

Northwest
Missouri
Career
System
Business Plan/MOU
July 2010

Revised September 2010

Table of Contents

| | |
|--|----|
| Executive Summary | 3 |
| NW WIB Region Vision of Next Generation Career Center Integration Model..... | 6 |
| Integrated Business Services | 9 |
| Cost Allocation | 10 |
| Confidentiality Agreement | 11 |
| Right for Modifications | 12 |
| Signature Page | 13 |
| Attachments | 14 |
| Attachment 1 - Integrated Service Customer Flow | 15 |
| Attachment 2A – Chillicothe Organizational Chart | 22 |
| Attachment 2B – Maryville Organizational Chart | 23 |
| Attachment 2C – St. Joseph Organizational Chart | 24 |
| Attachment 2D – Welcome Team Function | 25 |
| Attachment 2E – Welcome Team Customer Flow | 26 |
| Attachment 2F – Employment Team Function | 27 |
| Attachment 2G – Employment Team Customer Flow | 28 |
| Attachment 2H – Skills Team Function | 29 |
| Attachment 2I – Skills Team Customer Flow | 30 |
| Attachment 3 – Business Services Plan Executive Summary | 31 |

NORTHWEST REGION WORKFORCE INVESTMENT BOARD

MISSOURI CAREER CENTER BUSINESS PLAN

2010-2011

Executive Summary

This agreement is entered into on July 1, 2010 and becomes effective July 1, 2010. This agreement shall terminate on June 30, 2011.

The designated One-Stop-Operator for the Career Centers in Northwest Missouri has been the Missouri Career Center System Team. This consortium meets monthly and provides guidance and oversight for the functional leaders of each center. They approve the Business Plan/MOU and submit it to the WIB Board for approval. This consortium has been in place for over 15 years and has been integral in the strategies and direction of the Career Centers in Northwest Missouri. The strong leadership of this team has resulted in the Chartering of all 3 Career Centers and has been instrumental in the region's success in meeting performance.

This Business Plan Agreement is entered into in the spirit of cooperation and collaboration by the Northwest Region Local Workforce Investment Board, hereafter referred to as "the WIB" and the One-Stop Delivery System Signatory Partners, hereafter referred to as "the One-Stop Partners" to describe how their various funding streams and resources will be utilized to better serve their mutual customers, both job-seekers and businesses, through an integrated system of service delivery operated at two (2) comprehensive sites, (1) non-comprehensive site, (16) points of contact and a rural delivery system. It is understood that the development and implementation of this business plan will require mutual trust and teamwork among the One-Stop Partnering agencies, all working together to accomplish the shared goals.

The Participating Partners include: Veterans programs; Job Corps; DESE/Division of Vocational Rehabilitation, and Adult Education and Literacy; Trade Act; Wagner Peyser (WP); Migrant and Seasonal Farm Workers; Workforce Investment Act (WIA) Title I Programs; Carl Perkins Act; Community Services Block Grant Programs; and the Career Assistance Program. Many other partners are involved in planning, being on the WIB board and in facilitating the delivery of services.

Each site and its relationship to the system will be described as well as the common threads and each center's unique characteristics that combine to provide high quality services to the region's businesses and workforce.

The One-Stop Delivery System in Northwest Missouri is comprised of a team of dedicated individuals working for the continuous improvement of Missouri's workforce. The comprehensive and non-comprehensive Missouri Career Centers and the service delivery system have been established to meet the need for high quality services to Missouri's workforce and businesses. The area's businesses utilize the centers to find talented and capable employees, while the workforce utilizes the system to find suitable

employment and the means to acquire the training they need to become self-sufficient in employment. The centers serve as conduits between businesses and the workforce and network with private employment placement services as well as schools to meet the region's needs. This is attained through the establishment of standards that demand excellence and the building of a solid foundation for establishing lifelong partnerships, learning workplace skills and citizenship, sharing best practices, providing individualized support and services to consumers, and creating a system that fosters teamwork and personal and professional growth. Through a variety of avenues, customer needs and awareness is captured and addressed.

The System's philosophy of putting the customer first results in the customer being the focus of all strategies. Whenever there is discussion regarding who is responsible for a service, whether traffic flow is efficient, if there is a need to change a process or how a situation should be handled, the first and foremost question asked is "What is best for the customer?" This underlying premise results in the customer being the focus rather than the Partners and organizations represented at the Centers. Monthly, the Missouri Career Center Systems Team meets and looks at the operations of our centers, customer satisfaction, cross training needs, what businesses are indicating they need, customer flow and barriers to employment. These conversations keep the customer in the forefront and never let us forget why we do what we do.

Comprehensive services are offered to job seekers either at the Career Centers or by referral to partners. Staff meets individually with each customer to assess their needs and they are directed to resources either at the centers or in the community to help them meet their employment goals. Staff receives cross training on programs offered through the centers and throughout the community so they can make appropriate and meaningful referrals. Services offered to businesses occur mostly through staff visits to the businesses. We have comprehensive packets prepared that each business receives describing the range of services offered through the centers and partners. Included in the packets is information on Work Opportunity Tax Credits, Federal Bonding, On the Job Training, and employer services such as listing job orders, providing interview space, WorkKeys testing and taking applications.

The System's primary business objective is to supply businesses with skilled, qualified employees to increase their success in today's economy. We do this by listening to what businesses need and working together to identify resources to meet their needs. Although many services appear to primarily benefit the job seeker, by giving the seeker services and training, the system is providing businesses a stronger and better prepared work force. This is reflected in our vision and mission which has been established for many years, was reaffirmed in June 2007 and reviewed again in March 2010 in preparation of the implementation of the Next Generation Career Center (NGCC) model.

Our vision for the future of our system is that our centers will be known as comprehensive employment sites, providing job seekers and businesses with access to technology that allows them to access the best employment opportunities and employees. Services will include not only access to technology, but skill development to maximize the use of technology. These services may be provided on site, but will also be accessible anywhere the business or job seeker is located. In addition to technological skill development, opportunities to obtain and develop other skills needed to meet business demands will be available

through programs offering funding for training such as WIA and Vocational Rehabilitation. We see ourselves as the conduit connecting business needs to educational opportunities to a skilled workforce.

Our mission:

A qualified person for every job and a quality job for every person

Our vision:

Through partnership with each local community, it is our vision that every employer will maintain a qualified, productive workforce; and that every job-seeker will have education and training opportunities throughout their lifetime, which lead to lasting, living-wage jobs commensurate with their abilities and goals.

The mission and vision are posted in our centers and each staff person has a copy of them.

NW WIB Region Vision of Next Generation Career Center Integration Model

Create a Career Center Service Paradigm That Values Both Skills and Jobs

The Next Generation Career Centers in Northwest Missouri delivering the One-Stop Delivery System is comprised of teams of dedicated individuals working for the continuous improvement and high quality services to Missouri's workforce and businesses.

Goals are attained through a dedicated workforce team that establishes and maintains high standards that demand excellence and the building of a solid foundation of lifelong partnerships, learning workplace skills, sharing best practices, providing individualized support and service to consumers, and creating a system that fosters teamwork and personal and professional growth.

Area businesses utilize the Centers to find talented, skilled, and capable employees. The Next Generation Career Center Teams provides many products and services to the workforce who utilizes the system to find continuing education and "skills-for-work, forever" training to meet the employment requirements of businesses. The Centers serve as conduits between businesses and the workforce and network with public and private services and schools to meet the region's needs.

Our customer flow chart (Attachment 1) demonstrates our plan for customer flow that will enable all customers, including UI claimants, to access the opportunity to know and improve their skills to get the best job possible. Customers will access a first-visit, which includes initial skills assessments, paths to a wide range of skill development products (The listing of the Product Box follows the customer flow chart.) and services to improve their employment opportunities through skill upgrading, skill validation, and credentialing.

Increase the Number of Career Center Customers Accessing Skill Development and Training Services

The Northwest Missouri Next Generation Career Centers primary objective is to supply businesses with skilled, qualified employees to increase their success in today's economy. We do this by listening to what businesses need and working together to identify resources to meet their needs. Although many services appear to primarily benefit the job seeker, by giving the seeker the opportunity to enhance their skills through training, the centers are providing businesses a stronger and better-prepared work force. This is reflected in our vision and mission, which has been established for many years and reflects the connection between skills and quality employment.

