EXECUTIVE SUMMARY**

The purpose of this plan is to outline how workforce and business development services will be provided to business customers of all sizes in the St. Charles County region. The services in this plan will be targeted to specific business sectors chosen by the Local Workforce Development Board. These sectors include advanced manufacturing, financial services, health services, information technology and logistics/transportation/warehousing.

**Business Services Team**

The local Business Services Team includes a formula-funded Business Services Coordinator and Program Specialist, a Veterans Representative and the OJT Coordinator. Although team members provide information about all of the available services when speaking with businesses, each member is assigned specific areas to serve as the topic expert.

The locally funded Business Team member will communicate the business climate and needs of local businesses back to the WDB and Job Center staff. This information is used to help form policy and respond to emerging skill gaps. This staff person serves as the liaison to local economic developers by serving as the Region’s representative on economic development standing committees and attending meetings of local economic developers. Participation with local economic developers provides information flow between economic developers and the WDB and Job Center of emerging trends and needs. This also educates the economic developers of the talent acquisition services the Region can provide local business prospects.

The work of the Veterans Team member, the locally funded Business Team members requires all to be out of the Job Center much of the time. Having the Business Team members out of the center doing the required outreach involves all team members to work collaboratively on recruitment, job orders, on-site recruitment events, etc.

The On the Job Training Coordinator serves as a Business Team member as funding allows. This team member’s area of expertise is On the Job Training services from all funding sources.

In an effort to better coordinate services and avoid duplication of effort, the Business Services Team will continue to communicate and collaborate with partner agencies to include WIOA, Wagner-Peyser, St. Charles Community College, Vocational Rehabilitation, Trade, TANF, Adult Education/Perkins and Veterans. These efforts shall include regular meetings, sharing information, and desk-aids for partner programs on eligibility.

**Marketing and Outreach**

Members of the Business Services Team will coordinate their efforts to outreach and market workforce investment services by utilizing the following methods:

- Attendance and participation in local chamber meetings, economic development meetings and various industry-related meetings.
• Attend scheduled sector visits with local employers to learn about their company, recruitment challenges and to offer business services.
• Utilize the Internet and social media options to promote Job Center services.
• Maintain and develop flyers/brochures promoting Job Center services.
• Attend monthly SHRM meetings to network and stay abreast of local human resource issues.
• Utilize business surveys to learn about workforce skill gaps and needs.

Expectations of Team Members

To ensure services are designed appropriately and delivered without duplication, the following responsibilities shall be assigned to the local Business Services Team:

• Provide customized screening and referral of qualified participants.
• Coordinate recruitment events and job fairs.
• Remain abreast of current local labor market and wage information.
• Proactively seek out businesses to continuously offer a full array of products, services, and information with a focus on growth industries using a single point of contact model.
• Build long-term relationships with decision makers in targeted industry clusters.
• Respond to and follow-up with businesses in a timely manner to fulfill their requirements and emerging issues.
• Listen and understand business’ unique requirements, assess their needs, and recommend appropriate solutions.
• Coordinate efforts and collaborate with partners to offer a full array of services.
• Share information with partners to enable them to understand and respond to businesses needs and requirements.
• Know and understand partner services so that we can effectively and efficiently provide services to businesses.
• Monitor and follow-up with businesses to ensure customer satisfaction and/or identify additional needs.
• Education businesses on how to retrieve occupational information such as labor market and wage information.

Business Services Team Purpose

The purpose of the Business Services Team is to provide business services and strategies that meet the workforce investment needs of area employers, as determined by the local board. In delivering these business services, the Business Services Team strives to be the preferred single-point-of-contact for business services. The single point of contact system is one where any partner of the workforce investment system represents the services of all partners of the workforce investment system. To do this, agencies must coordinate their efforts to provide an integrated menu of services to the business customer and processes must be established to connect businesses to appropriate services via a seamless referral system. The local system believes in the on-going collaboration of effort, a team approach to service delivery, innovation beyond past and current practices, and a belief that our customer is an integral part to succeeding in our mission.

Business Services Team Goals
1. Enhance and/or develop marketing and outreach tools for the local system to be used by all partners for the promotion of workforce development services to the businesses in the region.

2. Continue to utilize and expand use of social media to promote Missouri Job Center services and to assist local businesses in spreading the word about their job opportunities.

3. Conduct regular meetings with partners to discuss workforce development issues and to establish a communication link between partners.

4. Develop and implement industry sector strategies.

5. Develop and deliver innovative workforce development services and strategies for area employers.

6. Assist area employers in managing reductions in workforce through coordination of rapid response activities provided by the local Workforce Coordinator.

7. Improve coordination between workforce development activities and economic development activities carried out within the local area.

8. Promote entrepreneurial skills training and microenterprise services.

9. Improve services and linkages between the local workforce development system and employers, including small employers, in the local area to support employer utilization of the local workforce development system and to support local workforce development activities.

10. Ensure that workforce development activities meet the needs of employers and support economic growth in the region, by enhancing communication, coordination, and collaboration among employers, economic development entities, and service providers.

11. Develop and implement proven or promising strategies for meeting the employment and skills needs of workers and employers.

**Coordination of Services**

In order to collaborate with the Job Center staff to facilitate recruitments, all Business Team members are to attend the weekly full staff meetings and report the positions they received over the past week that require recruitment assistance. Additionally, they often provide Job Center staff with notices of recruitments to post at their desks for job seekers to see during one-on-one consultations.

When the Business Team learns of a company expanding or starting up, they make sure to inform the Job Center staff of the positions that will be available. This allows the region to begin gathering the talent the employer will need when they start their workforce acquisition.

To avoid duplication of effort, partners will be committed to the single point of contact model, use a common data system or other communication tools, and convene at scheduled partner meetings for on-going integration and continuous coordination.

**Case Management System Requirements**

All staff providing employer services shall accurately record those services in the statewide electronic case management system. “Record” means to select the appropriate code for the service(s) given to each business. Staff will record all applicable services for each employer at the time the service was provided. Staff providing employer services will also enter a Case Note on the employer record after posting Employer Codes.
MOU between the Community College and LWDB

New MOUs outlining infrastructure cost sharing and referral systems are currently under negotiations with the St. Charles Community College and other partners.
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 OWD 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. Payment/reimbursement to the employer will be made after the wage increase is met and documented.
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 OWD 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 OWD prior to entering into an IWT program agreement.
attachment 31

Incumbent Worker Training Program Agreement

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<thead>
<tr>
<th>Training Operation Location</th>
<th>Contract Period</th>
<th>Training Operator's Normal Work Hours</th>
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EMPLOYEE

ADDRESS

CONTACT PERSON (PLEASE PRINT)

EMPLOYER

This training agreement is entered into between the __________, hereinafter called the Employee, and the __________, hereinafter called the Training Operator, and

The parties hereto agree that occupational training will be provided to __________, a currently employed individual. The Employer agrees that this training will act to increase the Employee's earnings, and may assist in increasing the competitiveness of the business and/or the employee, and/or provide opportunities for advancement and employment in more skilled or higher paying positions.

Employer will be responsible for a fixed amount of the overall cost of training equal to $_________. The Training Operator will agree to accept payment of $_________ as reimbursement for the training provided to the Employee. The Training Operator will agree to reimburse the Employer for $_________ as reimbursement for the training provided to the Employee. The Training Operator will agree to reimburse the Employer for $_________ as reimbursement for the training provided to the Employee. The Training Operator will agree to reimburse the Employer for $_________ as reimbursement for the training provided to the Employee.

The majority of the workers trained under this agreement must beworking at least 90 days at the time of training and will be paid pursuant to the terms and conditions set forth in this agreement.

EMPLOYEE ATTESTATIONS

a. The Employer attests that in entering into this agreement the training position(s) have been relocated from one of its plants within the United States within the prior 120 days.

b. The Employer attests that in entering into this agreement that it has not attempted to reduce the number of employees or to eliminate the position(s) or to replace the position(s) with a job that is substantially equivalent, in substance.

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

d. The Employer attests that all employees have been verified as authorized to work in the U.S.

CONCURRENCE OF THE COLLECTIVE BARGAINING AGENT

a. Is there an occupation(s) in which employees and training is offered subject to a collective bargaining agreement?

b. If "Yes," has there been concurrence by the appropriate bargaining representative?

