



Agenda

Planning and Oversight Committee

May 26, 2026

11:30 AM

**Missouri Job Center
1660 N Campbell Ave
Springfield, MO 65803**

Join Zoom Meeting: <https://zoom.us/j/91655319324?pwd=7kpCsXc3c3zDTsAmZYDkhlrLnfXZwr.1>
Meeting ID: 916 5531 9324
Passcode: 864240

1. Call to Order

2. Approval of Minutes

2.1. January 22, 2026, Planning & Oversight Committee Meeting Minutes

3. New Business

3.1. Sub-State Monitoring Policy (*Karen Dowdy*)

3.2. Business Services and Outreach Plan revisions (*Karen Dowdy*)

4. Reports

4.1. Performance (*Karen Dowdy*)

4.2. Monitoring (*Karen Dowdy*)

4.3. Workforce Updates (*Ericka Schmeeckle*)

5. Adjournment

The Ozark Region Missouri Job Center is an equal opportunity employer/program. Auxiliary aides and services are available upon request to individuals with disabilities. Mo TTY users may call 800-735-2966 or contact Missouri Relay at 7-1-1.

In accordance with Americans with Disabilities Act (ADA) guidelines, if you need special accommodations when attending any Department of Workforce Development meeting, please notify the Executive Secretary at 417-841-3346 as soon as possible to ensure our ability to accommodate your needs.

Call to Order			
A regular meeting of the Ozark Region Workforce Development Board's Planning and Oversight Committee was held via Zoom on Thursday, January 22, 2025. The meeting convened at 10:41 a.m., with Committee Chair Dan Montgomery presiding.			
Attendance			
<input checked="" type="checkbox"/> <i>Notes in attendance:</i> * <i>Notes Board Member</i>			
<i>Committee Members</i>	<input checked="" type="checkbox"/> Dan Montgomery*, <i>Chair*</i>	<input type="checkbox"/> Dr. Abby Benz*	<input checked="" type="checkbox"/> Steve Morrow*
	<input checked="" type="checkbox"/> Kevin McGill*	<input checked="" type="checkbox"/> Saul O'Dell*	<input type="checkbox"/> Charlyce Ruth
	<input checked="" type="checkbox"/> Pat Shay*		
<i>Guests in Attendance</i>	Karen Dowdy, Robert Hansen, Maddy MacNeill, Cindi Koenneker, Katherine Proctor, Ericka Schmeackle, Bill Skains, Tracy Keithley		
Approval of Minutes			
<i>November 18, 2025 Planning & Oversight Committee Meeting Minutes</i>	Mr. Montgomery asked for any adjustments to the minutes. Motion to Approve: Steve Morrow Second: Saul O'Dell Outcome: Motion passed.		
New Business			
<i>Testing and Assessment Policy</i>	Ms. Dowdy presented updates to the Testing and Assessment Policy. Key Changes: Added language allowing for specialized assessments (e.g., Pathful Explorer) as approved by program supervisors to determine skill levels, aligning it with the Basic Skill Deficient (BSD) policy. Motion to Approve: Steve Morrow Second: Saul O'Dell Outcome: Motion passed.		
<i>Business Service & Outreach Plan</i>	Ms. Dowdy presented an updated plan that reflects current processes Key Changes: Updates include the State of the Workforce Marketing Committee's role in determining satellite locations and updated customer satisfaction data. Motion to Approve: Steve Morrow Second: Kevin McGill Outcome: Motion passed.		
<i>Veterans Priority of Service</i>	Ms. Dowdy presented updates that were made to ensure the policy matches the latest state issuance. Motion to Approve: Pat Shay Second: Steve Morrow Outcome: Motion passed.		

<i>Harassment Policy</i>	<p>Ms. Dowdy presented updates that reflect that a state employee now serves as the Equal Opportunity Officer and include the department's new name.</p> <p>Motion to Approve: Steve Morrow Second: Pat Shay Outcome: Motion passed.</p>
<i>Complaint & Grievance Policy</i>	<p>Ms. Dowdy presented updates to specifically name Laura Larimore as the current Equal Opportunity Officer, as required by state policy.</p> <p>Motion to Approve: Kevin McGill Second: Steve Morrow Outcome: Motion passed.</p>
<i>MOU</i>	<p>Ms. Dowdy presented updates including the Job Center's address, removing the O'Reilly Center for Hope, and updating the department name. Partners have already reviewed the changes.</p> <p>Motion to Approve: Pat Shay Second: Steve Morrow Outcome: Motion passed.</p>
<i>Cost Allocation Plan</i>	<p>Mr. Stevenson presented the annual board review with no changes except for the approval date. It was noted that this plan also undergoes review by the Finance Committee.</p> <p>Motion to Approve: Pat Shay Second: Steve Morrow Outcome: Motion passed.</p>
<i>Plan of Service</i>	<p>The committee reviewed the two-year mark updates.</p> <p>Key Changes: Includes updated labor market info and a waiver change allowing 50% of youth funds (down from 75%) to be spent on out-of-school youth to accommodate those in post-secondary education. The department name was updated to "Workforce and Economic Vitality".</p> <p>Motion to Approve: Pat Shay Second: Saul O'Dell Outcome: Motion passed.</p>

Reports	
<i>Performance</i>	<p>Ms. Dowdy provided data for PY25 Quarter 2 (ending November 2025):</p> <p>Adult: Exceeding goals in credentials and skill gains, but currently below goals for Quarter 4 employment and median earnings.</p> <p>Dislocated Worker: Meeting or exceeding all goals except for skill gains, which remains at the 90% threshold.</p>
<i>Monitoring</i>	<p>Monitoring Report: Ms. Dowdy reported on monitoring. She had just recently received spreadsheets from the State and was reviewing the data with nothing significant to report at the time.</p>
<i>Workforce Update</i>	<p>Ms. Schmeckle did not have any updates at this time.</p>
Adjournment	
	<p>The meeting was adjourned at 11:35 am.</p>

Notes taken by: Robert Hansen, Administrative Assistant

Next Meeting: March 18, 2026

Ozark Region Sub-state Monitoring Policy

March 2026



Ozark Region Sub-State Monitoring Policy-2026

Overview

The Ozark Region is comprised of the following counties: Christian, Dallas, Greene, Polk, Stone, Taney, and Webster. Oversight of workforce activities for the Region is the responsibility of the Council of Local Elected Officials (CLEO), made up of the Presiding Commissioners of each of the seven counties, and the Workforce Development Board (the Board).

