

WIOA Service Delivery in the Missouri Job Centers

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Career Center Implications

- Enhanced Cooperation, Participation and Influence of the Core Partners
 - AEL (DESE)
 - Vocational Rehabilitation & Rehabilitation Services for the Blind (DESE & DSS)
 - TANF (FSD)
 - WIOA Title I (WDBs)
 - WIOA Title III (DWD)

What is the one-stop delivery system?

- The one-stop delivery system brings together workforce development, educational, and other human resource services...

- ...in a seamless customer-focused service delivery network that enhances access to the programs' services...

- ...improves long-term employment outcomes for individuals receiving assistance

- One-stop partners administer separately funded programs as a set of integrated streamlined services to customers

Every MJC must provide *access* to the programs and services of all required One-Stop Partners.

MJCs must provide WIOA basic career services to any individual upon request.

MJCs must provide individualized career services and training services to individuals if the frontline service staff determines that the participant needs those services to obtain or to retain employment.

Follow-up services must be available and provided as appropriate.

“Access” to programs and services means having either:

- Program staff physically present at the MJC;
- Partner program staff physically present at the MJC, appropriately trained to provide information to participants about the programs, services, and activities available through partner programs; or

Access cont.

- *A direct linkage* by phone, email, or through other real-time, web-based communication to a program staff member who can provide program information or services to the participant.

Direct Linkage

- A “direct linkage” means providing direct connection at the MJC,
- within a reasonable time,
- by phone or through a real-time Web-based communication
- to a program staff member who can provide program information or services to the customer.

- A “direct linkage” *does not* include providing a phone number or computer Web site that can be used at an individual’s home;
- providing information, pamphlets, or materials; or
- making arrangements for the customer to receive services at a later time or on a different day.

Meaningful Assistance

- WIOA established an additional requirement to provide what the proposed rules for implementation describe as “meaningful assistance” with filing a claim for unemployment compensation.

Meaningful assistance means:

- Providing assistance onsite using staff who are well trained in unemployment compensation claims filing and the rights and responsibilities of claimants; or
- Providing assistance by phone or via 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 access to each required partner's services, all MJC staff are accountable for knowing enough about each available service to give an individual the information needed to make an informed choice as to whether or not to access the services.

This includes the ability to provide meaningful assistance to claimants in need of assistance using the electronic unemployment compensation claim filing website.

Staff also must be familiar with the rights and responsibilities of claimants to the point of being able to help them understand DES publications and correspondence.

Required One-Stop Partners

- Title I Providers
 - Adult
 - Dislocated Worker
 - Youth
 - Job Corps
 - YouthBuild
 - Native American
 - Migrant and Seasonal Farmworker

- Employment Services / Wagner-Peyser
- Adult Education and Literacy
- Vocational Rehabilitation
- Senior Community Service Employment
- Career and Technical Education
- Trade Act
- Jobs for Veterans State Grant
- Community Services Block Grant E&T

- Housing and Urban Development E&T
- Unemployment Compensation
- Second Chance Act (Reentry)
- Temporary Assistance for Needy Families

Local Resource Guide

- Include all services available through each partner agency
- Train MJC staff
- Share with all partner agencies

Hub Referral Model

- MJC is the central hub for referrals
- If any partner agency staff is unsure which agency can best meet a participant's needs, they should refer them to the MJC
- MJC staff are accountable to know all services available through all partners, so they can direct to the needed service

Hub Referral Model

- Requires communication between partner agencies and the MJC, not just communication to the participant
- Must ensure the participant is informed enough to have proper expectations of the referral agency.

WIOA Priority-Individuals with Barriers to Employment

- Displaced homemakers.
- Low-income individuals.
- Indians, Alaska Natives, and Native Hawaiians,
- Individuals with disabilities, including youth
- Older individuals.
- Ex-offenders.

- Homeless individuals, including youth
- Youth who are in or have aged out of the foster care system.
- English language learners, low levels of literacy, substantial cultural barriers.
- Migrant and seasonal farmworkers

- Individuals within 2 years of exhausting TANF lifetime limit
- Single parents (including single pregnant women).
- Long-term unemployed individuals.
- Other groups defined by the Governor

Career Services

- Consistent with the NGCC service delivery model, all required partners jointly deliver Career Services in a seamless, integrated manner
- Career Services may be delivered through:
 - Self-Service, including Virtual services
 - Facilitated Self-help service
 - Staff-Assisted service

Basic Career Services

- Adult, Dislocated Worker, and Youth Eligibility Determination
- Outreach, Intake, and Orientation to Services
- Initial Assessment
 - Literacy, numeracy, English proficiency, aptitudes, abilities, skills gaps, and supportive service needs