AUTHORIZED SIGNATURES

EMPLOYER SIGNATURE

AUTHORIZED TRAINING OPERATOR SIGNATURE

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The Greater St. Louis Metropolitan  
WIOA Regional Plan  
Program Years 2020-2023

The Workforce Innovation and Opportunity Act (WIOA) of 2014 Section 107(d) requires local WIOA areas that make up an economic region develop and submit a Regional Plan in collaboration with other local areas. This Plan will align service delivery, direct investments, apply job-driven strategies and enable the building of a skilled workforce across the metropolitan area.

The St. Louis Planning Region for the WIOA is comprised of the following Missouri Local Areas: St. Louis City, St. Louis County, St. Charles County and Jefferson/ Franklin Counties. The St. Louis Planning Region also includes the Illinois Counties of Madison and St. Clair.

As a foundation to this Regional Plan, each Local Workforce Development Area’s (LWDA) response to the requirements stated in WIOA Section 108(b)(1)-(22) can be found in their Local Plan which is attached to this document. The responses from each Local Plan to the requirements were taken into consideration and incorporated into the development of this collaborative regional effort.

Regional Planning Outcomes/Deliverables

There are eight Outcomes/Deliverables required of Regional Plans. The following sections (A) through (H) fulfill this requirement for the St. Louis Metropolitan Region:

A) “Contain each of the Local Plans within the regional planning area that meets the intent of the law”

As stated above, each local WIOA Area’s Plan is attached to this Regional Plan. Additionally, the narrative explaining Regional planning is included in each of those Local Plans

B) “Establish regional service strategies, including use of cooperative service delivery agreements”

The Directors of the St Louis Metropolitan Statistical Area (SLMSA) formed a group called the St. Louis Regional Workforce Development Board (WDB) Directors’ Consortium.

The St. Louis Regional WDB Directors Consortium was designed to create a forum of workforce development professionals to collaborate and focus on issues
related to the economic development and the workforce systems that impact the greater St. Louis Metropolitan Service Area (SMSA), including the Illinois counties of St. Clair and Madison.

The St. Louis Regional WDB Directors Consortium was created in February 2012 and is comprised of the WDB Directors for St. Louis City, St. Louis County, St. Charles County, Jefferson / Franklin Counties in Missouri and Illinois counties of Madison and St. Clair. Other participants include; Deputy Directors and Wagner Peyser Regional Managers. The consortium schedules bi-monthly meetings and are hosted by each region on a rotational basis.

In 2017, the Association expanded to include members of the Business Services Team from each of the regional workforce agencies. This helped increase the flow of communication and planning. In 2017 the Committee also agreed to elect a Chair and Vice-Chair for one-year terms, with the goal of having the group’s leadership rotate throughout the region on an annual basis. Elections are to be held at each December meeting for the coming year.

The vision of the consortium:

- Create a forum designed to promote proactive and effective collaborations and communications among the Workforce Development professionals and other stakeholders in the greater St. Louis MSA.
- To collaborate and develop partnerships for the implementation of regional projects/initiatives which would allow for joint applications for Federal grants.
- To ensure the workforce development activities/services meet the needs of employers and support economic growth in the region by; enhancing communication, coordination, and collaboration among employers, economic development entities and service providers.
- To develop and implement strategies for meeting the employment and skill needs of workers and employers such as; establishing industry and sector partnerships. To fully engage businesses in this endeavor.
- To promote “value-added” training of the workforce that meets the demand and expectation of businesses, significantly enhancing the skills and abilities of job seekers, and ultimately strengthening the regions’ economy.
- To better coordinate and when possible synchronize regional planning of special workforce events including major job fairs, Annual Manufacturing Day, apprenticeship initiatives and other WIOA services to job-seekers and employers.

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The following regional service strategies have been developed as a result of the WDB Directors Consortium:

**Business Service Strategy**
The Business Teams from each area meet regularly at the Directors’ Consortium meetings to exchange current efforts in working with employers that seek services across the Region.

Additionally, each area uses email blasts to send notice of upcoming recruitment events to others in the St. Louis Region. These notices may then be shared in local Job Centers, local area’s web sites and social media posts.

The Business Teams in the Region also work with the State’s Employment Transition Team to coordinate State Business services with local Job Center services.

The Business Team works with the St. Louis Regional Chamber and other economic development groups such as the Missouri Partnership and Missouri Economic Development Council (MEDC) to better coordinate efforts between workforce and economic development agencies and professionals.

**Serving those with Disabilities**

The six WDBs of the region originally coordinated a regional disability initiative called, Accommodations for Success, in August 2015. The intent of this committee was to engage companies to understand the requirements of the new American with Disabilities Act and how public workforce agencies around the region could work with them to fulfill their obligations. A kick-off event, Accommodations for Success – Next Level was planned and successfully held in August 2016.

This has become an annual event and is now held every August and is moved around the region, allowing each Job Center to play a special role in hosting and formatting this successful event.

**Referrals of Jobseekers between areas**

In the past the Workforce Regions shared a formal referral process including referral forms. However, technology and a shared data system no longer require paper forms. Staff record the services provided to each jobseeker into the
shared case management system. If the individual visits a Job Center in a
different area, staff in the new area can see what has already occurred and
coordinate services to ensure no duplication of service or expenditure occurs.

The Region has developed a Cooperative Service Delivery Agreement to serve
as an umbrella agreement to all these initiatives. See Attachment 1.

C) “Develop and implement sector initiatives for in-demand industry sectors
or occupations for the region”

Background:

The development of WIOA-focused sector strategies for the St. Louis Region
began in meetings of the Directors’ Consortium. Strategy development
continued at the Sector Strategy Kickoff hosted by the State Division of
Workforce Development (OWD) in the fall of 2015. The first two sectors
selected as a Regional focus were Advanced Manufacturing and Healthcare.

A formal Regional Sector Strategy was developed and submitted to OWD as
required. The six LWDAs collaborated with a regional effort spearheaded by the
St. Louis Partnership (an Economic Development agency) to address the needs
of advanced manufacturing throughout the entire Metropolitan Region. Several
collaborative initiatives resulted and continue from this effort.

Currently:

The Region re-affirms their continued committed to Advanced Manufacturing and
Healthcare sector initiatives.

However, the Directors’ Consortium, along with area economic developers, local
governments, education entities and area businesses have begun focusing
efforts to grow a strategic sector focused on geospatial data analysis due to the
upcoming opening of the National Geospatial-Intelligence Agency (NGA). The
NGA alone will bring 3,000 plus jobs to the Region. Officials are hopeful this will
draw even more private investment to support the agency’s information
technology focus

Therefore, the LWDAs of the St. Louis Region agree to add the Information
Technology (IT) sector to its list of sector initiatives. Possible IT sector activities
are in the discussion phase to determine the best strategies to prepare and skill
up the regional workforce.
D) “Collection and analysis of regional labor market data (in conjunction with the State)…. for the purpose of regional planning”
For statistical data and analysis of the entire region’s labor market see the following attachments.

See Attachment 2 Greater St. Louis Employment Summary from Alliance STL prepared 11/27/19

See Attachment 3 Missouri Workforce 2019 St. Louis Region from Sept of Higher Education & Workforce Development

See Attachment 4 2019 State of St. Louis Workforce Report to the Region.

Data from these reports and discussion with area business and partners guided the LWDA in developing this Regional Plan.

To see how this analysis breaks out into the local areas see, “Section 7. Labor Market Analysis” of each areas’ local plan attached to this document.

E) “Establish administrative cost arrangements, including the pooling of funds for administrative costs, as appropriate, in order to meet the Region’s needs”
At this time the establishment of administrative cost arrangements, including the pooling of funds for administrative costs is not appropriate or needed for the St. Louis Region.

F) “The Regional Plan will address the coordination of transportation and other supportive services, as appropriate, for the region and must address how individuals will be served given differing local Supportive Service policies”
Supportive service awards, whether for adult, dislocated worker, or youth participants are intended to enable enrolled individuals to participate in workforce-funded programs and activities to secure and retain employment. Based on individual assessment and availability of funds, supportive services such as transportation, childcare, dependent care, and needs-related payments,
may be awarded to eligible participants on an as-needed basis according to the administering Area’s Supportive Service Policy.