In conjunction with the Board, the CLEO has appointed the City of Springfield, Department of Finance, as the fiscal agent of the Workforce Innovation and Opportunity Act (WIOA).

WIOA funding streams include funds for Adult, Dislocated Worker and Youth services. Adult, Dislocated Worker, and Youth services are provided by the City Department of Economic Vitality and Workforce Development, as well as the Career and Business Services. Currently, there are no subcontracts.

Wagner-Peyser is a separate funding stream that involves Labor Exchange and Employment and Training and these services are also available at the Job Center.

The City Department of Public Information and Civic Engagement serves as the One-Stop operator as selected by the Board through a competitive process. Personnel performing duties for the One-Stop Operator are housed in the One-Stop.

Monitoring and oversight are conducted for each of the programs cited above.

Responsible Representative

Recognizing the need for local monitoring, the Department of Workforce Development proposed the addition of a Compliance Coordinator position for WIOA programs. This was approved by City Council in June of 2009. In the organizational structure, this position has direct reporting to the Assistant Director. A formal job description outlines the overall duties assigned to the Compliance Coordinator. Delineation of duties is determined by the Assistant Director.

Accountability

According to the Board's Bylaws, the Planning & Oversight Committee has responsibility to "review and evaluate project/program performance and outcomes and recommend performance-related changes and/or modifications as necessary." Any concerns, negative performance, or monitoring issues shall be brought to the attention of the Committee for discussion and/or action.

Compliance and Performance

Program reports shall be provided to the Assistant Director to be discussed at the Planning & Oversight Committee. A yearly Sub-State Monitoring report shall be provided to the Board and to the Council of

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Local Elected Officials at their respective meetings. Reports shall be developed according to established guidelines and according to WIOA and OWD requirements.

Compatibility

Monitoring and oversight of programs are conducted according to WIOA regulations and following the Office of Workforce Development issuances.

Quality Assurance

It is the imperative that there is continuous review of programs, policies, and services to ensure quality at the Missouri Job Center(s). *Quarterly monitoring reviews shall be conducted to ensure all programs are monitored at least once per year. Any issues noted shall be immediately addressed with the supervisor of the program. If necessary, a written corrective action plan shall be established.

Risk Assessment

A risk assessment tool has been developed to assess the ability to administer the Federal funds as required under 2 CFR 200.205. The assessment covers the organization's ability to operate the programs Financial stability, history of operations and management of grants, quality of management, history of performance, timeliness of compliance, reports and findings from State and Federal audits shall be considered. The risk assessment shall be conducted annually and presented to the Board.

Methodology

As numbers have reduced, quarterly monitoring is currently conducted over 100% of the records involving training and all new enrollments for Youth. The following shall also be reviewed, some, as part of the regular monitoring such as supportive services.

- ABC enrollments
- OJT;
- Work experience/Internship/Apprenticeship;
- Supportive Services/Needs-related payments;
- Pre-Vocational, Entrepreneurial, Incumbent Worker: and
- Any other services that result in a direct payment being made to, or on behalf of, a participant.

When reviewing WIOA Youth, a valid sample review shall include:

- Work experience;
- Classroom Training;
- OJT;
- Follow up;
- Supportive Services and Incentives; and
- Entrepreneurial.

In addition, specialized programs will be monitored according to the scope of work and/or regulations established by the specific program.

Financial Monitoring

The City of Springfield Finance Department is the designated fiscal agent and grant sub recipient for the Ozark Region. Workforce Development services and federal program implementation are delivered by the Department of Economic Vitality and Workforce Development /Missouri Job Center.

Financial Monitoring is conducted by the City of Springfield Department of Finance staff members, who are located at the Job Center. Fiscal integrity is paramount for the City and there are rigorous procedures in place to ensure accountability. Finance staff review budgets, track expenditures, and review procurements for each of the WIOA programs. Source documentation is kept and all cash management procedures are followed. The City procures the services of a reputable auditing company for annual audits of all departments.

In addition to the steps in place by the City's Department of Finance, the Board's Finance Committee regularly reviews budget reports, approves annual budgets, and acceptance of new funding. All financial and program activities are delivered according to and at the pleasure of the Board and Chief Elected Officials Council. In addition, the activities support the local plan and strategic goals set forth by the Workforce Development Board.

Specific Program Monitoring

All WIOA programs

Regardless of program/funding streams, participant records shall be reviewed for the following:

- Documentation of eligibility and or priority for service
- Orientation to services
- Complaint/Grievance

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- Justification for services
- Assessments
- Employment Planning
- ITAs
- Work-based learning
- Appropriateness
- Data entry
- Outcomes, including attainment of degree/certificate/employment data
- Documentation uploaded
- Examination of change requests
- Compliance issues cited in reviews
- Determination of prior corrective measures have been proven effective

Training Services

Training Services are provided through the Skills Team, with the exception of individuals receiving training through the Young Adult program. Records are now digitally maintained. During the monitoring, any supportive services granted shall also be reviewed. Monitoring shall be consistent with the universe selection of files and conducted through the utilization of eligibility guidelines, issuances, and local policies.

Youth (Young Adult) Services

In 2018, the Board chose to bring the Youth program “in-house” and have assigned the City of Springfield, Department of Workforce Development (now the Department of Economic Vitality and Workforce Development) as their agent and operator of the program. Reviews, at a minimum, shall include a review of the fourteen elements and:

- In-school; including 5% limit on “needs additional assistance”
- Out-of-school; including % expenditure requirement
- Eligibility
- Work Experience, including 20% expenditure requirement and work-based learning
- Objective Assessments
- Individual Employment Plans
- Credentials
- Supportive Services
- 5% over income

Program Monitoring

Program monitoring is conducted quarterly. A desk-top monitoring occurs that includes review of all required system documentation including EO, required eligibility, supportive services, assessments,

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individual employment plans, and activities, (based on State Issuances, WIOA requirements, local Plan of Service, local policies, and scope of works).

