

# NORTHWEST WORKFORCE DEVELOPMENT BOARD

## Sustainability Plan

### Program Year 2022

#### Section 1:

**A proposed detailed program and staffing budget for the next fiscal year; for Board staff and sub-recipient positions.**

Projected budgets for program and staffing are attached to this document. These budgets were built based on a 10% reduction in funding over the next two years. These budgets will be updated as actual allocations are known.

#### Section 2:

**List of all job centers, sub-recipients, and locations including: Comprehensive, affiliate, and connection centers.**

Currently the Northwest Workforce Development Board Operates two Comprehensive Job Centers, two Affiliate Job Centers, and one Specialized Center. The Board contracts with four sub-recipients to provide the services at each of the centers. The charts below outline the center locations and sub-recipients.

Center	Center Type	Sub-Region	Address
St Joseph Job Center	Comprehensive Job Center	ABCD	2202 Federick Avenue, St Joseph, MO 64506
Chillicothe Job Center	Comprehensive Job Center	Green Hills	601 W Mohawk Road, Chillicothe, MO 64601
Maryville Job Center	Affiliate Job Center	Northwest	114 W Third Street, Maryville, MO 64468
Trenton Job Center	Affiliate Job Center	Green Hills	1104 Main Street, Trenton, MO 64683
St Joseph Specialized Youth Center	Specialized Job Center (Youth)	ABCD	5223 Mitchell Avenue, St Joseph, MO 64507

Sub-Recipient	Sub-Region	Programs
MO-KAN Regional Council	ABCD	WIOA Adult and Dislocated Worker
Green Hills Regional Planning Commission	Green Hills	WIOA Adult, Dislocated Worker, and Youth
Northwest Missouri Regional Council of Governments	Northwest	WIOA Adult and Dislocated Worker
St Joseph Youth Alliance	ABCD and Northwest	WIOA Youth

The Board is exploring options during the next program year to expand connection centers to allow more local access in its more rural counties. The current plan is to find connection centers that would allow virtual access to staff at the current Job Centers.

The Board is also working on partnerships with the Employer Relations Engagement team in the region to host pop up Job Centers as needed in communities that do not have a Job Center. These pop up Job Centers will be focused on serving employer needs in real time. These centers could be utilized in the event a new business opens, a business expansion, or mass layoffs occur.

**Section 3:**

**Annual training and QA plan.**

Sub-recipients are expected to meet with staff weekly to go over updated issuances and current happenings in the Job Center.

The Board conducts a quarterly leader meeting for sub-recipient program directors to attend. These quarterly meetings include training on current topics found during file reviews as well as performance updates and expectations.

Real time technical assistance and special meetings are held when requested by sub-recipients.

All staff are strongly encouraged to participate in training made available to them. These trainings include, but are not limited to DOL Workforce GPS Webinars, Office of Workforce Development’s Wise up Wednesdays, and the Missouri Association for Workforce Development’s annual conference.

In accordance with the OWD Sub-State Monitoring Issuance, the Board reviews participant files, financial documents, and data element validation reports to ensure policies are followed. When issues are identified they are corrected in real time. If trends are identified, these topics will be discussed in either a special technical assistance session, or during a quarterly leader meeting.

**Section 4:**

**A full list of participant served and enrolled.**

Adult/Dislocated Worker				
Office	PY 21			PY 22 Projection
	Contracted Enrollments	Served*	Enrolled*	Enrolled
St Joseph	84	131	68	90
Chillicothe	54	17	14	30
Trenton		92	74	30
Maryville	30	56	40	33
Total	168	296	196	183
* PY 21 numbers though 3/31/2022				

YOUTH			
Office	PY 21		PY 22 Projections
	Contracted Service Level	Served*	Served
St Joseph	45	52	58
Maryville	20	6	7
Chillicothe	26	4	5
Trenton		13	15
Total	91	75	85
* PY 21 numbers though 3/31/2022			

## **Section 5:**

**A plan for the local workforce development area detailing how operation and service deliver over the next two program years will be implemented in the event of any unforeseen challenges (good or bad). This plan must ensure a continuation of services to existing and new participants.**

### ***How to recruit train staff:***

In the event of staff turnover and on-boarding of new staff, training is the responsibility of the sub-recipient. Board staff will assist sub-recipients upon requests. New staff will attend training with OWD to gain access to the statewide case management system. Requests for access will be completed by Board staff. All new staff are required to review the Board orientation material to get a brief overview of the programs and responsibilities associated with the Board.

