CITY OF ST. LOUIS
WORKFORCE INVESTMENT ACT
LOCAL PLAN

Program Year 2010

Submitted by the

City of St. Louis Workforce Investment Board
October 2010

INDEX

Local WIB's Vision 3

Local Workforce Investment Priorities 4

Local Structure 4

Economic and Labor Market Analysis 4

Overarching Local Strategies 13

Major Local Policies and Requirements 13

Integration of One-Stop Service Delivery 21

Administration and Oversight of the Local Workforce Investment System 23

Service Delivery 24

- One-Stop Delivery Strategies 24
- Adults and Dislocated Workers 26
- Rapid Response 28
- Youth 29
- Business Services 31
- Innovative Service Delivery Strategies 31
- Strategies for Faith-based and Community-based Organizations 34
- Migrant Seasonal Farm Worker

Local Administration 35

Attachments to Local Plan

1. List of Comprehensive One-Stop Centers and Affiliate Sites
2. Local Workforce Investment Board Membership List
3. Local Workforce Investment Board By-laws and Attestation Form
4. Chief Local Elected Officials' Agreement, Membership, and By-Laws (NOT APPLICABLE)
5. Youth Council Membership
6. Complaint and Grievance Policy
7. Planning Budget Summaries for Program Year 2010 and Fiscal Year 2011
8. Memorandum of Understanding
9. Business Services Team Plan
10. Regional NGCC Plan
11. Performance Improvement Plan and Update (NOT APPLICABLE)

I. Local WIB's Vision

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

CITY OF ST. LOUIS WORKFORCE INVESTMENT BOARD –
VISION AND MISSION

The vision for the City of St. Louis Workforce Investment Region is to have a vibrant regional economy in which job seeker has the skills needed to match available jobs and that every job has a qualified employee. The workforce system enables this vision through a series of high quality services that:

- Increase employment
- Increase retention
- Increase earnings
- Increase the skills of individuals
- Enhance the productivity and competitiveness of the region.

We will do this through our mission: to develop a quality workforce that meets the economic and labor market needs of the region by providing leadership and promoting collaboration between public, private and elected official partners. Our vision, planning and implementation support both State and Federal efforts.

This is accomplished through:

- collaborative local and regional meetings, developing a demand-driven workforce system;

- increased integration of service delivery through the Next Generation Career Center delivery systems and greater Partner collaboration;

- increased focus on youth investments for both in-school and out-of-school youth populations, restructuring of the youth council, increased accountability of Partners and sub-contractors, and greater collaboration among workforce, education and business partners;

- continued collaborations with faith-based and community-based organizations playing an enhanced role in workforce development, allowing greater access to workforce development services.

II. Local Workforce Investment Priorities

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

The City of St. Louis Workforce Investment Region, based on the aforementioned sources, has determined the following as its priorities for businesses and job seekers:

- Completing the Recovery Act services and programs
- Business Services to companies who hire in the area
- Job readiness training – Emphasis on adults and youth
- Professional job seeker services – satellite office(s) to accommodate special needs of experienced, skilled professional customers
- Skills/Vocational Training and Job Placement
- Connect dislocated workers with transferable skills to business hiring needs
- Youth education and employment – work experience
- Increase community collaboration and involvement

III. Local Structure

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

WORKFORCE INVESTMENT REGIONAL ECONOMIC AND LABOR DATA

City of St. Louis

The City of St. Louis is located on 61 square miles just south of the "Meeting of the Rivers," where the Missouri and Illinois Rivers join the Mississippi River. The City is at the center of a 12 county, 7,000 square mile metropolitan area that includes approximately 2.8 million people.

The economy of the St. Louis Metro Region is generally trailing the economy of Missouri as a whole. However, there has been an extremely varied amount of economic growth in this region during the last ten years. The urban core has experienced the slowest growth in the state.

The economic downturn experienced in the St. Louis City region had generated the highest unemployment rate in this region during the past five (5) years. Along with the significant increase in the unemployment rate, this economic downturn has generated a tremendous number of customers seeking employment and training assistance from the local Career Centers, placing a large drain on resources, both manpower and fiscal.

The following information provides some basic demographic and economic data for the City of St. Louis and the St. Louis Metropolitan area.

Major Employers

BJ C Healthcare
SSM Healthcare
Boeing Integrated Defense Systems
United States Postal Service
Archdiocese of St. Louis
McDonald's
Edward Jones
St. John's Mercy Health Care
Schnuck Markets
Wal-Mart Stores
Scott Air Force Base
Washington University
City of St. Louis
Special School District
AT&T Communications
St. Louis University

Source: St. Louis RCGA

Training and Educational Institutions in the St. Louis Region

Four year schools located in Illinois (In St. Louis, MO-IL MSA)

Blackburn College
Greenville College
McKendree University
Principia College
Southern Illinois University at Edwardsville

Four year schools located in Missouri (In St. Louis, MO-IL MSA)

Aquinas Institute of Theology
Barnes-Jewish College-Goldfarb School of Nursing
Chamberlain College of Nursing
Columbia College-St. Louis
Concordia Seminary
Covenant Theological Seminary
Eden Theological Seminary
Fontbonne Universtiy
Harris-Stowe State University
Hickey College
ITT Technical Institute (Arnold and Earth City)
Kenrick Glennon Seminary
Lindenwood College
Logan College of Chiropractic
Maryville University
Midwest University
Missouri Baptist University
Missouri Tech

Patricia Stevens College
Ranken Technical College
Saint Louis Christian College
St. Louis college of Pharmacy
Sanford-Brown College-Fenton
Saint Louis University
University of Missouri-St. Louis
University of Phoenix-St. Louis
Vatterott College—(North Park and Sunset Hills)
Washington University
Webster University

Community Colleges in the St. Louis, MO-IL MSA
Allied College-North
Allied College-South
East Central College
Jefferson College
Kaskaskia College
L'Ecole Culinaire
Lewis and Clark Community College
Lutheran School of Nursing
Midwest Institute
Missouri College
Sanford-Brown College (Collinsville, Hazelwood, St. Peters)
Southwestern Illinois College
St. Charles Community College
St. Louis College of Health Careers
St. Louis College of Health Careers-Fenton
St. Louis Community College (Florissant Valley, Forest Park, Meramac, Wildwood)
Vatterott College-O' Fallon

Source: St. Louis RCGA ("College Navigator" National Center for Education Statistics, 2007-2008)

Population Data

Population Data	2009 Population	2000 Population	2008 Population	Change 2000-2009	Change 2008-2009
St. Louis City Total	356,587	346,904	356,730	2.8%	0.0004%
Region Total	2,803,854	2,551,156	2,813,373	9%	-0.007%

Race	White	Black	Asian	Other	Hispanic
St. Louis City	165,082	172,164	7,077	2,956	9,892
Region Total	2,183,233	503,430	51,603	42,379	60,218

Source: US Census Bureau

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

- *average personal income level;*
- *number and percent of working-age population living at or below poverty level;*
- *unemployment rates for the last five years; and*
- *major lay-off events over the past three years and any anticipated layoffs.*

Personal Income	1998	2008	% Change 1998-2008
St. Louis City	$8,223,176	$11,491,550	28.5%
Region	$77,885,546	$117, 885,509	34%

Source: Bureau of Economic Analysis

Local Area Unemployment Statistics (LAUS) - St. Louis City

Date	**Labor Force**	**Employment**	**Unemployment**	**Rate**
Average 2009	158,060	139,570	18,490	11.7%
Average 2008	157,824	145,567	12,257	7.8%
Average 2005	156,721	144,109	12,612	8.0%
Average 2006	156,062	145,372	10,690	6.8%
Average 2007	156,007	145,091	10,916	7.0%

Source**:** http://missourieconomy.org/indicators/laus

Gender, Age, Poverty	Females	Males	Population Age < 25	Population Age 25-44	Population Age > 44	Population In Poverty – 2008
St. Louis City Total	185,684	168,936	122,212	100,886	131,522	83,798
Region Total	1,447,708	1,356,146	948,167	742,650	1,113,037	264,721

Source: US Census Bureau

Layoff Data

Beginning in July 2009, the St. Louis City and St. Louis County region has seen over 2,463 people lose their jobs due to layoffs. Since 2008 (and as early as 2005 for some) major layoffs have occurred at the following companies located within the City of St. Louis or within the St. Louis area:

- AT&T
- American Airlines
- Anheuser-Busch/InBev
- Apria Health
- Bank of America
- Boeing
- Chrysler
- City of St. Louis
- Continental Airlines
- Forest Park Hospital
- General Motors (GM)
- GS Robbins
- Medicine Shoppe, Inc.
- Missouri School for the Blind
- Monsanto
- Nordyne
- Pfizer
- President Casino
- St. Louis Post-Dispatch
- St. Louis Public Schools
- Missouri Department of Social Services
- Trans States Airlines
- US Airways
- United Airlines
- Wellston School District

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

Public Comment

Prior to and in conjunction with the submission of our local plan for the City of St. Louis Workforce Region:

- An announcement will be posted on the St. Louis Workforce Investment Board -SLATE website www.stlworks.com that the plan is available for review at the City of St. Louis' SLATE office.

- Members of the City of St. Louis Workforce Investment Board will be sent notification by e-mail, with a link to the local plan posted on the www.stlworks.com website asking them to review and make comments regarding the Local Plan. Members represent businesses, organized labor, local public officials, community-based organizations, WIA service providers and others. (See Attachment 2). In addition other stakeholders will be sent notification of the local plan update, including SLATE contractors and the St. Louis Regional Chamber and Growth Association (RCGA).
- Any comments received within the 30-day comment period will be attached as an addendum to the plan submitted to the Governor
- The WIB considers the local plan a living document and over the last twelve years has continually been involved in the evolution of this plan. Multiple meetings with local and regional workforce development partners, the business community, economic developers, labor market researchers, educational partners, and faith-based and community-based partners have contributed to its development.

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

The City of St. Louis SLATE Career Center, has the following locations:

SLATE Missouri Career Center—Downtown
1520 Market Street, 3rd Floor
St. Louis, MO 63103
(314) 589-8000
(314) 622-3553 FAX
www.stlworks.com

SLATE Missouri Career Center—Central West End
4811 Delmar Boulevard
St. Louis, MO 63108
(314) 877-0916

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

SLATE Downtown—City of St. Louis/SLATE: administrative, management, clerical, case management and client services for WIA and Wagner-Peyser customers; Division of Workforce Development (DWD): management, case management and client services, for WIA, Wagner-

Peyser and Veteran customers; St. Louis Community College: management, clerical, case management and client services for WIA and Wagner-Peyser customers; MERS/Goodwill: case management and client services to individuals with disabilities, Title V program workers—resource lab assistance and light maintenance, Disability Navigator—resource support to staff and businesses; St. Louis Construction Orientation Intake Center: case management and client services to those seeking construction trades jobs; AARP: Title V program workers—resource computers and client services; St. Louis Public Schools: GED teacher and assistants.

SLATE CWE— City of St. Louis/SLATE: administrative, management, clerical, case management and client services for WIA and Wagner-Peyser customers; Division of Workforce Development (DWD): management, case management and client services for WIA, Wagner-Peyser and Veteran customers; St. Louis Community College: case management and client services for WIA and Wagner-Peyser customers; MERS/Goodwill: Title V program workers—resource computers assistance and client services, Disability Navigator—resource support to staff and businesses; AARP: Title V program workers—resource computers assistance and client services; Better Family Life: CAP.

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

Re-Entry One-Stop (REOS)
3901 N. Union Street, Suite 101
St. Louis, MO 63115
(314) 381-6767

Professionals in Transition
United Way of Greater St. Louis
910 N. 11th Street
St. Louis, MO 63101
(314) 539-4130

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

Affiliations of REOS and Professionals in Transition

REOS Affiliates
Father's Support Center

SLATE
St. Louis Public Schools – Adult & Education and Literacy
St. Louis Departments of
– Public Safety
– Human Services
– Public Health
Missouri Department of Corrections
– Probation & Parole
Eastern District of Missouri – District Court
– U.S. Probation Office
St. Louis Community College
St. Louis Metropolitan Police Department
New Beginnings C-Star
Missouri Division of Workforce Development
St. Louis Drug Court
Operation Weed & Seed St. Louis, Inc.
UMC Parkview
Women With S.E.E.D.

Professionals in Transition Affiliates
SLATE
St. Patrick Center
Go! Network
United Way of Greater St. Louis

IV. Economic and Labor Market Analysis

A. *Identify the current and projected employment opportunities in the local region.**

Job Opportunities

While the St. Louis region has seen massive layoffs in the automotive industry, hospitality and food service industries, and a variety of other industries that tend to suffer during a recession, there are opportunities available for persons with specialized skills and to obtain new skills. A Community Based Job Training grant awarded to SLATE and a number of area community colleges will provide valuable training in Health Care, IT and emerging green jobs until 2013. The St. Louis WIB will provide this regional consortium with strategic input and oversight.

Current Employment Opportunities in St. Louis

Industry	Current Openings
Business, Management and Administration	13,055

Education and Training		12,289
Health Science		10,718
Information Technology		6,497
Architecture and Construction		6,358
Finance	6,033	
Marketing Sales and Service	2,912	
Government & Public Administration		1,700
Hospitality & Tourism		785
Manufacturing Career		759
Science, Technology, Engineering and Mathematics		492

Source: www.missourieconomy.org**. Career Outlook 2018, St. Louis Region Top 50.**

Projected Employment Opportunities in the City of St. Louis (Top 20)

Occupation	2009 Estimated Employment	2011 Projected Employment	Total Openings	Openings Due to Growth	Openings Due to Replacements	Average Annual Wages
Cashiers	25,970	26,090	3,194	112	3,082	$18,900
Waiters and Waitresses	20,360	20,670	2,696	317	2,379	$17,990
Combined Food Preparation and Serving Workers	33,200	34,270	2,218	1,069	1,149	$17,070
Retail Salespersons	29,720	29,790	1,828	67	1,761	$25,790
Registered Nurses	23,240	24,010	1,433	769	664	$58,020
Customer Service Representatives	16,460	16,770	1,324	309	1,015	$32,470
Insurance Sales Agents (New)	6,360	7,060	983	702	281	$60,210
Laborers and Freight, Stock, and Material Movers	14,520	13,820	979	0	979	$28,510
Counter Attendants, Cafeteria, Food Concession, and Coffee Shop	3,370	3,430	865	62	803	$18,640
Office Clerks, General	29,780	29,770	773	0	773	$30,270
Elementary School Teachers	10,600	10,840	688	240	448	$49,860
Cooks, Restaurant	8,750	8,910	660	160	500	$22,850
Janitors and Cleaners, Except Maids and Housekeeping Cleaners	18,490	18,210	657	0	657	$23,000
General and Operations Managers	11,840	11,490	649	0	649	$110,000
Child Care Workers	9,480	9,460	588	0	588	$19,190
Licensed Practical	6,790	6,950	580	160	420	$38,820

and Licensed Vocational Nurses (New)						
Dishwashers	4,070	4,170	576	100	476	$17,680
Nursing Aides, Orderlies and Attendants (New)	13,990	14,340	575	344	231	$23,620
Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop	2,510	2,550	572	43	529	$17,400
Secondary School Teachers	8,160	8,240	550	78	472	$48,440

Source: http://www.missourieconomy.org/pdfs/most_openings_sl_09-11.pdf

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

According to MERIC there are still shortages in healthcare and healthcare-related industries. This skills gap provides potential opportunities for clients who are interested in learning new skills that will provide jobs that have higher than average wages, as well as growth potential. Three of the top ten employers in the St. Louis area are BJC Healthcare, SSM Healthcare and St. John's Mercy Medical Center, all of which have high demands for nursing and other skilled healthcare workers.

V. Overarching Local Strategies

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

We reserve the right to utilize the transfer provisions for funds between the adult and dislocated worker programs, as authorized under U.S. Department of Labor's Training and Employment Guidance Letter 20-2009, dated February 22, 2010, which allows for transfer of Adult and Dislocated Worker of up to 50% as needs are identified. (Any ARRA funding may be transferred up to 30 %.)

B. *Describe the local board's policy on providing apprenticeships.* (Additional information regarding apprenticeships can be found at www.doleta.gov/atels_bat).

Apprenticeships

The Workforce Investment Board is working to develop a more involved partnership with the U. S. Department of Labor – Bureau of Apprenticeships and Training through apprenticeship programs with our Contractees, where appropriate. There is great interest within the business community, but partnerships will be contingent upon funding availability.

VI. Major Local Policies and Requirements

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

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

The WIB recognizes the fact that each person's support needs are unique. Prior to providing support services the Career Center manager requires specific information from Career Center or Partner staff regarding:

- Type of services needed
- Documentation from the employer or training provider on specific needs
- Alternatives to funding these services
- Likelihood of success

Services or support includes but are not limited to:

- Equipment
- Clothing
- Instructional materials
- Transportation assistance
- Meals
- Drug testing
- Criminal background checks
- Haircut

Funds under supportive services are mainly being used to purchase items needed for employment, such as: steel-toed boots ($60-$100), tools ($100-$300), uniforms (for CNAs, LPNs or RNs which run about $150 for two sets), State licensure and other mandatory tests for trades ($60-$120), etc. We have not expended over $400.00 for any item for a customer. Supportive services are given the same day as requested and/or approved by the Supervising Manager.

Due to limited funding, the WIB rarely provides needs-based payments to participants, and if it is used, the amount is no more than $12 per day for a maximum amount of $500, which is approximately 6 weeks.

The maximum allowed for these services is based on individual participant needs, the availability of funding, and the outlook for success. Support services and needs-based payments have been provided on an as-needed basis for active Career Center clients who have not exited from Toolbox. Non-monetary supportive services will be provided to those clients who have already exited, working or not.

There will be a $500.00 limit, based on the client's need. If additional funds are needed, the Executive Director's approval is required.

Through the Youth Programs subcontractors of the City of St. Louis WIB, supportive services are provided to assist youth in overcoming employment barriers. Such supportive services include transportation assistance (bus tickets), childcare/dependent care assistance or referrals, housing assistance referrals and other services and referrals to agencies that can assist customers with support that the WIB is unable to offer. Supportive services are offered based on individual need and are capped at $400.00, as is the Adult and Dislocated Worker supportive services.

Specific changes to the supportive service policy are available because of ARRA funds for customers with no income. This allows clients in training to keep their Pell grant. SLATE will also be able to purchase additional needed supportive services for more customers, as well as more bus tickets that we would normally not have been able to provide. This is very valuable and necessary supportive service, as most of SLATE's clients do not own a car.

B. **ITEM DELETED (Per State outline instructions)**

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

Skills/Vocational Training and Support Services

Training services include, but are not limited to occupational skills training, on-the-job training, programs that combine workplace training with related instruction, training programs operated by the private sector, skill upgrading and retraining, entrepreneurial training, and adult education and literacy activities conducted with a commitment by an employer or group of employers. Individuals who receive services other than self-service will be registered and determined eligible for the appropriate program. All supportive services as noted in the Act and regulations remain as options for adults and dislocated workers. Training funds are limited to $3,000, but can

be increased with approval from the Director. Priority is given to Veterans, low-income clients, and basically follows the same priority of services as with our other programs.
Clients must also use some of their PELL grant to pay for tuition costs.

The provision of skills/vocational training is one of the major priorities for the Workforce Investment Board. It is of prime importance to provide the region's businesses with a job ready, qualified workforce. The WIB will strive to provide training services for all clients who meet eligibility requirements, through both employment seeking skills training and/or job-specific skills training, as funding permits.

Job skills necessary to obtain current and projected employment opportunities in the City of St. Louis include:

- Sharpened interview skills
- Ability to successfully complete a job application
- Update/create a marketable resume
- Understand educational/vocational experience needed in matching career goals and objectives
- Good communication skills
- Appropriate attire for interview and on the job
- Ability to address barriers to employment (transportation, child care, etc.)

Dislocated workers, for the most part, have skills that are transferrable. Many are unsure which industries to explore, or they may require a skills upgrade or an updated certification to keep them marketable.

