



Agenda

Planning and Oversight Committee

July 15, 2025

11:30 AM

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

Join Zoom Meeting

<https://zoom.us/j/94729062561?pwd=3Nt05gnqzMXjCEHI2KCXdmWldiDRni.1>

Meeting ID: 947 2906 2561

Passcode: 167696

1. Call to Order

2. Approval of Minutes

2.1. May 20, 2025, Planning & Oversight Committee Meeting Minutes

2.2. June 3, 2025, Planning & Oversight Committee Meeting Minutes

3. New Business

3.1. One-Stop Operator Monitoring Report (*Karen Dowdy*)

3.2. Substate Monitoring Report (*Karen Dowdy*)

3.3. EO Program Analysis (*Karen Dowdy*)

4. Reports

4.1. Performance Report (*Karen Dowdy*)

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.

4.2. Monitoring Report (*Karen Dowdy*)

4.3. Workforce Update (*Ericka Schmeeckle*)

5. Adjournment

Call to Order			
		A regular meeting of the Ozark Region Workforce Development Board’s Planning and Oversight Committee was held via Zoom on Tuesday, May 20, 2025. The meeting convened at 11:40 a.m., with Committee Chair Dan Montgomery presiding.	
Attendance			
√ Notes in attendance: * Notes Board Member			
Committee Members	Dr. Abby Benz*	Charlyce Ruth	√Dan Montgomery*, Chair
	Jeremy MacLaughlin*	Michelle Clark*	Susan Johanson*
Guests in Attendance	Kevin McGill*, Pat Shay*, Robin McHugh*, Bill Skains, Carmen May, Cindi Koenneker, Cynthia Collins, Ericka Schmeeckle, Karen Dowdy, Katherine Proctor, Laura, Vales, Maddy MacNeil, and Tracy Keithley		
Approval of Minutes			
March 18, 2025, Planning & Oversight Committee Meeting Minutes	Mr. Montgomery asked for any adjustments to the minutes. <i>A motion was made by Pat Shay and seconded by Robin McHugh to approve the minutes of the March 18, 2025, meeting as presented. Motion carried.</i>		
Reports			
Performance	Ms. Dowdy presented the performance report as of Q3 PY2024. - Timeframes: - Performance was evaluated for the 2024-2025 program year. - Program years operated on a July 1 through June 30 model. - Quarter dates: - Quarter 1: July 1 – September 30 - Quarter 2: October 1 – December 31 - Quarter 3: January 1 – March 31 - Quarter 4: April 1 – June 30 - Measures: - The “Employment Quarter 2,” “Employment Quarter 4,” “Credential,” and “Median Earnings” measures were based on participants who had exited. - The “Skill Gains” measure was based on participants who were actively in training. - The “Employment Quarter 2,” “Employment Quarter 4,” and “Median Earnings” measures all received data by matching MOJobs and the UI System. - Participants were considered to have exited the program if they had been enrolled and were out of the program after 90 days of no services or reportable activity. - Ms. Dowdy explained the status of the data reported in the performance measures.		

- For the Adult Program measures:
 - Employment Rate Q2 had not reached the requirement and was at 85.66% of the goal.
 - Employment Rate Q4 had not reached the requirement and was at 84.97% of the goal.
 - Credential had not reached the requirement and was at 87.72% of the goal.
 - Measurable Skill Gains exceeded the goal by 35.53%.
 - Median Earnings had not reached the requirement and was at 84.04% of the goal.
 - Ms. Dowdy noted that the requirement was to reach 90% of the goal, and all measures were close.
 - Mr. Skains inquired about the reason for the drop in employment. Ms. Dowdy stated that employment was based on UI data and was uncertain as to the reason for the drop, but expressed hope for the end of the quarter to yield better results.
- For the Dislocated Worker Program measures:
 - Employment Rate Q2 exceeded the goal by 17.65%.
 - Employment Rate Q4 met the requirement and was at 97.68% of the goal.
 - Credential had not reached the requirement and was at 63.29%. Ms. Dowdy stated that if two more participants received a credential, the goal would be exceeded.
 - Measurable Skill Gains exceeded the goal by 51.52%.
 - Median Earnings exceeded the goal by 35.59%.
- For the Youth Program measures:
 - Employment Rate Q2 exceeded the goal by 1.38%.
 - Employment Rate Q4 exceeded the goal by 8.02%.
 - Credential exceeded the goal by 56.25%.
 - Measurable Skill Gains exceeded the goal by 6.38%.
 - Median Earnings exceeded the goal by 31.97%.
- For Wagner-Peyser:
 - Employment Rate Q2 had reached the requirement and was at 98.60% of the goal.
 - Employment Rate Q4 exceeded the goal by 3.84%.
 - Median Earnings exceeded the goal by 11.87%.
- Training:
 - 68 Individuals were actively participating in training
 - 41 in the adult program
 - 7 in the dislocated worker program
 - 20 in the youth program
 - 16 were funded through WIOA; others had been co-enrolled in other grant opportunities.
 - 10 adults with an average cost of \$4,566.74 for tuition.