### ***Will centers need to be closed/opened:***

The Board does not anticipate the need to close or open new centers at this time. In the unlikely event that a center does need to close due unforeseen circumstances, the Board does have contingencies in place to ensure individuals currently enrolled, and those seeking services are able to receive help. If the center is unavailable staff will work with our current partners in each area to find space to serve the customers. In the event of a staffing issue or loss of sub-recipient, the Board is able to re-align staff from other sub-recipients or sub-regions to serve participants either in-person or virtually through electronic means. As a last resort, Board staff can be available to temporarily serve customers as well while a new sub-recipient is being identified.

### ***Increase connection centers:***

The Board is exploring options during the next program year to expand connection centers to allow more local access in its more rural counties. The current plan is to find connection centers that would allow virtual access to staff at the current Job Centers.

The Board is also working on partnerships with the Employer Relations Engagement team in the region to host pop up Job Centers as needed in communities that do not have a Job Center. These pop up Job Centers will be focused on serving employer needs in real time. These centers could be utilized in the event a new business opens, a business expansion, or mass layoffs occur.

### ***Will you partner with other regions:***

The Northwest Workforce Development Board is working with the Northeast Workforce Development Board to merge administrative services and ultimately become one workforce region to cover north Missouri.

During program year 2022 the regions will continue to operate as two separate regions under one fiscal agent, North Central Missouri College. This will allow the administrative costs between the two regions to be shared while preparing for the full merger.

### ***Improve coordination of services with partners:***

The Board's One-Stop Operator currently conducts quarterly meetings with the workforce partners in Northwest Missouri. These meetings allow for time for each program to update staff on current

happenings of each program, to ensure all staff understand the basics of what each partner offers to aid in more meaningful referrals. The Board is always looking for innovative ways to partner with the organizations, this includes the partners going together to hosts outreach and employer engagement events, as well as ensuring partners are on-site for customers in the Job Center. Currently a majority of the mandated WIOA partners spend time in each of the comprehensive Job Centers at least one day a month. The Board is always looking for ways to increase partner participation in the Job Center to make the customer experience better.

***Increase virtual services / Improving Technology:***

As stated above the Board is exploring the option of adding connection centers. These centers would primarily be used to assist in the delivery of virtual services. Currently staff have access to Zoom to allow citizens to be served virtually. Staff also conduct many conversations over the phone to allow for remote services to be delivered. At this time the Board does not see the need for new technology, but assesses the accessibility of services closely to ensure the needs are met using current technology.

**Change in sub-recipients:**

During Program Year 2021 the Board does not anticipate a change in service providers. The current contracts are able to be renewed for one more year. During PY 2022 will look to procure service providers to meet the requirements of the merger.

In the event there is an unforeseen change in sub-recipients, the Board will follow the procedure outlined above under the header of closing or opening Job Centers. The Board has the ability to do emergency procurement if necessary. Work will be done to ensure minimal impact to customers.

**Section 6:**

**Explain how the plan was developed and how it will be reviewed and modified on an ongoing basis.**

This sustainability plan was initially developed by Board Staff with information submitted by sub-recipients. This plan will be presented to the NW WDB during the June 2022 Board Meeting for approval. If changes are made during the Board meeting, the plan will be updated. The Board is currently working through a merger process to partner with the Northeast Workforce Development Region. As the two regions work through the merger, updates will be made to the sustainability plan as necessary.