Under ARRA, SLATE opened a Professional's One-Stop in an offsite location to better serve the increased number of dislocated worker clients and/or those who have several years of experience in a particular profession. SLATE offers customized job search and networking workshops, tailored career counseling, as well as offer skills training and the normal variety of services offered at the One Stop. The center is located at the United Way of Greater St. Louis, in downtown St. Louis near the SLATE One-Stop.

Individual training accounts (ITAs) are utilized for training referrals with the exception and with a Governor-approved waiver, as appropriate for on-the-job training and incumbent worker training and training services programs of demonstrated effectiveness offered in the local area by a community-based organization or another private organization to service special participant populations that face multiple barriers to employment or lay off. These are low-income individuals with substantial language or cultural barriers, or offenders, or homeless individuals, or other hard-to-serve populations as may be defined by the Governor. Except for OJT we will follow applicable WIA regulations for ITAs and some intensive and supportive services will be procured either through the competitive procurement process or the non-competitive inter-governmental purchase process. All these exceptions to individual training accounts would be provided pursuant to a contract for services with the City of St. Louis through SLATE as reviewed and approved by the WIB.

Criteria for consideration for SLATE funding vocational skills training for clients include the following:

- Training institution must be DESE certified and WIA approved
- Candidate must have High School diploma or GED (if required)
- Candidate must meet all acceptance requirements of the training institution, copy of test scores and acceptance letter to be provided (if required)
- Candidate must complete training institution application for financial assistance, copy of Tuition Award Letter to be provided indicating amount for which student is responsible
- Candidate must meet SLATE eligibility requirements

D. *Define the sixth eligibility criteria for youth, described in WIA section 101(13)(C)(iv) as "an individual who requires additional assistance to complete an educational program, or to secure and hold employment".*

In order for a youth to qualify for services using the sixth criterion of "is an individual (including a youth with a disability) who requires additional assistance to complete an education program, or to secure and hold employment", the following conditions must be present:

1) Lacks the employability skills to become or retain employed; or
2) Lacks access to training opportunities due to transportation challenges; or
3) Requires special accommodations for education or employment due to their disability; or
4) Has cultural dissonance; or
5) Is defined as a migrant youth; or
6) Is currently attending an educational program; and
(a) Has previously dropped out of an educational program; or
(b) Has poor attendance patterns in an educational program during the last 12 calendar months; or
(c) Has below average grades;
7) Is not attending an educational program; and
(a) Has no vocational/employment goal; or
(b) Has a poor work history (including no work history), or has been fired from a job in the last six calendar months;
8) Has completed full high school attendance; and
(a) Failed comprehensive high school graduation tests; or
(b) Did not complete requirements for a Missouri High School Diploma; or
(c) Requests and requires intensive tutoring and/or remedial education to prepare for and retake the comprehensive examinations or the General Education Development (GED) Diploma examination.
9) In-School Youth finding it difficult if not impossible to locate summer employment; or
10) Has a need for Job/Work Readiness Training (JRT/WRT) to secure and maintain a job; or
11) Little or no successful work experience; or
12) A long and unsuccessful work search; or
13) Little if any exposure to successfully employed adults; or
14) Emancipated youth; or

15) Youth with a family history of chronic unemployment, including long-term public assistance; or
16) Parent or guardian is unemployed; or
17) Parent or guardian cannot afford to keep youth in school; or
18) Youth whose parent or guardian meets one of the first five barriers of the eligibility for youth services:
(a) Deficient in basic literacy skills
(b) School dropout and currently lacks high school diploma or equivalency
(c) Homeless
(d) Offender
19) Aged out of foster care at 18; or
20) Has an incarcerated parent; or
21) Has behavioral problems at school; or
22) Family has illiteracy problems; or
23) Suffers domestic violence; or
24) Has a substance abuse problem; or
25) Has limited English proficiency; or
26) Lacks occupational goals/skills; or
27) Has a disability; or
28) Has a chronic health condition.

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

Veterans Employment Services

Priority of service is a requirement in all programs funded wholly or in part by DOL. For all programs with statutory requirements, covered persons must meet the statutory program eligibility requirements in order to obtain priority of service.

The Comprehensive Career Centers are assigned Local Veterans Employment Representatives (LVER) and Disabled Veterans Outreach Program (DVOP) Specialists. Individuals assigned to these positions are designated to serve Veteran customers and eligible spouses only. To ensure priority services are provided to covered persons as required by Public Law 107-288 and Title 38, Part III, Chapter 42, U. S. Code, and Federal Regulations 20 CFR part 1010, all staff are required to provide immediate and timely service to covered persons. The term "covered person", as defined by 38 USC Section 4215, means any of the following individuals:

(1) A Veteran.

(2) The spouse of any of the following individuals –

(a) Any Veteran who died of a service-connected disability.

(b) Any member of the Armed Forces serving on active duty who, at the time of application for assistance under this section, is listed, pursuant to section 556 of title 37 and

regulations issued there-under, by the Secretary concerned in one or more of the following categories and has been so listed for a total of more than ninety (90) days:

- Missing in action
- Captured in line of duty by a hostile force
- Forcibly detained or interned in line of duty by a foreign government or power.

(c) Any veteran who has a total disability resulting from a service-connected disability.
(d) Any veteran who died while a disability so evaluated was in existence.

Priority in the context of providing priority of service to veterans and other covered persons in qualified job training programs covered by regulation means the right to take precedence over non-covered persons in obtaining services. Depending on the type of service or resource being provided, Taking precedence may mean:
(1) The covered person receives access to the service or resource earlier in time than the non-covered person; or
(2) If the service or resource is limited, the covered person receives access to the service or resource instead of or before the non-covered person.

When considering the current economic situation within the region and, to ensure fairness, all staff is instructed to provide prompt service to covered persons and, if appropriate, immediately refer covered persons to WIA staff for intensive services and/or training.

Covered persons visiting the Career Centers (verified or self-disclosed) will be provided information regarding all Career Center services and programs.
Each covered person must be made aware of:

(1) Their entitlement to priority of service;
(2) The full array of employment, training, and placement services available under priority of service; and
(3) Any applicable statutory eligibility requirements for those programs and/or services.

Sub-grants, contracts, sub-contracts, and (where feasible) memoranda of understanding or other service provision agreements must be administered in compliance with priority of service.

Provision of Information to Covered Individuals
Each of our service providers via contract language comply with the policy regarding the priority of service benefits and services for all covered persons including veterans and eligible spouses. This includes providing information about their employment related rights and benefits. All sub-grants, contracts, sub-contracts, and (where feasible) memoranda of understanding or other service provision agreements will be administered in compliance with priority of service.

Program Registration
Per requirements from the Missouri Division of Workforce Development veterans data is collected via the Toolbox system at intake and assessment. A covered person can also self-declare their status via the MissouriCareerSource.com system.

Career Center Partners have been trained on the various aspects of employment services to veterans. Various items of literature highlighting services to veterans are available at the Career Center. The Missouri Division of Workforce Development has two veterans employment services representatives housed at the SLATE Missouri Career Centers—Downtown and Central West End. Receptionists and other case management staff utilize the services of the two veterans representatives (DVOP/LVER) housed at the SLATE Career Center, when eligible covered persons have been identified as in need of intensive employment and training assistance. Two additional Veteran's Representatives are assigned to the Central West End Center that are out-stationed to provide itinerant services as follows:

- Veteran's Administration Regional Office (VARO): DVOP to provide outreach services to disabled veterans.
- Employment Connection: LVER to assist veterans eligible for services under the Homeless Veterans Reintegration Program (HVRP).

F. *Identify the funding limit for individual training accounts (ITAs).*

SLATE's funding limit for Adult and Dislocated Worker training dollars is $3,000 per client. If more is needed, the Executive Director must review the case and provide that approval. The ARRA funding has allowed us put no training limit per client. The amount of this funding, combined with the flexible decision making of the Executive Director, will allow most training participants to receive complete training while incurring no additional debt.

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

Serving Persons with Disabilities

The Workforce Investment Board is committed to ensuring persons with disabilities have access to the full array of services at the Career Center. In order to accomplish this goal, the SLATE Career Center partners with Independence Center (part of the Product Box) and MERS/Goodwill, organizations that bring extensive expertise in working with disabled persons and help them access the Career Center. The Career Center also maintains a wide array of auxiliary aids to assist those disabled persons who access services at our site, including the UbiDuo, a TTY machine, a computer with assistive technologies, screen reader and screen enlarger software and more. Select Career Center staff are fully trained in the use and instruction

of these aids. Information regarding the availability of these aids is noted on all informational material and the following statement is posted on our website: "**St. Louis Agency on Training and Employment is an equal opportunity employer with equal opportunity programs. Auxiliary aids and services are available upon request to individuals with disabilities."** The SLATE Comprehensive Career Centers also share a Disability Navigator with the St. Louis County WIB. This is also part of our Product Box. SLATE is also able to contract for services to assist individuals with a hearing disability through referrals of the City of St. Louis.

H. **(UPDATED)** *Describe how the local region 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 in the region's Products & Services Box to assist in the provision of these services.*

Serving Persons with Limited English Proficiency

The Workforce Investment Board is also committed to ensuring all persons have access to the full array of services at the Career Center. To ensure persons with limited English proficiency have access to all of our available services, we have taken the following steps:

- We have a number of Career Center staff who are fluent in Bosnian and Spanish;
- We have printed materials translated into Bosnian and Spanish;
- We have identified several "English as a Second Language" courses and make referrals when necessary; and
- We have established a strong relationship with the International Institute for translation services.
- We have access to "Language Select", a professional interpreting company. Staff can call toll-free to access a professional interpreter to assist the customer.

I. **(UPDATED)** *Describe how the local region promotes integration of services through dual enrollment processes, beyond the automatic dual enrollment of the NGCC initiative.*

Dual Enrollment Policy

The WIB has recommended the dual enrollment of WIA job seekers whenever possible. Dual enrollment includes the enrollment of eligible job seekers into Wagner-Peyser activities and Adult WIA activities, and, where applicable, other Programs.

In accordance with Issuance 21-2009, the WIB will enroll eligible job seekers into the Dislocated Worker program including those who have not yet been determined to be NEG or Trade Act eligible laid-off workers.

SLATE Missouri Career Center staff have been told the policies of the above issuance regarding providing services to WIA, Trade Act, and/or National Emergency Grant (NEG) eligible Dislocated Workers through training sessions held during NGCC training meetings, individual department meetings and other such training provided by managers.

Missouri Work Assistance clients, under the Temporary Assistance Program (TAP), may also be dually enrolled in the Core SLATE Missouri Career Center services, where applicable.

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

Not applicable.

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

Priority of Services:

SLATE's intent is to expend all budgeted training dollars by December 30, 2010, with the hopes of acquiring additional training funding from the State "pool" funds. SLATE currently contracts with the Department of Elementary and Secondary Education (DESE) to provide funding for skills training leading to a diploma, certificate or credential. The amounts of the contracts are:

Adult WIA—13% ($250,000)
Dislocated Worker WIA—18% ($200,000)

The City of St. Louis through SLATE will assure that the provision of services will be in accordance with the U.S. Department of Labor "priority of services" policy for the WIA Adult and Dislocated Workers Program. That policy in part is:

- First priority for intensive and training services is to be given to public assistance recipients and low-income individuals who are covered persons.
- Public assistance recipients and low-income individuals when adult funds allocated to a local area are limited.
- Public assistance recipients and low-income non-covered persons.
- Among participants who are not public assistance recipients or low-income individuals, covered persons will receive priority over non-covered persons.
- Additionally, in those programs where targeting of groups are discretionary or optional priorities at the local level, priority of service takes precedence over those optional or discretionary priorities. Priority is applied in advance of the opportunities and services provided to the population group covered by the optional priority.

ARRA funding has not changed the priority of services, but it has allowed the WIB to serve more clients in training and employment activities.

VII. Integration of One-Stop Service Delivery

(UPDATED) One of the primary expectations of the workforce system under the WIA statutory framework is a seamless, integrated one-stop delivery system. The expectation for an integrated service delivery system remains firmly embedded as a key principle of a demand-driven workforce system. The goal of integration is to ensure that the full spectrum of community assets is used in the service delivery system to support businesses, industry and individual customers. *Include as* ***Attachment 10****, the current Regional NGCC Plan, as well as any local policies that were revised due to NGCC.*

See attachment 10

A. *Describe the one-stop delivery system in the local region, including:*

1. *A description of how the local board will ensure the continuous improvement of eligible providers of services through the system and ensure that such providers meet the employment needs of local employers and participants;**

The comprehensive One-Stop Career Centers include partners from several agencies and each will work together as a team to provide the employment and training services as outlined in the attached NGCC plan. The Welcome, Skills, Jobs and Business Services Teams have staff from various organizations on them to ensure all agencies are participating in each of the functions to ensure each group understands the integrated model.

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

Each week, all partner staff attend training and information sessions as a group to discuss and learn about updated NGCC information, work through any trouble spots that may occur and provide feedback to each other on how to improve their work flow and customer service. In addition, Team Leaders and Functional Managers talk about any issues on a daily basis to ensure the One-Stops are providing seamless services to its customers.

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

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

See attachment 8.

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

The local plan is developed by first ensuring that staff, WIB members and partners/subcontractors understand WIA and the One-Stop system. Staff is trained on the Act and how to implement the local policies procedures that are developed through the reading and interpretation of State Issuances and Department of Labor TEGLs. WIB members are oriented on the WIA and One-Stop process when first joining the Board, and by participating in bi-monthly Board meetings where pertinent information is discussed, including performance outcomes, additional funding for programs (such as NEG, OJT, Summer Youth Jobs, and more) and a variety of other topics regarding the operation of the Career Centers. Partners/subcontractors receive regular training from SLATE management and other staff on WIA policies and procedures. During all of the training sessions, meetings and request for feedback from management, interested parties are asked to give their feedback and to share ideas on how to improve any programs or processes. The written plan is a living document that changes as needed based on the new strategies, funding and processes of the City of St. Louis Workforce Investment Region.

VIII. Administration & Oversight of the Local Workforce Investment System

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

City of St. Louis/St. Louis Agency on Training and Employment (SLATE)

B. *Identify the members of the local WIB, the organization or business they represent, and the category (i.e. business, education) in* ***Attachment 2*** *to the local plan.*

See attachment 2

C. **(UPDATED)** The local WIB must review their by-laws annually and complete the "Local Workforce Investment Board's ATTESTATION FOR REVIEW OF BY-LAWS" form which is included near the end of this document. *Include the completed attestation form along with a copy of the local WIB's current by-laws in* ***Attachment 3*** *to the local plan.*

See attachment 3

D. **(NEW)** *If the region includes more than one unit of local government, include a copy of the Chief Local Elected Officials' (CLEO) agreement that specifies the respective roles of the individual chief elected officials as* ***Attachment 4****, and include the name, jurisdiction, and official title of each member, if not included in*

the agreement. Also, include any CLEO by-laws that are in effect. (The CLEO membership should be reviewed after each county and/or municipal election, as applicable, for any changes. If there are changes in the CLEO membership, a new CLEO agreement will need to be signed and submitted to DWD within 90 days of the date of the election.)

Not applicable.

E. *If applicable, include a copy of the region's Performance Improvement Plan (PIP) for any sanctions they have been given, as well as an update on the effectiveness of the PIP's strategies. The PIP should be included as* ***Attachment 11*** *to this plan.*

Not applicable.

IX. Service Delivery

A. One-Stop Service Delivery Strategies

(UPDATED) *Describe how the local region is assisting customers in making informed choices based on quality workforce information and accessing quality training providers. In particular, identify those resources that are available in the region's Products & Services Box to assist in the provision of these services.*

Customers attending either of the two SLATE Career Centers for the first time, after meeting with a representative from the Welcome Team and completing Toolbox and MissouriCareerSource.com information, meet with a staff person in a group Orientation. During this group orientation (which is held approximately every 15 minutes or as customer flow demands) customers are informed of all the resources available to them in the Center. In particular, they are told of the following workshops offered at SLATE, along with the other Products and Services (title in parentheses is Toolbox's corresponding offering):

(Basic Computer) Real Basic Computer Skills Workshop: Learn how to use the mouse and understand the keyboard in order to navigate in the Windows Operating System. Prerequisite: None. Material covered:

- Computer parts: Mouse, keyboard, monitor
- Define and demonstrate powering on, logging on (user names, passwords)
- Command Keys: Escape, caps lock, num lock, space/scroll bars, shift, navigation keys and cursor, enter, delete, backspace, etc.
- Control Buttons: Minimize/maximize/restore/close, etc.
- Task bar functions/commands: Undo, redo, drop down box, etc.

(Intermediate Computer) Beyond Real Basic Computer Skills Workshop: Learn how to use removable media (floppy disk, CD, flash drive). Prerequisite: Real Basic Computer Skills Workshop or equivalent proficiency. Material covered:

- Locate and open documents
- Edit and save changes

- Print

(Introduction to the Internet) Email/Internet Job Search Workshop: Learn how to open/send/reply to email messages and access websites. Prerequisites: Real Basic and Beyond Real Basic Computer Skills Workshops or equivalent proficiency. Material covered:

- Set up a business email account
- Attach a document
- Identify and review job titles
- Key word job search

(Job Seeking Skills) Online Job Application Workshop: Learn how to prepare information to submit and successfully complete an online application. Prerequisites: Real Basic and Beyond Real Basic Computer Skills Workshops, and Email/Internet Job Search Workshop or equivalent proficiency. Material covered:

- Timing out
- Creating/Registering a profile
- Complete a mock application

(Intro to Career Center Services) UI/MCS Workshop: How to do weekly reporting and how to use and/or update information in Missouri Career Source. Material covered:

- Walk through the online process of filing a weekly claim for unemployment insurance
- Navigate through www.missouricareersource.com
- Key word job search

(Career Networking) *Career Exploration/Career Networking Workshop: Discussion and tips on finding specific information about career interests, such as income potential, educational requirements, and job outlook, and the best ways to use social circles to find employment. Material covered:

- Department of Labor Occupational Outlook Handbook
- MERIC (Missouri Economic Research and Information Center - www.missourieconomy.org
- Salaries.com
- ONET (www.onlineonet.net)
- LinkedIn, Facebook, Craigslist
- Churches/social groups
- Resume Cards

(Career Advancement and Retention) *Retention – "How to Keep Your Job" Workshop: Discussion and tips on planning and common sense strategies to become a long-term, valued employee. Material covered:

- Attendance/punctuality/appearance
- Communication (Emails, Internet, Social Networking, etc.)
- Office Etiquette
- This material will also be incorporated into the CSS and REOS workshops

Once a customer has gone through Orientation, they meet with someone on the Skills Team who will assist them in taking the WIN and/or other appropriate assessments to determine their abilities for certain types of jobs, so that a Skills Team member can give them appropriate direction for their employment and/or training needs. If a customer is interested in training, the Skills Team member discusses their field of interest, the job outlook for this type of career and a variety of other issues to determine whether or not skills-training is appropriate for the customer at that point in time. If it is, the Skills Team member may suggest resources to assist the customer in researching training institutions. If the customer is ready for a job and has completed the workshops (listed above) and/or other products and services available for which they are interested, then they are referred to a Jobs Team member who will further assist them in their job search.

B. Adults and Dislocated Workers

*1. Provide a description and assessment of the type and availability of all adult and dislocated worker employment and training activities in the local region. **

The WIB will utilize the State-provided eligible training provider listing that will list provider training and performance. A quarterly report of the status of participants enrolled with training providers is produced and reviewed by the SLATE Director and Career Center Managers. The review includes but is not limited to:

- Number of participants enrolled
- Graduation rate
- Job placement rate
- Job placement in areas in which participant was trained
- Effectiveness of assessment methodology for training and job placement based on the aforementioned items

The results of these reports are shared with the WIB to determine the continued use of these training provider(s) based on their performance. The WIB reserves the right to institute additional performance measurements for local providers of training.

While the WIB adheres to U.S. Department of Labor policy regarding customer choice in selecting a training provider, Career Center staff share with participants data from the quarterly reports.