	▪ 2 dislocated workers with an average cost of \$1,219 for tuition. ▪ 14 youth with an average cost of \$11,328.50 for tuition. • Work Experience: ○ 23 youth had participated in a work experience opportunity during the 2024-25 program year, receiving at least minimum wage of \$13.75 per hour. ○ \$75,173.40 was spent on work experience opportunities, averaging \$3,268.40 per participant. ○ Ms. Dowdy explained that work experience gave the individual the ability to list the experience on their resume and the skills to secure longer-term employment. She added that occasionally, participants had been hired by the company after completing the Work Experience. She noted that Work Experience did not equate to the earning of a credential. • Supportive Services: ○ 22 individuals received Supportive services. ▪ Supportive services included transportation services (i.e., gas cards or bus passes) and work-related assistance (i.e., apparel for work). ▪ There were 56 supportive services for a total of \$11,423.38. ▪ The average cost per participant was \$519.24. ○ Two youth participants received a \$200 incentive for completing a work experience, and one youth received a \$250 incentive for completing training. • Visits to the Job Centers (July 1 – February 28): ○ 12,064 individuals were assisted across the three locations. ▪ 6,289 individuals were assisted at the Springfield location. ▪ 5,196 individuals had been assisted at the Branson location. ▪ 579 individuals were assisted at the North office. ○ Ms. Dowdy shared charts regarding breakdowns of foot traffic by location and county. • Intensive Case Management: ○ Ms. Dowdy explained that participants receiving intensive case management required more work with a case manager on specific skills, or identifying or removing barriers. • Cost per: ○ \$1,494,990.92 had been expended in the 2024-25 program year. ○ There had been 12,064 visits to the Missouri Job Centers. ○ The average cost per visit to the Job Center was \$123.92.
--	--

	Mr. Skains expressed concerns about the employment after exit measures.
<i>Monitoring</i>	Ms. Dowdy shared that she had completed a review of all the training for quarter three for the Adult and Dislocated Worker programs. She noted that an area of concern was the missing or late submission of case notes for services. She stated the monitor had asked for more comprehensive notes on how services were provided. For the Youth Program, she noted that she was working with staff to utilize more of the available services. Noted areas of concern included delays in uploading documents and uncompleted work plans, with generally missing dates on the plans.
<i>Workforce Update</i>	Ms. Schmeeckle shared that an Executive Order from April 23 and described some of the Administration's goals regarding the workforce. Approximately one week later, the proposed 2026 budget was released. She noted that the budget and the executive order helped identify priorities for the future. She noted the proposed budget had a 35% cut to the Department of Labor's budget, eliminating programs like Job Corps. She added that there seemed to be a priority placed on apprenticeships. She noted some additional resources regarding updates from the Federal level. Ms. Schmeeckle shared that there was a new regional Federal Project Officer. She noted that Missouri had not received its allocations and that those allocations needed to be received before the regions received theirs. Ms. Schmeeckle shared that the City of Springfield had a new Mayor, Jeff Schrag, and had selected a new City Manager, David Cameron, to start in July, pending City Council approval.
<i>Adjournment</i>	
	The meeting was adjourned at 12:35 pm.

Notes taken by: Maddy MacNeil, Executive Secretary

Next Meeting: July 15, 2025

Call to Order			
	A special meeting of the Ozark Region Workforce Development Board’s Planning and Oversight Committee was held via Zoom on Tuesday, June 3, 2025. The meeting convened at 9:00 a.m., with Committee Chair Dan Montgomery presiding.		
Attendance			
√ Notes in attendance: * Notes Board Member			
Committee Members	Dr. Abby Benz*	√Charlyce Ruth	√Dan Montgomery*, Chair
	Jeremy MacLaughlin*	Michelle Clark*	Susan Johanson*
Guests in Attendance	Diane Rozier*, Kevin McGill*, Pat Shay*, Bill Skains, Carmen May, Cindi Koenneker, Cynthia Collins, Karen Dowdy, Katherine Proctor, Laura Vales, Maddy MacNeil, Toby Stevenson, and Tracy Keithley		
New Business			
Modification of the Plan of Service	Ms. Dowdy explained that whenever a change was needed to an attachment of the Plan of Service, the Plan of Service itself also needed to be revised. She explained that the City of Springfield had changed some of its financial policies, causing the need to revise some of the attachments and the Plan of Service. She noted that the financial-related attachments that had needed to be approved were 9a, 9c, 38, 39a, 39b, and there were additional attachments that also needed approval, which were 1, 4a, and 5. Ms. Dowdy explained that the change to Attachment 1 was an update of the address. The change of Attachment 4a was in relation to the list of Board members. Attachment 5 was an update to the Bylaws. She noted that once the modification of the Plan of Service was approved, it would need to be posted for Public comment for 15 days, after which it would be submitted to the state as Modification #1. Mr. Stevenson explained that the City of Springfield had made some changes to the Purchasing Policy. He shared that the revised policy aimed to streamline processes, update dollar thresholds to reflect current practices, remove outdated forms and procedures, and incorporate new legal requirements and ethical standards. Mr. Stevenson presented a summary page of the changes to the policy and stated that the summary document would be shared. Mr. Skains asked for clarification that the major change to the policy that most affected the Board was the changes to the thresholds. Mr. Stevenson agreed that the threshold changes were some of the most significant changes for the Board. Mr. Stevenson explained that another change to one of the attachments was the Cost Allocation Plan. He noted the major changes were the organization chart, post the merge of the Workforce Development and Economic Vitality Department, and a change to the allocation ratio of youth in the Pool ratio. Mr. Skains commented that the change in the allocations was fairly standard practice.		

