



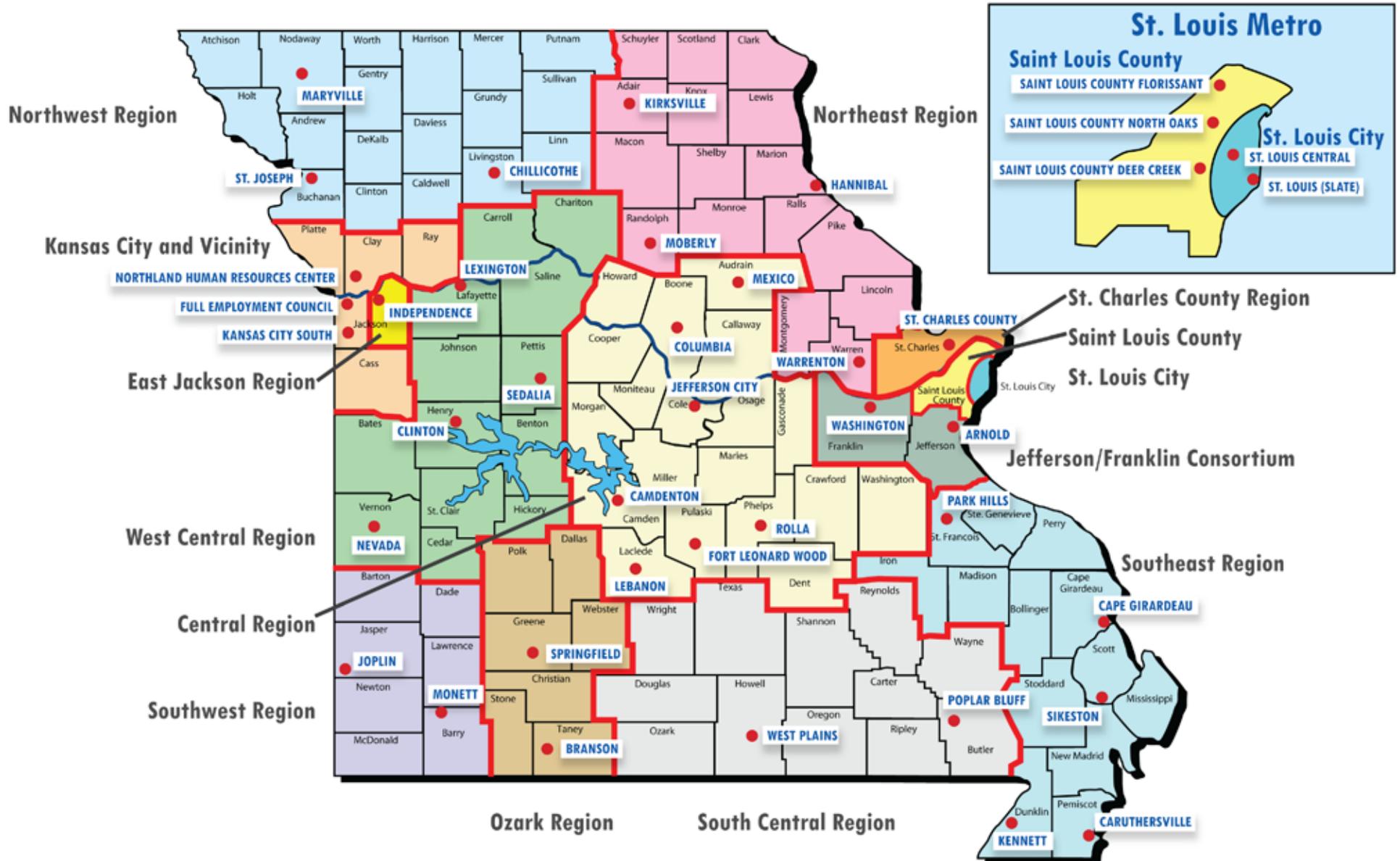
2013  
**Putting Local  
Missourians to Work**