Our vision for the future of our system is that our centers will be known as comprehensive employment sites, providing job seekers, and businesses with access to technology that allows them to access the best employment opportunities and employees. Services will include not only

access to technology, but skill development to maximize the use of technology. These services may be provided on site, but will also be accessible anywhere the business or job seeker is located. In addition to technological skill development, opportunities to obtain and develop other skills needed to meet business demands will be available through programs offering funding for training such as WIA and Vocational Rehabilitation. We see ourselves as the conduit connecting business needs to educational opportunities to a skilled workforce.

The Northwest Region's Career Centers will develop, continuously improve, and actively promote a wide range of skill development opportunities through multiple service delivery methods. As our customer flow chart (Attachment 1) demonstrates, the access to our product box and the wide array of services available is integrated and easily accessed.

Our region has an active and large P-20 council that works to invigorate workforce and education partnerships to create career pathways. Communication between educational institutions and employers include workforce development and several training options have been developed in the past year as a result.

Integrate Services to Better Serve Customers

Our regional philosophy of putting the customer first, results in the customer truly being the focus of all strategies. Whenever there is a discussion regarding who is responsible for a service, whether traffic flow is efficient, if there is a need to change a process or how a situation should be handled, the first and foremost question asked is, "What is best for the customer?" This underlying premise results in the customer being the focus rather than the staff and partner organizations represented at the Centers. The initial NGCC focus will be WIA Title I and Wagner-Peyser Program participants. All Trade Act customers will also be enrolled in the performance pool of the WIA Title I Dislocated Worker Program.

Monthly, a Missouri Career Systems Team meets and looks at operations of our Centers, as well as customer satisfaction and barriers to employment. These conversations keep the customer in the forefront and never let us forget why we do what we do.

Comprehensive services are offered to job seekers at the Career Centers or by referral to partners. As part of our customer flow, staff meets individually with each customer to assess their needs and they are directed to products and services within the "Product Box" to help them meet their individual employment and skill development goals. Staff receives cross training on programs offered through the Centers and throughout the community so they can make appropriate and meaningful referrals.

Our organizational charts (Attachments 2A, 2B and 2C) demonstrate our shift to staff being assigned to functional teams (Welcome, Skills, and Employment Teams) rather than to programs. Our Team descriptions and customer flow (Welcome – Attachment 2D and 2E, Employment –

Attachment 2F and 2G, Skills – Attachment 2H and 2I) indicate our plan to implement the functional teams.

A schedule is in place to begin writing the procedures, which allows for input from all staff involved in the implementation of the Next Generation Career Center philosophy.

Lean Processes and Streamline Service Delivery by Removing Bureaucratic Barriers and Waste

In the Northwest Region, the Northwest Workforce Investment Board Operations Manager is reviewing local policy with guidance from the state and is streamlining monitoring and continuous improvement procedures. These new procedures will be a reference for those interested in responding to the Request for Proposal for staffing the Next Generation Career Centers.

Meet New Performance Expectations: Success Defined Through New Quality Service Metrics

In the Northwest Region, our philosophy has always been that if we do what is best for the customer, performance will reflect that. Customers are not screened out, nor are they prevented from exiting when they no longer are in need of Career Center services. We meet one-on-one with the majority of the customers who visit our Centers, so reorganizing our center to allow this to happen more easily is a welcome change and we are eager to implement the new customer flow paradigm, with value-added service delivery, and philosophy. New metrics will consider the number of customers served, including UI claimants; number of customers in training; number of credentials received by customers; diversity of customers served; services they use; and efficiency measures.

Integrated Business Services

The Northwest Workforce Investment Board (NW WIB) Region has one (1) Division of Workforce Development Business Representative who serves an 18-county region. The Business Representative visits business owners and human resource staff to provide information about services available through the Missouri Career Centers. When an employer calls or comes in to the Career Center requesting information, the greeter directs the business customer to the Business Representative, who offers service or refers them to a resource where they can be served. The Business Representative, Career Center Functional Leaders and Veteran's Representatives will take new job orders and will alert Team Leaders. Team Leaders will notify Employment Team members so that customers who are qualified for the position are aware of the opportunity.

The Business Representative and NW WIB Workforce Development Manager co-lead the regional Business Services Outreach Team. The Team consists of representatives from Veteran's Services, WIA Title I programs, Northwest Roundtable of Economic Developers, higher education, chambers of commerce, DWD, and the Northwest WIB. The Career Center Functional Leaders will also serve on the Business Services Outreach Team as a representative of the Career Center. The Business Services Outreach Team is guided by a Business Services Outreach Plan ([Attachment 3 "Executive Summary"](#)), which outlines data, partners, coordination, dissemination, services, evaluation, and modification processes to best serve Northwest businesses and industries. The Business Services Outreach Plan is a functional guideline for service implementation by all partners and a roadmap of connectivity of services focused on business customer needs. The original plan was written in May 2004 and was revised in 2007, 2008 and 2009. Through the plan, we recognize and address any deficiencies in the current delivery system, including defining customer satisfaction standards; describing customer flow; and outlining the single point of contact system. The NW WIB Business Services Outreach Plan is considered a part of our comprehensive business plan for the region.

We use the state's management information system for tracking any interaction with or services provided to businesses. If updated correctly, this system is a good tool to ensure our efforts are not duplicative.

Cost Sharing

Cost Sharing Agreements will be in place to identify the costs for each of the career centers in which both DWD and WIA staff are located. Career Center costs associated with the integrated service delivery model will be shared among the DWD and WIA partners based on a ratio of DWD staff to WIA staff. In addition, Career Center costs for other partners located in the Career Center will be shared based on an FTE basis.

Cost Allocating

All Career Center costs will be allocated to the program receiving the benefit whenever possible. Any costs associated to the integrated service delivery model that cannot be directly charged will be allocated to the WIA adult/WIA dislocated worker/wagner-peyser funding based on the proportionate share of customers accessing services in the career center. This data will be collected at the end of each calendar quarter and used to allocate costs for the remaining calendar quarter.

Confidentiality Agreement

All partners will agree to the confidentiality policy set forth by the Division of Workforce Development and the policy of the Northwest Workforce Investment Board. Authorized staff will receive training and sign the confidentiality statement identified as Attachment EP4 to the full business plan. The Local policy is listed in Attachment EP5.

All correspondence sent by email and fax will adhere to the confidentiality statement as set forth in the DWD Issuance 01-2008.

All Partners retain the right to request a modification to this Memorandum or its related agreements. Requests for modification must be made in writing to the WIB, whose decision is final. Partners may terminate their agreement to abide by all terms and conditions of the business plan with 60 days written notice. The WIB reserves the right to immediately terminate the participation of any Partner in this plan with cause. The plan will be reviewed annually for accuracy and changes.

By signature hereto, the Northwest Region Workforce Development Partners attest to participation of development of the plan and agree to abide by all terms and conditions of the Business Plan.