C. Migrant Seasonal Farm Worker (MSFW)

SLATE Missouri Career Centers - Downtown and Central West End will provide equal access to the full range of employment services, benefits and protections to include the full range of counseling, testing, job and training referral services to farm-workers in the region. In addition, Career Center staff will accomplish the following:

- Identify all qualified registered customers as MSFW.
- Establish and maintain the Job Service (JS) Complaint System

- Establish and maintain partnerships with other Migrant Service Providers (MSP) and other community based organization, such as United Migrant Opportunity Services (UMOS) to refer qualified, interested job seekers

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

Individual training accounts for Title I adult and dislocated workers allow these participants to purchase training services from eligible providers that these participants select in consultation with the Skills Team. The City of St. Louis Workforce Investment Region will look to the State of Missouri and will work within their established system for training reimbursement. Staff at the Career Center will coordinate this process. The WIB in conjunction with the Director of SLATE, a CLEO appointee, will examine limitations on the dollar amount and/or duration of an Individual Training Account, as well as, if a maximum amount should be established or if a range of amounts would be more appropriate. These procedures will be reviewed and approved by the WIB. The WIB will utilize the State-provided eligible training provider listing which will list provider training and performance.

The WIB, in conjunction with the Director of SLATE has also established basic criteria for training. (See previous inclusion.) This criterion provides direction to Career Center staff and community partners on the region's training policy. Some of the industries that SLATE sends training participants to include healthcare, business management, information technology, accommodation and food service, construction and commercial truck driving. There are many current and potential job openings in the St. Louis area in these industries. Exceptions to the use of ITAs must first be approved by the Director, and then submitted for approval to the State, if applicable.

3. *Provide a description of how Worker Profiling and Re-employment Services (WPRS) will be delivered on a weekly basis between the Division of Workforce Development (DWD) and partner staff.*

Reemployment Services for Worker Profiling

The City of St. Louis SLATE Career Center partners with the Missouri Division of Workforce Development (DWD) to use the Missouri statistical model to identify U.I. Claimants who need intensive re-employment services because they are otherwise likely to become long termed unemployed. The information gathered will determine the probability of an individual's chances of exhausting benefits. The focus of the Worker Profile System is to shorten the time a claimant spends unemployed and to expedite their return to productive and stable employment.

The SLATE Career Center will use the following for reemployment services for worker profiling:

- Request and Selection
    - The State DWD office sends a list weekly of individuals from Unemployment Insurance (U. I.). Requests are processed in Toolbox each Tuesday.
    - The computer model picks individuals based on their likelihood of exhausting UI benefits for a profiled worker program. The maximum number is limited to 20 UI claimants each week. The request week will be extended to Tuesday, if Monday is an observed holiday.
    - The statistical model will select the number of individuals with the probability of exhausting benefits. The individual selected will receive a letter directing them to a Worker Profiling orientation / evaluation session scheduled at the Career Center.

- Worker Profiling Orientation and Evaluation
    - Welcome Team staff provides explanations of the re-employment service system program, provide information regarding employment and training services, and direct claimant to complete their 4 Weeks In-Person Reporting requirement.
    - Welcome Team staff will ensure customer completes profile enrollment, profile orientation and a Missouri Career Source Registration.
    - The customer will continue to follow the Next Generation Career Process by meeting with members of the Welcome, Skills and Jobs Teams, as applicable.

C. Rapid Response

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

Rapid Response

The City of St. Louis through SLATE will assist the State with Rapid Response in the local area. Currently, the majority of one staff person's time is devoted to Rapid Response and we see this allocation of time continuing. The procedure currently in place with the State of Missouri taking the lead on layoffs of 50 employees or more will continue with SLATE taking the lead for layoffs of less than 50. Larger or mass layoffs are handled regionally usually involving the St. Louis City, St. Louis County, St. Charles County and Jefferson/Franklin County Workforce Investment Regions. Other state agencies including the Division of Workforce Development and the Division of Employment Security as well as labor representatives are also involved in these regional events. Regional Workforce Investment and State representatives have met to develop a comprehensive rapid response process to ensure the efficient provision of information and services.

Rapid Response services may include, but are not limited to:

- On-site contact with the employer, representatives of the affected workers, and the local community (if warranted),
- The provision of information and access to unemployment compensation benefits, comprehensive one-stop system services, employment and training activities, including information on the Trade Adjustment Assistance program,
- On-site workshops,
- Participation in Transition Team meetings,
- On-site interviewing and WIA enrollment, and
- The provision of emergency assistance adapted to the particular closing, layoff or disaster.

In addition, the Workforce Investment Region works with the State of Missouri in their provision of assistance to the WIB and Chief Local Elected Official to develop a coordinated response to the dislocated event and, as needed, to obtain access to State or Federal economic development assistance.

D. Youth

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

Youth Services
The Youth Services Department, through contractors located throughout the City of St. Louis, provides pre-employment training, soft skills development, academic enhancement programs, leadership development, mentoring, group activities, summer work experiences, and guidance and counseling to youth most in need residing in the City of St. Louis Workforce Investment Area. In accordance with TEGL 13-09, City of St. Louis Youth Services subcontractors are asked to do the following:

- Contract for one year with multi-year option (up to 3 years)
- Use real-time indicators or interim progress benchmarks to assess performance of the scope of work in the contract, including the achievement of WIA common measures
- Create positive incentives for attracting youth most in need and provide services that will help the youth achieve their goals under the contract
- Participate in interagency collaboration to create a seamless system in which funds from other sources can contribute to the basic needs of youth so they can successfully complete the WIA program
- Participate in SLATE-sponsored ongoing workshops and technical support

These contractors are:

- Better Family Life
- MERS/Missouri Goodwill Industries

- Job and Employment Support Service (JESS) (serves youth with disabilities)

The City of St. Louis WIB evaluates the effectiveness or ineffectiveness of youth service providers through monitoring of programs using the following indicators:

- How long do eligible youth stay in the programs, are youth engaged and do they continue to attend the program.
- Are youth experiencing success according to their individual plans, school and training success; i.e. receiving passing grades, attending school regularly, being assisted with academic performance, moving toward attainment of certifications, etc.
- Are youth staying out of the juvenile justice system, or are they being deterred from juvenile crime, is there a reduction in numbers of encounters with the juvenile justice system, are youth refraining from risky behavior (teenage pregnancy, drugs etc.)
- Is there a caring adult, mentor, counselor or case manager that gets to know and interact with youth over a period of time and is the follow-up documented.
- Department of Labor/State Division of Workforce Development negotiated performance measures are also utilized to determine the effectiveness of the programs.

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

SLATE has teamed up with Construction Career Center and Youth subcontractor MERS/Goodwill to offer a Workforce Investment Hour within the school day. This workforce initiative is essential to establish positive core values of a good work ethic, career pathways, and academic success.

SLATE's Out-of-School contractor has added an extra component to their job readiness program to assist with developing soft skills. The contractor will allow youth to experience on-the-job training, as it pertains to developing soft skills, utilizing community and faith-based organizations. This program helps the youth to develop the needed life skills and a good work ethic before being placed in unsubsidized employment.

SLATE's Youth Services Department sends out weekly "twitter" and "facebook" updates regarding work ethic, job opportunities, and other academic opportunities.

The Youth Services Department also hosts multiple career and resource events throughout the year. The events are tailored toward the target audience and locations are determined based on the interest of the youth.

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

A local Youth Council has been established, as a subgroup within the local WIB, and is comprised of individuals with special interest or expertise in youth services who will provide direction and oversight of programs in cooperation with the local WIB. (See Attachment 5).

The local WIB in conjunction with the Youth Council are responsible for selecting service providers, as well as, overseeing the process for determining effective or ineffective service providers for youth activities that will be driven by the Youth Council. Providers must annually submit performance and cost information for each program for which the provider is responsible. The local WIB requires that SLATE perform monitoring and oversight of contracted providers, and the local WIB determines subsequent eligibility, and requires corrective action when needed to ensure continuous improvement of eligible providers of services.

E. Business Services

(NEW – replaces both previous planning items in this section) Each region should form and maintain an integrated Business Services Team that is dedicated to all career centers within the region and whose mission is to connect businesses to a skilled workforce. Each Business Services Team should have a plan that guides Team members. Business marketing and outreach activities of team members should be defined and clearly outlined. The Business Services Team Plan should also outline the Team's purpose(s), goals, policies and procedures to ensure a seamless delivery of services, avoid duplication and ensure feedback to the region's career centers. *Include the Business Services Team Plan as* ***Attachment 9****.*

See Attachment 9.

F. Innovative Service Delivery Strategies

1. *Describe how the region will support the Missouri Re-entry Process (MRP) 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 Workforce Investment Region has been involved in a number of innovative strategies aimed at addressing unique workforce development issues.

- Ongoing partnership with the U.S. Probation and Parole Office and the Missouri Department of Corrections that provides information and referral services to the ex-offender population.
- Creation of the Re-Employment One Stop (REOS) to specifically serve ex-offenders in the City of St. Louis region and helping to transition persons released from Federal, State and City correctional institutions.

- Career Center Career Specialists trained to work specifically with the employment and training needs of the ex-offender population.
- Partnership between the St. Louis Public Schools and the SLATE Career Center to address youth educational and career options. Main focus of this partnership is youth work experience.
- Partnership with the United Way, St. Patrick's Center and the Go! Network assisting dislocated workers with networking, career transition, employment and training information and assistance.
- Emerging partnerships with "green" companies and organizations to partner in employment and training activities in the St. Louis metropolitan region.
- The WIB has an ongoing relationship with the U.S. Conference of Mayors Workforce Development Council and the Mayor's Committee on Education and Workforce to focus on high school reform, career options and career pathways for youth and youth advocacy.
- Partner with Independence Center to place staff on-site able to assist individuals with disabilities access Career Center services.

Serving Ex-Offenders

According to MERIC's economic and labor data, the economy of the St. Louis metropolitan region is generally trailing the economy of the State as a whole and the "urban core" has experienced the slowest growth in the State. When considering this fact, figure in the increased introduction of released persons with convictions, the growth of persons on probation, and the consequent drain on economic growth. The unemployment/underemployment increase among this ex-offender group facilitated St. Louis' decision to establish the Re-Entry One-Stop (REOS). This initiative is a collaborative effort between the City of St. Louis Departments of Public Safety, Human Services and Public Health, SLATE, Missouri Probation & Parole, and U. S. Probation-Eastern District of Missouri. With other key partners throughout the Metro Region, REOS will link persons with convictions to employment, vocational training, housing assistance, substance abuse, and health/mental health services. The ultimate goal of REOS is to reduce recidivism through the proven method of putting our clients to work.

A separate location in the northwest section of St. Louis City was selected as the site, as it is housed in the same building as a drug rehabilitation and counseling center, a division of the City courts, and City Probation and Parole offices. A branch of the St. Louis Police Department is across the street, and the area has one of the highest crime rates in the City.

In addition to WIA SLATE staff assigned to work at REOS, there are staff from DWD, AARP volunteers, and Father's Support Center staff that have a contract to provide assessment, career counseling and job placement services.

REOS will provide Core, Intensive, Training and Supportive services, just as we do with our comprehensive one-stop.

The job development and placement process of persons with convictions is a continuous process which is being continually reviewed, updated and changed. REOS works with employers who

have been identified as offender friendly, which means they are receptive to interviewing this population on a case-by-case basis. These employers have stated which offenses they will consider. An employer contact file has been developed, maintained and updated through an employer's committee working with this population through cold calling, networking/outreach, job fairs, internet and newspapers.

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

Career Readiness Certificates
The Skills Team encourages customers who are interested in training, especially training in specialized skills, to take the WorkKeys assessments. Also for those who have experience, but no tangible credential, the WorkKeys assessment is a tool the Skills Team can use to assist that person in getting job, because the Career Readiness Certificate shows an employer what the applicant is capable of. It helps the customer get ahead of the competition. More employers are aware of the value this credential offers and have asked that we use the WorkKeys assessment for customers before referring them to their open positions. Also, certain training providers require clients to take WorkKeys before allowing them to start certain training programs.

GED Participation

SLATE Missouri Career Center—Downtown offers a GED and Adult Education and Literacy (AEL) program onsite. It is implemented by staff hired through St. Louis Public Schools and is available Monday through Friday from 8 AM to 3 PM daily. The current instructor has grown the GED lab participation from a handful of participants to wait list status over the few years she has been at SLATE. She has assisted numerous individuals in received their GEDs. This service is part of the Skills Team and each member works with GED/AEL students to assist them in receiving all of the NGCC services they are interested in, including finding full-time employment and possible furthering their training.

On-The-Job-Training

As high growth and high tech jobs increase in demand, the WIB will look to the existing skilled workforce in selecting and preparing individuals to meet these workforce needs, and build upon the State's incentive programs that will attract new and retain existing businesses. The initiative will also serve to keep a highly skilled and highly technical workforce in our region and avoid a 'brain drain' effect.

The training needs of businesses will be addressed to implement On-the-Job Training programs in a manner that seeks to coordinate with existing State programs, and not to duplicate them. Training funds for OJT will come from formula and 15% funds Discretionary Funds, ARRA and

will be administered by the WIB. Federally funded OJT, in combination with state-funded incentive packages, will be a powerful incentive to reach previously untapped targeted industries.

OJT opportunities will be sought in these areas:

- New businesses
- Industries with large pool of dislocated workers (i.e. Biotech/Biochemical, Advanced Manufacturing)
- Expanding businesses
- Retention programs
- Pre Apprentice and Apprenticeship training when funds are available

Project determinations will be in collaboration with our WIB, Business Representatives, St. Louis Development Corporation, business leaders, etc., and will work through a specialized OJT Coordinator at SLATE to handle marketing, proposals commitments, and follow up. The OJT Coordinator will also consult with Missouri Employer Committees, Chambers of Commerce and DWD in identifying competencies for the identified high growth positions, and in assessing the appropriate timeframe for training.

Performance information will be tracked through Toolbox 2.0, based on information entered into the system by the OJT Coordinator and NGCC Skills Team members. This information will include placement information; starting wages; length of training; retention at the six-month mark; earnings received after being employed for six months; and any increase in wages. Industry and occupational data gathered by Missouri Economic and Research Information Center (MERIC) will guide the OJT process to determine the length of training (up to 26 weeks). Initiatives will be conducted based upon fund availability.

Work Ready Missouri

Daily on-line marketing is currently being done for this program through the State system. The SLATE Business Service Representatives are promoting the program along with other products and services available to businesses. All new UI applicants receive a flyer on this program by mail and interested applicants are encouraged to provide information on Work Ready Missouri to potential employers when conducting their job searches. Due to the economy, businesses are reluctant to use the program because they do not have enough staff to train persons who will only work for a short period of time.

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

Describe those activities to be undertaken to: (1) increase the opportunities for participation of faith-based and community organizations as committed and active partners in the one-stop delivery system; and (2) expand the access of faith-based and community-based organizations' customers to the services offered by the one-stops in the region. Outline efforts for conducting outreach campaigns to educate faith-based and community organizations about the attributes and objectives of the demand-driven workforce investment system. Indicate how these resources can be strategically and effectively leveraged in the local workforce investment region to help meet the objectives of WIA. (For

more information, reference DOL's tool, *Making It Real: Strategies for State Agencies and Local Workforce Boards to Increase Partnerships with Faith-Based and Community Organizations*.)

SLATE works with the United Way who coordinates the Clergy Coalition meetings. SLATE representatives attend these meetings and talk about our services. We also have staff that are a part of other faith-based groups and they go and talk about SLATE services (i.e. UMC Parkview). Catholic Charities is another SLATE community partner and will work together to promote Career Center services to all 14 of their community based organizations this year. Currently, we have one staff housed part-time at St. Patrick Center, whose focus is on homeless or the near-homeless population and assisting them with job search skills. Metropolitan Congregations United (MCU) is a faith-based partner that continues to work with SLATE on workforce issues in and around the St. Louis region.

X. Local Administration

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

Performance Measures=Common Measures

The Memorandum of Understanding between the Workforce Investment Board and the Chief Elected Official and the Governor states that they will negotiate and reach agreement on performance measures for City of St. Louis Workforce Investment Region.

One of the internal measures we strive to achieve is meeting customer needs. Through surveys, both written and oral, we ask if the customer's needs are met via the Career Center System, if the services meet expectations, and what was the overall quality of the experience. We believe that continuous improvement is a commitment to a systematic approach to high performance. Continuous improvement is driven by finding opportunities to do better, as well as, by solving problems that need immediate correction. Particular attention is paid to providing excellent customer service.

The WIB also applies the concept of continuous improvement to our contracted service providers. A Career Center staff person is assigned to routinely monitor U.S. Department of Labor program compliance issues. Each provider is monitored monthly to determine the quality and provision of services. The WIB also contracts with the City of St. Louis Office of the Comptroller to conduct annual fiscal audits. Corrective action plans are issued when discrepancies are noted. The information obtained from these reviews is the basis for determining the continued use of these providers. Staff is also assigned to conduct surveys of employers and job seekers to determine their satisfaction with these providers.

The City of St. Louis was given the following goals for Program Year 2010 Common Measures, based on the negotiated rates between the State of Missouri and the Department of Labor. The Common Measures include:

- Adult
  - Entered Employment—65%
  - Employment Retention—82%
  - Average Earnings--$10,298

- Dislocated Worker
  - Entered Employment—65%
  - Employment Retention—86%
  - Average Earning--$11,646

- Wagner-Peyser
  - Entered Employment—58%
  - Employment Retention—78%
  - Average Earnings--$8,850
- Youth
  - Placement in Employment or Education—62%
  - Attainment of a Degree or Certificate—43%
  - Literacy and Numeracy Gains—35%

The City of St. Louis has a long history (since 1973) of operating employment and training programs. The City of St. Louis, through SLATE and the Workforce Investment Board, stresses the importance of excellent performance with our Career Center Partners and all Contractees.

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

Disbursal of Grant Funds and Administrative Provisions

The Chief Local Elected Official (CLEO) of the City of St. Louis serves as the local grant recipient of funds for Workforce Investment Region with liability for said funds and designates a Department of City of St. Louis Government, the St. Louis Agency on Training and Employment (SLATE) per City of St. Louis Ordinance 57035 and as amended by Ordinances 57270 and 62209, under the leadership of the Director of SLATE, a CLEO appointee, to act on behalf of the CLEO in all matters both programmatic and fiscal for funds received under the Workforce Investment Act.
Assistance, as required, to maintain adequate fiscal and programmatic controls, from other City of St. Louis Departments such as Personnel, Comptroller, Register, and Legal is available to SLATE.

Administrative Provisions:

The City's SLATE office will follow general and administrative rules that apply to the use of WIA Title I funds. The "Uniform Administrative Requirements for Grants and Cooperative Agreement to State and Local Governments" which is codified at 29 CFR part 97 will be followed. Any procurement contract between units of State or local government will be conducted on a cost reimbursement basis. No provision for profit will be allowed.

Codes of conduct and conflict of interest issues will be followed. A WIB member or Youth Council member must neither cast a vote on, nor participate in, any decision-making capacity on the provision of services by such member (or any organization which that member directly represents), nor on any matter that would provide any direct financial benefit to that member or a member of his immediate family. Neither membership on the WIB or the Youth Council nor the receipt of WIA funds to provide training and related services, by itself, violates these conflict of interest provisions.

Program income requirements as discussed in the Act and regulations will be followed as will the rules governing employer's use of local area services, facilities or equipment funded under Title I of WIA to provide employment and training activities to incumbent workers.

We will follow OMB circular A-133 concerning audit requirements.

Federal Allowable Cost Principles under OMB Circular A-87 will be followed. In addition, computer technology will adhere to required compliances.

We will comply with government-wide debarment and suspension and government-wide drug-free workplace requirements.

We and all contractees shall comply with the restriction on lobbying which are codified in the DOL regulations at 29 CFR part 93.

No individuals will be placed in a WIA employment activity if a member of that person's immediate family is directly supervised by or directly supervises that individual.