Specialized Programs/Grants

The following programs shall be reviewed according to the established guidelines, issuances, Scopes of Work, Policy and Contracts.

- Dislocated Worker Grants
- Jobs League
- Other programs accepted/approved by the Board

EEO & Confidentiality Monitoring

Monitoring for EEO compliance is the responsibility of the EEO Officer under 29 CFR Part 38, Section 1888 of WIOA and the Missouri Nondiscrimination Plan. In the summer of 2025, the duties of the EO Officer shifted to a staff member of the State. Responsibilities include, but not limited to:

- Serving as the liaison with the State EO Officer
- Monitoring and investigating activities of the operators who receive WIOA Title I financial assistance (One Stop Operators, Operators of Adult/Dislocated Worker/Youth programs, as well as Eligible Training Providers, On-the Job Training Employers, work experience employers and other recipients as defined under 29 CFR 38.44(zz))
- Reviewing written policies for nondiscrimination
- Developing and publishing procedures for processing program complaints and grievances. Implementing and publishing discrimination complaints procedures. Tracking program complaints, grievances, and discrimination complaints. Developing procedures for investigating and resolving program complaints and grievances. Assisting the State EO Officer with investigating discrimination complaints.
- Conducting outreach and education about equal opportunity and nondiscrimination
- Undergo all training to maintain competency of the EO Officer
- Oversee the implementation of Missouri's Nondiscrimination Plan
- Conduct monthly training to job center staff on EO related topics.

Continuous training of staff is of high priority to ensure that staff members are aware of changes in the requirements as well as ensuring consistency in the services to individuals.

The Region follows the State's issuances on Confidentiality. Complaint & Grievances, Sexual Harassment, and Reasonable Accommodations policies have been developed by the Region. The Compliance Coordinator is responsible for ensuring that the confidentiality statement is signed for all non-state employees prior to access to the State's database system. The State supervisor has responsibility for State staff. In addition, the Compliance Coordinator review files to ensure the complaint/grievance documentation is on file for participants.

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The EEO Officer and designee have the responsibility for ensuring that each staff member attends any mandatory EEO training and obtaining subsequent documentation, which is kept on file.

Monitoring is to ensure the recipient and its subrecipients are not violating their nondiscrimination and equal opportunity obligations under WIOA Title I, which includes monitoring the collection of data required in Section 188 of WIOA to ensure compliance with the nondiscrimination and equal opportunity requirements of Section 188 of WIOA, 29CFR Part 38 and the Missouri Nondiscrimination Plan, which includes the following:

- Section I: Assurances
- Section II: Equal Opportunity Officers
- Section III Notice and Communication
- Section IV: Data and information Collection and Maintenance
- Section V: Affirmative Outreach
- Section VI: Complaint Processing Procedures
- Section VII: Governor's Oversight Responsibilities Regarding Recipients' Recordkeeping

Additional Element Sections

- Element I: Review for Compliance under WIOA Section 188 with Policies/Contracts/Assurance
- Element II: System to Ensure Compliance with WIOA Section 188 for Recipients
- Element III: A System for Reviewing Recipients' Contracts, Assurances and Other Agreements
- Element IV: Ensuring Compliance with WIOA Section 188
- Element V: Compliance with Federal Disability Nondiscrimination Laws
- Element VI: Training for Compliance under WIOA Section 188
- Element VII: Corrective Actions and Sanctions
- Element VIII: Supporting Documentation for the NDP

Quarterly EO Monitoring shall include:

Ensuring compliance with the nondiscrimination and equal opportunity provisions of WIOA, 29 CFR Part 38 and the Missouri Nondiscrimination Plan, and negotiating, where appropriate, with a recipient to secure voluntary compliance when noncompliance is found.

Quarterly monitoring the compliance of recipients with WIOA section 188, 29 CFR Part 38 and the Missouri Nondiscrimination Plan, including a determination as to whether each recipient is conducting its WIOA Title I-financially assisted program or activity in a nondiscriminatory way. At a minimum, each annual monitoring review must include:

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- A statistical or other quantifiable analysis of records and data kept by the recipient under §38.41, including analyses by race/ethnicity, sex, limited English proficiency, preferred language, age, and disability status;
- An investigation of any significant differences identified in paragraph (b)(1) of this section in participation in the programs, activities, or employment provided by the recipient, to determine whether these differences appear to be caused by discrimination. This investigation must be conducted through review of the recipient's records and any other appropriate means; and
- An assessment to determine whether the recipient has fulfilled its administrative obligations (for example, recordkeeping, notice and communication) and any duties assigned to it under the Missouri Nondiscrimination Plan.

The schedule shall follow:

- First Quarter EO monitoring: websites, facilities, and policies and procedures
- Second Quarter monitoring: statistical analysis of employment practices records and data of the Board and service providers
- Third Quarter: OJT employers, WEP employers, and special projects
- Fourth quarter: statistical analysis of programs, services, and activities

Complaint logs must be submitted by the 5th day of each quarter.

A final report shall be prepared and submitted by June 30th or date established by OWD.

One-Stop Operator

The One-stop operator will be reviewed annually to determine if the Scope of Work is being followed and to ensure compliance with requirements outlined in 20 CFR 678-620. If determined that the One-Stop Operator is not meeting expectations, corrective action will be taken. Review of the One-Stop Operator will be contained within the annual Sub-State Monitoring report, which is submitted to the Board and CLEO.

Process

- The Compliance Coordinator shall run a report of all new enrollments within the quarter.
- The coordinator will conduct a review of each file and shall meet one-on-one with each case manager, along with the Supervisor or delegate. Staff will be given an appropriate length of time, according to the number of reviews, to make corrections and notify the coordinator and supervisor.
- Upon completion of a quarter, the Compliance Coordinator will provide a draft report to the Program Supervisor for each program. A meeting will be held with the WIOA Program Supervisor(s), the Compliance Coordinator, and any Program Lead to discuss the report prior to submission to the Assistant Director. The meeting will reflect the scope of the review, attributes such as outreach, eligibility, case management, follow-up, etc.