- Labor Exchange Services
 - Job Search and Placement Assistance
 - Career Counseling
 - Information on In-Demand Industry Sectors
 - Information on Non-Traditional Employment
 - Appropriate Recruitment and other Business Services
 - Referral to Specialized business services not traditionally offered through the Career Center system

- Referrals to other Programs and Services
- Local, Regional, and State Labor Market Information
 - Job Vacancy Listings
 - Skills necessary to obtain vacant jobs listed
 - Information relating to local occupations in demand
 - Earnings
 - Skill requirements
 - Opportunities for advancement

- Cost and Performance of Eligible Training Providers
- Local Performance Accountability Measures
- Information and Referral to Support Services
 - Child Care
 - Child Support
 - Health Care
 - SNAP
 - Earned Income Tax Credit
 - TANF

- Meaningful Assistance in Filing Unemployment Compensation Claims
 - Providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants
 - Providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time
- Assistance with Federal Financial Aid

Individualized Career Services

- Individualized career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment

Individualized Career Services

- Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include
 - Diagnostic testing and use of other assessment tools
 - In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals

- Development of an individual employment plan, to identify
 - Employment goals
 - Appropriate achievement objectives
 - Appropriate combination of services for the participant to achieve his or her employment goals
 - Information about eligible training providers

- Group counseling
- Individual counseling
- Career planning

- Short-term pre-vocational services to prepare individuals for unsubsidized employment or training
 - Development of learning skills
 - Communication skills
 - interviewing skills
 - Punctuality
 - personal maintenance skills
 - professional conduct

- Internships and work experiences that are linked to careers

–This is One of Two Career Services that Require Full Eligibility Documentation Because WIOA funds are being Allocated to an Individual

Workforce Preparation Activities

- Workforce preparation activities include activities, programs, or services designed to help an individual acquire a combination of
 - Basic academic skills
 - Critical thinking skills
 - Digital literacy skills
 - Self-management skills

Workforce Preparation Competencies

- Utilizing resources
- Using information
- Working with others
- Understanding systems
- Skills necessary for successful transition into and completion of postsecondary education or training, or employment
- Other employability skills that increase an individual's preparation for the workforce

Individualized Career Services

- Financial literacy services
- Out-of-area job search assistance and relocation assistance
 - **This is One of Two Career Services that Require Full Eligibility Documentation Because WIOA funds are being Allocated to an Individual**
- English language acquisition and integrated education and training programs

Training Services

- Eligibility
 - Staff determination of need
 - Have skills sufficient to successfully complete the training
 - Select training linked to employment opportunity
 - Select Eligible Training Provider
 - Have exhausted all other grant opportunities

Training Services

- Occupational Skills Training
- On-the-Job Training
- Apprenticeship and Pre-Apprenticeship
- Transitional Jobs
- Entrepreneurial Training
- Incumbent Worker Training
- Job Readiness Training combined with other skills training services
- Adult Education and Literacy Activities combined with other skills training services

Follow-Up Services

- Follow-up services must be provided, as appropriate, including counseling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

Required Business Services

- Labor Exchange Activities
- Labor Market Information
- Establish networks with Large and Small employers and their Intermediaries
- Develop Industry/Sector Partnerships

Customized Business Services Tailored for Specific Employers

- Customized screening and referral of qualified participants in training services to employers
- Customized services to employers, employer associations, or other such organizations, on employment-related issues
- Customized recruitment events and related services for employers including targeted job fairs

- Customized labor market information for specific employers, sectors, industries or clusters
- Other similar customized services
- Other Allowable Strategies identified in the Local Plan

MJC Certification Criteria

- Job Center Effectiveness
- Job Center Administration
- Customer Satisfaction
- Physical Accessibility
- Programmatic Accessibility
- Continuous Improvement

Certification Process

- LWDBs shall appoint a certification review team, consisting of Board and One-Stop Operator staff. The LWDB may include others they deem appropriate, such as local board members and core partner staff.

Staff Interviews Test Knowledge on:

- Programs and services, including WIOA core partner programs and services;
- The NGCC service model;
- Local initiatives;
- Job Center policies and procedures;
- How they contribute to performance; and
- Awareness of accessibility requirements and available adaptive technologies.

MJC Job Seeker Satisfaction Surveys

- Why did you visit the Job Center?
- Did you receive the services(s) you came in to get?
- Did you receive information on any services you were not aware of?
- Were the services easy to access?
- Was the building easy to access and were you able to easily move around inside the building?
- How could we improve services at the Job Center?

Employer Satisfaction Surveys

- Conducted from DWD Central Office
 - Businesses don't follow LWDA boundaries

Conclusion of Review

- The review team shall determine, as a group, whether or not a Job Center has sufficiently met the certification criteria.
- The review team shall provide a written report to DWD and the full WDB.

Certification Report

- Documentation that each criteria was reviewed;
- Identifies those areas of deficiency;
- Includes a plan to bring Job Centers with deficiencies into compliance; and
- Identifies a date for a follow up certification review within 90 days, if deficiencies are found.