Organization/Agency

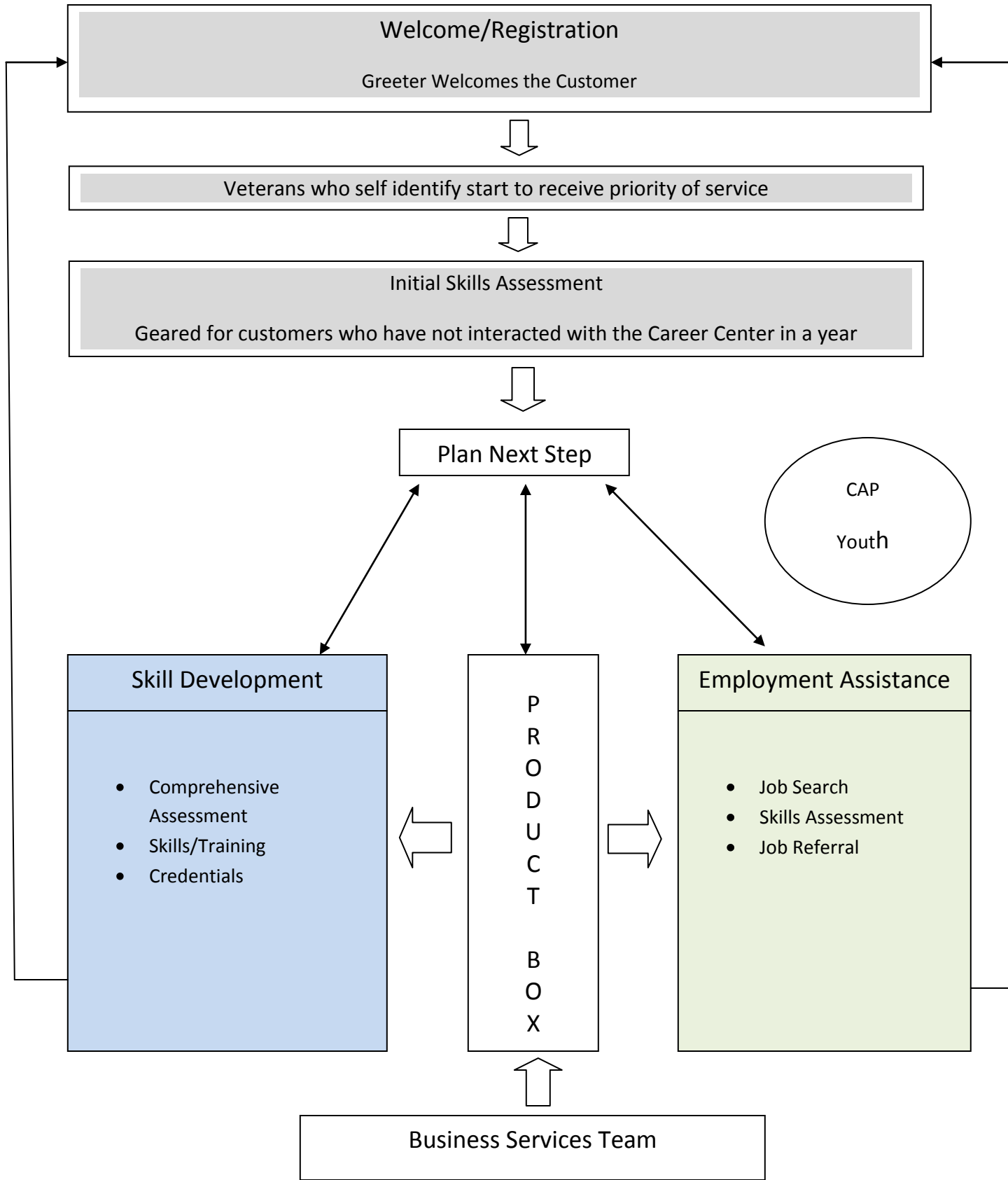
Name

Title

Date

Attachments

Attachments reflect current status of the Next Generation Career Center implementation. As new information and guidance is received, procedures, staffing and customer flow documents may be revised. These revisions will not affect the working relationship that is being agreed to as described in this plan.



| Category | Name of Product/Service | Description of Product/Service (Product Box) | Accreditation/ Certification/ DESE Approved | Administrator of the Product/ Service | Target Audience | Format/ Delivery Style |
|----------------|--|---|--|---|-----------------|---------------------------|
| ASSESSMENT | Clerical Testing | Typing test | N/A | MCC Staff | All Customers | Computer |
| ASSESSMENT | Clerical Testing | Keyboarding, computer applications, data entry, contact center, professional, financial, clerical testing | N/A | MCC Staff | All Customers | Computer |
| ASSESSMENT | TABE Testing | Test of Adult Basic Education (TABE) for screening purposes and establishment of basic skill levels | Y | MCC Staff | All Customers | Staff-Assisted |
| ASSESSMENT | Work Keys Testing/MO CRC | Basic and soft skill assessments leading to a credential that demonstrates workplace readiness | Y | MCC Staff | All Customers | Computer |
| ASSESSMENT | Choices Career Assessment/COPS Career Assessment | Career exploration survey that identifies general career interests | N/A | MCC Staff | All Customers | Computer |
| BUSINESS SERV. | Recruitment through Job Club & Job Fair | Offer employers the opportunity to pro-actively recruit applicants interested in present employment opportunities | N/A | MCC Staff | Businesses | Staff-Assisted |
| BUSINESS SERV. | Pre-Employment Screening & Testing | Offer employers the opportunity to screen applicants using office skills/computer skills testing, pre-screening of resumes & applications | N/A | MCC Staff | Businesses | Staff-Assisted |
| BUSINESS SERV. | Customized & On-the-Job Training | Refer to educational facilities that provide customized training (OTC), retraining or up-training to present workforce | N/A | MCC/OTC | Businesses | Staff-Assisted |
| BUSINESS SERV. | Rapid Response | Intervention for employees of companies that are downsizing that offers information about re-training, unemployment, and job search | N/A | MCC Staff | Businesses | Staff-Assisted |
| BUSINESS SERV. | Information on tax credits & incentives | Provide information about possible tax credit of up to 2 years for employers that hire from targeted groups | N/A | MCC Staff | Businesses | Self-Service |
| BUSINESS SERV. | Business Service Center | Provide a small conference room with phone and computer access for businesses that need space for meetings, interviews, etc. | N/A | MCC | Businesses | Staff-Assisted |
| BUSINESS SERV. | Interview & Meeting Rooms | Provide conference rooms of various sizes for meetings, interviews, and seminars | N/A | MCC | Businesses | Staff-Assisted |
| BUSINESS SERV. | Labor Market Information | Offer information about the labor market, including wage comparisons, in addition to unemployment, demographics, etc. | N/A | DWD | Businesses | Self-Service |
| BUSINESS SERV. | Regulatory Compliance/Guides & Posters | Provide free posters concerning acceptable hiring practices and a guide offering information about employment regulations and laws | N/A | DWD | Businesses | Self-Service |

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|------------------|--|--|-----|----------------|---------------|----------------|
| BUSINESS SERV. | MEC - Informational seminars | Missouri Employer Committee hosts informational meetings & seminars for HR personnel to inform about changes in employment law, procedures and practices | N/A | DWD | Businesses | Staff-Assisted |
| BUSINESS SERV. | Missouri Career Source | Allows businesses the ability to list available jobs, search and review online resumes, 24/7, at no charge | N/A | DWD | Businesses | Internet |
| BUSINESS SERV. | HRMA-Human Resource Management Association of Northwest Missouri | Informational meetings & seminars for HR personnel to inform about changes in employment law, procedures and practices | N/A | DWD | Businesses | Staff-Assisted |
| BUSINESS SERV. | Federal Bonding information | Information about an insurance policy that protects the business from liability that are offered to businesses willing to hire targeted groups | N/A | DWD | Businesses | Self-Service |
| DISABILITY SERV. | Large Screen Computer | Enables customer to view computer programs/information at larger size | N/A | Staff Assisted | All Customers | Self-Service |
| DISABILITY SERV. | Large Keyboard | Enables customer to enter text using highly visible keys | N/A | Staff Assisted | All Customers | Self-Service |
| DISABILITY SERV. | Control Stick | Enables individuals with mobility concerns to navigate the computer using this stationary joystick | N/A | Staff Assisted | All Customers | Self-Service |
| DISABILITY SERV. | Amplifier | Enables customer to adjust the telephone volume to a comfortable level | N/A | Staff Assisted | All Customers | Staff-Assisted |
| DISABILITY SERV. | T30 Transmitter and R32 Receiver | Enables hearing impaired customers to engage in conversation or listen to speakers at a comfortable level | N/A | Staff Assisted | All Customers | Staff-Assisted |
| DISABILITY SERV. | Zoom Text | Enables customers to adjust magnification on computer programs | N/A | Staff Assisted | All Customers | Staff-Assisted |
| DISABILITY SERV. | Window Eyes | Reads information shown on computer screens to low-vision or blind individuals | N/A | Staff Assisted | All Customers | Staff-Assisted |
| DISABILITY SERV. | Trackball Mouse | Enables individuals with mobility concerns to navigate the computer using this stationary mouse-like device | N/A | Staff Assisted | All Customers | Self-Service |
| DISABILITY SERV. | TTY (Miniprint) | Enables customers with a hearing impairment to make a phone call and communicate by typing | N/A | Staff Assisted | All Customers | Staff-Assisted |
| DISABILITY SERV. | Remote Control Speakerphone | Remote phone use for individuals with mobility disabilities | N/A | Staff Assisted | All Customers | Staff-Assisted |
| DISABILITY SERV. | On-Screen Enlarger (CCTV) | Enables customer to easily read a document by placing it under a magnifier and reading the text on-screen | N/A | Staff Assisted | All Customers | Staff-Assisted |
| DISABILITY SERV. | UbiDuo | Enables a deaf or hearing impaired customer to converse with a staff member by typing instant messages | N/A | Staff Assisted | All Customers | Staff-Assisted |
| DISABILITY SERV. | Braille Career Center Brochures | Career Center services in Braille for individuals that are blind or low vision | N/A | Staff Assisted | All Customers | Staff-Assisted |
| DISABILITY SERV. | Headphones for computer/phone | Enables customer to listen without the interference of background noise | N/A | Staff Assisted | All Customers | Staff-Assisted |
| DISABILITY SERV. | Mini-Cassette Recorder | Cassette recorder for individuals to use as an accommodation | N/A | Staff Assisted | All Customers | Staff-Assisted |