# The Missouri Career Center System

Missouri Department of Economic Development

Missouri Division of Workforce Development



**Pages 1 - 3**

Missouri's local workforce system, putting thousands of Missourians to work

**Pages 4 - 17**

Highlights of excellence from each of Missouri's fourteen local Workforce Investment Regions

**Pages 18 - 19**

Training and Employment Administrators of Missouri, providing leadership for Missouri's local workforce system

**Page 20**

The Missouri Association for Workforce Development and their role in maximizing the profession of putting Missourians to work

## Regional Profiles

|                             |    |
|-----------------------------|----|
| Central                     | 4  |
| Eastern Jackson County      | 5  |
| Jefferson-Franklin Counties | 6  |
| Kansas City & Vicinity      | 7  |
| Northeast                   | 8  |
| Northwest                   | 9  |
| Ozark                       | 10 |
| St. Charles County          | 11 |
| St. Louis City              | 12 |
| St. Louis County            | 13 |
| South Central               | 14 |
| Southeast                   | 15 |
| Southwest                   | 16 |
| West Central                | 17 |



**Strong leadership with increased capacity of the local workforce system puts more Missourians back to work sooner**



## DID YOU KNOW?

**THE SKILL AND AVAILABILITY OF THE WORKFORCE BOTH RANK IN THE TOP FIVE FACTORS NATIONALLY CONSIDERED BY CORPORATE DECISION-MAKERS WHEN MOVING OR OPENING A NEW BUSINESS. OFTEN, WORKFORCE TOPS THE LIST.**

## Putting local Missourians to work

A strong local workforce system is vital to Missouri's economy. This public-private partnership is locally-driven with fourteen regional Workforce Investment Board (WIBs) and a network of 42 local one-stop locations known as Missouri Career Centers. The state level partnership includes the Missouri Department of Economic Development's Division of Workforce Development along with an innovative, resource-intensive and customer-focused website, [jobs.mo.gov](http://jobs.mo.gov). Citizen job seekers and employers alike benefit from a robust menu of services through the workforce system.

- Access to skill-building training, national certification, and career connections
- Targeted solutions to veterans, youth, and unemployed
- Cost-saving human resources assistance and financial incentives for business



**352,245**

Customers Served

Missouri's local workforce system and its network of one-stop career centers make a difference in the lives of hundreds of thousands of Missourians each year. The system also saves money and helps achieve success for several state agencies and educational institutions. Missouri's Department of Labor and Industrial Relations depends on local career centers to personally connect with recipients of unemployment insurance. The workforce system's success in re-employing Missourians rapidly reduces

**107,105**

Customers Re-Employed

**11,209**

Veterans Served

costly statewide unemployment rolls. Welfare and food stamp recipients from Missouri's Department of Social Services depend on career centers to comply with the requirements of this state agency as well. Community colleges, universities, and technical schools all across the Show-Me State utilize the workforce system as an invaluable pipeline for new students and needed training funds that result in a stronger, more dynamic workforce.

**159,100**

Job Orders Listed



**9,567**

National Career Readiness Certificates Issued

**2,655**

Degrees and Other Certifications Issued

**5,746**

Youth Served

**903**

Local Youth Earning GEDs

Debbi Allen, of Lebanon, Mo, lost her mother, then her job. Frightened that at her age she'd be unemployable, she went to a CWIB career center and got the assistance she needed to become a Certified Nursing Assistant.



*"If it hadn't been for them helping me out, I wouldn't be where I am today," she said. "People don't need to be scared of asking for help. They're great people to work with."*

## Central Region

Headquartered in Rolla, Central WIB's mission is to provide an integrated, seamless, demand-driven workforce system that identifies the employer's needs and qualifications for sustaining a productive workforce and opportunities for job seekers to increase skills to meet workforce demand and increase earning potential. Three subcontractors deliver services in the WIB's 19-county area.