	Ms. Dowdy asked if there were changes to the Cost Accounting Policy. Mr. Stevenson stated they had remained the same. Ms. Dowdy asked if there were any changes to Grant Administration Procedures. Mr. Stevenson stated that the policy had remained the same. Mr. Stevenson noted they were under review and, if changed, would then need to be approved at that time. <i>A motion was made by Pat Shay and seconded by Charlyce Ruth to approve modification number one to the Plan of Service, more specifically attachments 9a – the Purchasing Manual, 9c – the Supplement to 9a, 38 – the Cost Allocation Plan, 1 – the One Stops, 4a the Board Memberships, and 5 – the board’s Bylaws, as presented. Motion carried.</i>
Adjournment	
	The meeting was adjourned at 9:36 pm.

Notes taken by: Maddy MacNeil, Executive Secretary

Next Meeting: July 15, 2025



One-Stop Operator Report

2024/2025

Role of the One-Stop Operator

1. serve as an intermediary to public one-stop partners, engaging them to provide access to their services through the public, one-stop-delivery system;
2. know and understand the one-stop partner programs and the program services available through each partner as well as their performance requirements;
3. work with one-stop partners on continuous improvement of the one-stop system;
4. maintain a good working relationship with partners;
5. maintain familiarity with the State of Missouri's Office of Workforce Development's ("OWD's") one-stop certification criteria;
6. assure compliance with the Ozark Region's Job Center standards;
7. assist in developing and implementing the required WIOA Memorandum of Understanding with one-stop partners as directed by the Board;
8. maintain a thorough understanding of federal Department of Labor (DOL) regulations and OWD Issuances;
9. not establish practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training, and education services;
10. as a sub-recipient of Federal funds, follow the federal Uniform Guidance at 2 CFR Part 200;

Assignment of One-Stop Operator

The City of Springfield, Public Information and Civic Engagement Department, was selected as the One-Stop Operator through a competitive bidding process in 2022 and rebid in 2023 and the

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.



Department was once again selected. The Ozark Region Workforce Development Board voted to conduct a month-by-month extension for the One-Stop Operator agreement.

One Stop Coordinator

The One-Stop operator has assigned the duties to a One-Stop Coordinator, Katherine Proctor. The partner meeting, hosted by Ms. Proctor, were more limited during the 24/25 program year. The Springfield Job Center changed locations in October 2024, which may have impacted the meetings. In addition, the Department of Workforce Development and the Department of Economic Vitality merged in the summer of 2024, becoming the Department of Workforce and Economic Vitality. The Director of Economic Vitality remained the director of the merged departments.

Ms. Proctor provides reports on the One-Stop at the regularly scheduled Workforce Development Board meetings. These reports include activities, events, and statistics for the Region.

Monitoring

A review was conducted of the One-Stop Operator and finalized on June 5, 2025, utilizing the monitoring tool developed by the State. There were no significant findings.

Areas of Concern

1. Partner engagement has been limited this past year. The One-Stop Coordinator hosted a meeting to discuss the infrastructure agreements; however, the attendance was low. Steps should be taken to increase partner engagement either through meetings or other means to ensure the engagement.
2. Feedback continues to be limited. Career Services has implemented a process to provide opportunities for feedback from visitors to the job center in Springfield. The results should be shared with the One-Stop Operator. In addition, Staff should continue to be encouraged to share the satisfaction survey provided by the State. It was also recommended that the One-Stop Operator/Coordinator conduct a satisfaction survey of the Partners, this did not occur; however, is planned for July 2025.

Report provided by:

Karen Dowdy, Compliance Coordinator

Ozark Region

Sub-State Monitoring Report

2024-2025

As required, the Region must conduct monitoring of programs to ensure compliance with all applicable guidelines, policies, and regulations. The Ozark Region follows the Sub-state Monitoring policy as set forth by the Office of Workforce Development at the Missouri Department of Higher Education and Workforce Development.

The following report depicts and summarizes the program monitoring conducted for the Workforce Innovation and Opportunity Act (WIOA) programs and related grants.

Program Reviews

Area: ABC

Scope: The review was conducted and included a time period of July 2024 through April 2025. A total of 77 files were reviewed. Compliance staff met with each Workforce Development Specialist to discuss each review and request corrections.

Observations:

- No full explanations of how activities/services were provided.
- Incorrect utilization of I9 for citizenship or unverified.
- Social Security verification incorrect
- Missing WIOA referrals
- Case note contained same phrasing for many of the participants noting “limitations to work around” and “having some barriers”

Number of Files Reviewed: 77

Area: Training

Scope: The training review was conducted and included a time period of July 2024 through June 2025. All new training participant files were reviewed for a total of 45 files. The first two quarters involved co-enrollment with EDA. A notice was received from the State that entering a training activity without WIOA funding would no longer be allowed, which impacted Quarters 3 & 4. Compliance staff met with each Workforce Development Specialist to discuss each review and request corrections. A report was presented to the Skills Team Supervisor for each quarter with enrollments.

Observations: As the Region currently uploads documents, the review utilized the MoJobs system and the uploaded document. Items noted included late notes, limited information on activities, and missing documents.

Supportive services were provided on a limited basis, which needed appropriate casenotes reflecting the need and scope of the supportive service.

As of the beginning of June performance was not being met in Quarter 4 for Employment Q4 and Credential for Adult. For Dislocated Worker, performance was not being met in Credential for Dislocated Workers.

Number of Files Reviewed: 45

Area: OJT

There were no On-the-Job Training enrollments for the year.

Area: Youth (Year-Round Youth)

Scope: The training review was conducted and included a time period of July 2024 through June 2025. All new enrollments were reviewed based on the quarter for which they enrolled. There were 32 new enrollments during the program year. The City of Springfield, Department of Workforce Development, operates the Youth program on behalf of the Workforce Development Board.