Local Areas may call other Areas within the Region when funds are limited to collaborate on providing supportive service. For instance, if a participant from one Area is offered an On the Job Training position at an employer located in another Area, the two Areas may work together to provide the training and/or supportive service.

Local Areas agree to note services provided to each participant, including Supportive Service, in the State’s case management system. This ensures no duplication of service.

G) “The coordination of services with regional economic development services and providers....”
The six LWDAs are collaborating with the following to coordinate services with regional economic development services and providers:

The Alliance STL of the St. Louis Regional Chamber, East-West Gateway Council of Governments, St. Charles County Chambers, St. Louis Economic Development Partnership, the Leadership Council Southwestern Illinois, EDC Business & Community Partners St. Charles County, St. Louis Development Corporation and the Missouri Partnership.

The LWDAs participate in planning meetings and regional economic development events. LWDAs use data, analysis and reports from such economic planners as those mentioned above in Section D of this document to insure service and expenditure Plans address the coordination.

H) “Establish an agreement concerning how the planning region will collectively negotiate and reach agreement with the Governor on local levels of performance for and report on the performance accountability measures described in Section 116(c) for the local areas or the planning region....”
The St. Louis Region has collaboratively developed a negotiation agreement for the Planning Region. In accordance with and allowed in OWD Issuance 09-2019, the Local Boards in this region elect to negotiate and report performance independently.
The St. Louis Metropolitan Regional Directors’ Consortium

Coordination Strategy

The six individual WIOA local regions that make up the St. Louis Metropolitan Region agree to the following service strategies:

1) Maintain a regional steering committee made up of at least the Local Area WIOA Directors.
   • The Committee will meet on a regular basis to share information on new initiatives, as well as, challenges found in the Region.
   • This committee will provide a forum for local areas to solve problems of common concern, develop and implement joint strategies and/or policies.

2) Build consensus around broad goals and strategies.
   • Shared goals to be discussed may be to increase the proportion of households in the region earning a family-supporting wage, decreased long-term reliance on income subsidies or to address the specific skill and talent needs of local industries/sectors
   • The Region originally selected manufacturing and healthcare as the first sectors in our joint sector strategy initiative as required by WIOA. Recently, the Region has added Information Technology (IT) as its third sector initiative. The strategies developed to address the workforce needs of the two original sectors will continue to be implemented and updated. The Region will work together to develop new initiatives to meet the expanding needs of the IT sector in the St. Louis Metropolitan Region.
   • The regional collaboration will provide a clearinghouse for labor market information by linking existing resources, researching information gaps and marketing local assets.
   • The Region has begun to accomplish this by sharing workforce events in a calendar format, through the CICs, email blasts and through social media.
   • The Region conducts meetings of business team representatives across the Region to coordinate services to employers and avoid duplication of effort.
   • The Region also has a Disability committee that crosses several local areas and invites all areas to participate, as appropriate, in service to this population.
   • Build closer alliances with local, regional and state economic development agencies to create more integration between business recruitment/retention efforts and workforce issues.

3) Develop a shared understanding of the region’s customer base.
   • Work together to collect industry sector analysis throughout the Region
   • Each area will report how local businesses are meeting their workforce needs
   • Identify skills, talents and aptitudes of the local workforce areas
   • Identify skill gaps as well as gaps in local systems to address the training needs
   • Collect information on common barriers to skill attainment and employment

256
4) Forge linkages between workforce development and other work-related systems
   • Identify resources outside the workforce system that can address individuals’ barriers to employment
   • Identify resources outside the workforce system that can affect the growth or decline of local industries
   • Invite outside entities to collaborate on initiatives across the Region.
   • Work to influence and align educational curriculum and career preparation between K-12, college, and vocational institutions with the workforce needs of growing business sectors in our region.
GREATER ST. LOUIS

EMPLOYMENT SUMMARY

October 2019 Preliminary Data

Prepared
November 27, 2019
OVERVIEW

The nation’s seasonally adjusted unemployment rate was 3.6 percent in October 2019, up from 3.5 percent in September. The St. Louis MSA’s seasonally adjusted unemployment rate was 3.1 percent, unchanged from September. The region’s unemployment rate remains lower than the national rate this month.

Nationally, preliminary seasonally adjusted nonfarm employment numbers for October payroll employment rose by 128,000 jobs over-the-month for an increase of 0.1 percent. The region’s seasonally adjusted payroll decreased by 1,900 jobs, for a percent change of -0.1 percent.

The region’s not seasonally adjusted payroll employment data series showed growth over the year. Employment in the region rose by over 23,400 jobs from October 2018 to October 2019, for a 1.7 percent increase. The region outpaced the national employment pace of growth 1.4 percent. The construction, trade, transportation, and utilities, information, financial activities, leisure and hospitality, and government sectors outpaced the nation’s rate of job growth this month.

This summary is available on the Economic Overview page of the St. Louis Regional Chamber website http://www.stregionalchamber.com. Please note the next summary will be released on January 3, 2020.

Please note that the preliminary data presented in this summary is subject to change. One month's data does not necessarily indicate a trend. Refer to page 4 to see long-term unemployment trends and page 7 to see nonfarm employment trends since 1994.

Unemployment Rate | PEOPLE Seasonally adjusted

<table>
<thead>
<tr>
<th></th>
<th>October 2019</th>
<th>September 2019</th>
<th>August 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>St. Louis MSA</td>
<td>3.1%</td>
<td>==</td>
<td>★ 3.3%</td>
</tr>
<tr>
<td>Illinois</td>
<td>3.9%</td>
<td>==</td>
<td>★ 4.0%</td>
</tr>
<tr>
<td>Missouri</td>
<td>3.1%</td>
<td>==</td>
<td>★ 3.2%</td>
</tr>
<tr>
<td>United States</td>
<td>3.6%</td>
<td>★ 3.5%</td>
<td>★ 3.7%</td>
</tr>
</tbody>
</table>

Source: U.S. Bureau of Labor Statistics

Payroll Employment | JOBS Seasonally adjusted

<table>
<thead>
<tr>
<th></th>
<th>October 2019</th>
<th>Job Change Over-the-Month</th>
<th>Percent Change Over-the-Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>St. Louis MSA</td>
<td>1,409,800</td>
<td>(1,900)</td>
<td>-0.1%</td>
</tr>
<tr>
<td>Illinois</td>
<td>6,192,300</td>
<td>1,900</td>
<td>0.0%</td>
</tr>
<tr>
<td>Missouri</td>
<td>2,923,500</td>
<td>(700)</td>
<td>0.0%</td>
</tr>
<tr>
<td>United States</td>
<td>151,945,000</td>
<td>128,000</td>
<td>0.1%</td>
</tr>
</tbody>
</table>

Source: U.S. Bureau of Labor Statistics
## ST. LOUIS, MO-IL MSA LABOR FORCE
Not seasonally adjusted

<table>
<thead>
<tr>
<th></th>
<th>MONTHLY</th>
<th>ANNUAL AVERAGE</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>October 2019 (P)</td>
<td>October 2018</td>
<td>Percent Change</td>
<td>2018</td>
<td>2017</td>
<td>Percent Change</td>
</tr>
<tr>
<td>Total Civilian Labor</td>
<td>1,501,055</td>
<td>1,455,409</td>
<td>3.1%</td>
<td>1,459,244</td>
<td>1,460,347</td>
<td>-0.1%</td>
</tr>
<tr>
<td>Force</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Employed</td>
<td>1,460,178</td>
<td>1,414,211</td>
<td>3.3%</td>
<td>1,409,294</td>
<td>1,405,014</td>
<td>0.3%</td>
</tr>
<tr>
<td>Total Unemployed</td>
<td>40,877</td>
<td>41,198</td>
<td>-0.8%</td>
<td>49,950</td>
<td>55,333</td>
<td>-9.7%</td>
</tr>
<tr>
<td>Unemployment Rate</td>
<td>2.7%</td>
<td>2.8%</td>
<td>--</td>
<td>3.4%</td>
<td>3.8%</td>
<td>--</td>
</tr>
</tbody>
</table>