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- Upon finalization of the report, the Compliance Coordinator will email the review to the, Assistant Director, and Program Supervisor. The due date for corrections and responses will be included. Staff responses will consist of confirmation of corrections, and any questions that arise will be addressed with the Compliance Coordinator for clarification. Responses to review will include corrections to files and will specifically address the Compliance Coordinator(s) recommendations. Responses will include specific actions, process development or those to be developed with timelines to address issues and to reduce and or eliminate any recurrence. Responses will focus on actions or new processes developed and implemented.
- If the report recommendations of the Compliance Coordinator are not supported, an alternative action or recommendation may be submitted, which will include date of implementation of no longer than 30 days. Future responses will address staff issues and any appropriate action taken. Any request for extension to the due date of Corrections and Responses must be submitted in writing with justification to the Center Director.
- The completed review will be submitted to Workforce Development Board (WDB) Planning & Oversight Committee and/or the Workforce Development Board Youth Committee (dependent upon review).
- An annual report will be provided to the entire WDB detailing the monitoring reviews for the year and it shall include:
 - One Stop Operator monitoring
 - Programmatic monitoring
 - Financial monitoring (if applicable)
 - Equal Opportunity monitoring
 - Performance reviews monitoring
 - Special initiatives/grants monitoring

Any issues identified must be resolved by prompt and appropriate corrective action. Reports shall identify areas of noncompliance and corrective actions taken or required for improvement. The Board shall review corrective action responses and submit a determination of acceptance or alternative corrective action.

The Board shall provide technical assistance as identified.

Communication

Communication is vital to the monitoring program. The Assistant Director has assured that the compliance staff shall be included in reviews of all programs at the Center. Open communication between program supervisors and compliance staff, between the Assistant Director and the compliance staff, and between the Board and the compliance staff shall be observed. The compliance staff shall open lines of communication with each of the programs and shall meet with each program staff on a quarterly basis. When changes in policy, program, and/or issuances are received, they shall be forwarded to the compliance staff, who shall ensure they are sent out to the appropriate personnel. In addition, any staff receiving Scopes of Work or changes in contracts shall ensure that these documents are forwarded to the compliance staff for review and inclusion into the monitoring schedule.

Compliance staff shall forward any TEGs, Issuances, and/or other notices to appropriate staff upon receipt.

Contract Review

The Compliance Coordinators shall review each program-related contract and Scope of Work to determine deliverables and shall develop templates for the program monitoring. These will be maintained in the monitoring folder accessible to the Compliance Coordinators; however, the documents shall be shared with the program staff responsible for the program.

Security and internal Controls

Monitoring reports and data shall be kept in a secure folder on the server with limited access to the Compliance Coordinators. Any shared documents regarding monitoring of client files or any information or data containing confidential information will be limited to the Compliance Coordinators. Appropriate password protection and security measures implemented by the City of Springfield IS department will be followed.

Technical Assistance & Training

One of the primary functions of the Compliance Coordinator is to provide technical assistance to program staff in interpreting State Issuances, program reviews, findings, observations, and recommendations. This technical assistance will be provided in the form of contact and consultation on an as needed basis and through written "quality assurance notes" where warranted.

It will be the responsibility of the Compliance Coordinator to ensure that trainings related to program and/or systems (i.e. State's database system) are made available to staff. The Coordinator will work with State staff to ensure non-duplication of efforts.

Errors and Deficiencies

When errors, deficiencies, and omissions are discovered, the Compliance Coordinator(s) will provide notice to the appropriate unit supervisor for corrective action. If a deficiency occurs repeatedly, subsequent report findings will be issued clarifying the procedures in question. When possible, the Compliance Coordinator should consult with the Board concerning legislation and federal or state regulations in order to prepare recommendations for corrective action. If fraud is found or suspected, the Compliance Coordinator will immediately notify the Director.

Fraud and Program Abuse

Training will be conducted for all job center staff to acquaint them with the complaint/grievance process. All staff are encouraged to report any reported or questioned activity to the Compliance

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Coordinator(s) or as process dictates without fear of retaliation. When an allegation of fraud or program abuse is made, the Compliance Coordinator(s) will be notified and a preliminary investigation will be conducted immediately. The Region will follow the guidance of TEG 23-15, which lists the following as responsibilities assigned to recipients of federal funds.

Identifying and Documenting Incidents—allegations, suspicions and complaints involving possible fraud, abuse, and criminal misconduct must be immediately documented. If unsure if a situation is considered an incident, staff will err on the side of caution.

Reporting Incidents—two steps: reporting allegations of fraud, waste and abuse, criminal and other illegal or improper activities to the Office of Inspector General (OIG); reporting to Employment and Training Administration (ETA). Reporting to OIG can be done through the hotline portal (<https://www.oig.dol.gov/hotline.htm>). Reporting to ETA is accomplished by sending screenshots collected in the OIG portal to ETAIncidentReporting@dol.gov.

The Compliance Coordinator(s) will report findings and recommendation in writing to the Executive Director of the Workforce Development Board (Currently, the Board has not hired an Executive Director, the Center Director/Assistant Director will act in this capacity.) They will report any allegations of fraud to the Chair of the Board. The Chair will then send a memo to the full Board and the Chair of the Chief Elected Officials. In the event, the fraud is committed on part of a subcontractor, no invoice will be paid during the investigation to the alleged offender. All correspondence concerning the investigation will be kept confidential and appropriately marked.

Additional Responsibilities

The Board shall ensure that business is conducted in an open manner, by making documents available to the public, on a regular basis through electronic means and open meetings. The website must contain the following:

- Local Plan and modifications
- Board members and their affiliations
- Selection of one-stop operators
- Award of grants to eligible training providers of workforce investment activities, including providers of youth workforce investment activities
- Minutes of the local Board
- Board by-laws

Change of Sub-State Monitoring Plan

The Plan is subject to change based on changes in WIOA and issuances provided by the State.

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Approved by the Workforce Development Board 08-07-2024 and by the Council of Local Elected Officials on 09-16-2024.

Approved by the Workforce Development Board May 6, 2026.

