

# MEMO

TO Northwest Region Workforce Development Board, Chief Elected Officials, and Interested Parties

FROM: Gregg Roberts, NW WDB Chair  
Brent Stevens, NW WDB Director

DATE: February 28, 2023

RE: **NW WDB Business Meeting**

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The Northwest Workforce Development Board will hold a quarterly business meeting on **Tuesday, March 7, 2023**. This meeting will be held virtually via Zoom

## Virtual:

Join Zoom Meeting

<https://us02web.zoom.us/j/86892982839?pwd=SFp5SUNsT3E1S2JVbmd5a29IT3NOZz09>

Meeting ID: 868 9298 2839

Passcode: 759669

One tap mobile

+13126266799,,86892982839# US (Chicago)

In accordance with Section 610.020 RSMO, the meeting will be conducted virtually; as such, there is no designated location for the meeting at which participants will gather. However, in the event that any member of the public desires to attend but is unable to participate virtually/telephonically, call access to the meeting will be made available at the WDB office located at 912 Main Street, Trenton, MO.

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# **Northwest Workforce Development Board Business Meeting Agenda**

## **Tuesday, March 7, 2023 at 4:00 PM**

### **4:00 PM – Business meeting in open session**

Introduction of Board Members, Commissioners and Guests  
Roll call / Establish quorum

#### **A. Commissioner Updates**

#### **B. Customer Success Story – Green Hills Regional Planning Commission**

#### **C. Consent Agenda**

##### **DISCUSSION on each then ACTION REQUIRED in one motion**

1. Minutes of 12.6.2023 full Board meeting
2. Expenditure and Contract Performance Reports: WIOA Adult, Dislocated Worker and Youth by Sub-Recipients
3. Budget Amendment
4. WDB Progress Report – All Funds

#### **D. Directors Update**

1. Merger
2. Legislative Outreach

#### **E. WIOA-Mandated Business**

##### **ACTION REQUIRED on each item below**

1. Transfer of Funds – Dislocated Worker to Adult
2. Dissolution of the Northwest Workforce Development Board

#### **F. Updates and Other Program Business**

1. One-Stop Operator report
  2. Incentive Funds
  3. ARPA Grant Update
  4. Upcoming Events
  5. Board Member Updates/Open Discussion
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**Northwest Workforce Development Board**  
**Minutes of Board Meeting**  
**December 6, 2022**  
**Virtually via *GoToMeeting***

The Northwest Region Workforce Development Board (NW WDB) met in open session virtually on Tuesday, December 6, 2022. NW WDB Chair Gregg Roberts called the meeting to order at 4:02 pm. Roll Call was conducted, and a quorum was established with 11 members present

**Board Members**

Lana Beavers	Kelly Bordewick	Cathie Chalfant	Julie Jones	Phil Larabee
Scott May	Amanda Riley*	Gregg Roberts	Misty Ward	Bobby Barlow*
Amanda Haile	Nichi Seckenger	Mike Veale		

\* Indicates member joined after role call

**Presiding Commissioners**

Bud Motsinger – Caldwell County  
 Lee Sawyer – Buchanan County

**Ex-officio (non-voting) Members and Guests**

Anita Jolly	Cathy Scott	Corinne Watts	Crystal Narr	Jerri Dearmont
Kim Mildward	Kristie Arthur	Lynette Saxton	Rita Wallinga	Robin Hammond
Shari Schenewerk				

**WDB Staff**

Brent Stevens      Jeanie Griffin      Kerry Savage      Diane Simbro

**Open Session Business Meeting**

**Commissioner Reports**

Prior to Commissioner Reports three commissioners were recognized as this being their last meeting in office – Bud Motsinger (Caldwell County), Lee Sawyer (Buchanan County), Bob Caldwell (Andrew County). Director Stevens and Board Chair Gregg Roberts thanked these commissioners for their support of workforce programs in NW Missouri.