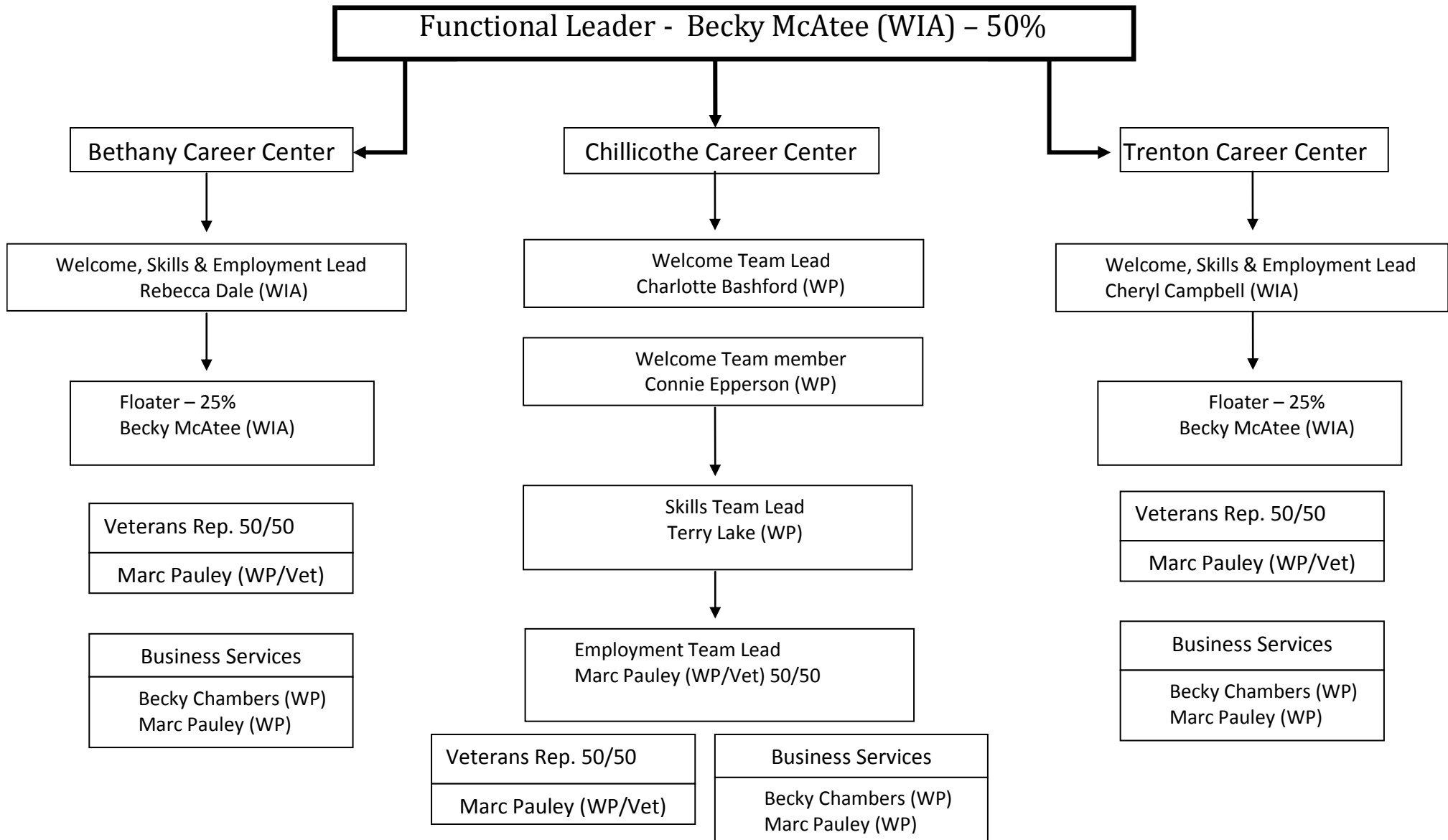
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|------------------|--|---|-----|----------------|------------------|----------------|
| DISABILITY SERV. | Height-adjusted Table | Enables customers to access assistive technology while remaining in their wheelchair | N/A | Staff Assisted | All Customers | Staff-Assisted |
| ON-SITE RESOURCE | Career (Case) Management | Career and educational guidance, supportive services, grants for training, and connection to employment | Y | WIA/WP/DWD | All Customers | Staff-Assisted |
| ON-SITE RESOURCE | Career Center Resource Room | Access to computers and office equipment for job search, career and education research, resume development, etc. | N/A | MCC Staff | All Customers | Self-Service |
| ON-SITE RESOURCE | Experience Works | Representatives from the <i>Experience Works</i> program in office weekly to visit with customers and assess needs | N/A | DOL | Age 50+ | Staff-Assisted |
| ON-SITE RESOURCE | Benefit Program Support | Meet with customers receiving Food Stamps, TANF, and METP to discuss program requirements such as job search, etc. | N/A | MCC Staff | Recipients | Staff-Assisted |
| ON-SITE RESOURCE | Trade Act | Service provided when employers take jobs out of the country; recipients are eligible for training and benefits during training | Y | DWD/WP | Layoffs | Staff-Assisted |
| ON-SITE RESOURCE | WIA Dislocated Worker | Meet with workers laid off through no fault of their own; can provide training grants, supportive services, & job search assistance | Y | WIA | Dislocated Wkrs. | Staff-Assisted |
| ON-SITE RESOURCE | WIA Youth | Meet with eligible customers 16-21; can provide training grants, supportive services, & work experience/search to enrolled | Y | WIA | Age 16-21 | Staff-Assisted |
| ON-SITE RESOURCE | WIA Adult | Meet with eligible customers 18+; can provide training grants, supportive services, & job search assistance to those enrolled | Y | WIA | Age 18+ | Staff-Assisted |
| ON-SITE RESOURCE | Copier, Fax, Telephone, & Printer Access | Local and long distance access to a fax machine & telephone as well as printer & copier for job-related needs | N/A | City/State | All Customers | Self-Service |
| ON-SITE RESOURCE | OJT - On the Job Training | A hands-on training period offered at a job site with the promise of regular employment at its conclusion; wages paid by WIA | N/A | WIA | WIA Enrolled | Staff-Assisted |
| ON-SITE RESOURCE | Veterans Services | Navigation of workforce system products and services for Veteran customers, job placement, GI Bill training assistance, OJT, etc. | N/A | DWD | Veterans | Staff-Assisted |
| ON-SITE RESOURCE | Language Line | Provides a phone interpreter to non-English speaking customers | N/A | DWD | All Customers | Staff-Assisted |
| ON-SITE RESOURCE | Local and State Maps | Provide customers maps for local bus routes, city streets, and state roads | N/A | Various | All Customers | Self-Service |
| ON-SITE RESOURCE | Driving Manuals/Guides for Licensing | Provide customers study materials for Missouri drivers examinations | N/A | DMV | All Customers | Self-Service |
| ON-SITE RESOURCE | Voter Registration | Provide voter registration cards to customer at their request | N/A | Federal | All Customers | Self-Service |
| ON-SITE RESOURCE | Office Supplies | Provide stapler, staple puller, paperclips, etc. to customers | N/A | City | All Customers | Self-Service |
| ON-SITE RESOURCE | Reference Materials | Customer access to hard copies of phone books, Dictionary, Thesaurus, etc. | N/A | Various | All Customers | Self-Service |
| ON-SITE RESOURCE | Staff Assistance on Computers | Provide staff to assist customers working on job-related tasks on computers in the resource area | N/A | MCC Staff | All Customers | Self-Service |