Source: U.S. Bureau of Labor Statistics

## UNITED STATES LABOR FORCE
Not seasonally adjusted

<table>
<thead>
<tr>
<th></th>
<th>MONTHLY</th>
<th>ANNUAL AVERAGE</th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>October 2019 (P)</td>
<td>October 2018</td>
<td>Percent Change</td>
<td>2018</td>
<td>2017</td>
<td>Percent Change</td>
</tr>
<tr>
<td>Total Civilian Labor</td>
<td>164,576,000</td>
<td>162,723,000</td>
<td>1.1%</td>
<td>162,075,000</td>
<td>160,320,000</td>
<td>01.1%</td>
</tr>
<tr>
<td>Force</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total Employed</td>
<td>159,067,000</td>
<td>156,952,000</td>
<td>1.3%</td>
<td>155,761,000</td>
<td>153,337,000</td>
<td>1.6%</td>
</tr>
<tr>
<td>Total Unemployed</td>
<td>5,510,000</td>
<td>5,771,000</td>
<td>-4.5%</td>
<td>6,314,000</td>
<td>6,983,000</td>
<td>-9.6%</td>
</tr>
<tr>
<td>Unemployment Rate</td>
<td>3.3%</td>
<td>3.5%</td>
<td>--</td>
<td>3.9%</td>
<td>4.4%</td>
<td>--</td>
</tr>
</tbody>
</table>

**Snapshot**

**ST. LOUIS UNEMPLOYMENT**

From October 2018 to October 2019, the number of employed persons in the St. Louis region increased by nearly 46,000 and the labor force increased by just over 45,600.
Unemployment Trends | PEOPLE
Not seasonally adjusted

Source: U.S. Bureau of Labor Statistics\textsuperscript{5}

Unemployment by Peer Markets | PEOPLE
Not seasonally adjusted

Source: U.S. Bureau of Labor Statistics\textsuperscript{5}

Note: Monthly data are not seasonally adjusted and October 2019 rates are preliminary.
**Regional Plan: Attachment 2**

---

**Snapshot NATIONAL COMPARISON**

The St. Louis MSA unemployment rate continues to track below the national unemployment rate.

---

**JOBLESS RATE**

<table>
<thead>
<tr>
<th>State</th>
<th>Lower</th>
<th>Unchanged</th>
<th>Higher</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>240</td>
<td>28</td>
<td>121</td>
</tr>
</tbody>
</table>

---

**U.S. Metros RATE CHANGE**

Unemployment rate change: October 2018 to October 2019

389 metropolitan areas total
Geographic Distribution of Unemployment Rates

Alaska = 5.6%
Hawaii = 2.6%

**October U.S. Rate = 3.3%**

St. Louis, MO-IL MSA
MSA Rate = 2.7%

**Legend**
- 3.0% or less
- 3.1% to 5.0%
- 5.1% to 7.0%
- 7.1% to 11%
- 11.1% or more

Source: U.S. Bureau of Labor Statistics

Note: Monthly data are not seasonally adjusted and October 2019 rates are preliminary
<table>
<thead>
<tr>
<th>AREA</th>
<th>Civilian Labor Force</th>
<th>PEOPLE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Not seasonally adjusted</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>AREA</th>
<th>CURRENT MONTH - OCTOBER 2019 (P)</th>
<th>YEAR AGO - OCTOBER 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Unemployment Number Rate</td>
<td>Unemployment Number Rate</td>
</tr>
<tr>
<td>Labor Force</td>
<td>Employment</td>
<td>Labor Force</td>
</tr>
</tbody>
</table>
Illinois Counties in St. Louis, MO-IL

<table>
<thead>
<tr>
<th>County</th>
<th>Population</th>
<th>Employment Rate</th>
<th>Unemployment Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bond</td>
<td>8,091</td>
<td>7,813</td>
<td>278</td>
</tr>
<tr>
<td>Calhoun</td>
<td>2,372</td>
<td>2,276</td>
<td>96</td>
</tr>
<tr>
<td>Clinton</td>
<td>20,842</td>
<td>20,196</td>
<td>646</td>
</tr>
<tr>
<td>Jersey</td>
<td>11,157</td>
<td>10,737</td>
<td>420</td>
</tr>
<tr>
<td>Macoupin</td>
<td>23,398</td>
<td>22,531</td>
<td>867</td>
</tr>
<tr>
<td>Madison</td>
<td>136,512</td>
<td>131,623</td>
<td>4,889</td>
</tr>
<tr>
<td>Monroe</td>
<td>18,977</td>
<td>18,405</td>
<td>572</td>
</tr>
<tr>
<td>St. Clair</td>
<td>128,995</td>
<td>123,657</td>
<td>5,338</td>
</tr>
</tbody>
</table>

Missouri Cities of 20,000 or more in St. Louis, MO-IL

<table>
<thead>
<tr>
<th>City</th>
<th>Population</th>
<th>Employment Rate</th>
<th>Unemployment Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arnold</td>
<td>11,823</td>
<td>11,571</td>
<td>252</td>
</tr>
<tr>
<td>Ballwin</td>
<td>17,373</td>
<td>17,074</td>
<td>299</td>
</tr>
<tr>
<td>Chesterfield</td>
<td>25,598</td>
<td>25,119</td>
<td>479</td>
</tr>
<tr>
<td>Ferguson</td>
<td>9,947</td>
<td>9,596</td>
<td>351</td>
</tr>
<tr>
<td>Florissant</td>
<td>28,689</td>
<td>27,905</td>
<td>784</td>
</tr>
<tr>
<td>Hazelwood</td>
<td>14,087</td>
<td>13,678</td>
<td>409</td>
</tr>
<tr>
<td>Kirkwood</td>
<td>16,279</td>
<td>16,013</td>
<td>266</td>
</tr>
<tr>
<td>Maryland Heights</td>
<td>16,485</td>
<td>16,168</td>
<td>317</td>
</tr>
<tr>
<td>O'Fallon</td>
<td>50,721</td>
<td>49,698</td>
<td>1,023</td>
</tr>
<tr>
<td>St. Charles</td>
<td>40,028</td>
<td>39,228</td>
<td>800</td>
</tr>
<tr>
<td>St. Louis</td>
<td>158,280</td>
<td>153,616</td>
<td>4,664</td>
</tr>
<tr>
<td>St. Peters</td>
<td>35,074</td>
<td>34,366</td>
<td>708</td>
</tr>
<tr>
<td>University City</td>
<td>19,139</td>
<td>18,700</td>
<td>439</td>
</tr>
<tr>
<td>Webster Groves</td>
<td>13,008</td>
<td>12,776</td>
<td>232</td>
</tr>
<tr>
<td>Wentzville</td>
<td>22,048</td>
<td>21,495</td>
<td>553</td>
</tr>
<tr>
<td>Wildwood</td>
<td>19,522</td>
<td>19,153</td>
<td>369</td>
</tr>
</tbody>
</table>

Illinois Cities of 25,000 or more in St. Louis, MO-IL

<table>
<thead>
<tr>
<th>City</th>
<th>Population</th>
<th>Employment Rate</th>
<th>Unemployment Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alton</td>
<td>11,735</td>
<td>11,132</td>
<td>603</td>
</tr>
<tr>
<td>Belleville</td>
<td>22,624</td>
<td>21,684</td>
<td>940</td>
</tr>
<tr>
<td>Collinsville</td>
<td>13,150</td>
<td>12,689</td>
<td>461</td>
</tr>
<tr>
<td>East St. Louis</td>
<td>9,087</td>
<td>8,474</td>
<td>613</td>
</tr>
<tr>
<td>Edwardsville</td>
<td>13,668</td>
<td>13,280</td>
<td>388</td>
</tr>
<tr>
<td>Granite City</td>
<td>13,390</td>
<td>12,831</td>
<td>559</td>
</tr>
<tr>
<td>O'Fallon</td>
<td>14,288</td>
<td>13,766</td>
<td>522</td>
</tr>
</tbody>
</table>

Source: U.S. Bureau of Labor Statistics
## Nonfarm Employment | JOBS
Not seasonally adjusted

<table>
<thead>
<tr>
<th>Year</th>
<th>ST. LOUIS MSA</th>
<th>UNITED STATES</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>October</td>
<td>Over-the-year change</td>
</tr>
<tr>
<td>2018</td>
<td>1,396,800</td>
<td>6,600</td>
</tr>
<tr>
<td>2019</td>
<td>1,420,200</td>
<td>23,400</td>
</tr>
</tbody>
</table>

Source: U.S. Bureau of Labor Statistics

Note: National estimates for October 2019 are preliminary.