Buchanan County Commissioner Lee Sawyer gave and updated on workforce in the county. He also talked about partnerships with for workforce with Valor Manufacturing, Missouri Western State University, North Central Missouri College, and Hillyard Technical Center.

Caldwell County Commissioner Bud Motsinger spoke about the counties work with the reconnect broadband grant. He also gave an update on the Little Otter Creek Reservoir. He stated he recently attended a Farm Bureau Conference and gave an update on the information he received during the conference.

**Customer Success Story**

Rita Wallinga with the Maryville Job Center shared a customer success story. She shared how a participant was able to overcome barriers and sustain employment after completing culinary arts training, which was supported through WIOA funds.

**Consent Agenda**

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NW WDB Chair, Gregg Roberts, directed Board members to the consent agenda items, which included minutes of the 9/13/2022 Board Meeting, expenditure and contract performance reports, WDB funds progress report, budget amendments, and a plan modification approval letter/  
*After discussion around each of the items presented, a motion was made by Phil Larabee, seconded by Kelly Bordewick to approve the consent agenda as presented. The motion passed with no opposition.*

**WIOA-Mandated Business**

1. Executive Director Brent Stevens presented the Board with a proposed allocation method for the carry-over WIOA funds from PY 21.

*A motion was made by Lana Beavers and seconded by Phil Larabee to approve the proposed distribution of funds using the region's standard formula with the option to review expenditures and redistribute as necessary.*

2. Executive Director Brent Stevens presented a proposal to transfer \$50,000 from the WIOA Dislocated Worker Program to the WIOA Adult Program. It was noted this leaves funding in the Dislocated Worker Program in the event the funds are needed, but at this time a stronger need is for the adult customers.

*A motion was by Kelly Bordewick and seconded by Amanda Riley to approve the transfer of funds as presented. The motion passed with no opposition.*

**Updates and Other Program Business:**

1. One-Stop Operator Kim Mildward presented the One-Stop Operator Report to the Board which outlined recent work she has done.
2. Director Stevens shared letters that were sent to each sub-recipient outlining the performance requirements in their contracts that were missed for Program Year 2021.
3. Director Stevens shared information with the Board on a Join ARPA Grant application the region is involved with. He stated the application was submitted, and hopes to hear back this month.
4. Information regarding availability of incentive funds for the region. These incentive funds are for meeting the benchmarks that were outlined in the Annual Agreement with OWD. Director Stevens stated the request was put in for the funds to be used for updated Job Center signage, professional development, employer engagement events, and participant expenses.
5. Director Stevens shared an update on the progress of the NE/NW Regional Merger. He stated the merger is still progressing, and should be going to the State WDB for their approval soon.
6. A year in review presentation was shared by director Stevens. This review showed information on the services delivered to job seekers and employers during the last program year.
7. Director Stevens shared information on events that are being planned. These events include a High School Senior Job Fair and a potential Build My Future Event in St Joseph.

A motion was made by Julie Jones and seconded by Bobby Barlow to Adjourn the meeting.

The meeting adjourned at 5:38 PM

**Next Meeting – March 7<sup>th</sup>, 2023**

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### WIOA Expenditures through 1-31-2023