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|------------------|--|--|-----|--------------|---------------|----------------|
| ON-SITE RESOURCE | WIN-WAY Resume | Assist customers with the creation of resumes, cover letters, and thank you notes through the use of WIN-WAY Resume and Word | N/A | MCC Staff | All Customers | Self-Service |
| ON-SITE RESOURCE | Job Shadowing | Within WIA program participation, customers can arrange job shadowing opportunities in their area of interest | N/A | MCC Staff | WIA Enrolled | One on One |
| ON-SITE RESOURCE | Mentoring | Within WIA program participation, customers can arrange job mentoring in their area of interest | N/A | MCC Staff | WIA Enrolled | One on One |
| ON-SITE RESOURCE | Tutoring or Education Assistance | On-site volunteer tutors available during GED preparation and referrals to other tutoring opportunities through the AEL instructor OR Referral to AEL Instructor | N/A | MCC Staff | WIA Enrolled | One on One |
| ON-SITE RESOURCE | Daily Local Newspapers | Provided to customers, free of charge, when available. | N/A | N/A | All Customers | Self-Service |
| ON-SITE RESOURCE | Vocational Rehabilitation | State and Federal agencies that assists individuals with disabilities to obtain employment | N/A | Partner | All Customers | One on One |
| ON-SITE RESOURCE | Worker Profiling/4-Week Reporting | Job search assistance for UI customers, complete 4-week reporting, faxing, provide necessary material for filing and appealing claims | N/A | DWD | UI Recipients | Staff-Assisted |
| ON-SITE RESOURCE | Local Employer Information | Copies of the local newspaper , phone book, and other local resources are available | N/A | N/A | All Customers | Self-Service |
| INTERNET | Intro. to Job Search on the Internet | Basic introduction to job searching online; teaches how to navigate search engines, e-mail, etc. | N/A | MCC Staff | All Customers | Staff-Assisted |
| INTERNET | Internet-based Resources | Job search and other online resources available through MissouriCareerSource.com & WorkforceZone.org | N/A | DWD | All Customers | Self-Service |
| INTERNET | Labor Market Information | Local, regional, & national information relating to in-demand occupations, employment opportunities, & skill development | N/A | DWD | All Customers | Self-Service |
| INTERNET | Training Provider Information | Links to program cost & performance outcomes, eligible providers of WIA/non-WIA approved training including colleges, etc. | Y | DWD | All Customers | Self-Service |
| INTERNET | Unemployment Compensation Info. | Internet and call center contact information regarding the filing of claims for unemployment insurance compensation | N/A | DWD | All Customers | Self-Service |
| INTERNET | Internet-based Learning | Self-directed study using internet tutorials such as WIN to boost basic literacy skills, self-study version of Microsoft Digital Literacy | N/A | DWD | All Customers | Self-Service |
| INTERNET | State Jobs | Access to computers to search database and apply for jobs on www.ease.mo.gov | N/A | State | All Customers | Self-Service |
| INTERNET | Money Smart | Teaches how to budget money, locate deals on products you frequently buy, and how to save internet based | N/A | WIA Staff | All Customers | Internet |
| INTERNET | Federal Jobs | Access to computers to search database and apply for jobs on www.usajobs.gov | N/A | Federal | All Customers | Self-Service |
| REFERRAL | Training through Vocational Rehabilitation | State and Federal agencies that assists individuals with disabilities to obtain employment/retraining | N/A | State Agency | All Customers | One on One |

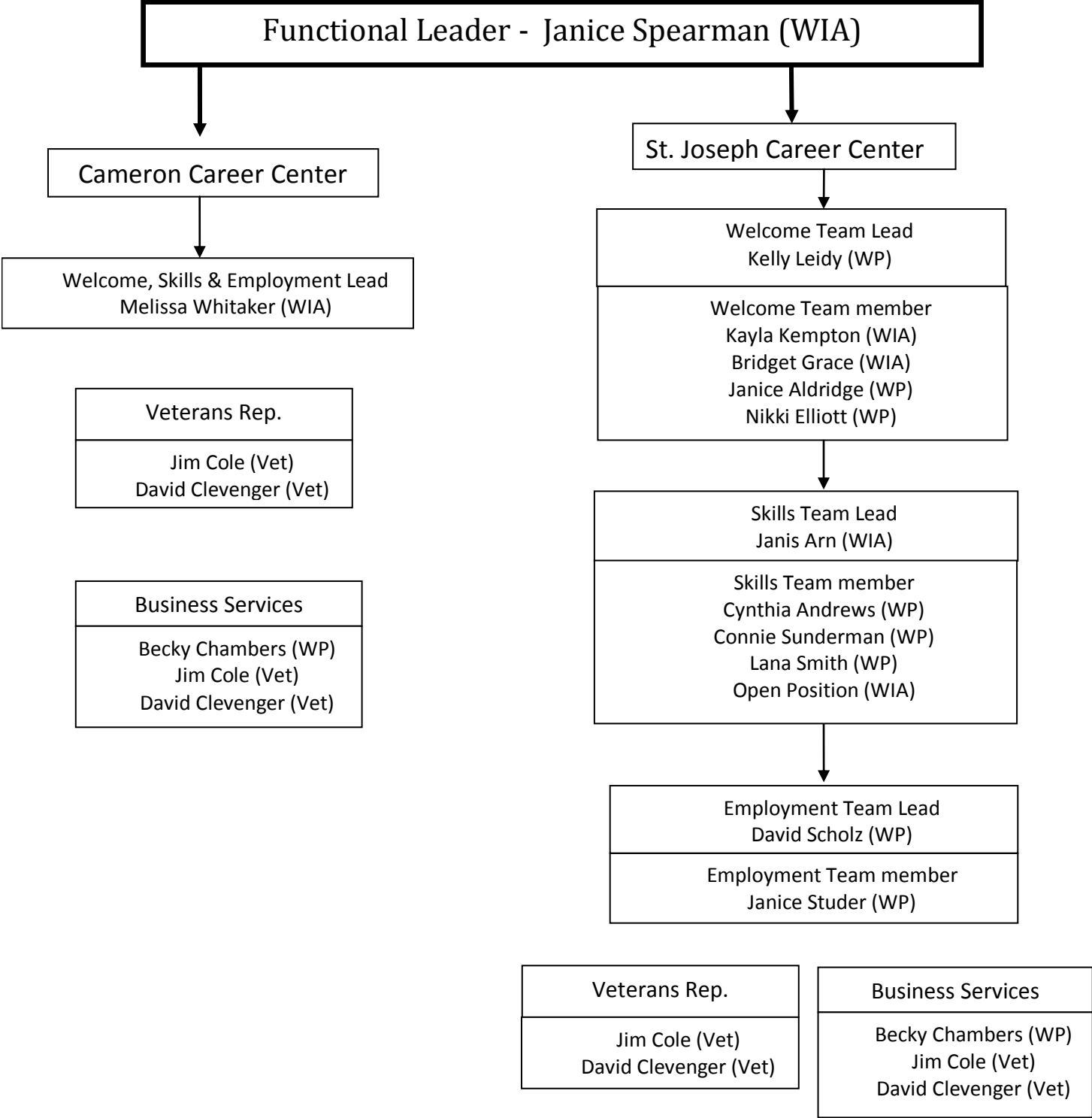
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|----------|--|--|-----|-----------------|---------------|----------------|
| REFERRAL | GED/Adult Education & Literacy (AEL) | Referral to AEL centers to improve math, reading and language skills to prepare for GED, college, or entering the workforce | Yes | AEL Cert. Staff | All Customers | Computer |
| REFERRAL | Eligibility Determination to Onsite Resources | Refer customers to appropriate programs such WIA Adult, Dislocated, and Youth /UI Profiling/Trade Act Assistance | N/A | MCC Staff | All Customers | Staff-Assisted |
| REFERRAL | Outside supportive services | Provide customers referrals to outside agencies for clothing, food, shelter, etc. | N/A | Agency | All Customers | Self-Service |
| TRAINING | Introduction to Work Processing | Basic introduction to using a computer and teaches how to create, edit, and print documents | N/A | MCC Staff | Job Seekers | Classroom |
| TRAINING | Intro. to Job Search on the Internet | Basic introduction to job searching online; teaches how to navigate search engines, e-mail, etc. | N/A | MCC Staff | Job Seekers | Classroom |
| TRAINING | GED/Adult Education & Literacy (AEL) | Improve math, reading and language skills to prepare for GED, college, or entering the workforce; provide tutoring as needed | Y | AEL Cert. Staff | All Customers | Computer |
| TRAINING | Alchemy | Online computer learning for group or individual training on a variety of topics | N/A | MCC Staff | All Customers | Staff-Assisted |
| TRAINING | Computer Training | Windows XP Level 1 training | Y | WIA Staff | WIA Enrolled | Staff-Assisted |
| TRAINING | Computer Training | Microsoft Word Level 1 and Level 2 training | Y | WIA Staff | WIA Enrolled | Staff-Assisted |
| TRAINING | Computer Training | Microsoft Excel Level 1 and Level 2 training | Y | WIA Staff | WIA Enrolled | Staff-Assisted |
| TRAINING | Computer Training | Microsoft PowerPoint Level 1 and Level 2 training | Y | WIA Staff | WIA Enrolled | Staff-Assisted |
| TRAINING | Computer Training | Microsoft Access Level 1 and Level 2 training | Y | WIA Staff | WIA Enrolled | Staff-Assisted |
| TRAINING | Computer Training | Quickbooks Level 1 training | Y | WIA Staff | WIA Enrolled | Staff-Assisted |
| WORKSHOP | Job Seeking and Keeping Classes for Probation & Parole | Teaches job seeking tips for people with legal convictions/charges | N/A | MCC Staff | Offenders | Classroom |
| WORKSHOP | Job Seekers | Teaches job hunting, networking skills, applications, resumes, cover letters, and interviewing | N/A | MCC Staff | Job Seekers | Classroom |
| WORKSHOP | Resume 1 2 3 | Teaches how to write a resume including appropriate content, format; Customer leaves with resume | N/A | MCC Staff | Job Seekers | Classroom |
| WORKSHOP | Tackling Tough Work Skills | Teaches how to "sell yourself" to an employer; Tips on appearance, demeanor, & confidence | N/A | WIA Staff | Job Seekers | Classroom |
| WORKSHOP | Financial Assessment | Offered through University Extension Office | N/A | MCC Staff | Job Seekers | Classroom |