The 20-acre Universal Challenge Course in Phelps County teaches teambuilding and confidence through challenges based on physical obstacles and problem solving. The Mobile Training Lab is a self powered computer training center capable of delivering onsite instruction anywhere there is room to park.



## Eastern Jackson County

With new leadership, the Eastern Jackson County (EJC) WIB works to provide a diverse training options to low income adults. Career clinics include job searches, basic computing, social media and orientation. EJC offers classroom training and on-the-job training for extended outreach. EJC research shows this low-income group able to find jobs and be a strong fit for classroom training to help supplement skills.

The 21st Century Healthcare Program brings even more success. This five-year, \$5 million healthcare program serves economically disadvantaged adults. Of the 556 participants enrolled in the program by the Full Employment Council (FEC), 176 are from the EJC area. Many earned their CNA, LPN or RN licensure. By working with St. Luke's and Children's Mercy hospitals, EJC is better able to secure jobs after students complete their training.

After developing a program in the field of green retrofit techniques, the University of Central Missouri trained 69 participants in the Green Career Academy. The Green Academy includes FEC Career Readiness, Retrofit Customer Service Representative, EPA Lead Renovator and OSHA 10 training. Sixty Seven (67) participants received their OSHA 10 and (50) received their EPA Renovator certifications. The participants were about to make 1,163 contacts including the distribution of energy kits, having surveys completed and more.

*“From decreasing my resume from 5-pages to two, locating health care-related companies in the area that were hiring, and my counselor’s insistence in constructing a noticeable portfolio, though it required hard work and perseverance, it paid off in a formidable interview, job offer, and financial stability. I now have a great job with Humana Healthcare that allows me to travel and receive full benefits.”*

**Roderick Edw. Mack**

## Jefferson-Franklin Consortium Region

The Missouri Career Centers in Arnold and Washington present job search workshops to teach customers the skills they need to succeed in finding and keeping a good job. The workshops are scheduled throughout each month and include:

- Extended Unemployment Compensation
- Interviewing/Resume
- Basic Computer Skills
- Career Exploration
- Career Planning
- Job Retention
- National Career Readiness Certifications
- Networking
- Interviewing
- Financial Aid
- Mock Interviewing

The Work Experience Program (WEP) enhances employability by instilling good work habits and basic skills. Subsidized temporary short-term assignments open doors to full time jobs while participants complete occupational skills training.



*My Work Experience position with the State Park Youth Corp (SPYC) was life-changing for me. The program helped me get into shape and develop good social skills. It also helped me in setting goals for my future. The SPYC program is great and it can help youth achieve their dreams.*

**- Charlie B.**

# Kansas City & Vicinity Region



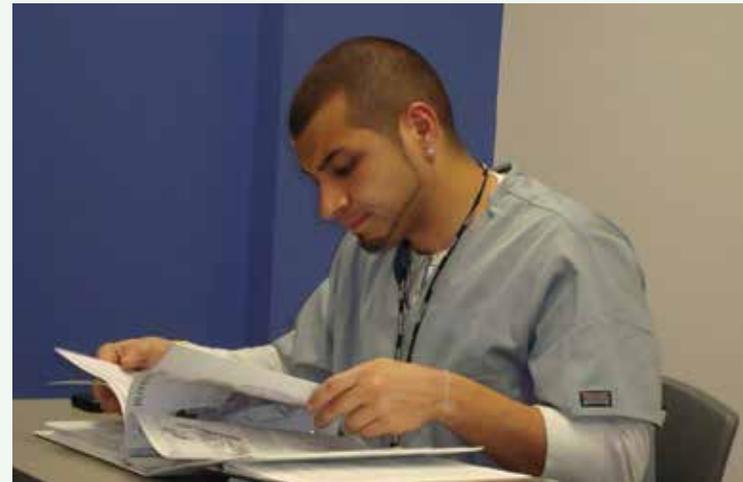
The Kansas City and Vicinity (KCV) places a strong emphasis on remaining abreast of market trends and the needs of business in our communities. Driving industry within KCV's cities results in economic

prosperity for our citizens. KCV's Workforce Development Executives (WDEs) meet daily with local businesses - assessing needs, creating partnerships and arranging hiring fairs.