	Adult Expenditures			Dislocated Worker Expenditures			Youth Expenditures			Out-of-School Exp. Rate (75%)
	Budget	Expenses	% Exp.	Budget	Expenses	% Exp.	Budget	Expenses	% Exp.	
<b>Youth Alliance - ABCD</b>	N/A	N/A	N/A	N/A	N/A	N/A	114,452.25	67,674.33	59%	100%
+ Outstanding Participant Obligations	N/A	N/A	N/A	N/A	N/A	N/A		6,130.77		Work Experien. Exp. Rate (20%)
Total:							114,452.25	73,805.10	64%	40%
										Out-of-School Exp. Rate (75%)
<b>Youth Alliance - nw</b>	N/A	N/A	N/A	N/A	N/A	N/A	46,573.79	31,758.84	68%	84%
+ Outstanding Participant Obligations	N/A	N/A	N/A	N/A	N/A	N/A		-		Work Experien. Exp. Rate (20%)
Total:							46,573.79	31,758.84	68%	37%
<b>MOKAN</b>	105,135.60	30,329.58	29%	161,681.32	43,542.84	27%	N/A	N/A	N/A	
+ Outstanding Participant Obligations		13,540.86			3,248.00		N/A	N/A	N/A	
Total:	105,135.60	43,870.44	42%	161,681.32	46,790.84	29%				
										Out-of-School Exp. Rate (75%)
<b>GHRPC</b>	63,728.34	24,928.53	39%	94,346.19	36,456.44	39%	89,054.66	38,915.44	44%	77%
+ Outstanding Participant Obligations		20,201.32			3,877.68			8,939.57		Work Experien. Exp. Rate (20%)
Total:	63,728.34	45,129.85	71%	94,346.19	40,334.12	43%	89,054.66	47,855.01	54%	17%
<b>NWRCOG</b>	30,414.94	11,954.08	39%	63,269.23	27,225.53	43%	N/A	N/A	N/A	
+ Outstanding Part. Obligations		6,612.79			4,529.78		N/A	N/A	N/A	
Total:	30,414.94	18,566.87	61%	63,269.23	31,755.31	50%				
<b>NWRCOG - One Stop Opt.</b>	10,627.07	5,412.41	51%	10,627.06	5,412.39	51%	N/A	N/A	N/A	
<b>TOTAL NW Region</b>	209,905.95	112,979.57	54%	329,923.80	124,292.66	38%	250,080.70	153,418.95	61%	

**Comments**  
 January 1, 2023 = 58% of Program Year  
 Dislocated Worker expenditures for the Region are low.  
 MKRC Adult and DW expenditures are low.  
 GHRPC Youth WE is not being met.

## Contract Performance through 1/31/2023

Agency to Participant Cost Ratio				
			Actual	Contracted, Not to Exceed 60%/40% AD/DW 70%/30% Yth
<b>Youth Alliance</b>	Agency:	\$ 36,355.67	54%	60%
	Youth Participant:	\$ 31,318.66	46%	40%
	Total	\$ 67,674.33	100%	100%
<b>Youth Alliance-NW</b>	Agency:	\$ 12,225.67	38%	53%
	Youth Participant:	\$ 19,533.17	62%	47%
	Total	\$ 31,758.84	100%	100%
<b>MOKAN</b>	Agency:	\$ 27,236.71	37%	39%
	Adult/Dislocated Worker Participant:	\$ 46,635.71	63%	61%
	Total	\$ 73,872.42	100%	100%
<b>GHRPC</b>	Agency:	\$ 35,533.26	58%	52%
	Adult/Dislocated Worker Participant:	\$ 25,851.71	42%	48%
	Total	\$ 61,384.97	100%	100%
<b>GHRPC</b>	Agency:	\$ 22,793.30	59%	45%
	Youth Participant:	\$ 16,122.14	41%	55%
	Total	\$ 38,915.44	100%	100%
<b>NWRCOG</b>	Agency:	\$ 26,365.04	67%	54%
	Adult/Dislocated Worker Participant:	\$ 12,814.57	33%	46%
	Total	\$ 39,179.61	100%	100%

Cost Per Service/Enrollment Level			
	Actual	Contracted	Percent
Served (New+C/O)	38	45	84%
Cost Per:	\$ 1,780.90	\$ 2,543.38	
Served (New+C/O)	15	20	75%
Cost Per:	\$ 2,117.26	\$ 2,328.69	
New Enrollments	83	108	77%
Cost Per:	\$ 890.03	\$ 2,238.30	
New Enrollments	43	68	63%
Cost Per:	\$ 1,427.56	\$ 2,088.58	
Served (New+C/O)	18	21	86%
Cost Per:	\$ 2,161.97	\$ 3,943.59	
New Enrollments	25	38	66%
Cost Per:	\$ 1,567.18	\$ 2,227.77	
<b>Total Served/Enrolled</b>	<b>222</b>	<b>300</b>	<b>74%</b>

**Comments:** \_\_\_\_\_

1/31/2023 = 58% of Program Year.