90-Day Review Failure

- Should any Center fail to achieve certification after the 90 day review, they will be considered a probationary center.
- The Board has one year to bring the Center into compliance.
- If a Board fails to certify any comprehensive Job Center, they will not be eligible to receive infrastructure funds.

Certification Criteria

Job Center Effectiveness

- The Job Center has effectively integrated WIOA Core Partners and coordinates services among partner programs available to job seekers.
- The Job Center has effectively integrated WIOA Core Partners and coordinates services among partner programs available to employers.

- The Job Center effectively meets the workforce development needs of job seekers and employment needs of employers, measured by:
 - Survey Results; and
 - Performance measures.

- The Job Center follows the NGCC model.
- Staff identify themselves as part of the Job Center, not by any employing agency.
- Individual agencies are only identified when necessary.
- Services are provided in a consistent, integrated and coordinated fashion.

- All customers are treated equally without labels.
- The Job Center utilizes all available statewide products made available.
- Employment plans are specifically designed to meet the unique needs of the individual customer and jointly developed with partners, when appropriate.

- Access to all partner programs is provided. Customer referrals to partner services are coordinated.
- Provides training to all its line and supervisory staff to ensure universal access to programs and services, including training to ensure staff are both courteous and welcoming to all customers, including individuals with disabilities.

- All Job Center staff are knowledgeable about the NGCC process and the programs, services and resources available to assist customers. Staff are cross trained, as much as possible.
- They clearly understand how to assess a customer's need and provide the appropriate services to address that need.

Job Center Administration

- The selection of the Functional Leader was approved by both the LWDB and DWD.
- Functional Leader performance is reviewed on a regular basis, including input from partner agency leadership;
- There is regular and meaningful communication between the Functional Leader, the DWD Supervisor and front line Job Center staff about center operations, including regularly scheduled meetings attended by all staff.

- The Job Center adheres to all applicable issuances.
- Job Center utilize the State Case Management System to document all customer activity, including employers.
- Staff are provided with on-going training to ensure they have the knowledge necessary to serve customers.
- The Functional Leader ensures staff attend mandatory training sessions.

- All Job Center partners are held accountable for the successful implementation of the NGCC process and operation of the center.
- Partners have invested in the Job Center operations, as outlined in the local Memorandum of Understanding.
- Has emergency evacuation procedures in place and those procedures address the needs of individuals with disabilities, including mobility and sensory impairments.

- The Center abides by Veterans Preference and priority of service requirements.
- The Center ensures priority of service for Adult Program participants.
- An inventory of partner agency services is available to all Center staff.
- The Job Center operates in a cost effective manner.

Customer Satisfaction

- The Job Center utilizes feedback from the required regional Job Seeker Surveys to determine policy or process changes necessary to effectively serve job seeking customers.
- The Job Center utilizes feedback from Statewide Employer Satisfaction Surveys to determine policy or process changes necessary to more effectively serve and meet the needs of employers.

- The regional survey results reflect the Job Center operations.
- The Center has a process to capture and respond to customer feedback and follows the Complaint and Grievance procedure.
- The Center documents customer concerns and complaints and uses that information to make any necessary changes within the Center or to identify staff training needs.

Physical Accessibility

- In compliance with all accessibility requirements under Federal law, including WIOA sec. 188.
- Provides requested and reasonable accommodations for individuals with disabilities;

- Has made reasonable modifications to policies, practices and procedures to avoid discrimination and all staff have been trained and aware of those policies, practices and procedures;
- Utilizes translation interpretive services and has adaptive equipment available or can access it, as needed.

- Workshops are accessible to all customers. The Center has the ability to provide reasonable accommodations to ensure equal access.
- The Center utilizes resources, such as Rehabilitative Services for the Blind and Centers for Independent Living, to ensure accessibility.

Programmatic Accessibility

- The Job Center ensures all services are available and offered to all customers, based on eligibility.
- The Center provides required orientations that inform customers of all programs and services available to them.
- Orientations comply with the NGCC model and any locally determined standards.

- Provides customers access to program information (flyers, brochures, etc), including core partner programs.
- The Local Equal Opportunity Officer periodically reviews policies and procedures for a accessibility.

- The Center provides maximum access to partner agency programs, which may include providing services outside regular business hours, when reasonable.
- Equal Opportunity tag line is included on all documents.

Continuous Improvement

- The Center evaluates the effectiveness of internal staff trainings through an internal evaluation process.
- The Center has as plan to improve and maintain relationships with employers, particularly those in high demand industries.
- The Center staff understands the link between performance and customer satisfaction.

- The Job Center supports the achievement of the negotiated local levels of performance.
- The effectiveness of partner integration is assessed on a regular basis.

Thanks!

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