## Nonfarm Employment | JOBS
Not seasonally adjusted

<table>
<thead>
<tr>
<th>Year</th>
<th>St. Louis MSA</th>
<th>United States</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Nonfarm Employment</td>
<td>Change</td>
</tr>
<tr>
<td>1994</td>
<td>1,209,600</td>
<td>32,200</td>
</tr>
<tr>
<td>1995</td>
<td>1,229,500</td>
<td>19,900</td>
</tr>
<tr>
<td>1996</td>
<td>1,250,400</td>
<td>20,900</td>
</tr>
<tr>
<td>1997</td>
<td>1,274,700</td>
<td>24,300</td>
</tr>
<tr>
<td>1998</td>
<td>1,295,700</td>
<td>21,000</td>
</tr>
<tr>
<td>1999</td>
<td>1,312,300</td>
<td>16,600</td>
</tr>
<tr>
<td>2000</td>
<td>1,327,000</td>
<td>14,700</td>
</tr>
<tr>
<td>2001</td>
<td>1,328,400</td>
<td>1,400</td>
</tr>
<tr>
<td>2002</td>
<td>1,321,600</td>
<td>(6,800)</td>
</tr>
<tr>
<td>2003</td>
<td>1,312,500</td>
<td>(9,100)</td>
</tr>
<tr>
<td>2004</td>
<td>1,312,100</td>
<td>(400)</td>
</tr>
<tr>
<td>2005</td>
<td>1,328,100</td>
<td>16,000</td>
</tr>
<tr>
<td>2006</td>
<td>1,341,800</td>
<td>13,700</td>
</tr>
<tr>
<td>2007</td>
<td>1,350,900</td>
<td>9,100</td>
</tr>
<tr>
<td>2008</td>
<td>1,347,300</td>
<td>(3,600)</td>
</tr>
<tr>
<td>2009</td>
<td>1,290,700</td>
<td>(56,600)</td>
</tr>
<tr>
<td>2010</td>
<td>1,281,300</td>
<td>(9,400)</td>
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<tr>
<td>2011</td>
<td>1,293,600</td>
<td>12,300</td>
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<tr>
<td>2012</td>
<td>1,294,300</td>
<td>700</td>
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<tr>
<td>2013</td>
<td>1,303,900</td>
<td>9,600</td>
</tr>
<tr>
<td>2014</td>
<td>1,319,800</td>
<td>15,900</td>
</tr>
<tr>
<td>2015</td>
<td>1,344,800</td>
<td>25,000</td>
</tr>
<tr>
<td>2016</td>
<td>1,363,700</td>
<td>18,900</td>
</tr>
<tr>
<td>2017</td>
<td>1,377,400</td>
<td>13,700</td>
</tr>
<tr>
<td>2018</td>
<td>1,385,300</td>
<td>5,300</td>
</tr>
<tr>
<td>1994 - 2018 Total Change</td>
<td>175,200</td>
<td>14.5%</td>
</tr>
<tr>
<td>Compound Annual Growth Rate</td>
<td>0.54%</td>
<td>Compound Annual Growth Rate</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-------</td>
<td>-----------------------------</td>
</tr>
</tbody>
</table>

Source: U.S. Bureau of Labor Statistics\(^{10}\)
PERCENT CHANGE IN NONFARM EMPLOYMENT BY SECTOR
U.S. AND ST. LOUIS MSA, OCTOBER 2018 TO OCTOBER 2019

CHANGE IN NONFARM EMPLOYMENT BY SECTOR
ST. LOUIS MSA, OCTOBER 2018 TO OCTOBER 2019

Source: U.S. Bureau of Labor Statistics\(^3\)

Note: Monthly data are not seasonally adjusted and October 2019 rates are preliminary
Employment Growth by Industry St. Louis MSA
Jan to October 2015 - 2019 | JOBS

Source: U.S. Bureau of Labor Statistics

Snapshot
Growth over time
During the first 10 months of 2019, regional employment growth has been healthy and approaching levels set during the same time in 2015.

This year, the construction, manufacturing and trade, transportation and utilities, financial activities, and government sectors all outpaced growth in 2015.

Employment Growth by Peer Markets | JOBS
Not seasonally adjusted

U.S. Metro
Rate Change
Nonfarm employment change: October 2018 to October 2019

389 metropolitan areas total

Increased 49
Unchanged 340

Note: There is an expanded use of statistical significance in the BLS nonfarm payroll employment analysis. Changes in metropolitan area nonfarm payroll employment cited only if they have been determined to be statistically significant at the 95-percent confidence level.
Source: U.S. Bureau of Labor Statistics\textsuperscript{12}

Note: Monthly data are not seasonally adjusted and October 2019 rates are preliminary.
National Forecasts


Economists continue to expect employment growth over the next 12 months. The monthly job growth forecast for November 2019 was 127,086. If sustained, this level would add 1.5 million jobs over the next 12 months or an annual growth rate of 1.0% percent.

Snapshot

U.S. GDP is forecast to be 2.1% in 2019, 1.7% in 2020, and 2.0% in 2021.

The nation's unemployment rate is expected to remain below 5 percent through the end of 2021.
Regional Plan: Attachment 2

ANNUAL GDP FORECASTS

YEAR END UNEMPLOYMENT RATE

MONTHLY PAYROLL GROWTH FORECASTS NEXT 12 MONTHS

Forecast Month


Regional Plan: Attachment 2

ANNUAL GDP FORECASTS

YEAR END UNEMPLOYMENT RATE

MONTHLY PAYROLL GROWTH FORECASTS NEXT 12 MONTHS

Forecast Month


Regional Plan: Attachment 2

ANNUAL GDP FORECASTS

YEAR END UNEMPLOYMENT RATE

MONTHLY PAYROLL GROWTH FORECASTS NEXT 12 MONTHS

Forecast Month


Regional Plan: Attachment 2

ANNUAL GDP FORECASTS

YEAR END UNEMPLOYMENT RATE

MONTHLY PAYROLL GROWTH FORECASTS NEXT 12 MONTHS

Forecast Month


Regional Plan: Attachment 2

ANNUAL GDP FORECASTS

YEAR END UNEMPLOYMENT RATE

MONTHLY PAYROLL GROWTH FORECASTS NEXT 12 MONTHS

Forecast Month


Regional Plan: Attachment 2

ANNUAL GDP FORECASTS

YEAR END UNEMPLOYMENT RATE

MONTHLY PAYROLL GROWTH FORECASTS NEXT 12 MONTHS

Forecast Month


Regional Plan: Attachment 2

ANNUAL GDP FORECASTS

YEAR END UNEMPLOYMENT RATE

MONTHLY PAYROLL GROWTH FORECASTS NEXT 12 MONTHS

Forecast Month


Regional Plan: Attachment 2

ANNUAL GDP FORECASTS

YEAR END UNEMPLOYMENT RATE

MONTHLY PAYROLL GROWTH FORECASTS NEXT 12 MONTHS

Forecast Month


Regional Plan: Attachment 2

ANNUAL GDP FORECASTS

YEAR END UNEMPLOYMENT RATE

MONTHLY PAYROLL GROWTH FORECASTS NEXT 12 MONTHS

Forecast Month

Survey Comparison

Each month, the Bureau of Labor Statistics releases current employment data in *The Employment Situation*. The data comes from two different surveys: the Current Population Survey (CPS), also known as the household survey, and the Current Employment Statistics (CES) survey, also known as the establishment or payroll survey.

While both surveys measure employment, they use different samples, employment definitions, estimation procedures, and concepts. These surveys track similarly over long periods but occasionally diverge in the short term.