Observations:

The following elements were utilized during the program year:

Elements

400 Summer Youth Employment	0
401 Education For Workplace Preparation	0
406 Tutoring	0
408 Internship-Unpaid	0
409 Job Shadowing	0
410 Leadership	3
411 Adult Mentoring	0
415 Alternative Secondary School	0
416 Occupational Skills Training	2
417 Comprehensive Guidance	0
418 Adult Education	0
420 Scholars	0
421 Career Awareness	4
425 Work Experience	14
426 Work Experience Unpaid	0
427 Internship Paid	0
428 OJT	0

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.

431 Prepare Post-secondary	0
433 Pre-Apprenticeship	0
434 Financial Literacy	6
435 Entrepreneurial Skills	0
436 Labor market information	32
480-486 Supportive Services	4
Incentive	0

Items noted included late notes, limited contact, no WIOA referral, delays in uploading documents, employment history not reflected in system, not fully describing how services were provided, not addressing barriers on ISS, and incomplete training plans.

As of June 2025, preliminary performance reports reflect the Measurable Skill Gains (MSG) was not being met. Rosters were reviewed and staff endeavored to obtain the necessary documentation for the MSG.

Number of Files Reviewed: 32

Supportive Services

Documentation was found for all supportive services. There was a delay in the upload of documentation and opening of the services in one instance. Case notes did not reflect that other resources were considered in some files. This was reviewed with staff at the time of the monitoring review. Supportive services included transportation, work-related items, and a birth certificate.

Work Experience

Work Experience was reviewed during regular file reviews. Youth had placements with a variety of employers. Documentation continues to be slow on being uploaded. There were a couple of instances where the training plan did not have dates listed; however, they were corrected. EO forms signed by the employer were missing in some files.

Entrepreneurial & Incumbent Worker

There were no training that involved Incumbent Worker or Entrepreneurial.

One Stop Operator

A review was conducted utilizing the monitoring tool on June 5, 2025.

Hiring events were suspended until April 2025; however, have been occurring since that date. Social media has increased to provide notification of activities.

It is recommended that efforts for partner engagement be increased. A satisfaction survey was recommended and the One Stop Coordinator has taken steps to develop the survey.

Financial Monitoring

As there was no sub-recipient, no financial monitoring was conducted.

EO

During file reviews, each record was checked for adherence to providing the Equal Opportunity Complaint & Grievance file. Monthly training opportunities were provided to staff on topics related to equal opportunity until suspended early 2025. Posters are visible and braille signage is available in the Branson Office. Because of the relocation of the Springfield Center, signage has not yet been placed.

Rehab Services for the Blind conducted training again for staff on JAWS. A staffing analysis was prepared in October 2024, with no significant findings. The annual data analysis was completed without significant findings. Low numbers in demographics impacted the data appearing that adverse impact was occurring to major demographics. In addition, age 55+ continues to show possible adverse impact in employment, but also reflected in the Individualized Career Services.

Risk Assessment

The annual Risk Assessment was conducted for the City of Springfield on January 13, 2025. Results indicated that the provider was “Low Risk”.

Summary

Efforts were made to review all new enrollments until late June 2025. Several of the items observed mirrored the State’s monitoring. Meetings were held with staff to review the monitoring and to request corrections. Continuous training has occurred is recommended to continue. The Springfield Job Center relocated in October 2024 and remodeling is still expected to occur and will meet all ADA requirements.

Respectfully submitted

Karen Dowdy

7/3/25

Annual EO Report

2025

Missouri's Ozark Region
Data Analysis of PY 2022

Ozark Region PY 22 Customer Demographic Data Statistical Analysis

Introduction

Ozark Region

The Local Workforce Development Area (Christian, Dallas, Greene, Polk, Stone, Taney, and Webster counties) was originally designated as the Ozark Region under the Workforce Investment Act (WIA) of 1998 and re-designated under the Workforce Innovation and Opportunity Act (WIOA) of 2014. Job Centers were established to provide a “one-stop” location for job seekers and businesses to access services. The Missouri Job Centers for the Ozark Region are located in Springfield (main location and North side office) and in Branson, Missouri.

The Ozark Region has established partnerships with several agencies throughout the Region. Each “in-house” partner strives to provide the best possible service to the citizens of the Region without regard to race, color, religion, sex, national origin, age, disability, or political affiliation or belief. This is also highlighted in the Board’s Memorandum of Understanding with the partners.

Healthcare, Transportation and Logistics, Construction, IT, and Manufacturing have been named sectors for the Ozark Region. The focus of training has been these sectors.

The City of Springfield, Department of Workforce Development merged with the Department of Economic Vitality becoming the Department of Workforce and Economic Vitality. This department is the operator of WIOA programs for the Ozark Region. There has been an effort to diversify funding through other federal grants with the decreasing funding of WIOA. Efforts have been made to co-enroll with WIOA when possible.

Initiatives

The Ozark Region has placed a major emphasis on inclusion in the workplace. Some of our initiatives are listed below:

Relocation-In October of 2024, the main Springfield Job Center moved to a more centralized building to better serve those in need.

Continuous Staff Training- Leadership of the Ozark Region Job Center continues to offer an array of training opportunities for staff to learn more about serving diverse clients. Information, tips, and updates are provided at weekly staff meetings. Opportunities are available for staff to attend conferences.

Strengthening of Partnerships- Another initiative we have undertaken is to continually strengthen our partnerships with organizations with similar missions in terms of equal opportunity efforts. Staff engage

with various community organizations and are able to find additional resources. Rehabilitation for the Blind continues to assist the Center regarding assistive technology.