BUSINESS SERVICE & OUTREACH PLAN



2026-2029



The Ozark Region Missouri Job Center is an Equal Opportunity Employer/Program. Auxiliary aides and services are available upon request to individuals with disabilities. MO TTY users may call 800-735-2966 or contact Missouri Relay at 7-1-1. 1

ENGAGING EMPLOYERS IN THE OZARK REGION

STATEMENT OF PURPOSE

The purpose of this document is to provide guidance to the Ozark Region on engaging employers to meet the needs of the Region. By being proactive and responsive to our business community, we can ensure that the Region has a well-trained and skilled workforce and that each employer has the tools and manpower they need to be successful.

Engage, Listen, Supply

We shall accomplish this through the following and by adhering to the guidance set forth by the Workforce Innovation and Opportunity Act (WIOA), the Mission, Vision, and the goals of the Workforce Development Board.

BOARD'S MISSION AND VISION

Vision- A thriving regional economy supported by diverse employment opportunities and a highly trained and sustainable workforce.

Mission- The Workforce Development Board facilitates, advocates, and allocates resources for workforce solutions resulting in employer engagement and improved quality of life in the region.

OUTREACH

Staff will actively engage new employers through resources available (i.e. attendance at Chamber ~~events~~ events and other community events.) Staff will continue to strengthen relationships with current employers by follow-up contact, follow-up visit, reviewing the state's database system for activity, and by networking. Follow-up with the employer will allow staff to determine employers' current needs and future projections, as well as satisfaction with services.

Face-to-face meetings with the employers begin by listening. Through these meetings, staff can gauge the employer's needs as it relates to hiring and training.

One of the Board's committees will assist staff in planning the establishment of satellite offices in each county. Specific Workforce Development Specialists will be assigned to the satellite offices for designated times to provide assistance to the community in which the satellite office is located. These staff members will also attend community events and meetings.

Outreach materials shall be reviewed for consistent messaging and updated accordingly.

Coordination

To avoid duplication of effort, the Communications Coordinator will continue to ensure that the communication channels are open with partner agencies.. Partner agency business service personnel will be invited to business service meetings at least quarterly. Sharing of resources and contacts with partner agencies will assist in ensuring connecting job seekers with employers. One of the goals will be to increase the communication within the Job Center.

Business Service Staff

The Ozark Region is fortunate to have an experienced supervisor who has worked with business services for several years.

ROLES

Supervisor

Develop and lead staff in business relationships by providing workforce solutions for employers in the seven counties served in the Ozark Region.

Business Support Unit

- The Business Support Unit has responsibility of building and maintaining professional relationships with employers. Their primary role is to understand the needs of the employers and connect them with resources that can help support their organizations. Duties include, but not limited to, promoting Missouri Job Center employer services, assisting with recruitment and retention, coordinating hiring events, posting and customizing job orders in MoJobs, facilitating employment transition meetings for laid-off workers, establishing and monitoring on-the-job training contracts, establishing worksites for the work experience program (WEP), educating employers on building a registered apprenticeship, and connecting employers to resources such as the Division of Employment Security, the Department of Economic Development, the Department of Labor, and other supportive service agencies to provide a more comprehensive approach to serving their needs.
- The Ozark Region is fortunate to work directly with the OWD Rapid Response Coordinator. The Ozark Region B usiness Support Team recognizes that the OWD's Rapid Response Coordinator is the primary contact to avoid duplication and confusion during the event of a major layoff of more than 49 affected workers. ~~have an OWD Business Support Unit team member based in the Springfield MJC. Because of the close working proximity staff are in regular communication and work closely with the OWD team member. Though they work together, the Ozark Region recognizes that the OWD's Business Support Team member is the primary contact to avoid duplication and confusion.~~ Local staff members do not initiate contact with an employer regarding a layoff without first speaking with the OWD ~~team member~~ Rapid Response Coordinator. The local member is responsible for sharing information regarding layoffs (as permitted) to prepare staff for any influx of customers.

Veteran Representatives

The Ozark Region Missouri Job Center is an Equal Opportunity Employer/Program. Auxiliary aides and services are available upon request to individuals with disabilities. MO TTY users may call 800-735-2966 or contact Missouri Relay at 7-1-1. 3

The LVER (Local Veterans Employment Representative) assists Veterans by providing outreach to employers, according to JVSG rules, in order to link Veterans with appropriate employment and training opportunities.

Communications Coordinator

Personnel assigned has the responsibility to prepare and/or coordinate all communications and marketing, including social media and news releases.

Vocational Rehabilitation-Business Specialist

Vocational Rehabilitation candidates are people with disabilities with a variety of skill sets who are motivated to work. A dual customer approach by the Business Specialist supports both business and candidates to ensure successful outcomes utilizing resources such as workplace accommodations and assistive technology, and disability-related training including diversity and inclusion.

GOALS

Goal	Activity	Responsible Party	Completion Date	Expected Outcome
Increase Customer Satisfaction	Encourage the completion of the Business Services Survey	Business Services Staff	Ongoing	<ul style="list-style-type: none"> Number of Surveys will increase by 5% in the first year, and 10% each year thereafter for the next three years.
Hiring Events	Conduct industry specific events	COS staff Communication staff Business Services Staff	One industry per year	A minimum of 10 employers will participate
	Conduct employer hiring events, which include events for Veterans	COS Communication Staff Business Services Staff	Ongoing	Engage seven major employers with hiring events
Roundtables	Host a multi-industry roundtable in the Region	COS Communication Staff Business Service Staff	Annually	A minimum of 10 employers will attend each RoundTable