The Greater Kansas City Healthcare and Healthcare Information Technology (GKC HHIT) program was developed to provide healthcare job training to adults and youth in the area. The program trained

2,131 students with 2,046 completing the program. Of the graduated students 685 were placed in jobs and 1,202 were incumbents. Averages wages were \$15.70/hr.

By implementing the cohort based program, KCV can better target in-demand careers and decrease attrition of students. Various flexible trainings are available to better meet the needs of the youth population. Beyond this, the center continues to offer training in resume building, basic computer skills, job searching, and social media – to name a few.



*I just wanted to let you know how much I appreciate your personal help and having access to the Career Center upon moving back to Kirksville. I moved back to my hometown to help out my aging mother from the Southwest. I was apprehensive about finding a job in such a small town to start with, living in a metropolitan area for the last 10 to 15 years, but having the access to your resources your career center offered really helped my search and made the search as smooth as possible.*

**- Debra Johnson**

## **Northeast Region**

The Northeast (NEMO) WIB believes that a skilled workforce supporting current and future needs of businesses and industry results in economic prosperity of its citizens. Economic development is a critical partner in the region's vision. Three of the twenty-five NEMO WIB members are economic developers. In addition to their board participation, they provide direction and influence on program policies through their involvement on various WIB committees.

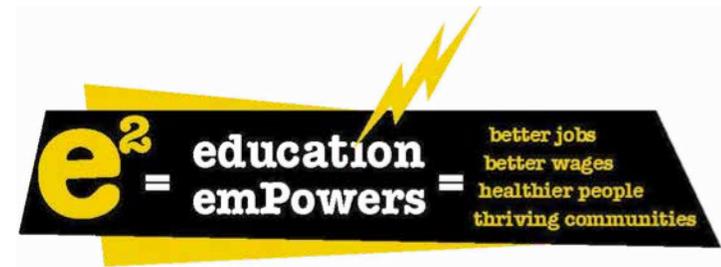
The WIB's Chairperson and Director are members of and support the Northeast Missouri Development Partnership. The Northeast Missouri Development Partnership organization encompasses thirteen counties in Northeast Missouri. This partnership consists of members from economic development, workforce development and city administration. Organizations in these counties have joined together to work on business development and attraction, community and infrastructure development, entrepreneur and leadership development and workforce development throughout the region.

# Northwest Region



Communities across America are changing immensely with many in decline. Lower skilled jobs that once provided good pay shifted to other countries, crippling the economy. Revolutionary technological advancements replaced some workers. The Northwest region faces competition - not just from neighboring communities and states - but worldwide. Local business and industry acknowledge the need for a more skilled workforce that meets growing demands facing employers. Yet, highly-skilled labor supplies often fall short.

Education emPowers (e2) is the collaborative endeavor formerly known as the Northwest Missouri P-20 Council. E2 acknowledges the importance of learning from birth throughout life and commits to tackling the root causes of economic stress and poor health. Through e2 Heartland Foundation and its Healthy Communities Investor, partners convened a group of regional citizens from business, education, government, healthcare, and others that recognize



critical needs to assure quality 21st Century jobs for residents as well as highly qualified workers for these jobs. Working in partnership, individuals and organizations are rising to the challenge to take bold actions to assure that communities are workforce ready. Regional action teams are working on a number of strategies. A scorecard tracks the region's success according to a set of metrics for e2.