Outreach

The Ozark Region can serve citizens of the seven-county region in a variety of means by providing various access points including MoJobs, social media, the Springfield main office and affiliate site, and the Branson comprehensive site.

Staff continue to provide direct assistance to local business in recruitment, testing, job postings, job fairs, etc. and serve as a resource for legal postings and basic information on employment law.

Staff are involved in community and other organizations and events throughout the Region. Some of these included Rare Breed, Excel Center, Glo Center, Pregnancy Lifeline, Greene County Juvenile Center, AARP/SCSEP, Drew Lewis Foundation, Council of Churches, area high schools, NAACP, the multi-cultural festival, and Juneteenth Saturday. Currently, our north office (north Springfield) is housed in a multi-resource organization at the O'Reily Center for Hope, where they strive to meet the needs of a diverse population.

EEO Officer

Ericka Schmeackle served as the Interim Director for the City of Springfield Department of Workforce Development. She now serves as the Assistant Director. In the summer of 2024, the Department merged with the Department of Economic Vitality becoming the Department of Workforce and Economic Vitality. Amanda Ohlensehlen serves as the Director of Workforce and Economic Vitality. Ms. Schmeackle is responsible for Job Center operations. The current EEO Officer for the Region is Karen Dowdy. In the winter of 2024/2025, the State made the decision to transfer the duties of equal opportunity to that of a state employee. This transition will be completed as of July 1, 2025.

Employment Statistics

According to MERIC, the following indicates the Civilian Labor force in January 2025 was as follows:

Labor Force	286,321
Employment	272,937
Unemployed	13,384
Unemployment Rate	4.7%

According to MERIC, the most recent unemployment rate for the Ozark Region is as follows:

Local Area Unemployment Statistics April 2024				
Area	Civilian Labor Force	Employment	Unemployment	Unemployment Rate
Christian County	48,026	46,259	1,767	3.7%
Dallas County	7,249	6,890	359	5.0%



A proud partner of the [americanjobcenter](#) network®

Ozark Region

Greene County	157,795	152,027	5,768	3.7%
Polk County	15,138	14,485	653	4.3%
Stone County	14,050	12,844	1,206	8.6%
Taney County	25,727	22,812	2,915	11.3%
Webster County	18,336	17,620	716	3.9%

MERIC website: <https://meric.mo.gov/regional-profiles/ozark>

Civilian Labor Force

The Civilian Labor Force plays an integral role in this report. These numbers are crucial in the interpretation and analysis in this report. It will be important to reference these charts and tables as you read through the various programs, to draw comparison between program demographics and Civilian Labor Force.

Age

Gender



A proud partner of the [americanjobcenter](#) network®

Ozark Region

Disability Status

Disability	Number	Percentage
Disabled	42,380	11.22%
Non-Disabled	335,331	88.78%

Race & Ethnicity

White	234,459	Asian	4,685
Black or African American	10,771	Native Hawaiian and Other Pacific Islander	377
American Indian and Alaska Native	2,136	Two or more races	5,658

Hispanic	12,114
Non-Hispanic	245,976

Hispanic is 4.9% of the population

Data Analysis

PY 22 Spreadsheets were received by the EEO Officer. Those included spreadsheets reflecting the 80% rule and Standard Deviation and are as follows:

- Adult 2nd & 4th Quarter after Exits
 - Received Basic Career Services
 - Received Individualized Career Services
 - Received Training
 - Federal Training
 - Received Supportive Services
 - Completed Training
 - Did Not Complete Training
- Dislocated Worker 2nd & 4th Quarter after Exits
 - Received Basic Career Services
 - Received Individualized Career Services
 - Received Training
 - Federal Training
 - Received Supportive Services
 - Completed Training
 - Did Not Complete Training
- MSFW 2nd and 4th Quarter
 - Received Basic Career Services



A proud partner of the [americanjobcenter](#) network®

Ozark Region

- Received Individualized Career Services
- Received Training
- Federal Training
- Received Supportive Services
- Completed Training
- Did Not Complete Training
- Veteran 2nd and 4th Quarter
 - Received Basic Career Services
 - Received Individualized Career Services
 - Received Training
 - Federal Training
 - Received Supportive Services
 - Completed Training
 - Did Not Complete Training
- Wagner-Peyser 2nd and 4th Quarter
 - Received Basic Career Services
 - Received Individualized Career Services
 - Received Training
 - Federal Training
 - Received Supportive Services
 - Completed Training
 - Did Not Complete Training
- Youth Services- 2nd & 4th (includes additional levels)
 - Received Basic Career Services
 - Received Individualized Career Services
 - Received Training
 - Federal Training
 - Received Supportive Services
 - Completed Training
 - Did Not Complete Training
 - Received Work Experience
 - Received Educational Achievement
 - Received Summer Employment Opportunities

These analyses were assimilated into one document and a broad view approach was taken to determine patterns across program lines. Much of the data was reviewed according to the following:

Total Gender
Male
Female
Did Not Self Identify
Total Age Group
14-21
22-29



A proud partner of the [americanjobcenter](#) network®

Ozark Region

30-54
55+
Total Race
Asian
African American
American Indian / Alaskan Native
Pacific Islander
White
Multi Race
n/a
Total Ethnicity
Hispanic
Did Not Self-Identify
Not Hispanic
Total Disability
No Disability
Disabled
Participant did not disclose
Total Limited English
Not Limited English
Limited English

Process

The EEO Data Analysis Spreadsheets were received from the State for review for evidence of disparate or possible disparate treatment of demographic groups in the WIOA Adult, WIOA Dislocated Worker, WIOA Youth, MSFW, Veterans and Wagner-Peyser programs. The model used in the initial data analysis process was used to compare PY 22 customer demographics with the Civilian Labor Force.