	Host Youth Roundtable in the Region	COS Staff Communications Staff Aspire Staff	Bi-annually	A minimum of 15 youth will attend
Community Outreach	Represent the Department at various business and community events	COS Business Services Staff Communication Staff Specific Staff assigned in the counties	On-going	Participate in a minimum of three community events per year
Rural Outreach	Develop a strategic rural outreach plan	COS Staff Communication Staff	July 2027	Outreach plan will be developed as a guide to staff
	Attend Chamber meetings in all seven counties	COS Business Services Staff Specific staff assigned in the counties	Quarterly	At least one meeting per quarter
	Establish satellite locations in each county	Board Committee Designated COS Staff	2027	Staff will be placed in each county at least one day per week.
Contact Visit	Contact new employers	COS Business Services Staff	Annually	20-25 new employers will be engaged and active in MoJobs
	Maintain relationship with current employers	COS staff	Annually	60% employers will take advantage of additional services.
Referrals	Refer job seekers to employers	COS Staff	Ongoing	Number of referrals made to businesses will increase by 50 over the next three years.
Job Orders	Receive Job postings from employers	COS Staff and State Liaison Business Services Staff	Ongoing	Increase the number of job postings in system to 25 per quarter
Meet Performance Measures	Employer Retention	COS Staff and State Liaison Business Services Staff		
			2028-29	Performance for this measure will be

				negotiated in 2028-29
Services	Posting of Services	COS staff	Ongoing	The number of services placed in the system will increase by 25% over the next three years,

DEFINITIONS

Apprenticeships- Registered Apprenticeship (RA) is a proven, employer-driven workforce development model that combines paid, on-the-job training with related technical instruction and leads to a nationally recognized credential. Programs are registered with the U.S. Department of Labor or a State Apprenticeship Agency and are designed to meet employers’ talent needs while providing workers with clear career pathways and wage progression.

Federal Bonding-a job incentive for employers to hire and job seekers and retain at-risk employees.

Incumbent worker-a program designed to meet the special requirements of an employer to retain a skilled workforce or avert the need to lay off employees by assisting the workers in obtaining the skill necessary to retain employment.

Internship-an internship is a planned, structure, time-limited learning experiences that takes place in a workplace and typically tied to a related educational component. An internship may be paid or unpaid as appropriate.

National Career Readiness Certificate (NCRC) - The National Career Readiness Certificate (NCRC), issued by ACT. This work-related skills credential provides objective documentation of an employee's skills in three areas critical to on-the-job success: Applied Mathematics, Reading for Information, and Locating Information.

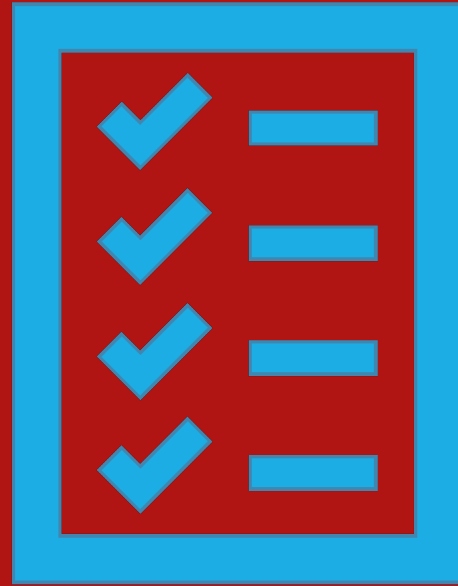
On-the-Job Training (OJT)- An OJT’s primary purpose is to provide participants with knowledge and skills on the job for full performance of a job. OJT reimburses employers a portion of the wages for the extraordinary costs of providing training and additional supervision.

Talify- Assessments for personality and behaviors along with key competencies.

Work Experience- A planned, structured learning experience that takes place in a workplace for a limited period of time. Work experience may be paid or unpaid, as appropriate.

Work Opportunity Tax Credit (WOTC)- A Federal tax credit available to employers for hiring individuals from specific target groups who face barriers to employment.

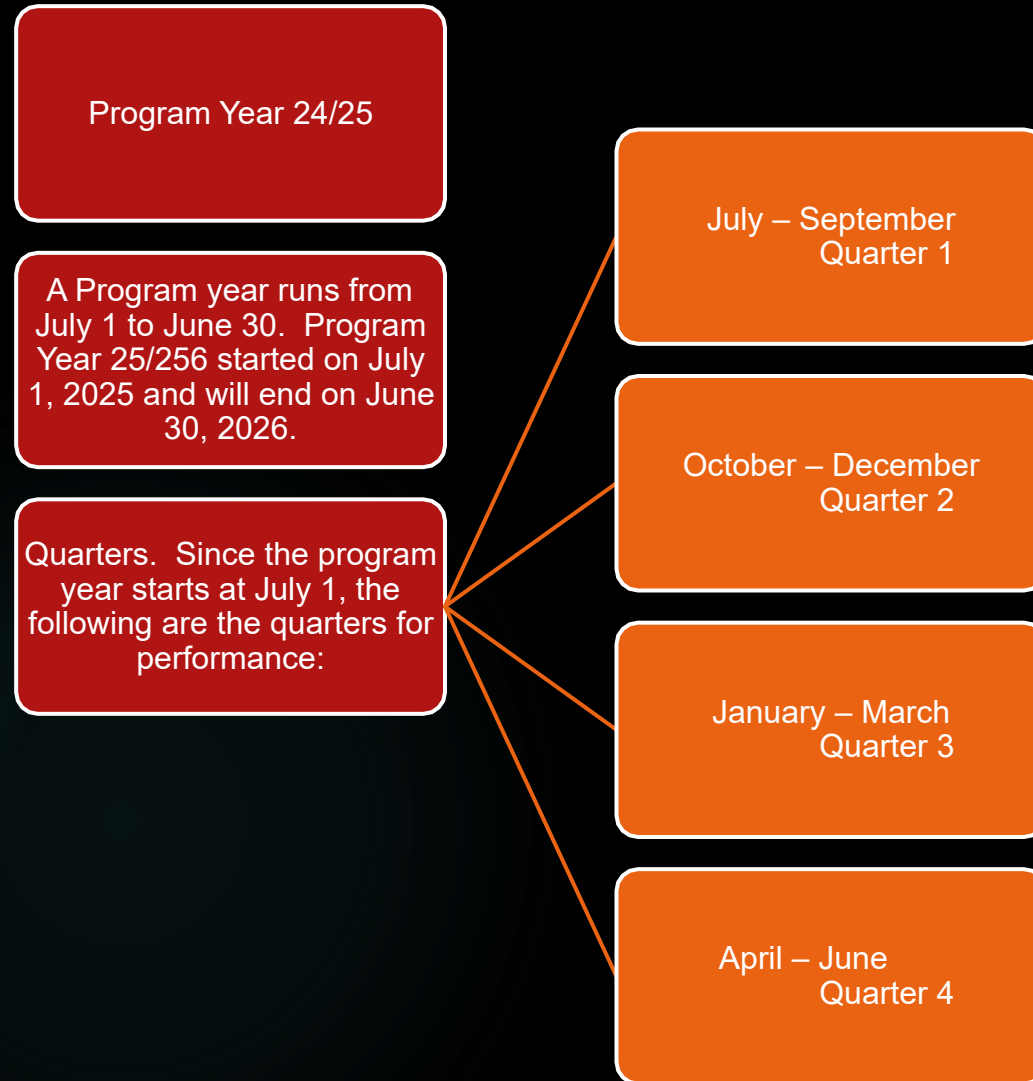
Approved by the WDB 02-04-26 and the CLEO 02-06-26