- Assuring each county becomes state-certified as workforce ready
- Promoting accreditation of early childhood programs
- Transitioning successfully to post-secondary education and training
- Increasing number of students enrolled in STEM courses
- Increasing post-secondary certificate or degree completion rates
- Decreasing unemployment rate

# Ozark Region

Career Centers in Springfield and Branson enjoy a large market share of the Ozark Region. The mobile career center spreads that impact across all the region's seven counties serving an addition 4,800 annually on average. Capabilities include:

- 13 computers with internet access
- 1 ADA Accessible work Station
- Required in-person 4-Week reporting for Unemployment Benefits
- Returning UI Profiler Reporting
- Job searches
- Computer access to complete a resume or application.
- Ability to hold offsite job fairs and employment events.

Employers can benefit from the mobile career center visits too. Libery Tax Service recently held a hiring event inside the mobile unit on the road in Seymour. During that visit, Libery selected 20 to go through training offered on board the unit and four were hired on the spot to work at Liberty.



One of the toughest employment challenges is finding jobs for those with criminal histories. The Springfield and Branson centers meet that obstacle with a special workshop with more than eight years of success. Tracking for all of 2012 into January of 2013 shows more than 700 attended. In addition to the career centers, workshops are offered at the Ozarks Correctional Center and the U.S. Federal Prison Medical Center.



## St. Charles County

You see in the national news, “Manufacturing is making a comeback!” The headline seems good news but who says and where is it happening? Well, workforce stakeholders are seeing it in St. Charles County. One high profile example is the General Motors Wentzville Assembly Center where a second shift has been added and a second production line is slated to go online in 2014. This not only adds jobs for GM, but brings additional activity as suppliers gear up to feed this expansion. But that is a fairly narrow sector of manufacturing, so what else catches the eye of St. Charles County leaders?

Here is where optimism begins to flare. While not the size of GM, other activity is noticeable. Alpla, a plastics manufacturer, added space and acquired a second building, more than doubling their footprint in the community. LMI Aerospace and Seyer Industries, two aerospace defense contractors, are adding machinists and expanding their production. Zoltek is adding capacity to manufacture carbon fiber sheeting



used in making wind turbines. These are some of the more obvious examples involving ten jobs here and 50 jobs there. Individually none are huge, but collectively they make a positive contribution and hint at a trend. These are skilled manufacturing/production jobs that pay well and provide a foundation for broader economic growth. With many other new developments on the horizon, the view from this part of metro St. Louis is that 2013 is going to be a great year!

## St. Louis City

SLATE, a unit of the City of St. Louis' local government, has served as a vital resource for workforce development since 1974. Funded through the Workforce Investment Act (WIA) since 1998, SLATE provides services to approximately 24,000 (non-duplicated) job seekers of all categories annually. The 35-member City of St. Louis Workforce Investment Board (WIB) works closely with SLATE to develop policy and strategic direction. SLATE operates multiple Career Centers in St. Louis City that offer core and intensive services to job seekers, including specialized skill assessments, individual employment plans, resumes, networking and internet workshops, and supportive services.

SLATE facilitates a number of working partnerships that seek to improve outcomes for jobseekers of all kinds. The Graduate! St. Louis Workforce Development Consortium, administered by SLATE, brings together a regional coalition of community colleges and WIBs, encouraging over 2,000 dislocated workers and returning learners to attain degrees or credentials of value. SLATE also

works with BioSTL, the St. Louis Minority Supplier Development Council, and other organizations on the St. Louis Bioscience Jobs Accelerator Project, a broad effort to build capacity in this critical and growing industry sector. SLATE works closely with the St. Louis Public Schools, both to help youth explore career paths and help adults improve their math literacy.

Veterans returning to St. Louis are finding a smoother transition into the local workforce thanks to Governor Nixon's special Show-Me Heroes initiative and a newly-established partnership with Webster University. In cooperation with Webster, SLATE offers the Work Ready Employment Assistance Program (WREAP) to veterans and other jobseekers, which includes workshops, job fairs, targeted Q&A with employers, and more. City of St. Louis Mayor Francis G. Slay is scheduled to recognize six employers for their commitment to Show-Me Heroes and their success in hiring veterans; similar activities are planned to continue throughout the year.