Review of Data Analysis

A meeting with the program supervisors was held on Tuesday, June 10, 2025 to provide guidance on the review and to set a deadline for responses. Robin McHugh (Regional Manager), John Wilcutt, Mark Hinterleiter (Wagner Peyser), and Cynthia Collins (Career Services Supervisor) were provided an explanation of the process and the focus on the areas that appeared to have an adverse impact in both the 80% and the Standard Deviation. Tracy Keithley (Adult, Dislocated Worker, and Youth) was unable to attend and a separate meeting was held with her. June 17 was set as the deadline to submit ideas and thoughts on possible adverse impacts.

WIOA Adult/DW

The Skills Team operates the WIOA Adult and Dislocated Worker Programs. Individuals, who are determined to be unsuccessful at the Career Services level, such as not being able to find employment at a



Ozark Region

sustaining wage, and need Training Services, may receive Training Services after the creation of a WIOA Adult or Dislocated Worker actual enrollment through the standard eligibility data collection and program enrollment process. Full eligibility documentation equal to what is required for training services is required before an individual receives these services: including internships, work experiences, supportive services, and job search assistance.

Any individual meeting with a Skills Team member, regardless of eligibility, is offered information about other Job Center programs for which they might be eligible. The client can benefit from testing/assessments; such as but not limited to, the NCRC, Talify, and TABE. Staff provide Job path guidance to customers to determine the proper school and program of study for the client. They are advised of in demand occupations in the Region, utilizing MERIC and ONET, to help the client make an informed decision. Obtaining financial aid through FAFSA, scholarships, is discussed and the client is guided on how to apply for these. Any other applicable resources that might pertain to the client are offered.

Individuals receiving services from this department must meet eligibility for either the Adult or Dislocated Worker Programs. Priority of Service to eligible veterans or spouses is provided. General Eligibility for the Adult Program is for a client to meet poverty or lower living standard income level guidelines, receiving or received within last six months or a member of a family that is or has received in the last six months SNAP, TANF, or SSI, be a homeless individual, or an individual with a disability whose own income meets income guidelines. General eligibility for Dislocated Worker Program as follows:

Category 1...

Who has been terminated, laid off, received a notice of termination or layoff from employment and, is unlikely to return to a previous industry or occupation.

Category 2...

In addition, those who “may” also qualify are those who have been employed for sufficient duration to demonstrate workforce attachment, but is not eligible for UI due to insufficient earnings or the employer is not covered under the state UI law and is unlikely to return to the previous industry or occupation.

Category 3...

Who is terminated or laid off, or has received notice of termination or layoff from employment as a result of the permanent closure or substantial layoff at a plant, facility, or enterprise.

Category 4...

Individuals who are *currently employed* at a facility at which the employer has made a general announcement that the facility will close.

Category 5...

Individual who were previously self-employed (including farmers, ranchers, and fisherman), but is unemployed due to general economic conditions in the community of residence or due to a natural disaster.



A proud partner of the [americanjobcenter](#) network®

Ozark Region

*At least 1 item of documentation must be provided for 1) permanent laid off status; 2) UI employment status; or 3) unlikely to return to a previous industry or occupation.

Category 6...

Is a “Displaced Homemaker”. A Displaced Homemaker is a person who has been providing unpaid services to family members in the home **AND** has been dependent on the income of another family member, but is no longer supported by that income.

OR...

- Is the dependent spouse of a member of the Armed Forces on active duty and whose family income is significantly reduced because of a deployment, a call or order to active duty, a permanent change of station, or the service-connected death or disability of the member;
- AND...**
- Is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment.

Category 7...

Individual is a spouse of a member of the Armed Forces on active duty **AND** who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member.

Category 8...

Individual is the spouse of a member of the Armed Forces on active duty **AND** who is unemployed or underemployed **AND** is experiences difficulty in obtaining or upgrading employment.

Category 12...

Dislocated Worker Grant (DWG) eligibility: Individual does not meet criteria outlined for Dislocated Workers in categories 1-8 above; but is an individual that meets DWG eligibility outlined under WIOA Title ID National programs, Sec. 170 National dislocated worker grants, relation to Sec 170(b)(1)(A) workers affected by major economic dislocations or Sec 170(b)(1)(B) workers affected by an emergency of major disaster.