Performance

PY 2024 Q4

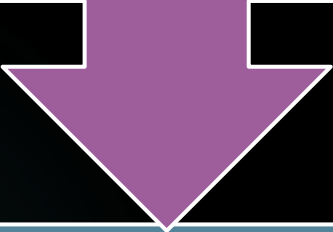
Program Year



Measures

- ◆ The Workforce Innovation and Opportunity Act outlines the performance measures that must be followed. They include:
 - ◆ Employment Quarter 2-Exiters
 - ◆ Employment Quarter 4-Exiters
 - ◆ Credential-Exiters
 - ◆ Skill Gains-Enrolled in training for the current year
 - ◆ Median Earnings-Exiters

Obtained by matching the
MOJobs system and the UI
System



Median Earnings

The median earnings value is the **wage in the middle of the rank order list**. Median = the middle value of a set of ordered data. If the list rank order of earnings contains an even number of values, sum the two middle values and divide by two.

Employment & Median Earnings

EXITERS

Participants who were enrolled and exited out of the program after 90 days of no services.

Data status



Current year: PY25

Current Quarter:PY25-Q3

Current month: PY25-Mar

Most recent registration: 04/01/2026

Most recent exiter date: 02/10/2026

Date site updated: 05/15/2026

Date file created: 05/14/2026

Performance PY 2025-2026 Q1

Green Meeting 100% or more
in performance

Yellow Meeting 90% of goal

Red Not meeting performance

Adult

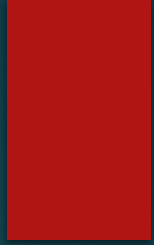
Performance	Contribution				
Indicator	Actual	LWDB Plan	% Achieved	num	den
Employment Q2	70.97%	71.50%	99.26%	88	124
Employment Q4	61.07%	71.00%	86.02%	91	149
Credential	80.00%	76.00%	105.26%	20	25
Skill Gains	72.73%	65.00%	111.89%	24	33
Median Earnings	\$6,509.96	\$6,600.00	98.64%	88	0

Dislocated Worker



Performance		Contribution				
Indicator	Actual	LWDB Plan	% Achieved	num	den	
Employment Q2	81.82%	76.50%	106.95%	9	11	
Employment Q4	87.50%	75.50%	115.89%	14	16	
Credential	83.33%	79.00%	105.49%	10	12	
Skill Gains	60.00%	55.00%	109.09%	3	5	
Median Earnings	\$10,466.48	\$8,100.00	129.22%	9	0	

Youth



Performance	Contribution					
Indicator	Actual	LWDB Plan	% Achieved	num	den	
Employment Q2	76.00%	77.50%	98.06%	19	25	
Employment Q4	80.77%	72.00%	112.18%	21	26	
Credential	91.67%	64.00%	143.23%	11	12	
Skill Gains	69.57%	47.00%	148.01%	16	23	
Median Earnings	\$3,323.82	\$4,400.00	75.54%	19	0	

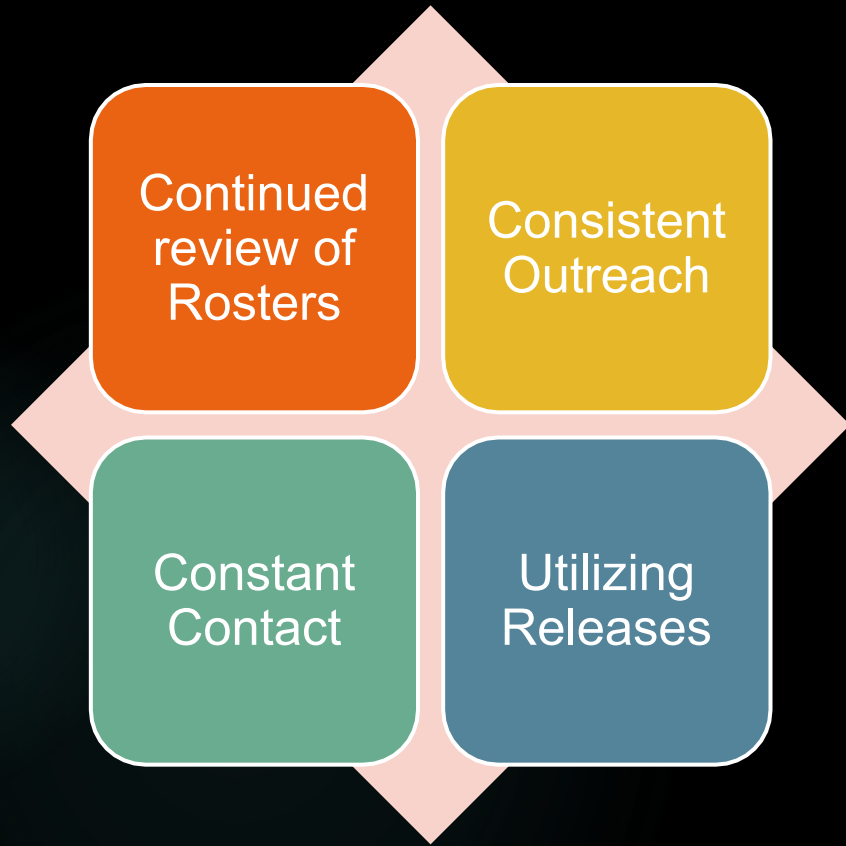
Wagner-Peyser



Performance	Contribution				
Indicator	Actual	LWDB Plan	% Achieved	num	den
Employment Q2	72.60%	73.00%	99.45%	1,375	1,894
Employment Q4	72.78%	69.00%	105.47%	1,751	2,406
Credential	0%	0%	0%	0	0
Skill Gains	0%	0%	0%	0	0
Median Earnings	\$8,167.79	\$7,000.00	116.68%	1,375	0

We do not negotiate Wagner-Peyser numbers.