| | | | | | | |
|----------|--------------------------------|---|-----|----------------------------------|-------------|-----------|
| WORKSHOP | Getting Ahead by Getting Along | Teaches how to recognize workplace norms & communication styles in order to get ahead at work | N/A | MCC Staff | Job Seekers | Classroom |
| WORKSHOP | Career Exploration | Matches a job seeker's interests & skills to in-demand careers through the use of the <i>Choices</i> exam | N/A | MCC Staff | Job Seekers | Classroom |
| WORKSHOP | Financial Management | Teaches how to budget money, locate deals on products you frequently buy, and how to save | N/A | University of Missouri Extension | Job Seekers | Classroom |

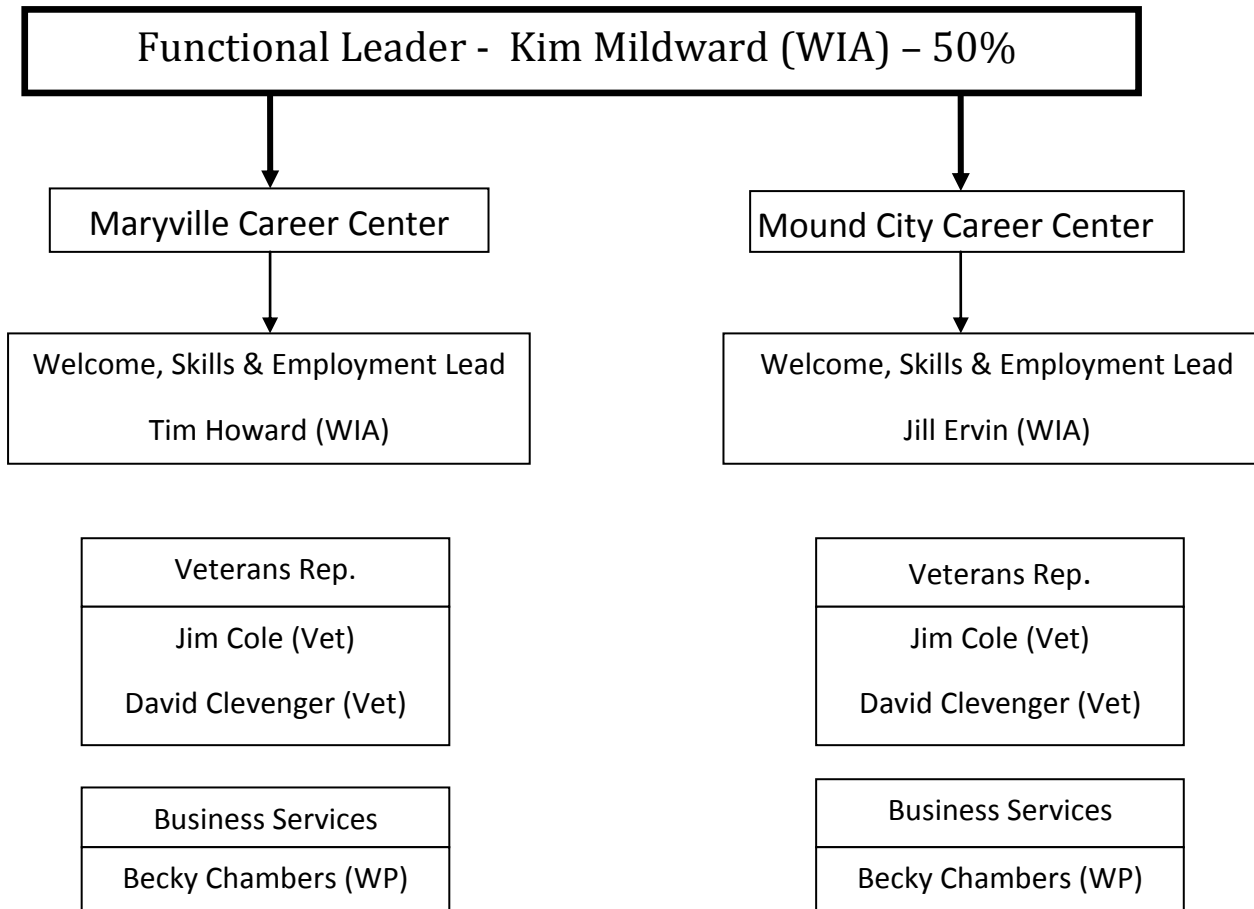
Green Hills Sub Region Missouri Career Centers



St. Joseph ABCD Sub Region Missouri Career Centers



Northwest Sub Region Missouri Career Centers



WELCOME TEAM PURPOSE/FUNCTIONS

The WELCOME Team will greet each customer* as they come in the Career Center; they will gather information, conduct initial assessment of skills and needs, and promote (schedule) the first service.