<table>
<thead>
<tr>
<th>MONTHLY SAMPLE</th>
<th>CURRENT POPULATION SURVEY</th>
<th>CURRENT EMPLOYMENT STATISTICS SURVEY</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Approximately 60,000</td>
<td>160,000 businesses &amp; households</td>
</tr>
<tr>
<td></td>
<td></td>
<td>government agencies; firms of all sizes are included</td>
</tr>
<tr>
<td>MEASUREMENT</td>
<td>Unemployment &amp; employment with significant demographic detail</td>
<td>Employment, earnings, &amp; hours with significant industrial &amp; geographic detail</td>
</tr>
<tr>
<td>REFERENCE PERIOD</td>
<td>Week that includes the 12th of the month</td>
<td>Pay period that includes the 12th of the month</td>
</tr>
<tr>
<td>WORK FORCE</td>
<td>Only workers aged 16 and older</td>
<td>Employees of all ages are included</td>
</tr>
<tr>
<td>EXHIBITS</td>
<td>The number of employed person</td>
<td>The number of nonfarm payroll jobs</td>
</tr>
<tr>
<td>Category</td>
<td>Included</td>
<td>Excluded</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>----------</td>
<td>----------</td>
</tr>
<tr>
<td>MULTIPLE JOB HOLDERS</td>
<td>Counted once</td>
<td>Counted for each payroll job</td>
</tr>
<tr>
<td>SELF-EMPLOYED PERSONS</td>
<td>Included</td>
<td>Excluded</td>
</tr>
<tr>
<td>AGRICULTURE SECTOR</td>
<td>Included</td>
<td>Excluded</td>
</tr>
<tr>
<td>PRIVATE HOUSEHOLD WORKERS</td>
<td>Included</td>
<td>Excluded</td>
</tr>
<tr>
<td>UNPAID FAMILY WORKERS</td>
<td>Included</td>
<td>Excluded</td>
</tr>
<tr>
<td>WORKERS ON LEAVE</td>
<td>Included</td>
<td>Excluded</td>
</tr>
</tbody>
</table>

Source: BLS, Monthly Labor Review\textsuperscript{15}
<table>
<thead>
<tr>
<th>Current Employment Statistics Survey</th>
<th>Local Area Unemployment Statistics Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DESCRIPTION</strong></td>
<td></td>
</tr>
<tr>
<td>Monthly survey of nonfarm business establishments for the estimation of industry employment, hours and earnings, for the 50 states and 250 metropolitan statistical areas surveyed.</td>
<td>Average weekly hours earnings View of the nation’s economic health through employment numbers; earnings trends and wage push inflation through average hourly earnings; and short term fluctuations in demand through average weekly hours of work.</td>
</tr>
<tr>
<td><strong>DATA SOURCE</strong></td>
<td></td>
</tr>
<tr>
<td>The program is a federal-state cooperative program between the U.S. Bureau of Labor Statistics and State agencies. The national sample Consists of 400,000 businesses and is the largest survey of its kind.</td>
<td></td>
</tr>
<tr>
<td><strong>DEFINITION</strong></td>
<td></td>
</tr>
<tr>
<td>Industry employment time series</td>
<td></td>
</tr>
<tr>
<td>Total number of non-supervisory/production workers</td>
<td></td>
</tr>
<tr>
<td><strong>PROVISIONS</strong></td>
<td></td>
</tr>
<tr>
<td>One of the earliest monthly economic indicators released by the government; usually causes immediate reaction in the stock and bond market</td>
<td></td>
</tr>
</tbody>
</table>
Monthly estimates of labor force, Employment, and unemployment for state and local areas. The local unemployment estimates are the basis for determining area eligibility for benefits under the Workforce Invest Act and other federal programs.


Persons age 16 or older who, in the survey week, worked for pay or profit, or worked unpaid in a family operated business, or were temporarily absent from their regular jobs.

Labor force, employment and unemployment rates

Comparative rates

Monthly date from 1990 to present

Insight into state and local governments’ planning and budgetary decisions

Aids in the determination of need for employment and training services

Determination of eligibility for federal programs and formula funding

Source: Minnesota Department of Employment and Economic Development

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PREPARED November 27, 2019

NEXT RELEASE January 3, 2012

NEXT UPDATES • November 2019 data
BLS U.S. Level • December 6
BLS State Level • December 20
MO & IL State Labor Market Release • December 27 & 30
BLS Metro Level • January 3

ST. LOUIS, MO-IL MSA

COMPiled BY
Ruth Sergenian
Director of Economic Research

ST. LOUIS REGIONAL CHAMBER
ONE METROPOLITAN SQUARE • SUITE 1300 • ST. LOUIS, MO 63102 • 314.231.5555 • WWW.STLREGIONALCHAMBER.COM

THE ST. LOUIS REGIONAL CHAMBER IS THE CHAMBER OF COMMERCE AND ECONOMIC DEVELOPMENT ORGANIZATION FOR GREATER ST. LOUIS, WHICH INCLUDES 15 COUNTIES IN MISSOURI & ILLINOIS.
The St. Louis Region is comprised of 5 counties and is located in the east central part of Missouri. The region is home to several cities including Arnold, Washington, St. Charles, St. Peters, Florissant, O’Fallon, Chesterfield, and the City of St. Louis.

The St. Louis Region workforce has over 1,036,000 employees, making up 35.1 percent of Missouri’s employment. In 2018, 51 percent of the workforce was female and 49 percent was male.

The workforce is getting older in the St. Louis Region, a trend happening throughout Missouri and the U.S. In 2018, 24 percent of the workforce was age 55 or older, up from 18 percent a decade earlier.

For the region, 23 percent of the workforce was non-white, compared to 17 percent for the state; 3 percent of the region’s workforce was Hispanic or Latino, compared to 4 percent for Missouri.

For 8 percent of the region’s population (ages 18 to 64) the primary language spoken at home is something other than English. By comparison, Missouri was at 7 percent and the U.S. population at 23 percent.

The St. Louis Region has a lower percentage of the population with a disability compared to the state, but evenly matched to the nation. For the St. Louis Region, 10 percent of the population has a disability compared to 13 percent in Missouri and 10 percent in the U.S.

### Educational Attainment

- **Graduate or Professional Degree**
- **Bachelor’s Degree**
- **Associate Degree**
- **Some College, No Degree**

- **High School & Equivalent**

### Regional Plan: Attachment 3

**Workforce Demographics**

<table>
<thead>
<tr>
<th>St. Louis MO</th>
<th>Missouri</th>
<th>Nationwide</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average monthly employment in 2018</td>
<td>1,036,697</td>
<td>2,954,808</td>
</tr>
<tr>
<td>Average Unemployment Rate in 2018</td>
<td>3.0%</td>
<td>3.2%</td>
</tr>
<tr>
<td>Female</td>
<td>51%</td>
<td>51%</td>
</tr>
<tr>
<td>Male</td>
<td>49%</td>
<td>49%</td>
</tr>
<tr>
<td>Non-white</td>
<td>23%</td>
<td>17%</td>
</tr>
<tr>
<td>Hispanic or Latino</td>
<td>3%</td>
<td>4%</td>
</tr>
<tr>
<td>Ages 55 &amp; older</td>
<td>24%</td>
<td>23%</td>
</tr>
<tr>
<td>With disabilities (ages 18-64)</td>
<td>10%</td>
<td>13%</td>
</tr>
<tr>
<td>Below Poverty Levels (ages 18-64)</td>
<td>11%</td>
<td>14%</td>
</tr>
<tr>
<td>Language other than English (ages 18-64)</td>
<td>8%</td>
<td>7%</td>
</tr>
<tr>
<td>Associate degree or higher (Age 25+)</td>
<td>45%</td>
<td>36%</td>
</tr>
</tbody>
</table>

**SOURCES:** CENSUS ACS 2017-5YR EST.; BLS OCEW NOT SEASONALLY ADJUSTED

Educational attainment rates for the St. Louis Region are greater than those of the state in regards to bachelor’s or advanced degrees. Forty-five percent of the region’s population, age 25 and older, has an associate, bachelor’s or advanced degree compared to 36 percent for the state.

The regional unemployment rate was 3.0 percent in 2018 overall, and as of May 2019, the preliminary rate stands at 2.9 percent, slightly up from 2.8 percent in May 2018. From May 2014 to May 2019, the unemployment rate dropped 3.3 points.
INDUSTRY ANALYSIS

The St. Louis Region averaged an annualized 1,036,697 employees in 2018 and added 7,577 jobs from June 2017 to June 2018, growing 0.7 percent. Missouri employment increased by 0.4 percent in that time. From 2014 to 2018, the St. Louis Region averaged 1.0 percent annual growth for an overall increase of 5.2 percent; during that same period Missouri’s employment grew 4.8 percent.

LOCATION QUOTIENT

To understand the major industries within a region, an analysis of industry concentration or clustering can be useful. The Location Quotient (LQ) describes the concentration of an industry in a geographic region, in relation to the nation, with 1.0 being the national average. Industries higher than 1.0 indicate a concentration.