We will comply with the rules regarding administrative costs.

We will comply with the requirements of the Military Selective Service Act.

No funds will be spent on construction or purchase of facilities or buildings unless the exceptions under the regulations at 667.260 are met.

Funds will not be spent on employment generating activities, economic development and other similar activities, unless they are directly related to training for eligible individuals. Employer outreach and job development activities are defined as directly related to training for eligible individuals.

Funds will not be used for public service employment.

Funds will not be used for foreign travel.

Funds will not be spent on the employment or training of participants in sectarian activities and participants will not be employed under Title I of WIA to carry out the construction, operation, or maintenance of any part of any facility that is used or to be used for sectarian instruction or as a place for religious worship. WIA funds may be used for the maintenance of a facility that is not primarily or inherently devoted to sectarian instruction or religious worship if the organization operating the facility is part of a program or activity providing services to WIA participants.

We will comply with the provisions regarding prohibitions that apply to the use of WIA Title I funds concerning business relocation as written in 667.268 of the regulations.

We will comply with the provision regarding safeguards to ensure that participants in WIA employment and training activities do not displace other employees as written in 667.270 of the regulations.

We will comply with the wage and labor standards as they apply to participants in activities under Title I of WIA as written in 667.272 of the regulations.

We will comply with the health and safety standards as they apply to the working conditions of participants in activities under Title I of WIA as written in 667.274 of the regulations.

We will comply with the nondiscrimination and equal opportunity provision of WIA section 188 and it's implementing regulations including those administered and enforced by the DOL Civil Rights Center. We will comply with the physical and programmatic accessibility and reasonable accommodations as required by section 504 of the Rehabilitation Act of 1973, as amended and the Americans with Disabilities Act of 1990, as amended.

We will monitor on an annual basis all recipients of funds in compliance with applicable State and Federal standards. This includes both fiscal and programmatic monitoring.

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

Procurement Process

The procurement process includes, but is not limited to, the following: a needs assessment; notice in two newspapers; identification of a contact person; precise statement regarding the evaluation process; standards regarding receipt, logging, and opening of bids; procedure to recognize demonstrated effectiveness, clear statement of requirements; general assurances;

renewal clause; complaint procedure; award notice procedure, etc. Always included will be a clause reserving the right to reject all bids if in the best interest of the WIA program.

The Workforce Investment Board utilizes both a competitive bid process and a non-competitive selection process (for governmental agencies only) for selection of providers of youth activities and reserves the right to operate some programs in-house. The bid process will follow guidelines in the Request for Proposal Package. A public notice with information about the bid process will be published in local newspapers of general circulation within the Workforce Investment Region and surrounding region, in addition to notices being mailed to providers who have expressed a desire to be placed on a bid notification listing. A Pre-Bid conference may be held with interested parties at the SLATE Missouri Career Center--Downtown. Member(s) of the Youth Council may review proposals and recommend successful program operators to the WIB.

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

All partners of the One-Stop Career Centers provide the same, unduplicated services as members of the Welcome, Skills, Jobs, and Employer/Business Services Teams. There is one fiscal department that handles all expenses related to each of the comprehensive and affiliate Career Centers. This enables us to use funds to provide unduplicated services to customers, including skills training.

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

As stated in item D, above, all One-Stop Career Center partners provide unduplicated services by acting as members of each of the four NGCC teams: Welcome, Skills, Jobs and Employer/Business Services. Each team serves different functions and provides different levels of products and services, so there is no duplication to customers. This is outline more explicitly in the NGCC Plan under Attachment 10.

F. ***(UPDATED)****Establish and define the local policy and procedure for Complaint and Grievance in accordance with the WIA Act 20 CFR 667.600 and 29 CFR Part 37.70, Implementation of the Nondiscrimination and Equal Opportunity Provisions of the Workforce Investment Act of 1998. Both policies should be incorporated into the MOU and disseminated throughout the region for all workforce development professionals to understand and implement. This should adhere to federal, as well as state complaint and grievance guidance – a current copy of the state's policy is attached to this guidance. Include a copy of this policy as* ***Attachment 6*** *to the local plan.*

Grievance Procedure

We will establish and maintain a procedure for grievance and complaints according to the requirements of 667.600 of the regulations including, but not limited to, providing the following: a process for dealing with grievances and complaints from participants and other interested parties affected by the local Workforce Investment System, including Career Center partners and

service providers; an opportunity for an informal resolution and a hearing to be completed within 60 days of the filing of the grievance or complaint; a process which allows an individual alleging a labor standards violation to submit the grievance to a binding arbitration procedure, if a collective bargaining agreement covering the parties to the grievance so provides; and an opportunity for a local level appeal to a State entity when no decision is reached within 60 days or either party is dissatisfied with the local hearing decision. Questions about or complaints alleging a violation of the nondiscrimination provision of WIA section 188 may be directed or mailed to the Director, Civil Rights Center in Washington, D.C. Information and complaints involving criminal fraud, waste, abuse, or other criminal activity must be reported immediately through the Department of Labor's Reporting System to the DOL Office of Inspector General in Washington, D.C. A grievant or complainant is not precluded from pursuing a remedy authorized under another Federal, State or local law.

Implementation of the Nondiscrimination and Equal Opportunity Provisions of WIA

We will also establish provisions for complaints addressing nondiscrimination and equal opportunities, according to 29 CFR 37.70 which states: any person who believes that either he or she, or any specific class of individuals, has been or is being subjected to discrimination prohibited by WIA or this part, may file a written complaint, either by him/herself or through a representative.

G. *Include the Planning Budget Summaries for Program Year 2010 and Fiscal Year 2011 in* ***Attachment 7*** *to the local plan.*

See Attached

Attachments to the Local Plan

1. List of Comprehensive One-Stop Centers and Affiliate Sites
2. Local Workforce Investment Board Membership List
3. Local Workforce Investment Board By-Laws and Attestation Form
4. Chief Local Elected Officials' Agreement, CLEO membership, and By-Laws
5. Youth Council Membership
6. Complaint and Grievance Policy
7. Planning Budget Summaries for Program Year 2010 and Fiscal Year 2011
8. Memorandum of Understanding (signed by all the parties)
9. Business Services Team Plan
10. Regional NGCC Plan
11. Performance Improvement Plan and Update (if applicable)

Attachment 1

List of Comprehensive One-Stop Centers and Affiliate Sites

Comprehensive One-Stop Centers

SLATE Missouri Career Center—Downtown
1520 Market Street, Room 3050
St. Louis, MO 63103
(314) 589-8000
info@stlworks.com

SLATE Missouri Career Center—Central West End
4811 Delmar Boulevard
St. Louis, MO 63108
(314) 877-0916

Affiliate Sites

Re-Entry One-Stop (REOS)
3901 Union Street, Suite 101
St. Louis, MO 63115
(314) 381-6767

Professionals in Transition
United Way of Greater St. Louis
910 N. 11th Street
St. Louis, MO 63101
(314) 539-4130

Comprehensive One-Stop Centers: Partners and Functions

SLATE-Downtown

- City of St. Louis/SLATE: administrative, management, clerical, case management and client services for WIA and Wagner-Peyser customers;
- Division of Workforce Development (DWD): management, case management and client services, for WIA, Wagner-Peyser and Veteran customers;
- St. Louis Community College: management, clerical, case management and client services for WIA and Wagner-Peyser customers;
- MERS/Goodwill: case management and client services to individuals with disabilities, Title V program workers—resource lab assistance and light maintenance;
- St. Louis Construction Orientation Intake Center: case management and client services to those seeking construction trades jobs;
- AARP: Title V program workers—resource computers and client services;
- St. Louis Public Schools: GED teacher and assistants.

SLATE-Central West End

- City of St. Louis/SLATE: administrative, management, clerical, case management and client services for WIA and Wagner-Peyser customers;
- Division of Workforce Development (DWD): management, case management and client services for WIA, Wagner-Peyser and Veteran customers;
- St. Louis Community College: case management and client services for WIA and Wagner-Peyser customers;
- MERS/Goodwill: Title V program workers—resource computers assistance and client services;
- AARP: Title V program workers—resource computers assistance and client services;
- Better Family Life: CAP.

Affiliations of REOS and Professionals in Transition

<u>REOS Affiliates</u>

- Father's Support Center—case management and job placement
- SLATE—case management, skills training and job placement
- St. Louis Public Schools – Adult & Education and Literacy and GED
- St. Louis Departments of
  - Public Safety—referral source
  - Human Services—supportive services resource
  - Public Health—health and supportive services resource
- Missouri Department of Corrections
  - Probation & Parole—referral source
- Eastern District of Missouri – District Court
  - U.S. Probation Office—referral source
- St. Louis Community College—case management, skills training, job placement and workshops
- St. Louis Metropolitan Police Department—referral source
- New Beginnings C-Star—supportive services and referral source
- Missouri Division of Workforce Development—case management, skills training and job placement
- St. Louis Drug Court—referral source
- Operation Weed & Seed St. Louis, Inc.—referral source

- UMC Parkview—supportive services resource
- Women With S.E.E.D.—supportive services resource and referral source

Professionals in Transition Affiliates

- SLATE—case management, skills training and job placement
- St. Patrick Center—job placement
- Go! Network—referral source and networking resource
- United Way of Greater St. Louis—referral source and supportive services resource

Attachment 2
WIB Membership List

		First Name	Last Name	Title	Business Name
BUSN	Ms.	Betsy	Finnegan	Workforce Programs Lead	Ameren
Part	Ms.	Cheryl	Lovell	Director	St. Louis Housing Authority
Ed & Part	Dr.	Cindy	Hess	President	STLCC - Forest Park
BUSN	Mr.	Dale	Kreienkamp	Vice-President, Human Resources	Lutheran Senior Services
Busn	Mr.	Darryl	Chatman	Associate Attorney	Armstrong Teasdale LLP
Part	Mr.	David	Wright	UI Representative	MO Division of Employment Security
part	Mr.	Donny	Carroll	Function Manager	Missouri Career Center @ St. Louis Central
Labor	Mr.	Ed	Hamilton	Executive Vice-Pres Unite H.E.R.E.	Brown & Kortkamp Real Estate
BUSN	Mr.	Eddie	Davis	Director	Center for the Acceleration of African American Business - St. Louis Black Leadership Roundtable
Ed & Part	Mr.	Frank	Logan	Executive Director of Career & Technical Education	St. Louis Public Schools
BUSN	Mr.	Gregory	Hill	Affiliate Owner	Westaff
Busn	Mr.	Herman	Noah	Counsultant	Consultant Services
Ed	Ms.	Jane	Kerlagon	Business/Labor Relations	Special School District-Technical Education Div.
Part	Ms.	Jeather	Smith	District Supervisor	Missouri Division of Vocational Rehabilitation
BUSN	Mr.	Jeff	Serocke	Director, Human Resources	Renaissance Grand/Renaissance Stes. SL
BUSN	Mr.	John	Beatty	Vice Pres, Human Resources	Barnes-Jewish Hospital

BUSN	Ms.	Katherine	Joslin	Senior Vice-President of HR and Marketing	Bethesda Health Group, Inc.
Part	Ms.	Kelley	Bernardi	Deputy Director	St. Louis Agency on Train. & Emp.
ECON	Mr.	Kevin	Riggs	Director-Ill Government Affairs	Regional Chamber & Growth Association
BUSN	Mr.	Kevin	Schaedler	Executive Vice-President of Sales	Habitata Building Products LLC
BUSN	Mr.	Leonard	Toenjes	President	Associated General Contractors of St. Louis
Title V Part	Dr.	Lew	Chartock	President/CEO	MERS/Goodwill
BUSN	Ms.	Lydia	Padilla	President & Owner	TRC Staffing Services, Inc.
BUSN	Ms.	Lynn	Beauchaine	Owner/President	Lynn Beauchaine & Associate, Inc.
Labor	Mr.	Michael	Walter	Business Manager	International Brotherhood of Electrical Workers Local Union 1439
Other	Ms.	Michelle	Darden	Director	St Louis Office for DD Resources
CBO	Ms.	Ohala	Ward	Executive Director	Near Southside Employment Coaliation
BUSN	Ms.	Pat	Coleman	Vice President	Behavioral Health Response
ECON	Mr.	Patrick	Bannister	Director of Business Development	St. Louis Development Corporation
BUSN	Mr.	Ray	Creely	Consultant	Consultant
BUSN	Mr.	Russell	Illy	Human Resources Manager	Triad Manufacturing
cbo & Part	Mr.	Willard	Reeves	Community Liaison Director	The Human Development Corporation

Attachment 3

Local WIB By-Laws and Attestation Form

CITY OF ST. LOUIS

WORKFORCE INVESTMENT BOARD

BYLAWS

Preamble:

The Workforce Investment Act of 1998, Public Law 105-220 (WIA) states the following: "The purpose of this subtitle is to provide workforce investment activities through statewide and local workforce investment systems, that increase the employment, retention, and earnings of participants, and increase occupational skill attainment by participants, and, as a result, improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the Nation."

Vision:

A vibrant regional economy in which every jobseeker has the skills needed to match available jobs and every job has a qualified employee. The workforce system enables this vision through a series of high quality services that

- Increase employment
- Increase retention
- Increase earnings
- Increase the skills of individuals
- Enhance the productivity and competitiveness of the region

Mission:

To develop a quality workforce that meets the economic and labor market needs of the region by providing leadership and promoting collaboration among public, private and elected official partners.

BYLAWS

CITY OF ST. LOUIS
WORKFORCE INVESTMENT BOARD

ARTICLE I - Identity.

These are the Bylaws of the City of St. Louis Workforce Investment Board ("WIB") under the Workforce Investment Act of 1998, P.L. 105-220 ("WIA") with its principal place of business in St. Louis, Missouri.

ARTICLE II - Principal Office

The principal office of the WIB shall be located at 1017 Olive Street, St. Louis, Missouri. The WIB may have offices at other places as the Executive Committee may from time to time determine or as the affairs of the WIB may require.

ARTICLE III – Purpose

To promote workforce investment activities through local workforce investment systems that increase the employment, retention, and earnings of participants, increase occupational skill attainment by participants, and promote private sector involvement through effective connecting, brokering and coaching through intermediaries to assist employers in meeting hiring needs. As a result, improve the quality of the workforce, reduce welfare dependency, and enhance the productivity and competitiveness of the region.

ARTICLE IV - WIB Membership

The St. Louis City Workforce Investment Board consists of members from the private sector and representatives of economic development, community based organizations, labor, education and the one-stop partners all as required by the Workforce Investment Act.

Section 1 Terms. Members are appointed by the Chief Elected Official of the City of St. Louis in accordance with the Workforce Investment Act and terms are for two years with an initial effective date of July 1, 2007.

Section 2 Partial terms Members appointed due to vacancies created by death, resignation, or disqualification shall serve the remaining part of the term of the member replaced. A position shall be considered vacant upon notification by the WIB chairperson to the membership at the next available meeting of the full WIB. The vacancy shall be refilled within 120 days from this notification. Members whose terms have expired and who have not been replaced or reappointed may continue to serve on the WIB for 90 days. After this time, the position is considered vacant.

Section 3. Reappointment Nothing in these Bylaws is intended to preclude the nomination of a member for reappointment after expiration of his/her term.

Section 4. Resignation A member may resign by giving written notice thereof to the WIB Chairperson and/or the Chief Elected Official.

Section 5. Conflict of Interest By a majority vote of current members, any member may be suspended or expelled from membership by the WIB for conflict of interest as defined in Article IX of these Bylaws.

Section 6. De-facto Resignation Three consecutive unexcused absences from full WIB meetings shall constitute the de-facto and immediate resignation of a member in good standing from the WIB. An unexcused absence shall constitute failure by a member to notify the Chairperson or his/her designee of a planned absence. Upon said de-facto resignation of a member, the Chairperson shall notify the Chief Elected Official or his/her designee of the vacant membership and the need for the appointment of a member.

ARTICLE V - Officers and their Duties

Section 1. - Election. The officers shall be a Chairperson, a Vice-Chairperson, and Secretary. The officers shall be elected every two years by a majority vote of the WIB members present during the meeting held in the second quarter of the calendar year and shall take office on July 1st of that year. If for some reason the election is delayed, then the election shall take place at a special meeting held as soon as practicable after the regularly scheduled meeting held in the second calendar quarter. Vacancies may be filled at any meeting of the WIB.

Section 2. - Chairperson. The Chairperson shall be selected from among the private sector members on the WIB. The chairperson shall be the principal officer of the WIB and shall in general supervise and control all of the business and affairs of the WIB membership. The chairperson shall appoint committee chairpersons as required. The Chairperson may sign, with any other proper officer of the WIB thereunto authorized by the membership, any instruments which the WIB has authorized to be executed; and in general shall perform all duties incident to the office of Chairperson and such other duties as may be prescribed by the WIB from time to time.

Section 3. - Vice-Chairperson. The Vice-Chairperson shall be selected from among the private sector members of the WIB. In the absence of the Chairperson or the Secretary, or in the event of their inability to act, the Vice-Chairperson will perform the duties of the Chairperson or the Secretary, and when so acting, shall have all the powers of and be subject to all the restrictions upon the Chairperson or the Secretary. The Vice-Chairperson shall perform such other duties as from time to time may be assigned to him/her by the Chairperson or by the WIB.

Section 4. - Secretary. The Secretary shall be responsible for the recording of WIB business and attesting to the Chairperson's signature as may be required. The Secretary shall be responsible for recording attendance at meetings; and, for determining and certifying that a

quorum is present on an appropriate record. During a meeting when roll call voting is required, the Secretary shall "call-the-roll" record, and certify individual member votes on an appropriate record. The Secretary shall be responsible for validating the accuracy of minutes, in particular, the recording of motions and their outcomes.

Section 5. - Professional Staff Support. The WIB may employ at least one staff person who is not a staff person of the One-Stop Operator to support or perform such functions and duties normally associated with the position of secretary. Said staff shall perform the following functions: record and maintain the minutes of meetings of the WIB; see that all notices are duly given in accordance with these bylaws or as required by law; be custodian of the WIB's records; and in general perform all duties incident to the office of secretary and such other duties as from time to time may be assigned by the Chairperson or by the WIB.

Section 6. - Removal. Any elected officer may be removed from office by the WIB for cause whenever, in its judgment, the best interest of the WIB would be served by said removal. Removal shall be made at a full WIB meeting and a majority vote for removal by members attending a full WIB meeting wherein a quorum is present shall be required.

ARTICLE VI - Meetings

Section 1. - Regular Meetings. Regular WIB meetings shall be held six times per fiscal year to discuss progress or other matters affecting the operation of the WIB and the WIA program. Meetings shall be open to the public. Notice of all WIB meetings shall be given at least seven days previous thereto, by written electronic communication, mailed or delivered personally to each member at his/her business address. The agenda of any meeting shall be included with the notice.

Section 2. - Special Meetings. Special meetings may be called by the Chairperson or by a majority of the Executive Committee, or a majority of the members of the WIB for such purposes as identified within the notice of the meeting. Notice of all special WIB meetings shall be given at least seven days previous thereto, by written communication, mailed or delivered personally to each member at his/her business address. The agenda of any meeting shall be included with the notice.

Section 3. - Agenda. The business of all meetings of the WIB shall be those matters identified in the meeting agenda. The agenda deadline shall be two weeks before the scheduled WIB meeting. All requests on matters for WIB consideration are to be communicated to the Chairperson or his/her designee before the agenda deadline; and all written materials representing such matters are to be received by the Chairperson or his/her designee by the agenda deadline.

Section 4. - Quorum. A majority of the number of current members shall constitute a quorum for the transaction of business at any regular WIB meeting. The members present at a duly called meeting at which a quorum was determined to be present may continue to transact business until adjournment notwithstanding the withdrawal of enough members to leave that would be less than a quorum. WIB member meeting attendance may be facilitated through the

use of conference calls or teleconferences when cost effective and necessary. WIB minutes shall reflect those members on conference calls or teleconferencing. Requirements of the Sunshine Law regarding open meetings shall be met when using this option.