Specific functions include:

Data collection

- Co-registration of all Adult and Dislocated Worker customers in WIA and Wagner-Peyser programs
- Program eligibility determination
- Data entry in Toolbox 2.0

Initial basic skills assessment

- Assess math, reading, locating information skills using standardized, statewide assessment tool (i.e. WIN)
- Enter data in Toolbox 2.0

Initial service planning

- Identify customer interests, challenges, opportunities
- Data entry in Toolbox 2.0

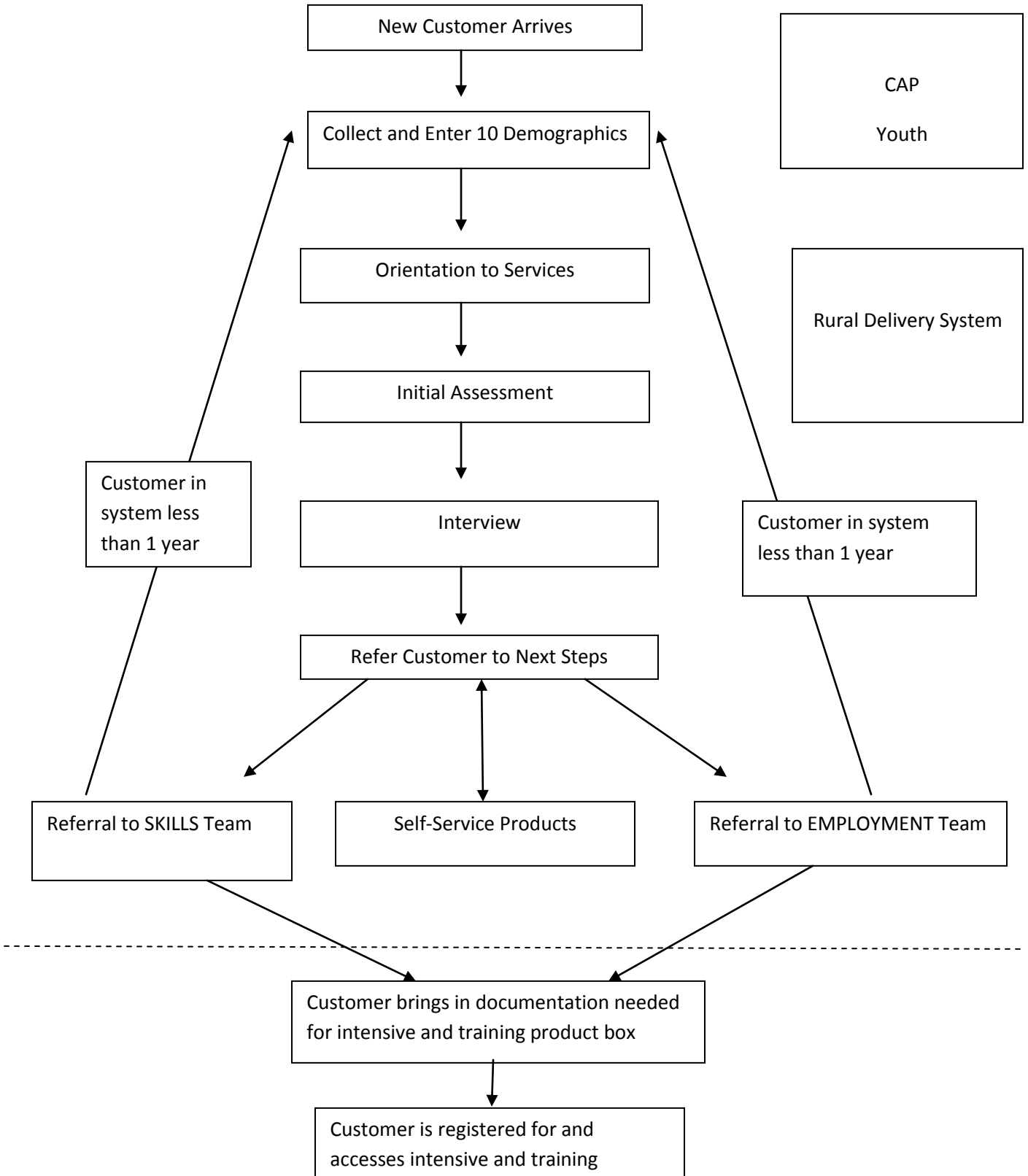
Customer routing

- Always promote skills attainment and employment goals
- Identify and promote next step – skill function; employment function; product box

Additional functions within this team (may be rotated to different team members)

- Greeter
- Switchboard

*Each new customer to the Career Center and each customer that has not been in the center for a year or more will go through the welcome process. As time allows, other customers that have not been in the center prior to July 1, 2010 will go through the welcome process. The goal is for every customer to have the opportunity to access the initial basic assessment.



EMPLOYMENT TEAM PURPOSE/FUNCTIONS

The EMPLOYMENT Team will connect each customer to high quality job search resources and skill opportunities to get the best job possible at highest possible wages.

Referral from WELCOME Team to EMPLOYMENT Team

Specific functions include:

Initial meeting

- Build on previous data and skills assessments
- Individual Employment Plan (IEP)

Data collection

- Continue data entry on common record
- Gather documentation (if needed)

Ongoing

- Refer/Promote skills products
- Assess and address skills, interests, opportunities

Provide job search information/tools

- Give job search advice
- Enable use of self-help tools

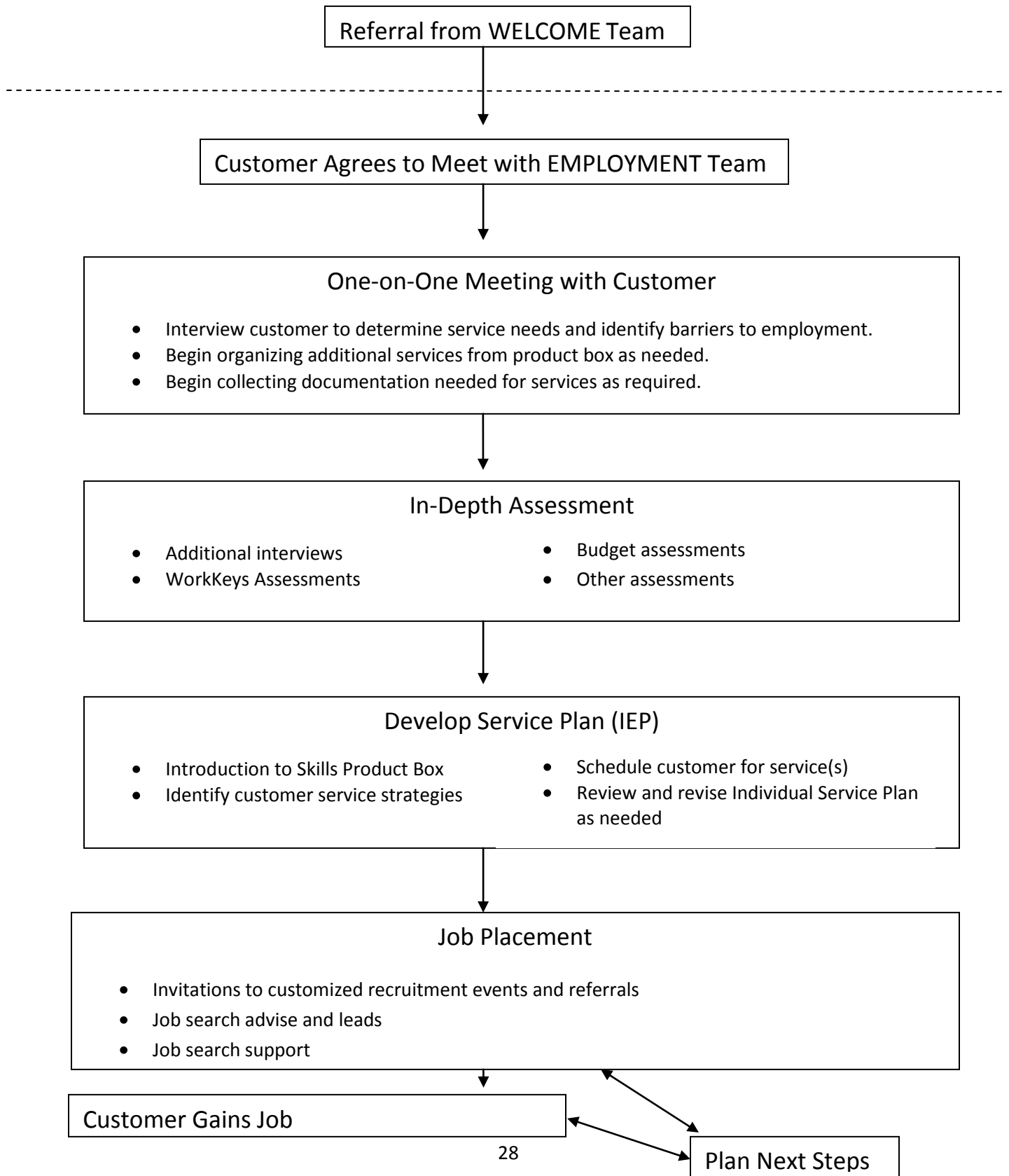
Conduct job match and/or job development

- Prepare/Update resume
- Run job matches
- Job develop if no or inadequate matches

Make job referrals

- Ensure qualifications
- Prepare for interview
- Set expectations for follow-through/follow-up

Continue until the individual enters employment; offer post-employment services



SKILLS TEAM PURPOSE/FUNCTIONS

The SKILLS Team will help each customer identify and enhance their skills to obtain a higher level of employment and meet demands of area employers.