The St. Louis Region has higher concentrations in Data Processing, Management of Companies, Chemical Manufacturing, Beverage & Tobacco Manufacturing and Hospitals, just to name a few.

Large employers do not necessarily have a high LQ, though sometimes that is the case. The St. Louis Region’s largest employers includes health care providers Barnes-Jewish Hospital, SSM-St. Mary’s Hospital, Mercy Hospital system, St. Luke’s Hospital.

Other large employers include Anheuser-Bush, Enterprise, General Motors, Boeing, Nestle Purina, Edward Jones, and Wells Fargo all ranked among the top employers in their respective industry sectors. St. Louis University, Washington University, and the University of Missouri—St. Louis are also major public sector employers in the region.

HIGHEST 2018

Health Care continues to be one of the largest employing industries in the region, showing consistent growth from 2013 to 2018, increasing over 23,600 jobs since 2013. Retail Trade is the second largest industry adding over 5,900 jobs. Accommodation and Food
Services added over 7,900 jobs, an increase of nearly 1.6 percent each year for the region.

Manufacturing continues to grow at an annualized 1.5 percent. Administrative and Support grew by over 6,600 jobs. Educational Services maintains steady employment. Lastly, The Professional and Technical Services industry gained over 7,400 jobs.

### St. Louis Region Top Employing Industries

<table>
<thead>
<tr>
<th>Industry</th>
<th>2013</th>
<th>2018</th>
<th>Change</th>
<th>CAGR</th>
<th>Annual Wages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health Care &amp; Social Assistance</td>
<td>157,123</td>
<td>180,773</td>
<td>2,650</td>
<td>2.8%</td>
<td>$45,432</td>
</tr>
<tr>
<td>Retail Trade</td>
<td>105,248</td>
<td>111,191</td>
<td>5,943</td>
<td>1.1%</td>
<td>$29,748</td>
</tr>
<tr>
<td>Accommodation &amp; Food Services</td>
<td>94,502</td>
<td>102,458</td>
<td>7,956</td>
<td>1.6%</td>
<td>$18,684</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>85,789</td>
<td>92,376</td>
<td>6,587</td>
<td>1.5%</td>
<td>$66,108</td>
</tr>
<tr>
<td>Administrative &amp; Support</td>
<td>76,176</td>
<td>82,803</td>
<td>6,627</td>
<td>1.7%</td>
<td>$37,980</td>
</tr>
<tr>
<td>Educational Services</td>
<td>81,572</td>
<td>81,610</td>
<td>38</td>
<td>0.0%</td>
<td>$53,628</td>
</tr>
<tr>
<td>Professional, Scientific &amp; Tech. Srvcs</td>
<td>63,434</td>
<td>70,889</td>
<td>7,455</td>
<td>2.2%</td>
<td>$80,244</td>
</tr>
<tr>
<td>Finance &amp; Insurance</td>
<td>61,137</td>
<td>64,151</td>
<td>3,014</td>
<td>1.0%</td>
<td>$84,588</td>
</tr>
<tr>
<td>Wholesale Trade</td>
<td>54,153</td>
<td>53,416</td>
<td>(737)</td>
<td>0.3%</td>
<td>$70,980</td>
</tr>
<tr>
<td>Construction</td>
<td>49,166</td>
<td>53,156</td>
<td>3,990</td>
<td>1.6%</td>
<td>$59,748</td>
</tr>
</tbody>
</table>

SOURCE: LEHD-QWI, 2013-2018 2ND QUARTER

### DATA PROCESSING

#### 2018 St. Louis Region Location Quotients

<table>
<thead>
<tr>
<th>Industry</th>
<th>Employment</th>
<th>Location Quotient</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Processing &amp; Hosting</td>
<td>6,256</td>
<td>2.4</td>
</tr>
<tr>
<td>Management of Companies</td>
<td>40,123</td>
<td>2.2</td>
</tr>
<tr>
<td>Chemical Manufacturing</td>
<td>11,458</td>
<td>1.8</td>
</tr>
<tr>
<td>Beverage &amp; Tobacco Manufacturing</td>
<td>3,597</td>
<td>1.7</td>
</tr>
<tr>
<td>Hospitals</td>
<td>63,161</td>
<td>1.6</td>
</tr>
<tr>
<td>Securities, Commodities, Investments</td>
<td>11,098</td>
<td>1.5</td>
</tr>
<tr>
<td>Broadcasting (except internet)</td>
<td>3,043</td>
<td>1.5</td>
</tr>
<tr>
<td>Printing Support</td>
<td>4,818</td>
<td>1.5</td>
</tr>
<tr>
<td>Telecommunications</td>
<td>8,337</td>
<td>1.4</td>
</tr>
<tr>
<td>Machinery Manufacturing</td>
<td>12,147</td>
<td>1.4</td>
</tr>
<tr>
<td>Lessor of Nonfinancial Assets</td>
<td>245</td>
<td>1.4</td>
</tr>
<tr>
<td>Social Assistance</td>
<td>36,946</td>
<td>1.2</td>
</tr>
<tr>
<td>Educational Services</td>
<td>26,642</td>
<td>1.2</td>
</tr>
<tr>
<td>Insurance Carriers &amp; Related</td>
<td>21,310</td>
<td>1.2</td>
</tr>
<tr>
<td>Merch. Wholesalers, durable goods</td>
<td>28,641</td>
<td>1.2</td>
</tr>
<tr>
<td>NonStore Retailers</td>
<td>5,158</td>
<td>1.2</td>
</tr>
</tbody>
</table>

SOURCE: MERC, QCEW, 2018 ANNUAL AVERAGES
Projected growth in industry helps to identify future employment needs for an area. Projections indicate that the largest growth industries in the St. Louis Region will be Health Care and Social Assistance, Accommodation and Food Services, Administrative and Support, Educational Services, and Professional, Scientific, and Technical Services.

### St. Louis Region Largest Growth Industries 2016-2026

<table>
<thead>
<tr>
<th>Industry</th>
<th>Employment</th>
<th>Change</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2016</td>
<td>2026</td>
</tr>
<tr>
<td>Health Care &amp; Social Assistance</td>
<td>172,682</td>
<td>203,183</td>
</tr>
<tr>
<td>Accommodation &amp; Food Services</td>
<td>99,417</td>
<td>108,558</td>
</tr>
<tr>
<td>Administrative &amp; Support</td>
<td>66,984</td>
<td>75,189</td>
</tr>
<tr>
<td>Educational Services</td>
<td>80,141</td>
<td>86,770</td>
</tr>
<tr>
<td>Professional, Scientific, &amp; Technical Services</td>
<td>63,425</td>
<td>69,480</td>
</tr>
<tr>
<td>Finance &amp; Insurance</td>
<td>57,744</td>
<td>63,182</td>
</tr>
<tr>
<td>Local Government, Excluding Educ. &amp; Hospitals</td>
<td>36,986</td>
<td>38,294</td>
</tr>
<tr>
<td>Other Services (except Government)</td>
<td>51,263</td>
<td>52,469</td>
</tr>
<tr>
<td>Management of Companies</td>
<td>39,461</td>
<td>40,430</td>
</tr>
<tr>
<td>Retail Trade</td>
<td>109,754</td>
<td>110,681</td>
</tr>
</tbody>
</table>

**Sources:** MERIC Industry Projections

**Projected Growth in Industry Helps to Identify Future Employment Needs for an Area.**

### Occupational Projections

MERIC produces occupational projections that estimates labor demand over a 10-year period. MERIC categorizes these occupations using its Now-Next-Later method to help job seekers understand the training, education, and experience requirements for various occupations.

**Now** jobs typically require short-term on-the-job training, little to no experience, and/or a high school diploma. Now occupations include Food Preparation and Serving Workers, Cashiers, and Retail Salespersons which lead the way in total openings. Personal Care Aides, Home Health Aides, and Helpers—Production Workers are projected to be the fastest growing Now occupations over the next decade.

**Next** jobs typically require a non-degree certificate, associate degree, apprenticeship, some experience, or moderate- to long-term training. Nursing Assistants, Cooks, and Bookkeeping & Accounting Clerks will have the most openings for the Next category of occupations. Respiratory Therapists, Physical Therapist Assistants, and Phlebotomists are the fastest growing Next occupations.
Later jobs typically require a bachelor’s degree or higher. For Later occupations, Registered Nurses, General & Operations Managers, and Accountants and Auditors will have the most openings. Information Security Analysts, Nurse Practitioners, and Statisticians are the fastest growing Later occupations.