Participant/Enrollments through 2/26/23

Program Year 2022 through 2 quarters (preliminary)	GHRPC	MO-KAN	NWMORCOG	SJYA	ENTIRE REGION	Rank (14 Boards)	State Average
ADULT - Q2 EMPLOYMENT RATE (GOAL - 75%)	77.5%	78.3%	68.4%		76.6%	10	79.1%
ADULT - Q4 EMPLOYMENT RATE (GOAL - 78%)	90.0%	83.3%	73.6%		83.6%	5	82.2%
ADULT - CREDENTIAL RATE (GOAL 76.5%)	83.3%	62.5%	73.3%		72.4%	6	70.6%
ADULT - MEDIAN EARNINGS (GOAL -\$7000)					\$ 7,166.93	7	\$ 7,253.83
ADULT - MEASURABLE SKILLS GAIN (GOAL - 55%)	68.7%	35.0%	35.7%		46.0%	13	55.2%
DISLOCATED WORKER - Q2 EMPLOYMENT RATE (GOAL - 79.5%)	100.0%	84.6%	100.0%		88.4%	5	74.8%
DISLOCATED WORKER - Q4 EMPLOYMENT RATE (GOAL 75%)	100.0%	80.0%	80.0%		85.7%	3	75.6%
DISLOCATED WORKER - CREDENTIAL RATE (GOAL - 76%)	75.0%	100.0%	80.0%		87.5%	3	70.8%
DISLOCATED WORKER - MEDIAN EARNINGS (GOAL - \$9000)					\$ 8,977.81	8	\$ 8,846.75
DISLOCATED WORKER - MEASURABLE SKILLS GAIN (GOAL - 61.5%)	100.0%	90.0%	20.0%		75.0%	3	53.0%
YOUTH - Q2 EMPLOYMENT/EDUCATION RATE (GOAL - 79.5%)	83.3%			80.0%	80.5%	11	83.2%
YOUTH - Q4 EMPLOYMENT/EDUCATION RATE (GOAL - 76%)	100.0%			69.2%	71.4%	10	75.4%
YOUTH - CREDENTIAL RATE (GOAL - 58%)	50.0%			83.3%	80.7%	5	66.4%
YOUTH - MEDIAN EARNINGS (GOAL - \$4000)					\$ 5,995.70	5	\$ 4,461.24
YOUTH - MEASURABLE SKILLS GAIN (GOAL - 51%)	57.1%			47.0%	48.7%	2	30.7%

### Planning Budget Summary Budget Amendment

Northwest Region  
FY22 Dislocated Worker                      Period: 10/1/2021              6/30/2023

	Original Budget	Line-Item Amendment	Revised Budget
Admin Salary/Fringe	15,384.60	2,359.79	17,744.39
Admin Other	8,717.94	(2,108.51)	6,609.43
Admin Indirect	1,538.46	(251.28)	1,287.18
<b>Total Admin</b>	<b>25,641.00</b>	<b>0.00</b>	<b>25,641.00</b>
Program -Salary/Fringe	76,924.66	-	76,924.66
Program Other Staffing/OP	39,770.21	-	39,770.21
Program Indirect	4,846.23	-	4,846.23
Individual Training Accounts	34,615.95	-	34,615.95
On-the-Job Training	13,069.57	-	13,069.57
Work-based Learning Staffing	1,038.48	-	1,038.48
Pre-Apprenticeships	-	-	-
Registered Apprenticeships	-	-	-
Supportive Services	13,107.90	-	13,107.90
<b>Transferred to Adult</b>			
Program -Salary/Fringe	2,295.09	-	2,295.09
Program Other Staffing/OP	404.91	-	404.91
Individual Training Accounts	41,385.66	-	41,385.66
Supportive Services	3,314.34	-	3,314.34
Total Transfer	47,400.00	-	47,400.00
<b>Total Program Services</b>	<b>230,773.00</b>	<b>-</b>	<b>230,773.00</b>
<b>Total Budget</b>	<b>256,414.00</b>	<b>0.00</b>	<b>256,414.00</b>