Referral from WELCOME Team to SKILLS Team

Specific functions include:

Initial meeting

- Build on previous data and skills assessments
- Individual Employment Plan (IEP)

Data collection

- Continue data entry on common record
- Gather eligibility documentation (if needed)
- Determine if skill development and/or occupational training is appropriate

Comprehensive skills assessment

- Individual Employment Plan (IEP)
- Supportive Services
- Specialized assessment/inventories

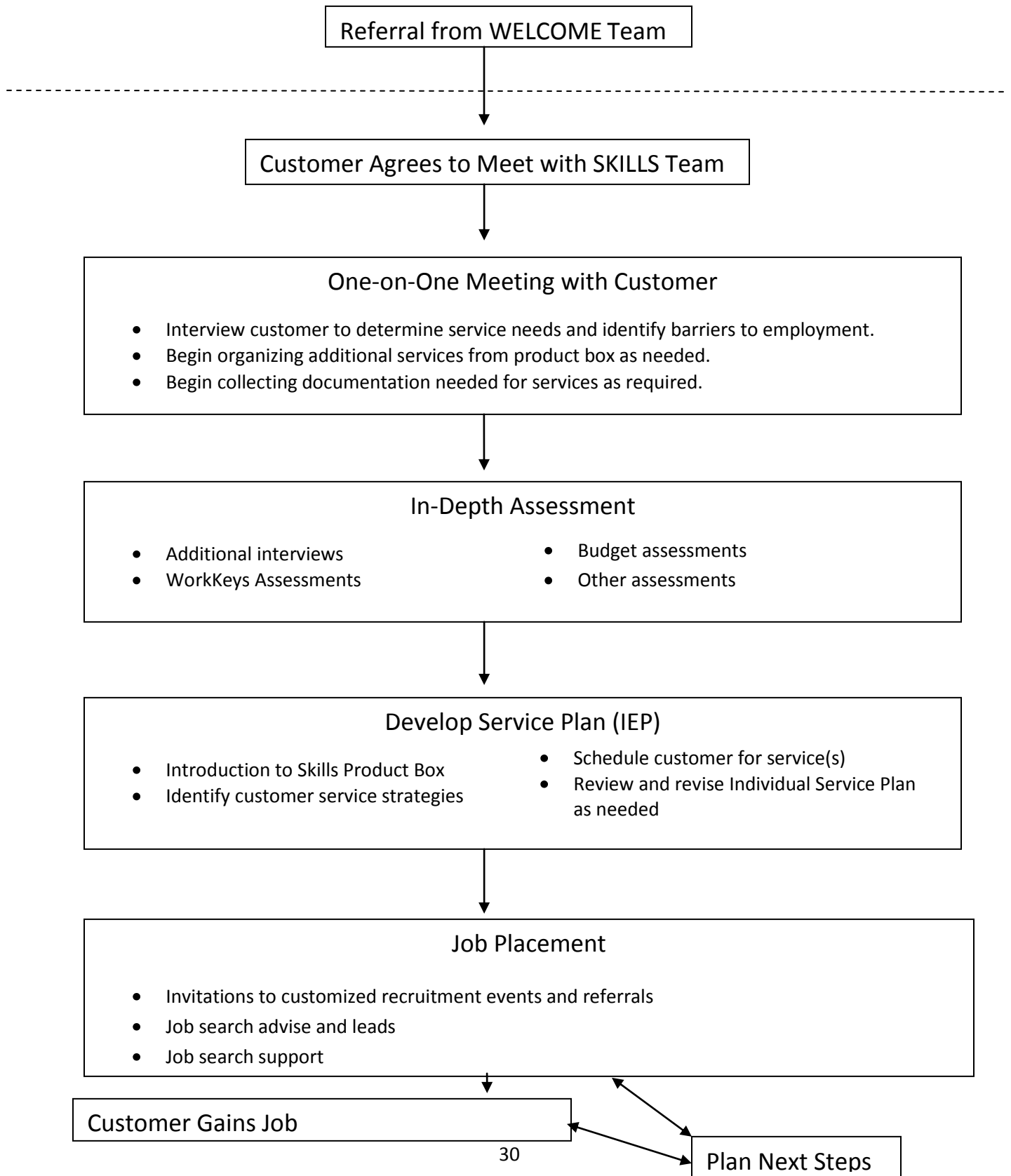
Ongoing

- Refer/Promote job getting products
- Assess and address skills, interests, opportunities

Skills development and/or occupational training

- Online learning
- Partner referral(s)
- Individual training accounts

Continue until the individual enters employment; offer post-employment services



Part I: Executive Summary – Northwest Missouri Business Services Plan

This Northwest Region Business Services Outreach Plan proposes strategic methods to provide seamless, comprehensive services to businesses in Northwest Missouri by proactive approach rather than reactive response.

The plan outlines how:

- data will be collected
- partners will collaborate
- coordination will occur
- information will be disseminated
- services will be marketed and delivered
- evaluation of the plan will be executed
- modification and follow-up will be implemented

This Business Service Outreach Plan is a functional guide that identifies service implementation strategies and is also a resource map of connectivity of services focused on business customer needs. By developing a Business Service Matrix we will have an asset map showing service products, delivery methods, and agency capacity. The Plan and Matrix will identify current trends and allow room to respond to emerging needs in Northwest Missouri's business climate.

The partners identified to implement the plan include:

- Brookfield Area Career Center, Brookfield
- Chambers of Commerce
- Community Action Partnership of Greater St. Joseph
- Community Services Inc., Maryville
- Economic Developers
- Grand River Vocational Technical School, Chillicothe
- Green Hills Community Action Agency, Trenton
- Green Hills Regional Planning Commission, Trenton
- Hillyard Vocational Technical School, St. Joseph
- Missouri Western State University, St. Joseph
- North Central Career Center, Bethany
- North Central Missouri College, Trenton
- Northwest Missouri State University, Maryville
- Northwest Regional Council of Governments, Maryville
- Northwest Technical School, Maryville
- Workforce Investment Board, Trenton
- Department of Economic Development
- Department of Elementary and Secondary Education
- Division of Vocational Rehabilitation
- Division of Workforce Development

The Northwest Region is currently providing a wide range of business services that this plan acknowledges and builds upon. Through the revised plan we will recognize and address any deficiencies in the current delivery system. The revised Business Service Plan will be implemented upon WIB approval (proposed August 2007).

| Expenses for St. Joe January 1, 2009 thru December 31, 2009 | | | | | | | | | |
|---|---------------|---------------|--|--|----------------|--------------------------|-------------------------------------|----------------|----|
| Line Item | Dollar Amount | | | | DWD # of Staff | | | SUB # of Staff | |
| | | | | | 11 | | | 4 | 15 |
| Office Supplies | \$ 20,584.00 | | | | 73% | | | 27% | |
| Telephone | \$ 11,245.00 | | | | | | | | |
| Postage | \$ 3,071.00 | | | | | | | | |
| Postage Meter Ren | \$ 495.00 | | | | | | | | |
| Subs/Pubs | \$ - | | | | | | | | |
| Memberships | \$ 700.00 | | | | \$ 62,812.50 | Functional Leader Salary | Janie Spearman | | |
| Copier | \$ 4,983.00 | 1 | | | | | Functional Leader Salary and Fringe | | |
| Rent/Utilities | \$ 71,485.00 | | | | | | | | |
| Printing | \$ - | | | | | | | | |
| Advertising | \$ 127.00 | | | | | | | | |
| Assesments | \$ - | | | | | | | | |
| Records Destruction | \$ - | | | | | | | | |
| | | | | | | | | | |
| | Total: | \$ 112,690.00 | | | | | | | |
| | | | | | Funct. Ldr | \$ 46,062.50 | | \$ 16,750.00 | |
| | | | | | Other Cos | \$ 82,639.33 | | \$ 30,050.67 | |
| | | | | | | | | | |
| | | | | | Total | \$ 128,701.83 | | \$ 46,800.67 | |