Section 5. - Voting. The act of a majority of the members present and voting at a duly organized WIB meeting at which a quorum is present shall be the act of the WIB.

a. Voice Voting. Voice voting shall be used at all times to decide WIB questions with the exception of the roll call voting. Upon the Call-to-Question the Chairperson will have those WIB members who wish to vote for passage to say "Aye" and those who wish to vote for non-passage to say "Nay." The majority will decide the question.

b. Roll Call Voting. At the discretion of the Chairperson, roll call voting may be required. Upon the Call-to-Question, after a motion and second, the Secretary will Call-the-Roll, individually naming those WIB members present. Upon hearing their name, WIB members will cast their vote by saying "Aye" for passage, "Nay" for no passage, or "Abstain" for no vote. The secretary will record and certify the votes on an appropriate record and report the outcome of the vote to the chairperson.

c. Conference Calls. When using a conference call option discussed above, the vote cast by those members not in the meeting room shall be identified and included within the minutes as in Roll Call Voting.

d. Mail Ballots. On issues requiring an immediate decision, or due to a lack of a quorum at a WIB meeting, an electronic mail ballot may be prepared and provided to each member of the WIB. Each WIB member shall receive a full description of the issue and copies of supporting documents, if any. Ballots completed and executed by the members shall be retained with the minutes of the next WIB meeting, which shall contain a full description of the issue and the result of the balloting.

e. Voting by Proxy. Voting by proxy is not permitted at Full Board meetings or Committee meetings.

ARTICLE VII - Executive Committee

Executive Committee/Planning The membership of this Committee shall be at least 9 members and shall be chaired by the WIB Chairperson. The Vice-Chairperson and the Secretary shall also serve on this Committee.

Any action taken or initiated by this Committee on behalf of the WIB shall require full disclosure to the WIB at the regularly scheduled meeting following said action.

The duties of the Executive Committee/Planning include, but are not limited to: responsibility for actions on behalf of the WIB as may be required utilizing those powers and authorities as are delegated by the WIB; responsible for making policy recommendations to the WIB which meet

the needs of both the area labor market and the targeted population; responsible for review and upgrading recommendations to the WIB for its Bylaws; responsible for review and approval of committee reports or recommendations and transmittal of same to the full WIB; responsible for setting employment and training priorities and goals and performance levels; responsible for reviewing and approving training vendors/investment levels; responsible for long-range training goals; responsible for development of plans and modifications thereto; responsible for program oversight and determination of program effectiveness.

ARTICLE VIII - Standing and Special Committees

The WIB, by resolution adopted by a majority of the members, may from time to time appoint such committees from among its members, or other persons for such particular purposes as may be deemed necessary or desirable to enhance or assist the WIB in carrying out its duties, and furthering the proposes of the Workforce Investment Act. The WIB Chairperson with recommendation and advice from the Executive Committee shall appoint committee chairs. Any Committee so appointed shall have the powers and authority as is explicitly delegated by the WIB.

a. Ad Hoc Committees: Committees appointed by the Chairperson for specific tasks shall be considered dismissed as soon as final action is taken by the WIB. The Ad Hoc Committee shall report meeting results to the full board and make appropriate recommendations, as applicable to conduct business.

b. Youth Council: The membership of this committee includes the Youth Advisory Council, which is an advisory group to the WIB. The WIB member representing youth on the WIB shall chair this committee. This committee shall advise the WIB on youth issues. Members of the Youth Council shall be appointed for two years with an initial effective date of July 1, 2006. Appointments to the Youth Council shall be made by the WIB with recommendation of this Committee.

c. Finance Committee**:** There shall be a Finance Committee responsible to review the use of WIA, Career Assistance Program funding, and any other funding allocated to the WIB as well as to advise on financial matters such as transfers of allocations and other fiscal matters. The Finance Committee will review with the Executive Director and Fiscal Manager the yearly budget. The Finance Committee shall also review audit findings and monitor expenditure reports prior to each scheduled WIB meeting and provide a report. There shall be a minimum of three members serving on the Finance Committee.

d. Sub-Committees: Standing or Special Committees may create their own sub-committees as deemed necessary by the members of the committee.

ARTICLE IX - Conflict of Interest and Confidentiality

Section 1. - Voting Prohibited**.** A member may not vote on a matter under consideration by the WIB regarding the provision of services by such member or by an entity that such member represents or that would provide direct financial benefit to such member or the immediate family of such member or engage in any other activity determined by the Governor to constitute a conflict of interest if so specified in the State Plan. Business sector representatives are prohibited from being an employee of a public sector organization represented on the local WIB, including state and local governmental agencies. These provisions should not be construed to prohibit local WIB members from training or employing WIA participants.

Section 2. - Abstention. WIB members should individually abstain from voting on issues and matters that will result in a direct or indirect conflict of interest. Abstentions and the general reasons therefore, should be duly recorded in the minutes of the meeting.

Section 3. - WIB Policy. Members of the WIB are expected to avoid unethical behavior in the course of performing their official duties. Members are expected to not only avoid any impropriety, but also to avoid the appearance of impropriety whether or not any actually exists. Members must avoid using their position for private gain, giving preferential treatment to any person or entity, losing their independence or impartiality in making decisions or acting in any way that might erode public confidence in the integrity of the WIB.

Section 4. - Confidentiality. All information, whether transmitted orally or in writing, that is of such a nature that it is not, at the time, a matter of public record or public knowledge is deemed confidential by the WIB. Members shall not disclose confidential information obtained in the course of or by reason of his or her membership on the WIB to any person or entity not directly involved with the business of the WIB. Furthermore, no member shall use confidential information obtained in the course of or by reason of his or her membership on the WIB in any matter with the intent to obtain financial gain for the member, the member's immediate family, any other person or any business with which the member is associated.

ARTICLE X – Recordkeeping

The WIB shall maintain, at its principal office, permanent records of the minutes of all formal meetings of the WIB and its committees, a record of all actions taken by the WIB without a meeting, and a record of all actions taken by standing and special committees of the WIB.

ARTICLE XI - Non-Discrimination.

The WIB shall not discriminate against any employee, agent or provider of consulting or contract services, or applicant for employment, agency or consulting or contract services on the basis of race, color, religion, gender, age, national origin, disability or veteran status. It shall be the policy and practice of the WIB to comply fully with federal and state laws, regulations and requirements in respect of non-discrimination, affirmative action, equal employment and civil rights.

ARTICLE XII - Amendements

These Bylaws may be amended at any regular meeting of the WIB with prior written notice having been given to all members of the WIB at least thirty (30) days in advance. Approval of any amendment to the Bylaws requires the affirmative vote of a majority of the members present and voting at a meeting at which a quorum is present.

ARTICLE XII - Severability

If any provisions of these bylaws shall be found void or unenforceable for whatever reason by any court of law or equity, it is expressly intended that such provision(s) be severable and the remainder of the bylaws shall remain in full force and effect.

ARTICLE XIII Parliamentary Procedure

The rules contained in the current edition of Robert's Rules of Order shall govern the Board in all cases to which they are applicable and in which they are not inconsistent with these by-laws and any statutes applicable to this Board.

ADOPTION

WHEREAS, the members of the City of St. Louis Workforce Investment WIB, being a duly formed and constituted body have determined the need for Bylaws to enable this WIB to conduct its business in an orderly manner, to promote the effective operation of the WIB and to preserve the fruits of its deliberations; and

WHEREAS, a duly constituted motion and second to adopt these herein Bylaws as the official Bylaws of the City of St. Louis Workforce Investment WIB was made and said motion was affirmatively passed by majority vote at a duly constituted meeting of the WIB at which a quorum was present and voting on

NOW, THEREFORE, I, Janice Rhodes, Chairperson of the City of St. Louis Workforce Investment WIB, do hereby proclaim these herein Bylaws to be the Bylaws adopted by the City of St. Louis Workforce Investment WIB.

IN WITNESS WHEREOF, I have hereunto set my hand.

Janice Rhodes, Chairperson

Date: __December 12, 2007_____

ATTESTED BY_____
Secretary

Date: ____December 12, 2007_____

Local Workforce Investment Board

ATTESTATION FOR REVIEW OF BY-LAWS

The following form must be completed and submitted to the Division of Workforce Development annually. The purpose of the form is to assure that all members of the Local Workforce Investment 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: City of St. Louis Workforce Investment Board

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

(Patrick Bannister) Date 8/18/10	(John Beatty) Date 8/18/10
(Lynn Beauchaine) Date 8-18-10	(Kelley Bernardi) Date 8-18-10
(Donny Carroll) Date 8/18/2010	(Lew Chartock) Date 8/18/10
(Darryl Chatman) Date 8-18-10	(Pat Coleman) Date 8/18/10
(Ray Creely) Date 8/18/10	(Michelle Darden) Date
(Eddie Davis) Date 8/18/10	(Betsy Finnegan) Date 8/18/10
(Ed Hamilton) Date	(Cindy Hess) Date 8.18.10
(Gregory Hill) Date 8/18/10	(Russell Illy) Date 8-18-10

Katherine Joslin 8/18/10
(Katherine Joslin) Date

Jane Kerlagon 8/18/10
(Jane Kerlagon) Date

Dale E Kreienkamp 8-18-10
(Dale Kreienkamp) Date

Frank J. Logan, Sr 8/18/10
(Frank Logan) Date

Cheryl Lovell 8/18/10
(Cheryl Lovell) Date

Herman Noah 8/18/10
(Herman Noah) Date

Lydia Padilla 18 AUG 10
(Lydia Padilla) Date

Willard Reeves 8-18-10
(Willard Reeves) Date

(Kevin Riggs) Date

Jeff Serocke 8/18/10
(Jeff Serocke) Date

Kevin Schaedler 8/18/10
(Kevin Schaedler) Date

Heather Smith 8-18-10
(Heather Smith) Date

(Len Toenjes) Date

Michael D Walter 8-18-10
(Michael Walter) Date

Ohala Ward 8-18-10
(Ohala Ward) Date

David Wright 8-18-10
(David Wright) Date

Attachment 4

Chief Local Elected Officials' Agreement, CLEO membership, and By-Laws

This is not applicable to the City of St. Louis Workforce Investment Board

Attachment 5

Youth Council Membership

The following are the current members of the Youth Council:

Business/ Agency Name	Representative
Consultant	Ray Creely, Chair
100 Black Men	Darius Chapman
22nd Judicial Court Detention Center	Allen Irving
Attorney Circuit Attorney's Office	Bobbie Bailey
Community Renewal and Development/ Chair of Housing Authority	Sal Martinez
Construction Career Center – CCC	Gwen Crimm
Corrections, City of St. Louis	Alice Pollard-Buckingham
Demetrius Johnson Charitable Foundation	Demetrious Johnson
ECMO AHEC	Alfreda Brown
Herbert Hoover Boys and Girls Club	Flint Fowler
Matthew Dickey's Boys and Girls Club	Tom Sullivan
Parent of Participating Youth	Kim Franklin
Ranken Technical Institute	Stan Shoun
SLATE	Alice Prince
SLATE	Donny Carroll
SLATE	Rebecca Ritter-Secretary
St. Louis Job Corps	Don Thompson
St. Nicholas Catholic Church	Rochelle Thompson
St. Louis Public Schools	Peg Pedersen
The SPOT	Lawrence Lewis
UMSL	Jim Duane
United Way	Regina Greer
Youth Participant	Deidre Buchannan

Attachment 6

DISCRIMINATION COMPLAINTS

The recipient must not discriminate in any of the following areas:

- Deciding who will be admitted, or have access, to any WIA Title I - financially assisted program or activity;
- Providing opportunities in, or treating any person with regard to, such a program or activity; or
- Making employment decisions in the administration of, or in connection with, such a program or activity.

RELIGIOUS ACTIVITIES

Participants who believe that they are being employed in violation of any WIA religious activity prohibition may file a complaint in the same manner and subject to the same procedures as in the section, "What To Do If You Believe You Have Experienced Discrimination."

NON-WIA REMEDIES

In any case where the alleged violation of the Act or regulations is also an alleged violation of another law, nothing in this process shall prohibit an individual or an organization from filing a complaint or grievance with the appropriate authority under that law.

APPEALS PROCESS

The state or local EO officers will provide detailed information about the process to submit appeals. All requests for appeals must be filed within 60 days of the receipt of the decision being appealed.

A complaint cannot be processed as both a program complaint and a discrimination complaint. A discrimination complaint includes as a basis for mistreatment, one of the prohibited factors: race, color, national origin, sex, religion, age, disability, political affiliation or belief or, for participants, participation in any WIA Title I program or activity or citizenship.

ALTERNATIVE DISPUTE RESOLUTION (ADR) MEDIATION PROCESS

During the initial 90 day processing period complainants may voluntarily elect Alternative Dispute Resolution (ADR), a more flexible, less adversarial means of resolving discrimination complaints. See local or state EO Officer for details.

CRIMINAL COMPLAINTS

Complaints alleging fraud, abuse, waste or criminal activity must be reported immediately to the Department of Labor, Office of Inspector General-Investigations, Room S5514, 200 Constitution Avenue NW, Washington, DC 20510-55514, or the corresponding Regional Inspector General for Investigations, with a copy simutaneously provided to the Employment and Training Administration. The hotline number for information and reporting is 800.347.3756. The required incident report forms are available from either the program operator or the Division of Workforce Development (DWD). Program operators must simultaneously notify DWD of the filing of any incident report with the Office of Inspector General.

PROHIBITION AGAINST REPRISAL

The LWIA and its divisions or any organization or agency within, is prohibited from retaliation against a complainant or individual associated with or participating in a complaint filed or caused to be instituted proceedings under or relating to the Act, has testified or is about to testify in proceedings or has provided information or assisted in an investigation. The sanctions and penalties contained in Section 188 of WIA or the regulations will be imposed against any recipient that engages in any such retaliation or intimidation, or fails to take appropriate steps to prevent such activity.

EQUAL OPPORTUNITY IS THE LAW

It is against the law for this recipient of Federal financial assistance to discriminate on the following bases:

- Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and
- Against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship/-status as a lawfully admitted immigrant authorized to work in the United States or his or her participation in any WIA Title I-financially assisted program or activity.

CONFIDENTIALITY OF INFORMATION

The identity of any person who has furnished information relating to or assisting in the investigation of a possible violation of the Act shall be kept confidential to the extent possible, consistent with the need to conduct a fair review of the issues.

For further information or assistance, please telephone or write to the contact person listed below.

Charles Bohannon
Contact Name

City of St. Louis/SLATE
Program Operator

1520 Market Street, Room 3050
Address

St. Louis
City

MO
State

63103
Zip

314-657-3558
Phone

cbohannon@stlworks.com
E-Mail

Auxiliary aids and services are available upon request to individuals with disabilities.

Alternate formats for non-English speaking individuals available upon request.

The Missouri Division of Workforce Development is an Equal Opportunity Employer/Program.

DWD-100 (8-07) AI/P

WORKFORCE INVESTMENT ACT

Complaint and Grievance Guide

for the

MISSOURI ONE-STOP SYSTEM

MISSOURI Career Center
Where talent and opportunities meet
MissouriCareerSource.com

Acknowledgement of Receipt

I have received a copy of the Workforce Investment Act Complaint/-Grievance Procedure pamphlet, have been given an opportunity to ask questions and by my signature below, I declare that I fully understand the procedure.

_____ Signature _____ Date

_____ Signature of Staff Issuing Pamphlet

EQUAL OPPORTUNITY IS THE LAW

It is against the law for this recipient of Federal financial assistance to discriminate on the following bases:

- *Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and*
- *Against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States or his or her participation in any WIA Title I - financially assisted program or activity.*

INTRODUCTION

This brochure describes the complaint processing procedures required of all Workforce Investment Act Title I - financially assisted grant recipients/service providers. Any person who believes that either he or she, or any specific class of individuals, has been, or is being subjected to discrimination prohibited by the Workforce Investment Act (WIA), may file a written complaint, either by him/herself or through a representative. It is important to recognize that under the One-Stop system introduced by WIA, various programs and activities that are authorized by Federal laws other than WIA may be part of a One-Stop delivery system that also provides WIA Title I - financially assisted programs and activities. In such cases, any individual who recieves aid, benefits, services or training from the One-Stop system is a paticipant for the purposes of the nondiscrimination and equal opportunity provisions of WIA. The Workforce Investment Act (WIA) permits program operators, contractors, grantees, sub-grantees, sub-recipients, sub-contractors and any other interested party to file grievances about Title I - financially assisted programs or activities using the procedure described within.

PROGRAM COMPLAINTS

The Workforce Investment Act allows for a process for resolution of grievances and complaints from participants and other interested parties affected by the local Workforce Investment System, including One-Stop partners and service providers. If you believe you have been unjustly denied any benefit or service allowed under the Workforce Investment Act (WIA) or have reason to believe any of the following situations has occurred: a violation of the Act, federal regulations, as well as, those arising from actions such as state-level audit findings or disallowance, or the imposition of sanctions taken by the Governor with respect to state audit findings, investigations, or monitoring reports; the Workforce Investment Act requires that statewide program operator procedures (Steps 1 and 2) must first be exhausted before a complaint may be escalated to the State, Division of Workforce Development (DWD). Likewise, State level procedures must be exhausted before escalating a complaint to the U.S. Department of Labor except in complaints alleging discrimination. For all non-employment related grievances or if a participant is unable to satisfactorily resolve any employment related grievance with his/her employer, the participant must utilize the procedure contained in this brochure to seek further resolution.

During orientation, participants are informed whether they will file any employment-related complaint through their employer's grievance procedures or the program operator's procedures, as described in Step 1 and 2. If the employer's procedure is used, the time frames and steps contained therein will be adhered to.

STEP 1

The complainant will file the grievance in writing with the program operator. The program operator has seven (7) days from the date the written grievance is received to investigate and provide a written decision to the complainant, respondent and local EO Officer.

STEP 2

If the decision fails to satisfactorily resolve the grievance, the complainant has five (5) days from the receipt of the program operator's decision to present a written request for an impartial hearing and review of the decision. The program operator must ensure that a qualified hearing officer conducts an impartial hearing, within thirty (30) days of the original receipt of the written grievance. The complainant and respondent (if not the program operator) will be provided a written notice of the date, time and place of the hearing and all parties will have the opportunity to present evidence and to be represented by an attorney or other individual of his/her choice.

The qualified hearing officer is to present a written decision to the program operator, who in turn, issues a decision to the complainant/respondent. In any case, the program operator must issue a written decision within sixty (60) days of the original receipt of the written grievance. If the decision fails to satisfactorily resolve the grievance, a party to the grievance may request a State review under the procedures outlined in Step 3.

STEP 3

To request a State review, the disappointed party must submit its request, in writing, to:

Division of Workforce Development (DWD)
WIA Equal Opportunity
421 E. Dunklin, P.O. Box 1087
Jefferson City, MO 65102-1087

This request must be received by DWD not more than ten (10) days after the disappointed party received the written decision from the program operator or, if no decision was rendered, within fifteen (15) days of the date the decision should have been received. The review process by DWD may be conducted by DWD staff, an impartial hearing or by any other means of independent review or investigation. DWD will provide a written final decision to the parties within sixty (60)

Auxiliary aids and services are available upon request to individuals with disabilities.

The Missouri Division of Workforce Development is an Equal Opportunity Employer/Program.

MISSOURI Career Center

DWD-100-2(8-07)

WHAT TO DO IF YOU BELIEVE YOU HAVE EXPERIENCED DISCRIMINATION

If you think that you have been subjected to discrimination under a WIA Title I - financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

Juanita Davis Reynolds, State WIA,
Equal Opportunity Officer
Missouri Department of Economic Development
Division of Workforce Development
421 E. Dunklin, P.O. Box 1087
Jefferson City, Missouri 65102-1087
Phone: 573.751.2428 Fax: 573.751.4088
Missouri TTY User: 800.735.2966 or 711
www.ded.mo.gov/wfd/eo.htm

OR

The Director, Civil Rights Center (CRC)
U.S. Department of Labor
200 Constitution Avenue NW, Room N-4123
Washington, DC 20210
Voice: 202.693.6502 TTY: 202.693.6515

A complainant may file a complaint by completing and submitting the Discrimination Complaint Information and Privacy Act Consent Forms, which may be obtained either from the State or local Equal Opportunity Officer or by contacting the U.S. Department of Labor's Civil Rights Center at the address listed above.

