



December 1st, 2022

Brent Stevens
Executive Director
NW/NEMO WDB

RE: Corrective Action Plan

Dear Mr. Stevens:

The Mo-Kan Regional Council apologizes for not meeting the targets specified in our contract for program year 21. The poor performance can be directly attributed to low staffing and employee turnover at the job center during the previous year. Halfway through the year, a long-time employee of the job center suffered a stroke and was unable to work. While she was out on medical leave, we attempted to hire an individual, however they turned out not to be a good fit for the position. Due to these two situations, our current WIOA director was alone or left without adequate help for much of the year.

Going into PY2022, we are now fully staffed in the job center with a dedicated team. In addition, we are working on maintaining our relationship with the State staff to maintain a steady stream of referrals for our programs. Since we are now fully staffed, we've been going to job fairs to let people and employers know about our programs. With these three pieces in place, we are confident that will hit our targets in PY2022.

If you have any questions about this corrective action plan, please feel free to call me at 816-233-3144 or email me at tyler@mo-kan.org.

Tyler Ferrell

Tyler Ferrell, Executive Director
Mo-Kan Regional Council