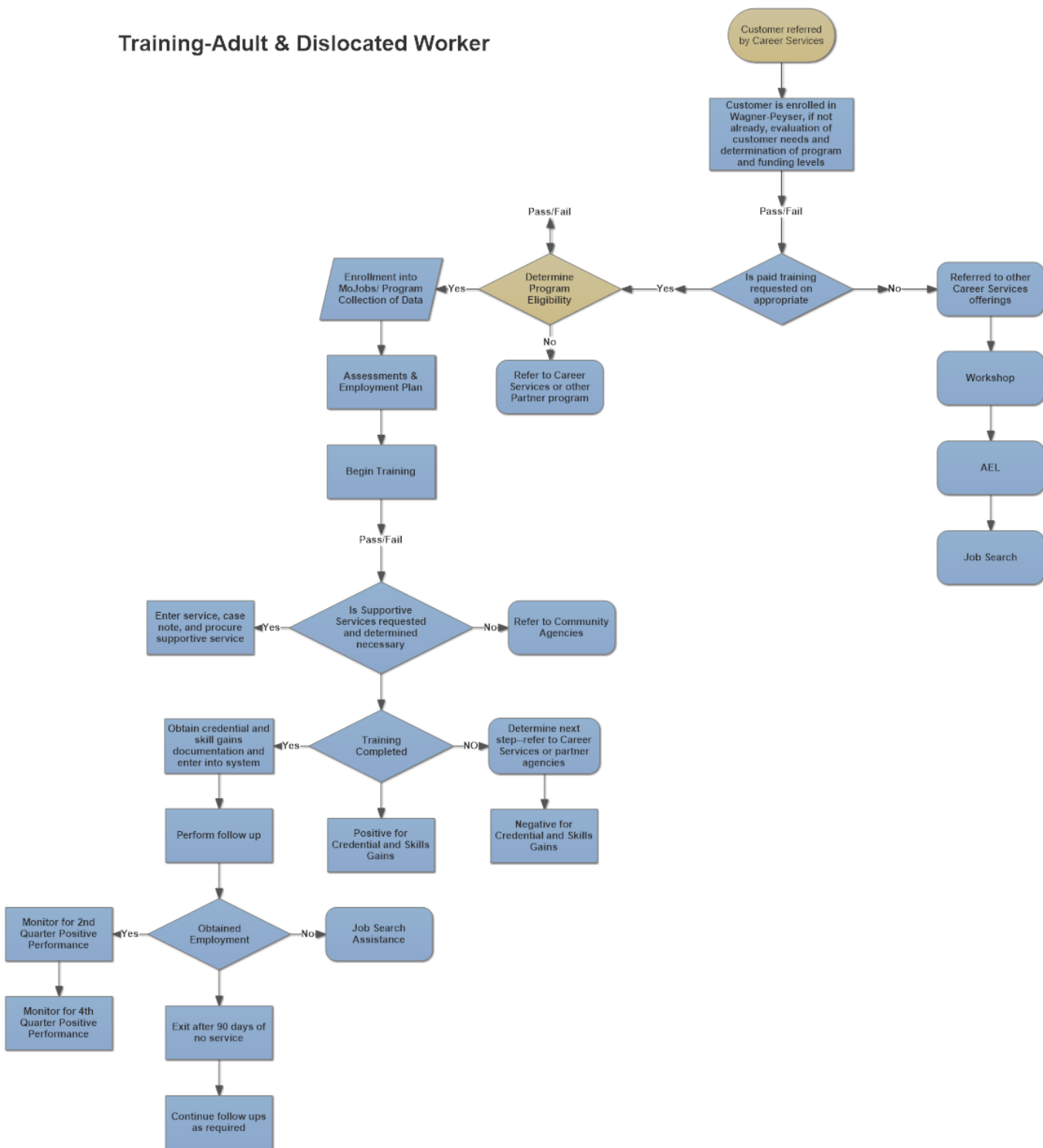
An applicant statement can be used for some eligibility verifications. The service delivery map can be found on the following page:



A proud partner of the american job center network®

Ozark Region

Training-Adult & Dislocated Worker





A proud partner of the [american job center network](#)

Ozark Region

Adult & Dislocated Worker Analysis

The data for PY 22 for the WIOA Adult/DW program reflected possible adverse impact (using both the 80% and 2 Standard Deviation Rules) as follows:

WIOA Adult

	Demo	80%	Standard Deviation
2nd Quarter Employed	55+	79.50	6.388
	Disabled	79.85	2.417
4th Quarter Individualized Career Services	Male	78.85	2.104
	30-54	71.27	3.22
	55+	66.39	3.472
4th Quarter Received Training	Male	42.07	3.35
	30-54	49.71	6.715
4th Quarter Completed Training	Male	37.41	3.09
	30-54	50.22	4.49

Dislocated Worker

	Demo	80%	Standard Deviation
2nd Employed	55+	68.23	7.505
4th Quarter Individualized Career Services	African American	76.92	5.012
4th Quarter Received Training	55+	60.95	2.095
4th Quarter Federal Training	Females	76.83	2.587
4th Quarter Completed Training	30-54	62.26	2.39
	55+	77.31	3.18

During this time period, it is good to note that there had been a push to enroll everyone in WIOA Adult. In addition, Comptia training began, which was a state-focused training opportunity. A number of individuals were co-enrolled into Adult, affecting the numbers.

There is not a clear picture of the reasons those 55+ and disabled were not gaining employment. Some thoughts that were presented by staff included: 55+ are coming to the job centers to interact and not necessarily looking for permanent employment, technical skills such as computer skills are lacking with an aging demographic, seeing a number of individuals who are coming out of retirement looking to supplement their income but not to take employment that would be considered a second career, and individuals with advanced ages coming in but not being considered by employers.

Disabled individuals find it difficult to gain employment in their desired field as employers do not consider advanced accommodations. For example, a case manager has worked for the past year and a half with two blind individuals, providing assistance to apply for positions without success.

On individualized career services, there are only three males less than the females who received individualized career services. 22-29 was rated the best for the individualized career services, however, the total receiving was lower than the other categories. 22-29 had 31 of 58 receive individualized career services compared to the 80 of 210 for 30-54 and 55+ having 55 of 155.

For Dislocated Worker, some of the areas noted involved individuals who came to the Job Center for RESEA appointments. This was an Unemployment Insurance requirement and many were planning on going back to work at their previous job, and did not need Individualized Career services. This was found in some of the African American's that were reviewed.

According to interviews with staff a number of the 55+ appear not to be interested in obtaining training for a new career.