If you file your complaint with the Division of Workforce of Development (DWD), you must wait either until DWD issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above).

*If DWD does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for DWD to issue that Notice before filing a complaint with the CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with DWD). **Complaints must be filed within 180 days of the date of the alleged discrimination, unless the filing is extended by the Director of CRC for good cause shown.***

If DWD does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

Attachment 7

Planning budget summaries follow.

PLANNING BUDGET SUMMARY

Local Workforce Investment Area (LWIA): ___Area 6 (SLATE)_____

Program Year Source of Funds: **PY' 10** **or FY'** _____

Non-Administration Transfer From Title I-B Adult to Dislocated Worker: **$** _____
Non-Administration Transfer From Title I-B Dislocated Worker to Adult: **$** _____

WORKFORCE INVESTMENT ACT LOCAL ALLOCATIONS:	**Original Allocation**	**Revised Allocation with Transfer(s)**
Title I-B Adult	$337,357	$
Title I-B Youth	$2,169,794.00	$
Title I-B Dislocated Worker	$ 306,392.00	$
GRAND TOTAL LOCAL WIA ALLOCATIONS	$2,813,543	$

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

TITLE I-B ADULT:		**AMOUNT**
Use whole numbers - minimums must be rounded up and maximums rounded down		
Local Administration (Maximum 10%)		33,735.00
Program Services (Minimum 90%)		303,622.00
Transfer from Adult to Dislocated Worker		0.00
GRAND TOTAL TITLE I-B ADULT		337,357.00

TITLE I-B DISLOCATED WORKER:		**AMOUNT**
Use whole numbers - minimums must be rounded up and maximums rounded down		
Local Administration (Maximum 10%)		30,639.00
Program Services (Minimum 90%)		275,753.00
Transfer from Dislocated Worker to Adult		0.00
GRAND TOTAL TITLE I-B DISLOCATED WORKER		306,392.00

TITLE I-B YOUTH:		**AMOUNT**
Use whole numbers - minimums must be rounded up and maximums rounded down		
Local Administration (Maximum 10%)		216,979.00
Program Services In School Youth	1,000,000.00	
Program Services Out of School Youth	462,745.00	
Summer Employment Opportunities In School Youth	390,070.00	
Summer Employment Opportunities Out of School Youth	100,000.00	
Total Program Services (Minimum 90%)		1,952,815.00
GRAND TOTAL TITLE I-B YOUTH		2,169,794.00
GRAND TOTAL (must equal Grand Total Local WIA Allocations above)		$ 2,813,543.00

NOTE: 1) In accordance with 20 Code of Federal Regulations (CFR) Part 664.320 (a), the total of the Title I-B Youth line items "Program Services Out of School Youth" and "Summer Employment Opportunities Out of School Youth" MUST be a Minimum of 30% of the amount shown on the line item "Total Program Sevices".
2) A separate Planning Budget Summary form must be prepared for each Program Year (PY) and Fiscal Year (FY) source of funds.

PLANNING BUDGET SUMMARY

krn6/15/10

Local Workforce Investment Area (LWIA): ___Area 6 (SLATE)_____

Program Year Source of Funds: **PY' 10** or **FY' 11**

Non-Administration Transfer From Title I-B Adult to Dislocated Worker: **$**
Non-Administration Transfer From Title I-B Dislocated Worker to Adult: **$**

WORKFORCE INVESTMENT ACT LOCAL ALLOCATIONS:	**Original Allocation**	**Revised Allocation with Transfer(s)**
Title I-B Adult	$1,606,246	$
Title I-B Youth		$
Title I-B Dislocated Worker	$ 813,665.00	$
GRAND TOTAL LOCAL WIA ALLOCATIONS	$2,419,911	$

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

TITLE I-B ADULT:	**AMOUNT**
Use whole numbers - minimums must be rounded up and maximums rounded down	
Local Administration (Maximum 10%)	160,624.00
Program Services (Minimum 90%)	1,445,622.00
Transfer from Adult to Dislocated Worker	0.00
GRAND TOTAL TITLE I-B ADULT	1,606,246.00

TITLE I-B DISLOCATED WORKER:	**AMOUNT**
Use whole numbers - minimums must be rounded up and maximums rounded down	
Local Administration (Maximum 10%)	81,366.00
Program Services (Minimum 90%)	732,299.00
Transfer from Dislocated Worker to Adult	
GRAND TOTAL TITLE I-B DISLOCATED WORKER	813,665.00

TITLE I-B YOUTH:		**AMOUNT**
Use whole numbers - minimums must be rounded up and maximums rounded down		
Local Administration (Maximum 10%)		
Program Services In School Youth		
Program Services Out of School Youth		
Summer Employment Opportunities In School Youth		
Summer Employment Opportunities Out of School Youth		
Total Program Services (Minimum 90%)		0.00
GRAND TOTAL TITLE I-B YOUTH		0.00

GRAND TOTAL (must equal Grand Total Local WIA Allocations above)	$ 2,419,911.00

NOTE: 1) In accordance with 20 Code of Federal Regulations (CFR) Part 664.320 (a), the total of the Title I-B Youth line items "Program Services Out of School Youth" and "Summer Employment Opportunities Out of School Youth" MUST be a Minimum of 30% of the amount shown on the line item "Total Program Sevices".
2) A separate Planning Budget Summary form must be prepared for each Program Year (PY) and Fiscal Year (FY) source of funds.

Attachment 8

The following pages contain the MOUs between SLATE and its partnering agencies, as well as the Cost Allocation sheets for SLATE-Downtown and Central West End.

ST. LOUIS CITY WORKFORCE INVESTMENT ACT

MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding is effective beginning October 1, 2010 and shall remain in effect for an indefinite period subject to annual review. This agreement is entered into by and between the Mayor of the City of St. Louis, Missouri hereinafter referred to as the CLEO, the City of St. Louis, St. Louis Agency on Training and Employment hereinafter referred to as SLATE, the City of St. Louis Workforce Investment Board hereinafter referred to as the WIB, and the Career Center System Partners identified in accordance with the Workforce Investment Act (WIA) of 1998 (Public Law 105-220) hereinafter referred to as Partners.

WITNESSETH:

WHEREAS, the above identified Parties have agreed to enter into this Memorandum of Understanding for the purposes of implementing a Career Center Delivery System in the City of St. Louis Workforce Investment Area; and

WHEREAS the CLEO serves as the local grant recipient of funds for the local area with liability for said funds and designates a Department of City of St. Louis Government, the St. Louis Agency on Training and Employment (SLATE) per City of St. Louis Ordinance 57035 and as amended by Ordinances 57270 and 62209, and under the leadership of the Director of SLATE, a CLEO appointee, to act on behalf of the CLEO in all matters both programmatic and fiscal for funds received under the Act; and

WHEREAS, the City of St. Louis, SLATE has been the impetus for the development of the City of St. Louis Career Center Delivery System under Workforce Investment Act; and

WHEREAS, the Partner shall provide only in-kind services/activities* at the SLATE Career Center or in a community-based setting; and

WHEREAS, the above Parties wish to define the terms of the Memorandum of Understanding,

**Does not apply to DWD Partner*

St. Louis City Workforce Investment Act Memorandum of Understanding:

NOW THEREFORE, the Parties agree as follows:

DESIGNATION:

The above Parties have agreed that a Department of City of St. Louis Government, the St. Louis Agency on Training and Employment (SLATE) shall be designated as the One-Stop Operator in City of St. Louis Workforce Investment Region.

VISION:
A vibrant regional economy in which every jobseeker has the skills needed to match available jobs and that every job has a qualified employee. The workforce system enables this vision through a series of high quality services that:

Increase employment
Increase retention
Increase earnings
Increase the skills of individuals
Enhance the productivity and competitiveness of the region

MISSION:
To develop a quality workforce that meets the economic and labor market needs of the region by providing leadership and promoting collaboration between public, private and elected official partners.

IDENTIFICATION OF THE PARTNERS:

The Career Center Delivery System of the City of St. Louis under the Workforce Investment Act presents the opportunity for Partners to provide employment and training services to the citizens of the City of St. Louis Workforce Investment Region.

MANAGEMENT:

The City of St. Louis, SLATE will be responsible for the management and operations of the SLATE Career Center. The Partners will be asked to participate in Career Center Inter-Agency Team meetings and will be asked to be part of the continuous improvement program to ensure superior performance and highly satisfied customers.

WORKFORCE INVESTMENT REGION SERVICE IDENTIFICATION:

In addition to core services, Partners will provide access to the other activities and programs carried out under the Partner's authorizing laws. Attached to
St. Louis City Workforce Investment Act Memorandum of Understanding:

and incorporated as part of this Memorandum of Understanding is a "City of St. Louis Workforce Investment Region Service Identification" completed by each of the Partners. This Service Identification identifies the Services/Activities to be provided at the Career Center and in partnership with our community-based Partners. Included under Services/Activities is a category for inter/intra-agency referrals. Also identified is the required eligibility criteria, how the services/activities are delivered, and the funding source.

DURATION, MODIFICATION, WITHDRAWAL, AND TERMINATION OF MEMORANDUM OF UNDERSTANDING:

Each Partner may begin implementation of the Service Identification chart at any time after October 1, 2010 mutually agreed with the City of St. Louis, SLATE with the understanding that all services/activities are to be available effective November 1, 2010. While the Memorandum of Understanding is in effect for an indefinite period subject to annual review, any Party signing the Memorandum of Understanding may request withdrawal from the Memorandum of Understanding, or termination from the Memorandum of Understanding and any Partner may request modification of the Partner's Service Identification Chart with a thirty-day written notice to the CLEO, WIB and the City of St. Louis, SLATE.

THE PARTNER IDENTIFIED BELOW, AS A PARTY TO THIS MEMORANDUM OF UNDERSTANDING, EVIDENCES ITS ACCEPTANCE OF THE TERMS OF THIS MEMORANDUM OF UNDERSTANDING BY ITS SIGNATURE BELOW:

FOR THE CHIEF LOCAL ELECTED OFFICIAL:

Francis G. Slay
City of St. Louis

Date

FOR THE WIB:

Jeff Serocke, Chair
Workforce Investment Board

Date

FOR THE CITY OF ST. LOUIS/SLATE:

Michael K. Holmes
Executive Director

Date

THE PARTNER TO THIS MEMORANDUM OF UNDERSTANDING EVIDENCES THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURE BELOW:

FOR THE PARTNER:

_____

Signature *Date*

Zelema Harris
Chancellor
St. Louis Community College

THE PARTNER TO THIS MEMORANDUM OF UNDERSTANDING EVIDENCES THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURE BELOW:

FOR THE PARTNER:

_____

Signature *Date*

Lewis Chartock
President/CEO
MERS/Goodwill Industries

THE PARTNER TO THIS MEMORANDUM OF UNDERSTANDING EVIDENCES THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURE BELOW:

FOR THE PARTNER:

_____

Signature *Date*

Rhonda Jones
Supervisor, Adult Education and Literacy
St. Louis Public Schools

THE PARTNER TO THIS MEMORANDUM OF UNDERSTANDING EVIDENCES THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURE BELOW:

FOR THE PARTNER:

_____

Signature *Date*

Amy Clinton
Supervisor
Independence Center

THE PARTNER TO THIS MEMORANDUM OF UNDERSTANDING EVIDENCES THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURE BELOW:

FOR THE PARTNER:

_____

Signature *Date*

Rex Miller
Title V Program Coordinator
AARP

THE PARTNER TO THIS MEMORANDUM OF UNDERSTANDING EVIDENCES THEIR ACCEPTANCE OF ITS TERMS BY THEIR SIGNATURE BELOW:

FOR THE PARTNER:

_____

Signature *Date*

Mike Gavura
Regional Coordinator
Division of Workforce Development

*Reference the Cost Allocation Summary attached in another section of this Local Plan.

		Expenses for ST. Louis Central January 1, 2009 thru December 31, 2009											
Line Item		**Dollar Amount**			**DWD # of Staff**			**SUB # of Staff**					
					14			7		21			
Office Supplies		35,026.00			67%			33%					
Telephone		8,553.00											
Postage		3,809.00											1057346
Postage machine rental		525.00			**Functional Leader Salary**								
Memberships		500.00			$73,101	Donny Carroll Salaries/benefits							
Copier		10,806.00	4										
Sub/Publications													
Insurance & Surety Bond		1,378.00											
Advertising		127.00											
Printing		272.00											
Purchase Records Dest.		673.00											
Rent/Utilities/Parking		79,648.00											
	Total:	141,317.00											
				Funct. Ldr	$ 48,734.00			$ 24,367.00					
				Other Costs	$ 94,211.33			$ 47,105.67					
				Total	$ 142,945.33			$ 71,472.67					
				over									

				Expenses for SLATE January 1, 2009 thru December 31, 2009					
Line Item		**Dollar Amount**			**DWD # of Staff**			**SUB # of Staff**	
					9			24	33
Office Supplies		43,200.00			27%			73%	
Telephone		23,347.00							
Postage		0.00							
Postage machine rental		6,885.00			**Functional Leader Salary**				
Copier		34,000.00							
Rent/Utilities		114,000.00			95,307.00		Kellie Barnardie		
Records Destruction		337.00							
Membership		539.00							
Advertising		10,000.00							
Printing		5,000.00							
	Total:	237,308.00							
				Funct. Ldr	25,992.82			69,314.18	
				Other Costs	64,720.36			172,587.64	
				Total	90,713.18			241,901.82	

Attachment 9

NGCC Employer Services/Business Team Plan

Critical to the WIB's effort was the appointment of experienced staff members to lead in implementing the Business Services & Employer Services Team at SLATE. The strength of this team complements the SLATE Missouri Career Center's new NGCC model by offering businesses personalized services and working closely with the Jobs Team to ensure the best possible candidate is referred to each business, based on the businesses criteria.

The Business Services & Employer Services Teams consist of staff from Department of Workforce Development, Veteran's Affairs, and St. Louis Community College. The team has always worked as a cohesive unit with our main priority being customer service—not only to the businesses we work with and the candidates being referred, but with each other. There are no boundaries or limited duties; we all work as a team which fits well within the new model.

The Business Services & Employer Services Team is looking forward to extending our commitment of customer service to incorporate working closely with not only the Jobs Team but also with the Skills Team by referring job candidates to assessments that are employer driven. By working with the Skills Team and the Jobs Team, we will be able to offer businesses a more polished product (job candidate), saving the business the additional time and cost associated with pre-screening for qualified candidates.

Below is the list of some of the personalized products and services we plan on offering businesses, followed with an in depth look at the Jobs Team mission and responsibilities. This is going to be a constantly changing list as we add more products and services as requested by local businesses and job candidates.

• **Business Services Team** assists businesses with navigating Missouricareersource.com and provides information on Labor Law, Labor Market updates and various other pieces of information. Refers businesses that need additional intensive services to Employer Services Team.
• **Employer Services Team** will market job ready customers from the Jobs Team to employers and provide feedback from employers on candidate pool to Jobs Team staff when necessary.

•**Employer Services Team** will work closely with Skills Team on what employers are indicating they want in a qualified employee; this information will be shared with Jobs Team as well to keep training for job seekers current.

- Once Jobs Team has indicated an individual is ready for referral to employment the Employer Services Team will work closely with Jobs Team and that candidate to assist in placement.
- When participant is placed all placement information will be put into Toolbox and noted in the job order—staff will be advised of placement via email (Business Services & Employer Services Team will advise Jobs Team staff)

- When employers need candidates that do not have the necessary qualifications, we will use other outreach methods to recruit more qualified candidates—for example, we have a company that needs a Biomedical Engineer and none of our current job seekers have the skills needed. We would then enter that job opportunity in MissouriCareerSource.com identifying the skills needed so that the opportunity is not restricted to just the St. Louis region. Special relationships with local networking associations and outplacement agencies will increase market penetration to recruit qualified candidates (Business Services & Employer Services Team)
- We will continue to offer services including, but not limited to: business consulting (i.e. staff training, employee manuals, HR assistant duties, etc.), and posting job orders on Missouricareersource.com (Business Services & Employer Services Team)

Our Business Services and/or Employer Services Team will offer:

- Pre-screening and recruiting (Employer Services)
- Facilitation of on-site and of-site recruiting events for employers (Business Services and Employment Services)
    - Sponsor recruiting events (Business Services and Employment Services)
    - Provide employment assessments (Employer Services)
    - Make referrals from our client base (Employer Services)
    - Provide LMI research and information (Business Services and Employment Services)
    - Provide nationwide information on other Career Centers across the US (Business Services)
    - Offer OJT and Incumbent Worker Training as funding permits (Business Services and Employment Services)
    - Utilize resources available via the Office of Apprenticeship and other various networking/business associations to promote Missouri Career Center services (Business Services and Employment Services)
    - Offering on site space for companies waiting for their own space (space and time limitations) (Business Services and Employment Services)

Business-Specific Job Seeker Pre-Screening Process

1. Business Reps will instruct our special-recruitment companies that we handle walk in referrals under the NGCC process (especially individuals coming in wanting an application for businesses such as Companion Bakery, Tri-Rinse, New World Pasta, etc.)
2. All companies will be advised of our new requirement and all flyers, job orders, and correspondence will include a reminder for job seekers to register their profile on missouricareersource.com.
3. Companies needing to refer candidates that they have already selected but who need assessments to determine qualifications for a position will need to provide: applicant's resume', application, or general name and contact information so an appointment can be made for them with staff in Business Services/Jobs Team.

The process is:

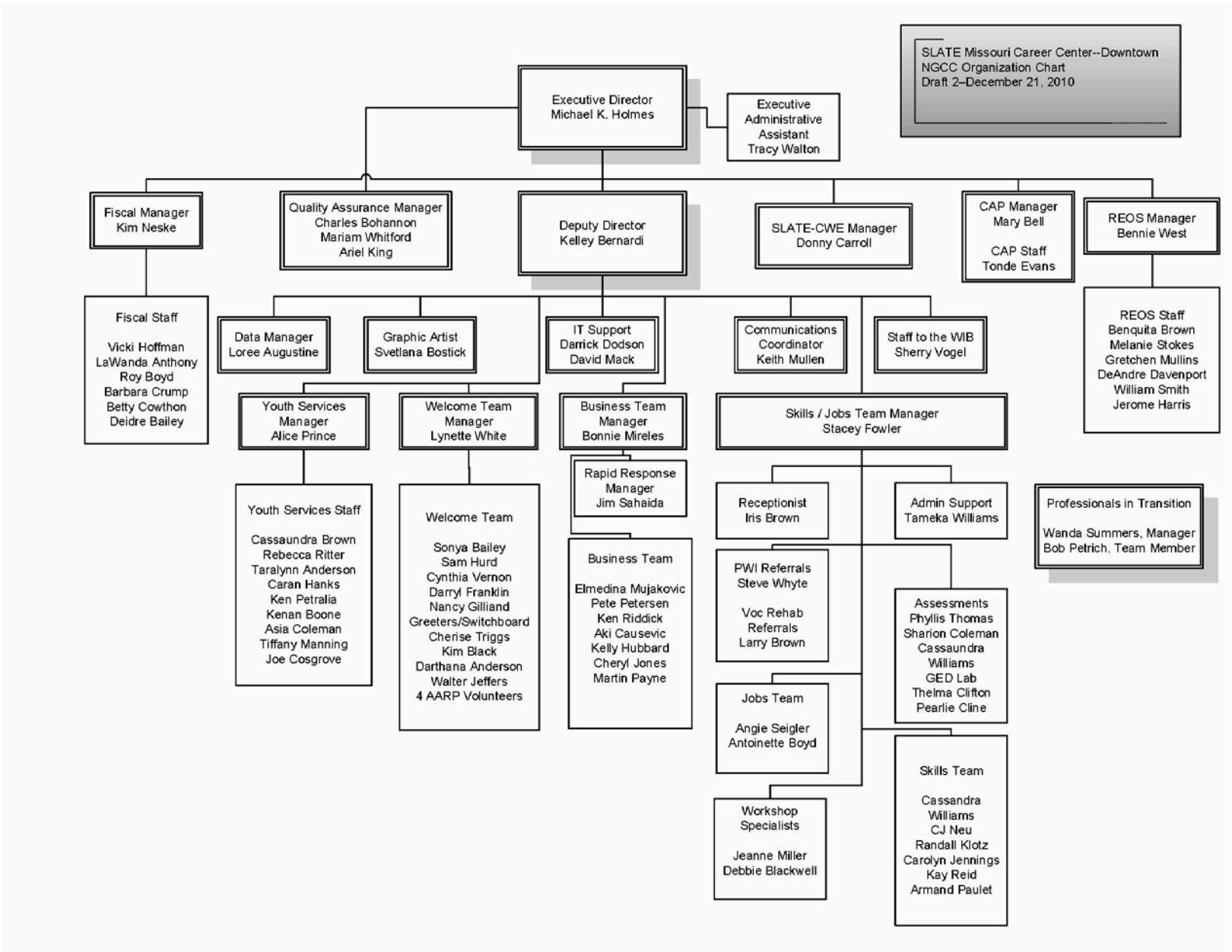
- An appointment will be made by Business Services Rep with client.