Agency Costs Expenditure Rate:	54%	\$ 124,241.10
Participant Costs Expenditure Rate:	46%	\$ 106,531.90

**Comment:** Adjust line-items, Admin fully spent as of January, 2023

*Brent Stevens*                      02 / 10 / 2023  
WDB Director                                      Date

*Megg Roberts*                      02 / 10 / 2023  
WDB Chair    Date



## Planning Budget Summary Budget Amendment

Northwest Region  
 PY22 Adult Period: 7/1/2022 6/30/2024

	Original Budget	Line-Item Amendment	Revised Budget
Admin Salary/Fringe	3,494.64	-	3,494.64
Admin Other	450.50	-	450.50
Admin Indirect	209.86	-	209.86
<b>Total Admin</b>	<b>4,155.00</b>	<b>-</b>	<b>4,155.00</b>
Program -Salary/Fringe	14,660.61	(858.39)	13,802.22
Program Other Staffing/OP	7,863.23	(3,450.65)	4,412.58
Program Indirect	179.52	56.96	236.48
Individual Training Accounts	7,900.64	(1,918.10)	5,982.54
On-the-Job Training	1,059.20	(1,059.20)	-
Case Management Staffing	3,075.00	8,854.08	11,929.08
Pre-Apprenticeships			
Registered Apprenticeships			
Supportive Services	2,660.81	(1,624.71)	1,036.10
<b>Total Program Services</b>	<b>37,399.00</b>	<b>(0.00)</b>	<b>37,399.00</b>
<b>Total Budget</b>	<b>41,554.00</b>	<b>(0.00)</b>	<b>41,554.00</b>

Agency Costs Expenditure Rate:	49%	\$ 18,451.28
Participant Costs Expenditure Rate:	51%	\$ 18,947.72

\* 70%/30% Allowed by OWD

**Comments:** Line-item adjustments needed to reflect actual Expenditures. Budget fully spent with December expenditures.

*Brent Stevens* 01 / 18 / 2023

WDB Director Date

*Gregg Roberts* 01 / 16 / 2023

WDB Chair Date

Northwest Workforce Development Board  
For the Seven Months Ending Tuesday, January 31, 2023