<table>
<thead>
<tr>
<th>Helpers—Production Workers</th>
<th>Nonfarm Animal Caretakers</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Food Preparation &amp; Serving Workers</td>
</tr>
<tr>
<td></td>
<td>Respiratory Therapists</td>
</tr>
<tr>
<td></td>
<td>Physical Therapist Assistants</td>
</tr>
<tr>
<td></td>
<td>Phlebotomists</td>
</tr>
<tr>
<td></td>
<td>Occupational Therapy Assistants</td>
</tr>
<tr>
<td></td>
<td>Massage Therapists</td>
</tr>
<tr>
<td></td>
<td>Information Security Analyst</td>
</tr>
<tr>
<td></td>
<td>Nurse Practitioners</td>
</tr>
<tr>
<td></td>
<td>Statisticians</td>
</tr>
<tr>
<td></td>
<td>Health Specialties Teachers, Postsecondary</td>
</tr>
<tr>
<td></td>
<td>Software Developers, Applications</td>
</tr>
</tbody>
</table>

NOTE: OCCUPATIONS WITH NET INCREASE OF LESS THAN 50 ARE OMITTED
SOURCE: MERIC OCCUPATIONAL PROJECTIONS, 2016-2026
DENOTES OCCUPATIONS TOP TEN ONLINE JOB ADS FOR 2018 IN THE REGION AND WITHIN THE NOW-NEXT-LATER CLASSIFICATIONS
## St. Louis Region Long-Term Occupational Projections by Top Openings

<table>
<thead>
<tr>
<th>Occupation</th>
<th>2016 Estimated Employment</th>
<th>2026 Projected Employment</th>
<th>Growth Openings</th>
<th>Exits</th>
<th>Transfers</th>
<th>Total Openings</th>
<th>Median Wages</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>NOW</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Food Prep. &amp; Serving Workers</td>
<td>28,387</td>
<td>32,764</td>
<td>4,377</td>
<td>27,075</td>
<td>28,316</td>
<td>59,768</td>
<td>$18,865</td>
</tr>
<tr>
<td>Cashiers</td>
<td>24,607</td>
<td>24,451</td>
<td>-156</td>
<td>23,030</td>
<td>22,476</td>
<td>45,350</td>
<td>$21,120</td>
</tr>
<tr>
<td>Retail Salespersons</td>
<td>30,188</td>
<td>29,238</td>
<td>-950</td>
<td>18,811</td>
<td>23,580</td>
<td>41,441</td>
<td>$23,184</td>
</tr>
<tr>
<td>Waiters &amp; Waitresses</td>
<td>21,079</td>
<td>21,877</td>
<td>798</td>
<td>15,898</td>
<td>24,358</td>
<td>41,054</td>
<td>$19,041</td>
</tr>
<tr>
<td>Personal Care Aides</td>
<td>19,093</td>
<td>26,401</td>
<td>7,308</td>
<td>18,154</td>
<td>13,675</td>
<td>39,137</td>
<td>$22,219</td>
</tr>
<tr>
<td><strong>NEXT</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cooks, Restaurant</td>
<td>11,171</td>
<td>12,163</td>
<td>992</td>
<td>6,836</td>
<td>9,334</td>
<td>17,162</td>
<td>$23,651</td>
</tr>
<tr>
<td>Bookkeeping &amp; Accounting Clerks</td>
<td>12,879</td>
<td>12,437</td>
<td>-442</td>
<td>7,838</td>
<td>6,082</td>
<td>13,478</td>
<td>$39,553</td>
</tr>
<tr>
<td>Supervisors of Food Prep. &amp; Serving Workers</td>
<td>8,689</td>
<td>9,364</td>
<td>675</td>
<td>4,044</td>
<td>8,612</td>
<td>13,331</td>
<td>$28,875</td>
</tr>
<tr>
<td>Retail Sales Supervisor</td>
<td>11,152</td>
<td>11,308</td>
<td>156</td>
<td>4,145</td>
<td>7,557</td>
<td>11,858</td>
<td>$40,8804</td>
</tr>
<tr>
<td><strong>LATER</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General &amp; Operations Managers</td>
<td>16,754</td>
<td>18,003</td>
<td>1,249</td>
<td>3,603</td>
<td>10,366</td>
<td>15,218</td>
<td>$104,336</td>
</tr>
<tr>
<td>Accountants &amp; Auditors</td>
<td>11,693</td>
<td>12,539</td>
<td>846</td>
<td>3,577</td>
<td>6,972</td>
<td>11,395</td>
<td>$70,133</td>
</tr>
<tr>
<td>Elementary School Teachers</td>
<td>8,780</td>
<td>9,449</td>
<td>669</td>
<td>3,008</td>
<td>3,374</td>
<td>7,051</td>
<td>$52,527</td>
</tr>
<tr>
<td>Business Operations Specialists</td>
<td>7,041</td>
<td>7,534</td>
<td>493</td>
<td>2,286</td>
<td>4,204</td>
<td>6,983</td>
<td>$71,729</td>
</tr>
</tbody>
</table>

Source: MERIC OCCUPATIONAL PROJECTIONS 2016-2026

Denotes occupations in the top ten for 2018 online job ads in the region & within the Now-Next-Later classification.
For more information, visit meric.mo.gov or dhewd.mo.gov
Since 2009, the College and its research partners have tracked the recovery and growth of the region’s workforce, as well as its continuing challenges, by publishing an annual analysis of local employer survey responses and labor market data from the state. From surprising hiring trends to high-demand jobs, the 2019 report provides a wealth of interesting information. SLCC has identified key takeaways to emphasize some of the more thought-provoking insights.

Two Findings From the Survey

1. **St. Louis employers are pulling in a bit.** Two years ago, we were surrounded by evidence of economic growth and a full employment economy. However, this year’s data provides indications that employers are at least somewhat concerned about the future and are taking steps to reduce risk. The percentage of employers reporting they will hire new full-time employees dropped by 6% compared to the 2017 response (63% vs. 69%). The number of employers indicating they will hire new part-time workers grew from 66% to 69%, the highest level seen in the last eight years.

2. **Employers are increasingly willing to consider justice-involved employees.** One of the most interesting shifts this year has been in how employers view applicants with criminal records. Just in the last four years, the considerable number of employers who said they would not hire applicants convicted of a felony dropped from 26% to less than 1%, evidence that mindsets may be changing.

More eye-opening insights are available in St. Louis Community College’s 2019 State of the St. Louis Workforce Report. We invite you to download the full report at stlcc.edu/stlworkforce now to learn more.

Jeff L. Pittman, Ph.D.
Chancellor

The State of the St. Louis Workforce Report is brought to you each year by the Workforce Solutions Group of St. Louis Community College. The Workforce Solutions Group addresses the College’s strategic initiative of Aligning with Workforce Needs by offering workforce solutions designed to advance people, businesses and communities.

Workforce Solutions Group
St. Louis Community College

Download the full report at stlcc.edu/stlworkforce.
STATEMENT OF ASSURANCES CERTIFICATION

The officials listed below certify through their signature that the region has met the following requirements:

- Assures the local stakeholders (businesses, organized labor, public officials, community-based organizations and WIOA service providers) were involved in the development of this plan;
- Assures a written agreement has been developed between the local workforce development board and the current one-stop operator(s);
- Assures a written agreement has been developed between the chief elected official(s) and the local workforce development board;
- Assures the chief elected official(s) agree(s) with the selection of the one-stop operator;
- Assures the chief elected official(s) authorized the designation/selection of the region's fiscal agent;
- Assures the Governor and his administrative staff that all WDB members are nominated, and maintenance of membership over time is completed, on good faith and actions in compliance with the Office of Workforce Development WDB member certification OWD Letter 10-2018;
- Assures the CEI, LWDB members and LWDB staff have read and understand the Conflict of Interest policy; and
- Assures the plan received a 30-day public comment period.

The St. Charles County Workforce Development Area certifies that it has complied with all of the required components of the Workforce Innovation and Opportunity Act. The workforce area also assures that funds will be spent in accordance with the Workforce Innovation and Opportunity Act and its regulations, written U.S. Department of Labor guidance implementing this Act, and all other federal and state laws and regulations.

[Signatures and dates]