- Business Rep will meet the customer in the lobby and will do a quick assessment to determine if customer is qualified for the company. *If YES – the customer will be referred to a Jobs Team member who will take the customer through the NGCC process of enrollment/assessment and refer customer back to the Business Services Team to complete assessment / prescreening as requested by employer.
- *If the candidate passes testing they will be referred to the company; if not, they will be offered other Career Center services.*

4. Recruitment/testing events will be limited. Only candidates that meet most of the company's criteria will be required to be enrolled and WIN assessed. However, we will encourage other recruits to enroll in the Career Center for other services. There will be at least one triage person from the Business Services Department or Jobs Team who will do quick computer enrollments.
5. Customers will be advised several times during this process that enrollment and taking assessments does not guarantee them being hired. However, referrals from businesses enrolled in OJT will be given a hire date by the OJT company prior to meeting with Career Center staff. OJT candidates will have a referral letter with our information and instructions on the process. The referral letter is given to candidates after an offer of hire by the company hiring manager. The employer informs our Business Service Rep of the name of the hire and the start date to ensure the transition is smooth and the Jobs Team is aware that the candidate will be contacting them.

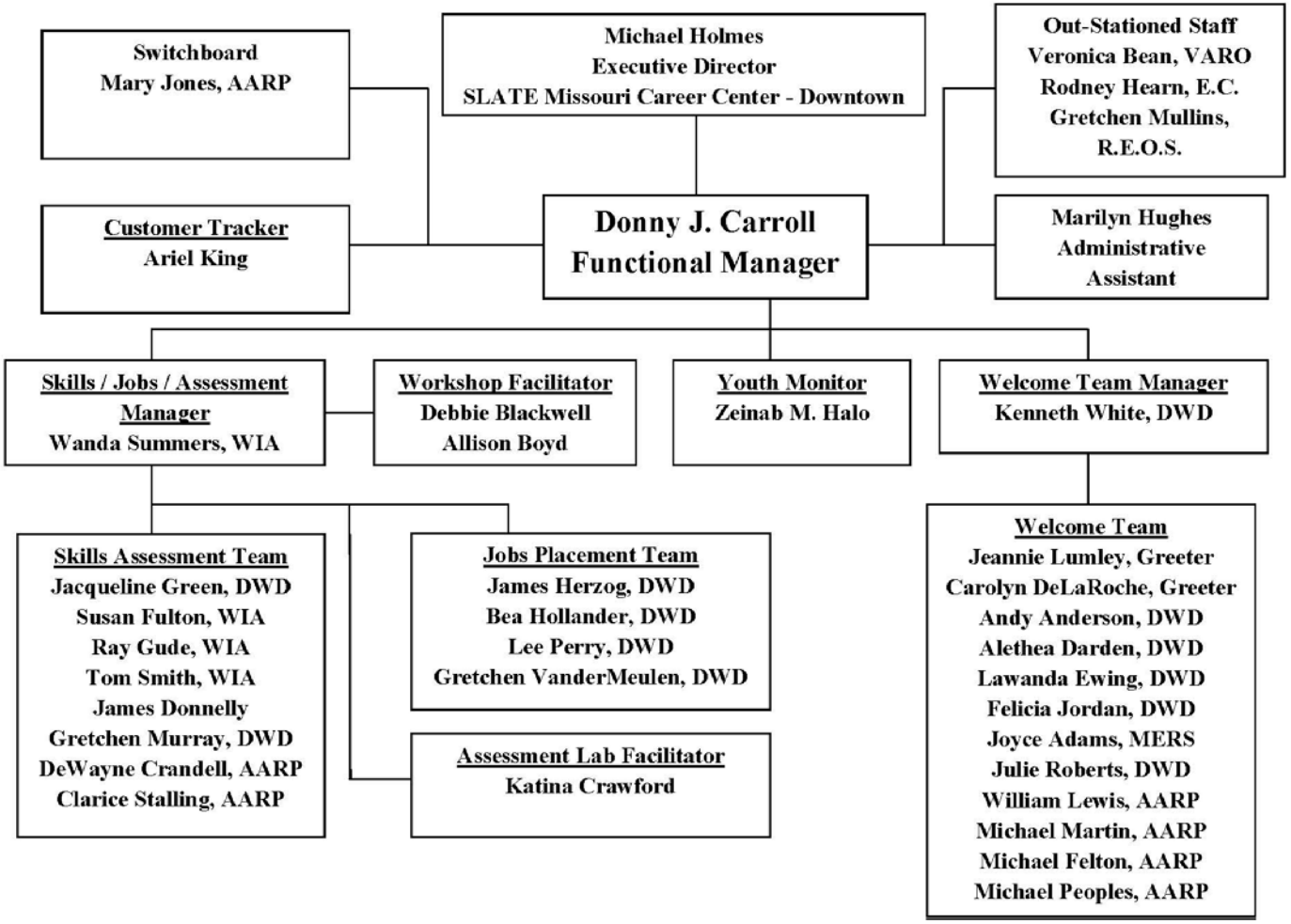
Attachment 10

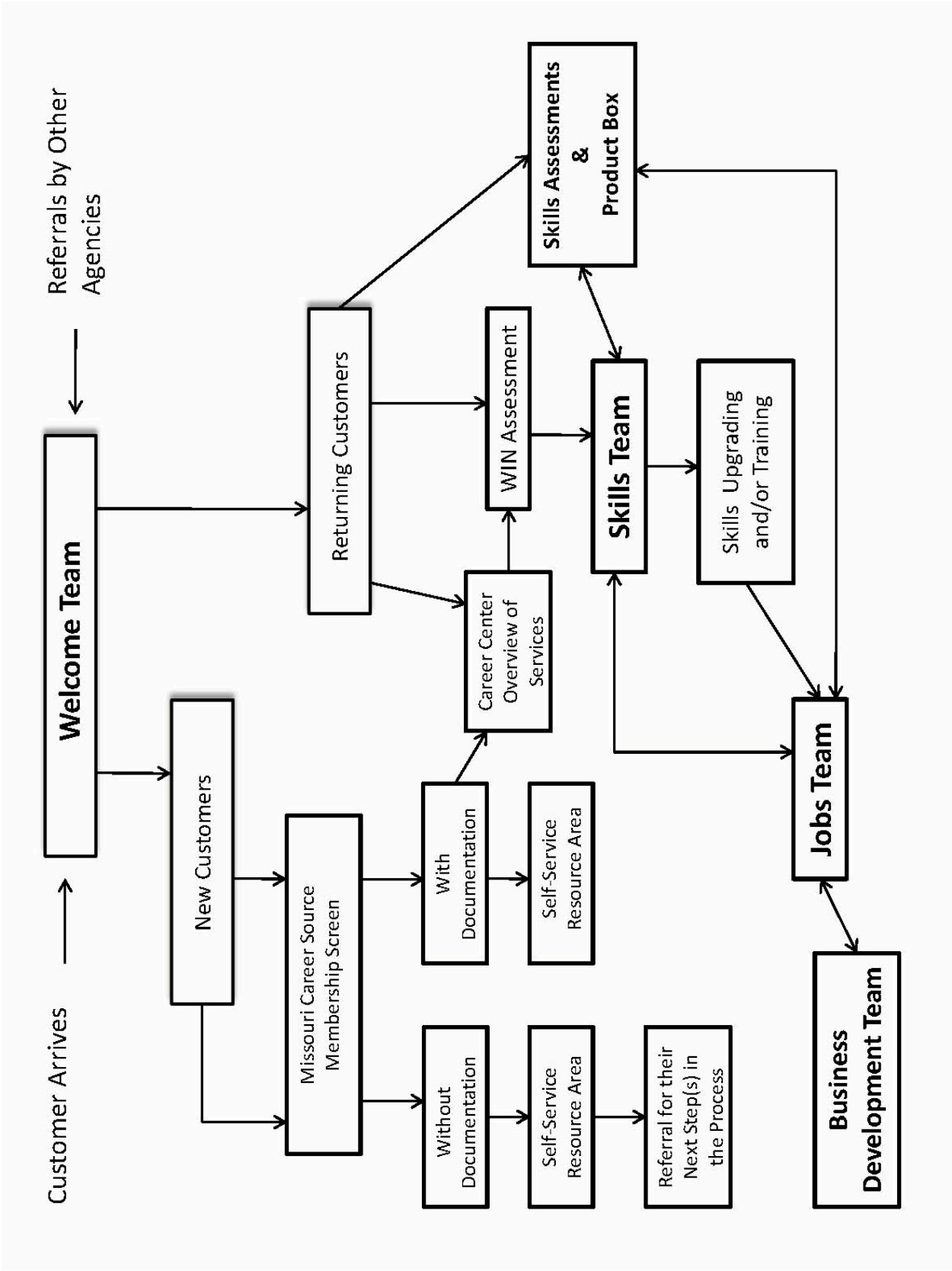
Regional NGCC Plan follows.

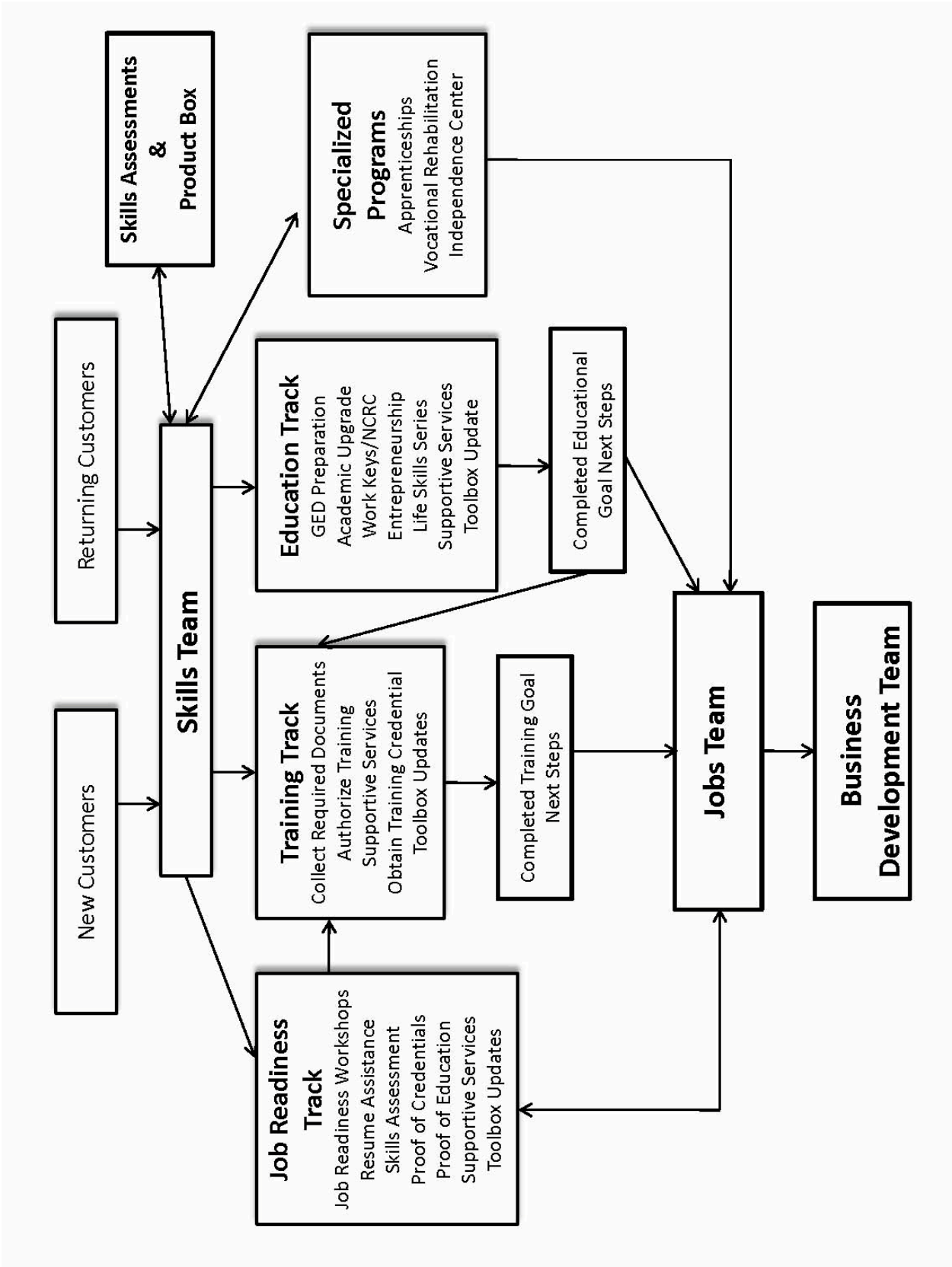

SLATE Missouri Career Center--Downtown
NGCC Organization Chart
Draft 2–December 21, 2010
Executive Director
Michael K. Holmes
Executive Administrative Assistant
Tracy Walton
Fiscal Manager
Kim Neske
Quality Assurance Manager
Charles Bohannon
Mariam Whitford
Ariel King
Deputy Director
Kelley Bernardi
SLATE-CWE Manager
Donny Carroll
CAP Manager
Mary Bell
CAP Staff
Tonde Evans
REOS Manager
Bennie West
Fiscal Staff
Vicki Hoffman
LaWanda Anthony
Roy Boyd
Barbara Crump
Betty Cowthon
Deidre Bailey
Data Manager
Loree Augustine
Graphic Artist
Svetlana Bostick
IT Support
Darrick Dodson
David Mack
Communications Coordinator
Keith Mullen
Staff to the WIB
Sherry Vogel
REOS Staff
Benquita Brown
Melanie Stokes
Gretchen Mullins
DeAndre Davenport
William Smith
Jerome Harris
Youth Services Manager
Alice Prince
Welcome Team Manager
Lynette White
Business Team Manager
Bonnie Mireles
Skills / Jobs Team Manager
Stacey Fowler
Rapid Response Manager
Jim Sahaida
Youth Services Staff
Cassaundra Brown
Rebecca Ritter
Taralynn Anderson
Caran Hanks
Ken Petralia
Kenan Boone
Asia Coleman
Tiffany Manning
Joe Cosgrove
Welcome Team
Sonya Bailey
Sam Hurd
Cynthia Vernon
Darryl Franklin
Nancy Gilliand
Greeters/Switchboard
Cherise Triggs
Kim Black
Darthana Anderson
Walter Jeffers
4 AARP Volunteers
Business Team
Elmedina Mujakovic
Pete Petersen
Ken Riddick
Aki Causevic
Kelly Hubbard
Cheryl Jones
Martin Payne
Receptionist
Iris Brown
Admin Support
Tameka Williams
Professionals in Transition
Wanda Summers, Manager
Bob Petrich, Team Member
PWI Referrals
Steve Whyte
Voc Rehab Referrals
Larry Brown
Assessments
Phyllis Thomas
Sharion Coleman
Cassaundra Williams
GED Lab
Thelma Clifton
Pearlie Cline
Jobs Team
Angie Seigler
Antoinette Boyd
Skills Team
Cassandra Williams
CJ Neu
Randall Klotz
Carolyn Jennings
Kay Reid
Armand Paulet
Workshop Specialists
Jeanne Miller
Debbie Blackwell

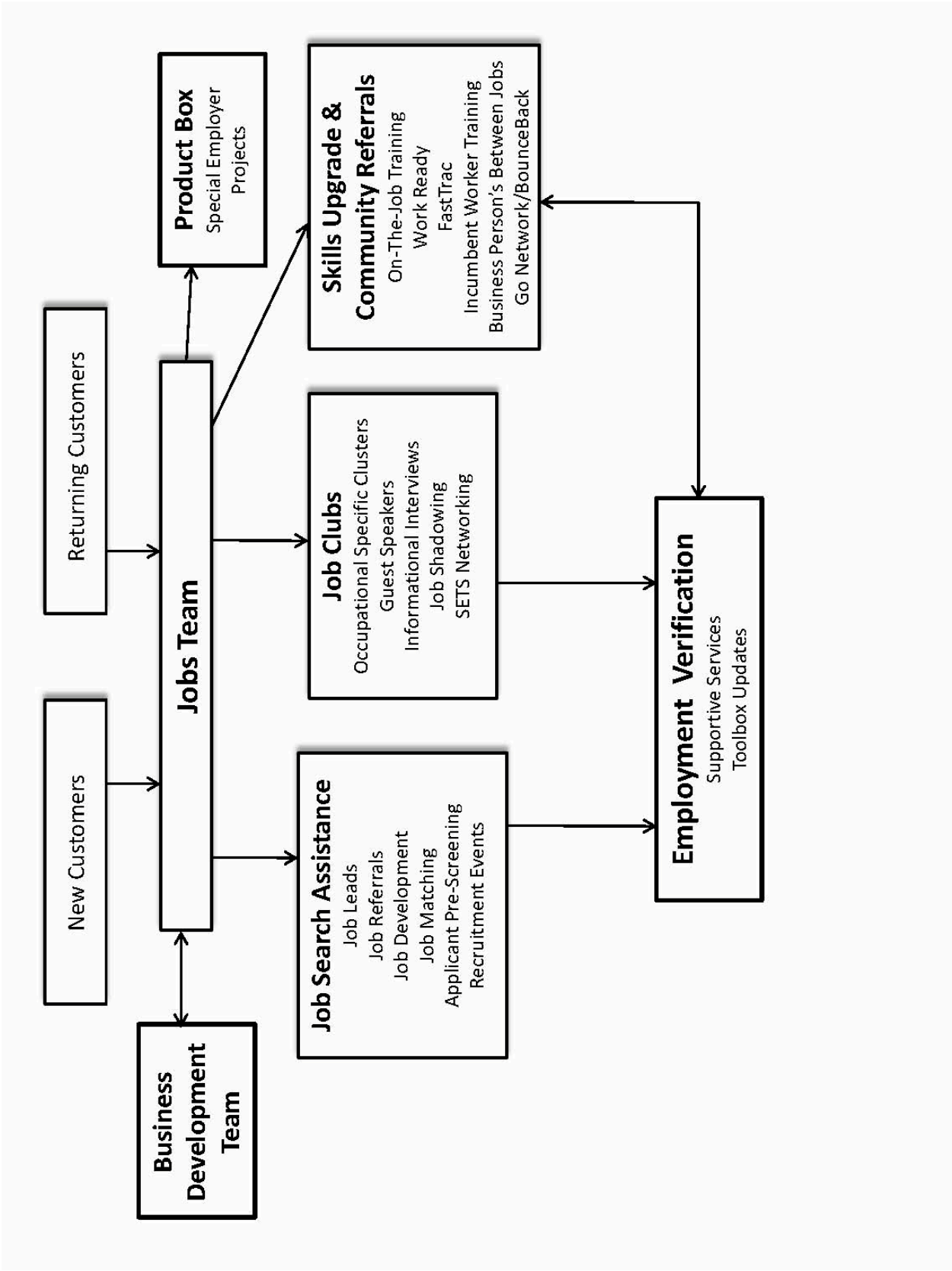
Update Number: 10
Revised Date: 11/24/2010

SLATE Missouri Career Center – Central West End
NGCC Organization Chart




Customer Arrives
Welcome Team
Referrals by Other Agencies
New Customers
Missouri Career Source Membership Screen
Without Documentation
Self-Service Resource Area
Referral for their Next Step(s) in the Process
With Documentation
Self-Service Resource Area
Returning Customers
Career Center Overview of Services
WIN Assessment
Skills Assessments & Product Box
Skills Team
Skills Upgrading and/or Training
Jobs Team
Business Development Team


Skills Assessments
&
Product Box
Specialized
Programs
Apprenticeships
Vocational Rehabilitation
Independence Center
Returning Customers
Education Track
GED Preparation
Academic Upgrade
Work Keys/NCRC
Entrepreneurship
Life Skills Series
Supportive Services
Toolbox Update
Completed Educational
Goal Next Steps
Skills Team
New Customers
Training Track
Collect Required Documents
Authorize Training
Supportive Services
Obtain Training Credential
Toolbox Updates
Completed Training Goal
Next Steps
Jobs Team
Business
Development Team
Job Readiness
Track
Job Readiness Workshops
Resume Assistance
Skills Assessment
Proof of Credentials
Proof of Education
Supportive Services
Toolbox Updates


Returning Customers
New Customers
Business Development Team
Jobs Team
Product Box
Special Employer Projects
Skills Upgrade & Community Referrals
On-The-Job Training
Work Ready
FastTrac
Incumbent Worker Training
Business Person's Between Jobs
Go Network/BounceBack
Job Clubs
Occupational Specific Clusters
Guest Speakers
Informational Interviews
Job Shadowing
SETS Networking
Job Search Assistance
Job Leads
Job Referrals
Job Development
Job Matching
Applicant Pre-Screening
Recruitment Events
Employment Verification
Supportive Services
Toolbox Updates

Product Box

Workshops/Training:

- Career Center Orientation: This session provides an overview of Career Center products and services available to you. This orientation is a gateway to getting connected with a Career Specialist who will assist you in your search for employment. Pre-registration is required.