	Program Budget	Prior YTDs	Prior Month YTD	Current Month	Total Program YTD	Budget Remaining
Miscellaneous Revenue	\$0.00	\$0.00	(\$27,983.13)	(\$3,973.07)	(\$31,956.20)	\$31,956.20
General Revenue - Federal	(1,801,953.00)	(488,012.71)	(360,961.33)	(82,974.49)	(931,948.53)	(870,004.47)
Total Revenue	(1,801,953.00)	(488,012.71)	(388,944.46)	(86,947.56)	(963,904.73)	(838,048.27)
66323 WDB Admin Salaries/ Fringe	67,139.22	0.00	28,649.38	4,557.99	33,207.37	33,931.85
66324 WDB Admin Other Operational	24,725.00	0.00	3,466.66	824.29	4,290.95	20,434.05
66325 WDB Admin Indirect	10,308.78	0.00	4,052.61	491.71	4,544.32	5,764.46
66360 WDB Admin Other Operational	18,286.73	17,382.74	28,887.12	3,973.07	50,242.93	(31,956.20)
66361 WDB Program Other Operational	24,978.72	13,283.32	10,412.52	238.10	23,933.94	1,044.78
66363 WDB IS Salaries/ Fringe	4,083.62	530.00	892.05	15.53	1,437.58	2,646.04
66364 WDB IS Other Operational	1,820.29	121.00	174.36	3.62	298.98	1,521.31
66365 WDB IS Program Indirect	270.86	0.00	0.71	1.28	1.99	268.87
66370 WDB Admin Salaries/ Fringe	51,740.93	45,728.51	6,012.42	0.00	51,740.93	0.00
66371 WDB Program Salaries/ Fringe	29,204.51	18,808.81	9,404.74	990.96	29,204.51	0.00
66373 WDB OS Program Salaries/ Fringe	8,125.81	0.00	1,597.23	760.76	2,357.99	5,767.82
66374 WDB OS Prgram Other Opt.	4,604.63	0.00	413.32	177.43	590.75	4,013.88
66375 WDB OS Program Indirect	812.58	0.00	130.64	62.77	193.41	619.17
66383 WDB Program Salaries/ Fringe	31,887.80	0.00	5,387.51	1,637.83	7,025.34	24,862.46
66384 WDB Program Other Operational	74,126.29	0.00	1,188.13	367.07	1,555.20	72,571.09
66385 WDB Program Indirect	2,269.93	0.00	236.48	84.24	320.72	1,949.21
66388 Career Center Expense	82,161.87	29,359.87	10,622.69	3,558.06	43,540.62	38,621.25
66393 WDB OS Salaries/ Fringe	17,857.91	13,640.92	4,216.99	0.00	17,857.91	0.00
66394 WDB OS Other Operational	4,478.69	3,676.63	802.06	0.00	4,478.69	0.00
66506 Program Indirect	4,263.19	2,965.60	1,213.35	84.24	4,263.19	0.00
66530 Sub-Recipient Salary/ Fringe	352,847.17	92,276.05	85,083.60	16,153.41	193,513.06	159,334.11
66531 Sub-Reciepoint Other Agency Operation	105,479.11	20,863.84	20,867.16	4,042.53	45,773.53	59,705.58
66532 Classroom Occupation Trng/ ITA	300,524.02	75,647.11	73,361.50	24,273.19	173,281.80	127,242.22
66533 On-The-Job Training	25,679.94	1,405.66	721.04	0.00	2,126.70	23,553.24
66534 Supportive Services	58,430.50	14,216.04	10,110.86	1,312.93	25,639.83	32,790.67
66537 Work Experience	10,704.00	0.00	3,474.00	300.00	3,774.00	6,930.00
66539 Participant Staffing	76,521.52	0.00	25,547.52	3,573.90	29,121.42	47,400.10
66550 IS Sub-Recipient Salary/ Fringe	12,261.53	1,618.13	1,741.42	251.44	3,610.99	8,650.54
66551 IS Sub-Recipient Oth Agency Opt.	5,677.60	711.54	1,466.21	129.23	2,306.98	3,370.62
66552 IS Classroom Occup Trng/ ITA	4,126.00	4,126.00	0.00	1,741.00	5,867.00	(1,741.00)
66554 IS Supportive Services	1,931.55	667.52	714.03	0.00	1,381.55	550.00
66556 IS Work Experience Staffing	1,097.00	70.95	226.05	0.00	297.00	800.00
66557 IS Work Experience	15,323.85	2,158.56	7,691.72	0.00	9,850.28	5,473.57
66562 IS Other Part. Cost/ Incentives	1,450.00	400.00	250.00	0.00	650.00	800.00
66570 OS Sub-Recipient Staff Salary/ Fringe	166,258.80	53,468.12	43,364.41	6,676.88	103,509.41	62,749.39
66571 OS Sub-Recipient Oth Agency Opt.	64,094.40	22,911.18	14,909.89	2,096.99	39,918.06	24,176.34
66572 OS Classroom Occup Trng/ ITA	28,633.86	5,949.11	9,508.50	3,424.24	18,881.85	9,752.01
66573 OS On-The-Job Training	11,098.33	0.00	2,748.33	0.00	2,748.33	8,350.00
66574 OS Supportive Services	8,483.27	3,230.11	2,687.77	332.89	6,250.77	2,232.50
66576 OS Work Experience Staffing	23,553.92	21,594.81	512.12	0.00	22,106.93	1,446.99
66577 OS Work Experience	54,018.93	14,534.84	32,047.85	2,727.64	49,310.33	4,708.60
66582 OS Other Part. Cost/ Incentives	6,550.00	3,100.00	2,250.00	850.00	6,200.00	350.00
66606 Admin Indirect	4,060.34	3,565.74	494.60	0.00	4,060.34	0.00
Total Expenses	1,801,953.00	488,012.71	457,539.55	<b>85,715.22</b>	1,031,267.48	770,685.52
Total Program	0.00	0.00	68,595.09	(1,232.34)	67,362.75	(67,362.75)