## St. Louis County

Saint Louis County Youth Council and Youth Programs have provided employment experiences for youth since 2009. The School to Business Program for the In-School Youth is widely-recognized as a best practice. Youth Services rolled out the Next Generation Youth Career Academy in 2012 and it has proven to be a successful model for soft skill training and employment experience.

The Veterans Services section provides support and assistance to veterans seeking employment. Companies can participate in this endeavor by signing up for Show Me Heroes where they make the commitment to hire a soldier returning from combat. Gold Card Enrollment provides one-on-one, intensive support with a Veteran representative.



The Business Services Group (BSG) works with employers in the St. Louis Region to address their human resource needs. The cornerstone of the group is the On the Job Training Program. Business Services is aggressively recruiting companies to participate in this dynamic program that offers a number of benefits to employers. In addition, BSG offers services to employers' for their employees who have been affected by mass layoffs and downsizing.

## South Central Region

One of the top regions in Missouri is South Central for the percentage of clients who gain employment and a credential after exiting a Missouri Career Center program. The Occupational Skills Training program provides an opportunity for clients eligible for the Workforce Investment Act (WIA) to receive assistance in a training program of an in-demand occupation that leads to a self-sustaining wage.

Occupational Skills Training gives clients access to much needed assistance with expenses that often prohibit the completion of a training program, such as tuition, fees, books, uniforms, equipment and other miscellaneous items necessary to complete the selected course of study. In the past three program years, 48.8% of clients who accessed services in



South Central Region received a credential and gained employment. In addition, those who completed an occupational skills training program saw an average increase in annual earnings of \$5,104.66.

Tiara Martin (pictured) solidified her interest in the medical field while participating in the work experience program *Next Generation Jobs Team* in 2009. After completing her work

experience and finishing high school, she received assistance through the occupational skills training program in from the South Central Region while studying to become a registered nurse at Missouri State University – West Plains. Martin currently works as a registered nurse in the Intensive Care Unit at Ozarks Medical Center in West Plains.

# Southeast Region

Scholars@Work brings employment for economically challenged, young people between the ages of 17 and 21 years old who have barriers to education and employment. This part-time employment concentrates training on educational remediation as well as employability skills and work readiness. The experience entails highly structured demands for punctuality, appropriate dress, interpersonal communication skills, personal adaptability and motivation; as well as 20 hours per week of educational remediation. Program Year 2011-2012 generated impressive returns.

- 42 enrolled in Scholars@Work
- 82 total GEDs obtained regionally
- 321 high school diplomas obtained
- 4 Occupational Skills Credentials
- 80 Work Readiness Credentials
- 42 entered post-secondary education/training
- 145 entered employment



Johnnetta B. Cole's quote best describes volunteerism. "The ultimate expression of generosity is not in giving of what you have, but in giving of who you are."

Each case manager leads their youth in community projects and volunteerism. Nursing home activities, packing food baskets, ringing bells for Salvation Army and floats in community parades are just a few of the many examples in how the youth build character through public service. Food banks operated by the youth program not only help assist homeless youth, but also provide outreach to the communities are large in counties that are food bank locations.



*This is helping the human resources department be more efficient, be more productive, and hire the right person for the right job.*

**Able Manufacturing**

*(NCRC) testing provides an excellent key to a potential employee's ability to learn the job and probability of future success.*

**Ceradyne Boron Products**

*Our selection process has been reduced by 46 days based on the information obtained from the assessments*

**Beemis Flexible Packaging**

## Southwest Region

Jasper County is officially the first in Missouri to be fully designated a Certified Work Ready Community (CWRC) and the first in the U.S. under a new nationwide framework from ACT. CWRC combines the power of the National Career Readiness Certificate (NCRC) with the collaboration of business, education, and community leaders. CWRC areas can experience

stronger results for job seekers and employers, along with increased capacity to win new jobs and commercial expansion. Employers using the NCRC find better-skilled candidates with stronger retention and productivity.