- Basic and Intermediate Computer Workshops: Computer skills are critical in today's job market. Computer workshops are offered for individuals who have never touched a computer and for individuals who just need to fine tune their current skills. Workshops are by appointment. Visit the Career Center for more information on scheduled dates and courses.

- SLATE Employment Transition Series (SETS): SETS is a professional networking group for laid off workers, providing face to face interaction with employers. This group will help you gain insightful information on employers perspectives on the job searching, job matching and interviewing processes. Meetings are monthly in the Professionals in Transition Center, located in the United Way Building, located at 910 N 11th Street, St. Louis, MO, 63101 . Please consult the career center for specific dates and times.

- Professionals in Transition (PIT): The PIT Center is available to assist professional laid off from area companies. The PIT center provides access to programs and resources to assist you in reaching your reemployment goals. The PIT center is located in the United Way Building, located at 910 N 11th Street, St. Louis, MO, 63101

- Microsoft Office Suite Training: Microsoft Office Suite training is available to help you upgrade your skills. Anyone needing Word, Excel, Access, PowerPoint, Outlook Express, typing or data entry skills can register for these sessions. Training sessions are by appointment. Please consult the career center to sign up.

- Work Experience: Work Experience is available to qualified individuals with little or no work experience, offering basic work etiquette training on-site with an employer. Work Experience participants will work part-time and earn minimum wage for up to six months. Visit the Career Center for more information.

Assessments:

- Tests of Adult Basic Education (TABE): TABE testing is available to measure achievement of basic skills commonly found in adult basic education, including reading, language and math skills. TABE is used to establish your starting point for studying for a General Equivalency Diploma or for determining eligibility for certain Occupational Skills Training.

- General Equivalency Diploma (GED) Orientation and Preparation: The GED Orientation lab provides an intense 3 days a week, 6 hours a day orientation into the GED curriculum. You will be assessed on your current academic level, given information about all the services available, and information regarding the significant impact obtaining a GED will have on your life. The GED Preparation lab is where you will begin a self paced program to prepare for the GED exam. Visit the Career Center for more information.

- Microsoft Office Suite Assessments: Microsoft Office Suite assessments are available if needed to obtain employment. Microsoft assessments are given by appointment only. (job seeker version)

- Microsoft Office Suite Assessments: The Career Center can provide pre-employment Microsoft Office Suite assessments to assist you in your recruitment and pre-screening of candidates. Assessments are available for Word, Excel, Access, PowerPoint and Outlook Express. Contact the Career Center for more information.
  (employer version)

- Typing and Data Entry Assessments: Assessments are available to assess your typing and data entry skills. Assessments are given by appointment only. (job seeker products list)

- Typing and Data Entry Assessments: The Career Center can assess the typing and data entry skills of job seekers, assisting in your recruitment and pre-screening of candidates. Contact the Career Center for more information. (employer products list)

- QWIZ: Assessments are available for a variety of occupations and can be utilized in your recruitment and screening of candidates. Assessments available include customer service, accounting, mechanical aptitude, leadership, manual dexterity, and phone etiquette. Contact the Career Center for more information.

- Choices: The Choices assessment program surveys your skills, employment interests and education. The Choices program will provide you with an awareness of your individual capabilities, aptitudes and interests to help guide you in your career path to employment.

Other Programs/Services:

- Business and Resource Library: The SLATE Career Center's Business Development Department offers a comfortable library that provides an array of books and resource materials that can be accessed free of charge. Information is available on topics such as interviewing, motivation, management, Labor Market Information and Human Resources. The library is open Monday – Friday, 8am – 5pm.

- AARP Program: The AARP program assists individuals, over the age of 55, maintain work skills and earn modest income working part time in various positions. Contact or visit the Career Center for information on eligibility and how to apply.

- Re-Entry One Stop Career Center (REOS): The REOS Career Center is a special center created to address the needs of individuals and their families, who have prior or present issues with the legal system and/or drug court. The REOS Career Center provides job readiness training workshops, possible occupational skills training, help with resume writing and interviewing skills. The REOS Career Center is located at 3901 N. Union and is open 8am to 5pm, Monday through Friday.

SLATE Missouri Career Center--Downtown
&
SLATE Missouri Career Center—Central West End

CUSTOMER FLOW
NARRATIVE & CHARTS

Table of Contents

Flow Charts & Narratives	Pages
Welcome Team	**3**
Skills/Assessment Team	**4**
Jobs Team	**7**
Business Development Team	**8**

CUSTOMER FLOW

The Welcome Team

The initial contact for customers entering the Career Center begins with the Welcome Team Greeters (WTGs). WTGs welcome customers to the Career Center in a warm and friendly manner. WTG's request customers input their social security number into the automated data system, review customers' Toolbox records to determine if they have completed the NGCC registration process and inquire about the purpose of the customer's visit.

First time customers, those who have not completed the NGCC progress, are given a number and a Routing Slip (see *attachment A*) and are directed to the Welcome Team service area for assistance. Returning customers, who have not completed the NGCC registration process, are given a Routing Slip and directed to the next step in completing their registration process. Customers, who have completed the NGCC registration process, are issued a Membership Card, along with a routing slip and directed to their requested service area.

Resource Volunteers are members of the Welcome Team (rotated daily) who serve as crowd control and answer questions for waiting customers. The Resource volunteers assist with making the customers' visit process flow smoothly *(i.e. assist with MCS membership screens, sign-in customers for resource computers, and assist UI customers with 4-week reporting*). If the Resource volunteer(s) are not assisting a customer he/she will assist where needed.

One-on-One Session

Welcome Team Members (WTM) ensure that customers have an appropriate MCS/ Toolbox record and initiate the dual enrollment process in Wagner-Peyser and WIA Adult/Dislocated Worker Core. WTM verify the customer's 15 data elements *(i.e. Name, Mailing Address, Social Security Number, Citizenship/Work Authorization, Gender, Individual with a Disability, Homeless, Ethnicity Hispanic/Latino, Race, Eligible Veteran Status, Employment Status at Participation, Low Income Status, Other Public Assistance (GA/RCA/Food Stamps/SSI), Temporary Assistance (TANF) and Date of Birth)* , check the DOB verified box in Toolbox to initiate customers' Adult/Dislocated Worker Core enrollment and casenotes services provided in Toolbox.

After the customer has met with the Welcome Team member they are then directed to the Career Center Overview session to learn about Center services. After the Overview, the customer is escorted to the Computer Lab to take the WIN Assessment.

Call for Assistance in Welcome Area: If at any time there are more customers than the Welcome Team members can serve, other teams will be contacted to assist in the Welcome area.

The Skills/Assessment Team

After completing the WIN assessment customers are referred to the Skills Team. Customers can either meet with a Skills Team member on the same day as their initial enrollment or they are encouraged to meet with the Skills Team on their return visit

When the customer arrives in the Skills Team area, the customer is welcomed by the Skills Team Greeter, asked to sign in and referred to the next available Skills Team member. The Skills Team member conducts an initial assessment with the customer, noting their educational level, skill base, employment history, barriers, and needed services. This information is used to assist the customer in identifying a service track. The customer's service track is determined by: 1) the customer's goal and interests; and 2) readiness for employment. There are three tracks customers to where can be referred: **1) Educational Track; 2) Job Readiness Track; and 3) Training Track.**

1) <u>EDUCATIONAL TRACK</u>
The Educational Track addresses the needs of customers interested in upgrading their academic skills. It includes GED classes, Academic Remediation, Literacy Skills Enhancement and WIN/WorkKeys Assessments.

Customers wanting to obtain a GED are referred to the required 3-day Orientation session in the Adult Basic Education (ABE) Lab. After customers have completed the required GED orientation and are ready to begin class, they are referred back to the Skills Team. The Skills Team member will move customer's service level from Core to Intensive and develop an Employment Plan. The ABE instructor is required to provide reports on GED customers' attendance and progress. This information is to be recorded in Toolbox as case notes and test scores.

WIN/Work Keys: The WIN Remediation is used to prepare customers for the WorkKeys test. This test is given as requested or required. Customer's interested in obtaining the National Career Readiness Certificate may prepare by attending WIN Remediation.

TABE (Testing Adult Basic Education) Test. Customers inquiring about training are referred to the Academic Lab to take the TABE Test (Math & Reading). Customers are required to meet or exceed the academic levels set by the training providers of their requested training programs. If the customer does not score at the required level for entry into their requested program, the customer is encouraged to attend academic remediation in the Adult Basic Education lab and is permitted to retest.

2) <u>JOB READINESS TRACK</u>
The job readiness track addresses the needs of customers who have a favorable work history and/or academic/specialized credential(s) but lack essential skills needed to secure employment. Skills Team members meet with customers to assess their skill base, employment interest, identify barriers, review job search tools and strategies (resume, computer skills, etc.) and discuss appropriate skill building services. Based on assessment(s), interaction with thecustomer and knowledge of available services, Skills Team members develop an Employment plan which

includes recommendations and referrals to appropriate job preparation services. Job Preparation services include:

- Career Success Strategies Workshop
- Resume Workshop
- Real Basic Computer Skills Workshop
- Beyond Real Basic Computer Skills Workshop
- E-mail/Internet Job Search Workshop
- Online Job Application Workshop
- UI/MCS Workshop
- How to Keep Your Job Workshop
- Typing and Data Entry Assessment
- Finance Workshop
- Mechanical Math Assessment
- MS Office Suite Assessment
- Qwiz Assessments (Previsor)
- Career Exploration/Career Networking Workshop

When a customer is determined to be job ready (based on the approved Job Ready definition, noted below) the customer is referred, by the Skills Team, to the Jobs Team for job club activities and placement assistance.

Job Ready Definition:

- Has addressed barriers that can have an effect on employability *(Criminal Record, Substance Abuse, Transportation, Child Care, etc….)*
- Has a suitable resume that has been developed and/or reviewed by a workforce professional
- Has the ability to present themselves as a suitable candidate in an interview
- Has identified job/career goals that fit their skills, qualifications, experiences and expertise
- Has the abilities and knowledge needed to obtain and retain employment

All interactions and services provided to the customer are noted as activities and case notes in Toolbox.

3) <u>TRAINING TRACK</u>

The Training Track is for customers who lack a marketable skill, have a skill that is no longer marketable or need to upgrade existing skill(s) in order to return to the job market. The Skills Team will assess the customer's need for training to reach self-sufficiency. The Skills Team will direct the customers to take Choices and TABE assessments. The Skills Team member will move the customer from Core to Intensive to Training levels in Toolbox and update the customers Employment Plan with the appropriate services. Once a customer starts on the Training Track they will remain with the same Employment & Training Advisor (ETA) on the Skills team.

If the customer doesn't perform at the required level for entry into the requested program, the customer will be encouraged to attend academic remediation until either he /she reaches the required level or the customer changes his/her mind and would like to discuss an alternative course of study.

Once a customer has met all of the requirements for training the Skills Team supervisor will review the file and a disposition will be made. When the customer has been approved for training all required documents are collected and training package completed.

After the training package has been submitted the Skills Team will inform the customer of the following expectations:

- Monthly progress reports
- Grade reports as available
- Copy of earned credential when training is complete
- Report of successful employment

If a customer has more than one semester of school the customer must submit his/her report card (customer is required to maintain at least a 2.0 for continued training eligibility) prior to being processed for the next semester. When the customer has completed training, a copy of the credential received should be put in the customer's file and the Toolbox marked accordingly. Supportive services are available on an as needed basis. All interaction with the customer will be recorded into Toolbox.

Referral to Jobs Team: Once a customer has completed training they will be referred to the Jobs Team.

The Jobs Team

There are only two ways in which customers may access the services of the Jobs Team. Customers must be referred by either the Skills Team or the Business Services Team.

Jobs Team members assess customers' job readiness skills (i.e. review resumes, work history, skill level, etc.), engage customers in employment search activities and facilitate the matching of the customer's skills to current and potential job openings. The Jobs Team may refer customers to the Skills Assessment Team for additional assessments to determine the customer's actual skill level.

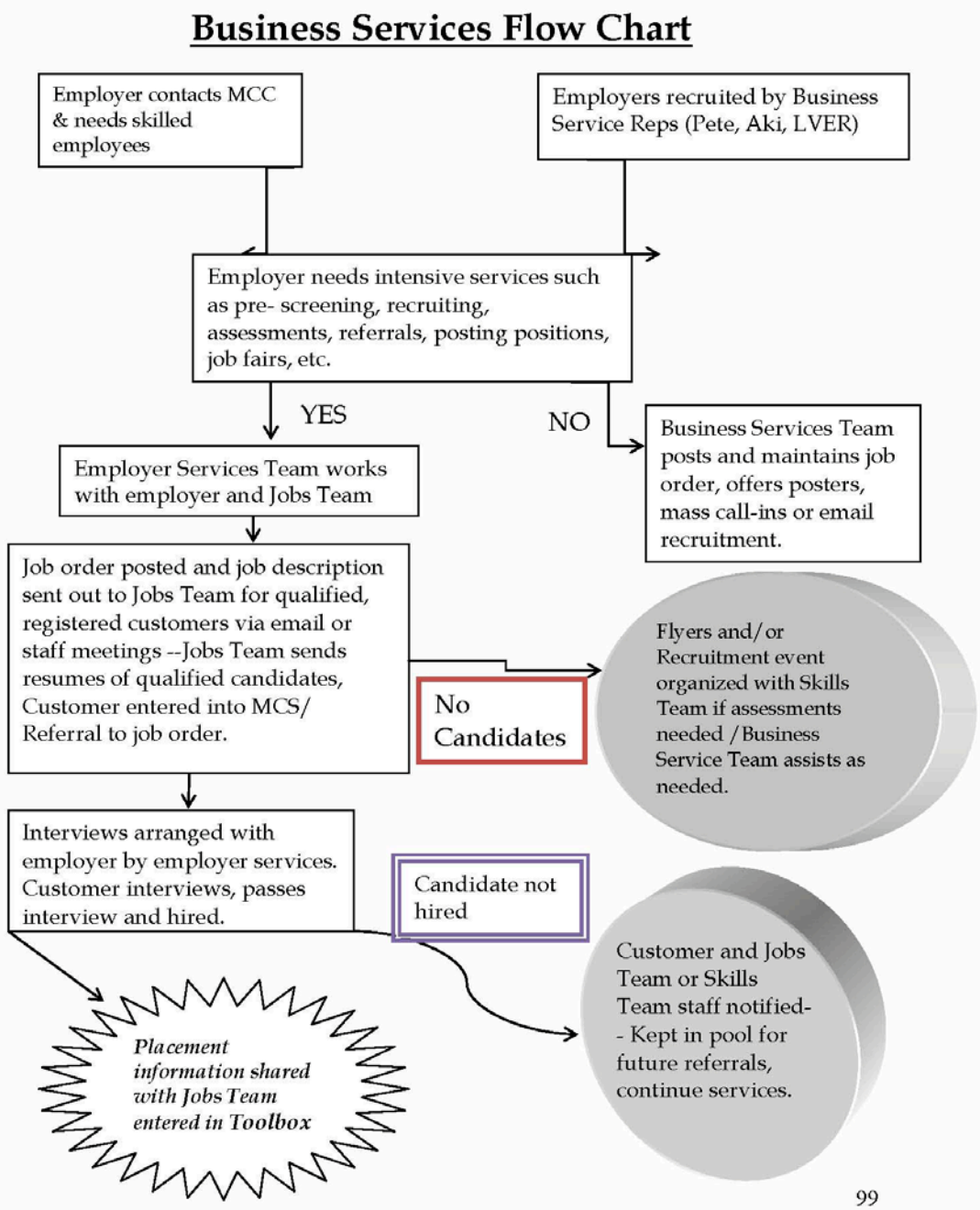
Employment activities provided by the Jobs Team include:

- Job Leads/ Development/Referrals/Matching
- Industry Specific Job Clubs
- Applicant Pre-Screening
- Participant Recruitment Events
- Guest Speakers/ Networking
- Job Shadowing
- Informational Interviews
- On-The-Job Training (OJT)
- FasTrac (New Business Development)
- Business Persons Between Jobs

Jobs Team members will create and/or revise an Employment Plan for customers and maintain case notes of their progress in Toolbox.

Once the customer has obtained employment, the Jobs Team member is responsible for verifying the following information (i.e. job title, company name, address, phone, employment date, salary, hours and name of supervisor). The employment information is to be recorded into Toolbox case notes.

Referral to Business Services Team: The Jobs Team will work closely with the Business Services Team and make direct referrals for customers who meet the employment eligibility for specific employers being served by Business Services. Customers seeking job placement assistance will also be shared with the Business Services Team.


Business Services Flow Chart
Employer contacts MCC & needs skilled employees
Employers recruited by Business Service Reps (Pete, Aki, LVER)
Employer needs intensive services such as pre- screening, recruiting, assessments, referrals, posting positions, job fairs, etc.
YES
NO
Business Services Team posts and maintains job order, offers posters, mass call-ins or email recruitment.
Employer Services Team works with employer and Jobs Team
Job order posted and job description sent out to Jobs Team for qualified, registered customers via email or staff meetings --Jobs Team sends resumes of qualified candidates, Customer entered into MCS/ Referral to job order.
No Candidates
Flyers and/or Recruitment event organized with Skills Team if assessments needed /Business Service Team assists as needed.
Interviews arranged with employer by employer services. Customer interviews, passes interview and hired.
Candidate not hired
Customer and Jobs Team or Skills Team staff notified- - Kept in pool for future referrals, continue services.
Placement information shared with Jobs Team entered in Toolbox
99

Attachment 11

Performance Improvement Plan and Update

Not applicable to the City of St. Louis WIB.