Curent Year Analysis	
Program Budget	1,801,953.00
Minus Prior YTD's (PY21-22)	488,012.71
Current Year Funds Available	<b>1,313,940.29</b>
WIOA New Year	863,056.00
WIOA Carryover	272,790.09
TANF DSS New Year	175,000.00
RESEA/ DES	3,094.20
	<b>1,313,940.29</b>

## Transfer of Funds Request

The Northwest Region Workforce Development Board would like to request a transfer of **\$10,000** from PY22 Dislocated Worker to Adult. This request represents 19% of the budget, which does not require a plan modification. These funds are needed to cover current participant obligations for tuition, books and fees (ITA's) as well as participant supportive services (primarily travel costs).

Expenditures as of January 31, 2023 for the PY22/FY23 DW program are reported at **5.24%**, while the PY22/FY23 Adult funds are **19.15%** spent. All carryover funds have been fully spent. We do not anticipate that the amount of this transfer will affect the funds that continue to be available to serve the unemployed workers in this area.

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ONE-STOP OPERATOR REPORT  
November 20, 2022, to February 24, 2023

*The Northwest Missouri Regional Council of Governments (NWMORCOG) contracts with the Northwest Workforce Development Board to provide services to the workforce development system. This report details the work performed based on the Scope of Work for the One-Stop Operator from November 20, 2022, to February 24, 2023.*

- **An annual, comprehensive assessment of the service delivery system.**

The Northwest Workforce Development System utilizes a framework developed by the State of Illinois to evaluate and improve our service delivery system. The framework examines service integration through seven cornerstones: customer-centered design, staff, intake and assessment, services, career pathways, information, and evaluation. At the heart of the framework are the integration continuum and self-evaluation. The model recognized five stages of service integration that range from isolation to full program and services integration. Service integration is about the workforce partners collaboratively determining how to align and coordinate services to meet customers' individual needs better.

This past quarter the One-Stop Partners returned to the basics to help us finish the program year strong and prepare a solid foundation for working with new One-Stop Partners and agencies as a larger workforce development board in northern Missouri. On December 20<sup>th</sup>, I hosted the "Aligning Job Center Expectations" workshop in St. Joseph and virtually. The goal of the workshop was to allow One-Stop Partners to have an open discussion on the topics related to Code of Ethics, Confidentiality, Communication, Collaboration, and Customer Feedback and the role they play in our Job Centers. The second workshop was a Team Building Workshop on January 20<sup>th</sup>, which focused on applying the concepts of the Aligning Job Center Expectations workshop through two activities: Spaghetti Tower Challenge and Four Walls Communication Activity. Both workshops received positive comments from various One-Stop Partners who attended.

- **Analysis of customer flow from a quality assurance perspective.**

The One-Stop Operator has reviewed the customer flow chart in the Memorandum of Understanding. This document will be compared to observations at each Job Center in the region during quarterly visits. Differences will be noted and discussed with the Northwest Workforce Development Board and site supervisors to determine why the deviation from the diagram in the MOU has occurred. These observations will be combined with customer flow data received from the Job Centers for the Future initiative. With the addition of Equus Case Management and Business Services staff at the St. Joseph Center on a full-time basis, the customer flow was reviewed with Equus, OWD, and WIOA Staff to ensure Missouri Work Assistance customers are served properly.