Attaining CWRC is among several recovery goals in Joplin's rebound from the May 2011 tornado. The Disaster Recovery Jobs Program through the WIB,

DWD, and National Guard employed 1,400 in debris cleanup and humanitarian work. DRJP helped retain workers to the region for post-recovery employment, preventing what's known as the *Katrina Effect* when a disaster zone loses its workforce base. DRJP also brought jobs to those that were unemployed for longer stretches due to the economic downturn.

## West Central Region

Every job seeker entering a Missouri Career Center receives assistance in becoming a better job candidate. They begin with core-level services; move into intensive-level services and ultimately; if they are still unemployed, into training-level services. In the West Central Region, On-the-Job Training (OJT) is the training-level service most utilized.

College is not for everyone. Many job seekers prefer or need to be earning an immediate paycheck vs. going back to school. OJT allows the job seeker to earn as they learn. OJT allows the employer to train a new employee at their worksite. Training is customized to the employer's own company specifications. The business benefits from reduced training costs since OJT reimburses the employer for up to 50% of the employee's wage while training is taking place.

A team of Business Services Professionals represents the region's five Missouri Career Centers and assists in matching job seekers to OJT opportunities with employers offering a self-sufficient wage. Missouri ranks among the top of the nation for OJT and the West-Central region is at the top of the state in OJT as well.



*Without this program (DRJP) supplying equipment and labor to help stabilize the levee banks, we would have lost the levee to the river. We very much appreciate the services and professional manner of the participants.*

**Kelly Thorp,  
Levee District President**

The Disaster Recovery Jobs Program (DRJP) put 31 to work helping six levee districts in three counties of the West Central Region.

## Considerations for Elected Leaders

Awareness of workforce resources to refer constituents, both job seekers and employers

Importance of state and federal resources for training workers to the needs of Missouri employers

Necessity of state and national policy structures that prioritize locally-driven leadership and solutions through regional WIBs

Improvement of state and national structures to provide the simplest pathway for customers to get the services they need

## More about TEAM

The association known as TEAM, Training and Employment Administrators of Missouri, is comprised of leaders from each of Missouri's 14 local Workforce Investment Boards (WIBs). TEAM works together with the Division of Workforce Development, the Missouri Association of Workforce Development, the Missouri



Community College Association, and other experienced, established partners to help train and put Missourians back to work.

The state and national framework for the public workforce system is vital to building and maintaining linkages between policy, funding, and leadership. TEAM harnesses the perspective of the local systems that serve customers on

the front lines with solutions customized to the needs of local communities. All economic development is essentially local/ regional, the level at which consumers and business decision-makers make investments of time, money and attention. TEAM is equipped to help the state and national workforce system thrive by facilitating success from the ground up.

# Re-Inventing the Workforce System

Members of TEAM and several local WIBs endorse a package of meaningful workforce system reforms to help reduce costly duplication and make the most of limited resources. While summarized below, more detail on TEAM's legislative recommendations may be found online at [www.missouriworkforce.net](http://www.missouriworkforce.net).

Administrative efficiencies and cost-saving measures can be realized by consolidating the multiple workforce funding streams into a single stream of resources, allocated by formula directly to local WIBs, ensuring maximum benefit. Funds currently used for demonstration projects or emergencies at the federal level could also be used for local innovation and responding to the needs of more dislocated workers.

Duplicated federal and state oversight and technical assistance, along with complex administrative and reporting requirements, divert resources away from customers. Performance systems should address true effectiveness of the system and return on investment, be easily understood, and applied universally to all workforce-related programs, immeasurably assisting forward planning and resource management.

Where given the flexibility to flourish, local employer-driven WIBs, in partnership with local elected officials (LEOs), can best oversee the use of funds in consolidated programs. Local innovation best addresses local workforce needs, improves customer service, and engages local employers in preparing individuals to return and thrive in the workforce.