What's Being Done



Training

- ◆ 68 Individuals actively participated in training
 - ◆ 43 Adult*
 - ◆ 11 Dislocated Worker*
 - ◆ 15 Youth
- ◆ Tied to Credentials & Skill Gains
- ◆ Funded through WIOA since July 1, 2025
 - ◆ 37 Adult Average Cost \$2,084.75
 - ◆ 11 Dislocated Worker cost \$2,139.06
 - ◆ 9 Youth, Average Cost \$8,093.88

*One participant enrolled in both Adult & Dislocated Worker.

What's Not Fully Counted

Work Experience

Supportive Services

Intensive Case Management

*Visits to the Job Center

*Those enrolled in services counted in Employment Quarter 2 & Employment Quarter 4

Work Experience

- ◆ 28 youth have participated in work experience opportunities for PY25/26 program year. Four had more than one work experience. Participants received at least minimum wage, \$13.75 per hour (now \$15). Participants can have up to 400 hours of work experience. Penmac serves as the employer of record and covers payroll and workman's compensation.

Supportive Services

- ◆ 29 individuals have been assisted with Supportive Services with a total of 65 supportive services.
 - ◆ Supportive services included transportation assistance (gas cards and bus passes) and work-related assistance such as apparel for work.
 - ◆ Sixteen youth received Incentive payments.

Intensive Case Management

- ◆ Working with individuals on their barriers
- ◆ Consistent contact and follow-up

Statistical Adjustment Model

Variables
Hispanic
White
Female
Disability
School Status Entry
Homeless
Ex-Offender
Single Parent
Low Skills
training
Unemployment_Rate
Age Under 18
Age 18_21
Age 21_25
Less High School
High School or Above

Adult	EQ2	EQ4	Credential	MSG
y Actual:	65.25%	59.70%	78.57%	88.00%
Pre_y	70.92%	67.86%	63.27%	69.70%
yhat(PY24):	65.79%	58.78%	57.55%	68.94%
Adjustment Factor:	-5.13%	-9.08%	-5.72%	-0.76%
Bound Adjustment Factor:				
Goal:	71.50%	71.00%	76.00%	65.00%
Adjusted Goal:	66.37%	61.92%	70.28%	64.24%
Acheivment:	98.31%	96.41%	111.80%	136.99%



DW	EQ2	EQ4	DW	Credential	MSG
y Actual:	90.00%	74.70%	y Actual:	50.00%	91.67%
Pre_y	76.71%	73.47%	Pre_y	74.24%	71.97%
yhat(PY24):	76.95%	75.67%	yhat(PY24):	74.78%	74.10%
Adjustment Factor:	0.24%	2.20%	Adjustment Factor:	0.54%	2.13%
Bound Adjustment Factor:			Bound Adjustment Factor:		
Goal:	76.50%	75.50%	Goal:	79.00%	55.00%
Adjusted Goal:	76.74%	77.70%	Adjusted Goal:	79.54%	57.13%
Acheivment:	117.28%	95.12%	Acheivment:	62.86%	160.46%



Youth	EQ2	EQ4	Youth	Credential	MSG
y Actual:	79.17%	73.33%	y Actual:	100.00%	57.14%
Pre_y	70.77%	77.11%	Pre_y	26.22%	54.06%
yhat(PY24):	74.36%	78.38%	yhat(PY24):	69.70%	43.29%
Adjustment Factor:	3.59%	1.27%	Adjustment Factor:	43.48%	-10.77%
				6.40%	-4.70%
Bound Adjustment Factor:			Bound Adjustment Factor:		
Goal:	77.50%	72.00%	Goal:	64.00%	47.00%
Adjusted Goal:	81.09%	73.27%	Adjusted Goal:	70.40%	42.30%
Acheivment:	97.63%	100.09%	Acheivment:	142.05%	135.09%

Job Orders



Job Order Report - by County

County	State	Country	Total Job Orders	Total Job Openings	Total Job Referrals
<u>Taney County</u>	MO	US	185	1,405	333
<u>Christian County</u>	MO	US	71	842	79
<u>Stone County</u>	MO	US	25	43	18
<u>Webster County</u>	MO	US	22	29	42
<u>Greene County</u>	MO	US	533	3,884	1,634
<u>Dallas County</u>	MO	US	9	59	17
<u>Polk County</u>	MO	US	11	13	31

Types

Industry Sector Description	Total Job Orders	Total Job Openings	Total Job Referrals
Transportation and Warehousing (48 & 49)	10	10	45
Construction	64	185	127
Professional Scientific & Technical Svc	21	23	57
Wholesale Trade	40	104	253
Education Services	23	36	34
Arts, Entertainment, and Recreation	7	137	27
Management of Companies and Enterprises	1	3	0
Admin., Support, Waste Mgmt, Remediation	157	1,340	413
Manufacturing (31-33)	25	51	79
Real Estate and Rental and Leasing	4	8	5
Information	42	43	144
Health Care and Social Assistance	82	1,400	229
Retail Trade (44 & 45)	26	177	146
Agriculture, Forestry, Fishing & Hunting	10	56	0
Accommodation and Food Services	81	965	105
Local Government, Exc. Education, Hospitals	42	260	78
Finance and Insurance	26	28	66
Total Government	9	9	30
Manufacturing (31-33)	5	6	4
Transportation and Warehousing (48 & 49)	27	1,046	49
Utilities	46	46	59
Manufacturing (31-33)	16	39	64
Other Services (except Public Admin.)	52	82	119
Federal Government	1	1	0
Public Administration	26	131	56
Unclassified establishments	1	11	0
Retail Trade (44 & 45)	14	20	33