- **Convening and reporting on the bi-monthly One-Stop System Team and Business Services meetings.**

The One-Stop Partners met on Friday, February 10<sup>th</sup>. The meeting focused on learning about the workforce development services of the University of Missouri Extension, the results of the Job Seeker Workforce Survey, and upcoming events and collaboration opportunities. The next One-Stop Partners meeting will be on Friday, April 14<sup>th</sup>. Planning for the meeting is currently underway.

The Business Services Team met on Friday, January 13<sup>th</sup>. The meetings focused on the services Enterprise Facilitation Organizations provide in our region, the results of the Business Workforce Survey, and collaboration opportunities. The next Business Services Team meeting is scheduled for Friday, March 10<sup>th</sup>. Planning for the meeting is currently underway.

This year both the One-Stop Partners and Business Services Team meetings have been held virtually. As we near the merger of our board with the Northeast Workforce Development Board. The One-Stop Partners understand that in-person meetings and deviation from our normal agenda may need to occur to have everything in place by July 1<sup>st</sup>.

- **Quarterly Job Center visits to track progress on activities.**

Visits to the Chillicothe and Trenton Job Centers were conducted on November 30th and the St. Joseph Job Center on December 20th and January 20th. The focus of these visits included discussing with staff and partners the operations of the Missouri Job Centers, including changes to partners' programs, meeting new staff, and observing customer flow. Also, I have visited each Job Center as my schedule allowed when I was in the area—currently, planning to visit the three Job Centers in March 2023.

- **Development, renewal, and maintenance of the Memorandum of Understanding.**

The MOU was updated for the PY 2022 program year, including the Infrastructure Funding Agreement, and is considered executed. Brent, Jeanie, and I attended MOU Training on February 17<sup>th</sup> offered by the Office of Workforce Development after the state received additional guidance from the Department of Labor. This guidance will be used to create the MOU for the new workforce development board.

- **Development of the One-Stop System continuous improvement review process.**

The One-Stop Operator has reviewed the tools available to evaluate the One-Stop System. As a result, the Job Services Satisfaction Index and Business Services Satisfaction Index dashboards were adapted to compare this year's results to the previous years' results. In addition, the One-Stop Operator also reviews One-Stop Certification reports, ADA Assessment reports, WIOA performance reports, Weekly OWD Dashboard, attendance at One-Stop Partners, and Business Service meetings.

The One-Stop Partners have developed two new tools to help us align our services to the needs of businesses and job seekers. First, a Business Workforce Survey was launched in August to learn how businesses' recruitment, hiring, and training practices have changed since the pandemic. Results of the survey can be found at [https://www.allcounted.com/share?view=summary&nid=1qu7myuddbixf&lang=en\\_US](https://www.allcounted.com/share?view=summary&nid=1qu7myuddbixf&lang=en_US).

The second tool, a Job Seeker Workforce Survey was launched in November. The survey focuses on the types of jobs the customer is seeking, obstacles to employment, and the services and training the customer is interested in obtaining since the pandemic. Results of the survey can be found at [https://www.allcounted.com/share?view=summary&nid=03ulm2rnrbodl&lang=en\\_US](https://www.allcounted.com/share?view=summary&nid=03ulm2rnrbodl&lang=en_US)

In addition, we have renewed our commitment to the Job Seeker Services Index and have seen an increase in responses from customers. The latest results for the Job Seeker Services Index can be found at:

Q's 1 – 7: <https://www.surveymonkey.com/stories/SM-TKRGJCT7/>

Q's 8 – 14: <https://www.surveymonkey.com/stories/SM-N997ZD6Y/>.

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