Other ideas to improve the workforce system include preserving a seamless one-stop service delivery system with dedicated infrastructure funds and a no-nonsense sequence of solutions. Other value-added partners, like TANF and community colleges, need incentives to participate on the front line. Funding should be flexible for regions to adapt to needs of both youth and adults at various stages. Industry leaders should drive outcomes for training, such as the National Career Readiness Certificate. Employers are the top customers of the system and truly deserve their own category of services with as much priority. Incumbent workers shouldn't be left out of the mix as their skills need to continually grow and expand in today's innovation-based economy.

# Professional Development through MAWD

The Missouri Association for Workforce Development (MAWD) has over 600 members. It is the premier workforce development association for



professional development opportunities for those working with job-seekers and businesses across Missouri. MAWD provides Workforce Investment Board members, front-line staff, and managers that represent state and local agencies vested in workforce development, with opportunities to network, share best practices, and enhance the profession.

MAWD members and the work they do strengthen Missouri's workforce. Well-trained workers are one of the most vital components of the infrastructure needed to expand and promote economic development in the Show-Me State.

Many MAWD members are also stakeholders of national organizations, such as the National Association of Workforce Development Professionals, National Conference of Mayors, and the National Association of Workforce Boards. These members bring national workforce issues back to the membership, thus providing members an opportunity to help shape federal workforce legislation.

The MAWD governing Board represents a cross section of workforce employees and strives to assess the professional development needs of members and subsequently provides opportunities to enhance the membership's knowledge and skills. The Board hosts an annual conference and provides online professional development and information about trends within the workforce system.

For more information about MAWD, its membership, and professional development opportunities, visit MAWD's website at [www.mawd.us](http://www.mawd.us).

# Missouri's Local Workforce System Leaders

## ■ Central Region WIB

Jan Vaughan, Executive Director

[www.cwib.us](http://www.cwib.us)

## ■ Eastern-Jackson County/Full Employment Council

Clyde McQueen, Executive Director

[www.feckc.org](http://www.feckc.org)

## ■ Jefferson-Franklin Consortium WIB

Shirley Wilson, Executive Director

[www.jeff-frankjobs.com](http://www.jeff-frankjobs.com)

## ■ Kansas City & Vicinity/Full Employment Council

Clyde McQueen, Executive Director

[www.feckc.org](http://www.feckc.org)

## ■ Northeast Region WIB

Mark Fuqua, Executive Director

[www.nemowib.org](http://www.nemowib.org)

## ■ Northwest Region WIB

Lisa Hostetler, Executive Director

[www.nwwib.org](http://www.nwwib.org)

## ■ Ozark Region WIB/City of Springfield Workforce Dept.

John Peine, Interim Director

[www.ozarksjobpath.org](http://www.ozarksjobpath.org)

## ■ St. Charles County WIB

Donald Holt, Executive Director

[www.work.sccmo.org/workforce](http://www.work.sccmo.org/workforce)

## ■ St. Louis City WIB/SLATE

Michael Holmes, Executive Director

[www.stlworks.com](http://www.stlworks.com)

## ■ St. Louis County WIB

Gene Gorden, Executive Director

[www.stlouisco.com/dhs/workforcedevelopment/](http://www.stlouisco.com/dhs/workforcedevelopment/)

## ■ South Central Region WIB

Melissa Robbins, Executive Director

[www.scwib.org](http://www.scwib.org)

## ■ Southeast Region WIB

June O'Dell, Executive Director

[www.job4you.org](http://www.job4you.org)

## ■ Southwest Region WIB

Jasen Jones, Executive Director

[www.workforcezone.net](http://www.workforcezone.net)

## ■ West Central Region WIB

Pati Carter, Executive Director

[www.skillupmissouri.org](http://www.skillupmissouri.org)