There were 86 of the 179 referred to Federal training for females. Males were only seven ahead at 93 of the 179.

Reviewing the data, although the stats seem to reflect that there could be a possible adverse impact on 55+ and 30-54, they had the higher numbers in completing training. 30-54 had 27 of the 51 who completed training and 55+ had 12 of the 51 completed training.

Staff provide an assessment to all participants in an attempt to determine likelihood of successful completion; however, this is often hard to ascertain as individuals drop from training or are dismissed from training for non-adherence or failure to progress. Though staff attempt monthly contact, some participants do not return calls.

WIOA Youth

A review of the data for Youth reflected following both the 80% rule and the 2.0 Standard Deviation:



A proud partner of the [americanjobcenter](#) network®

Ozark Region

WIOA Youth

	Demo	80%	Standard Deviation
2nd Quarter Received Training	White	30.43	5.16
	Multi	33.33	2.37
2nd Quarter Federal Training	14-21	6.90	5.185
2nd Quarter Supportive Services	White	57.14	2.309
	No Disability	75.00	2.59
2nd Quarter Completed Training	Non Hispanic	50.00	2.18
2nd Quarter Work Experience	Male	68.3	2.009
	White	69.57	2.405
	Non Hispanic	75.00	2.18
	Disabled	69.84	2.179
4th Quarter Individualized Career Services	Multi Race	50.00	2.569
4th Quarter Received Training	White	46.67	2.451
4th Quarter Supportive Services	Not Hispanic	36.36	3.067
	Not Limited English	21.05	8.167
4th Quarter Completed Training	White	33.33	3.364
	Non Hispanic	36.36	3.367
4th Quarter Employed	White	70.00	2.58
4th Quarter Work Experience	Male	52.94	3.514

There were only 37 youth in the denominator. Because of low numbers in the demographics other than white, it appears to impact the ratios. For example, there is only one African American and that individual received training. This resulted in 100% seemingly adverse impact against whites. This appears to be duplicated through several of the categories. However, looking at the 2nd Quarter Work Experience, Disabled appears to have an adverse impact in Work Experience. There were 11 individuals who reported a disability, which is a qualifier for youth. If you look at the number of disabled that

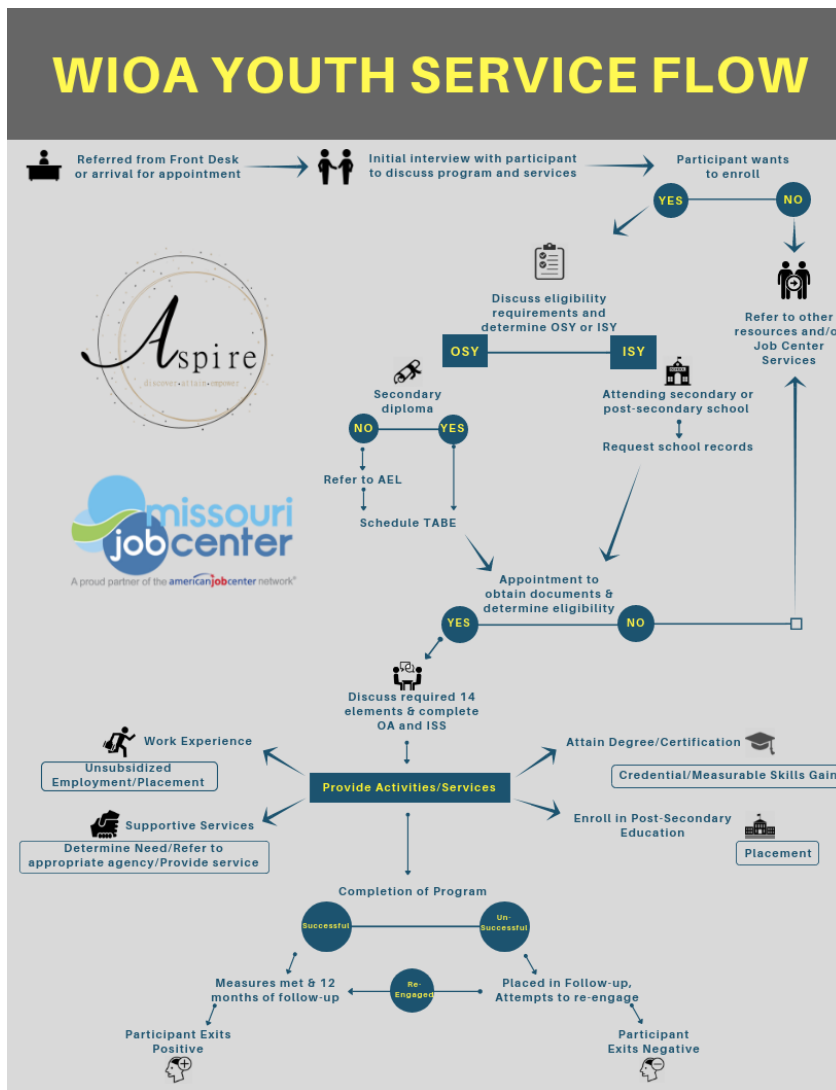


A proud partner of the [americanjobcenter](#) network®

Ozark Region

received training, there were six. That leaves only one that did not receive either. You could draw from this that individuals, who did not receive work experience, were placed in training. Currently, efforts are being made to provide both work experience and training opportunities together.

The service delivery map for the WIOA Youth program can be found as follows:



Veterans

A review of the data for Veterans reflected no appearance of adverse impact.

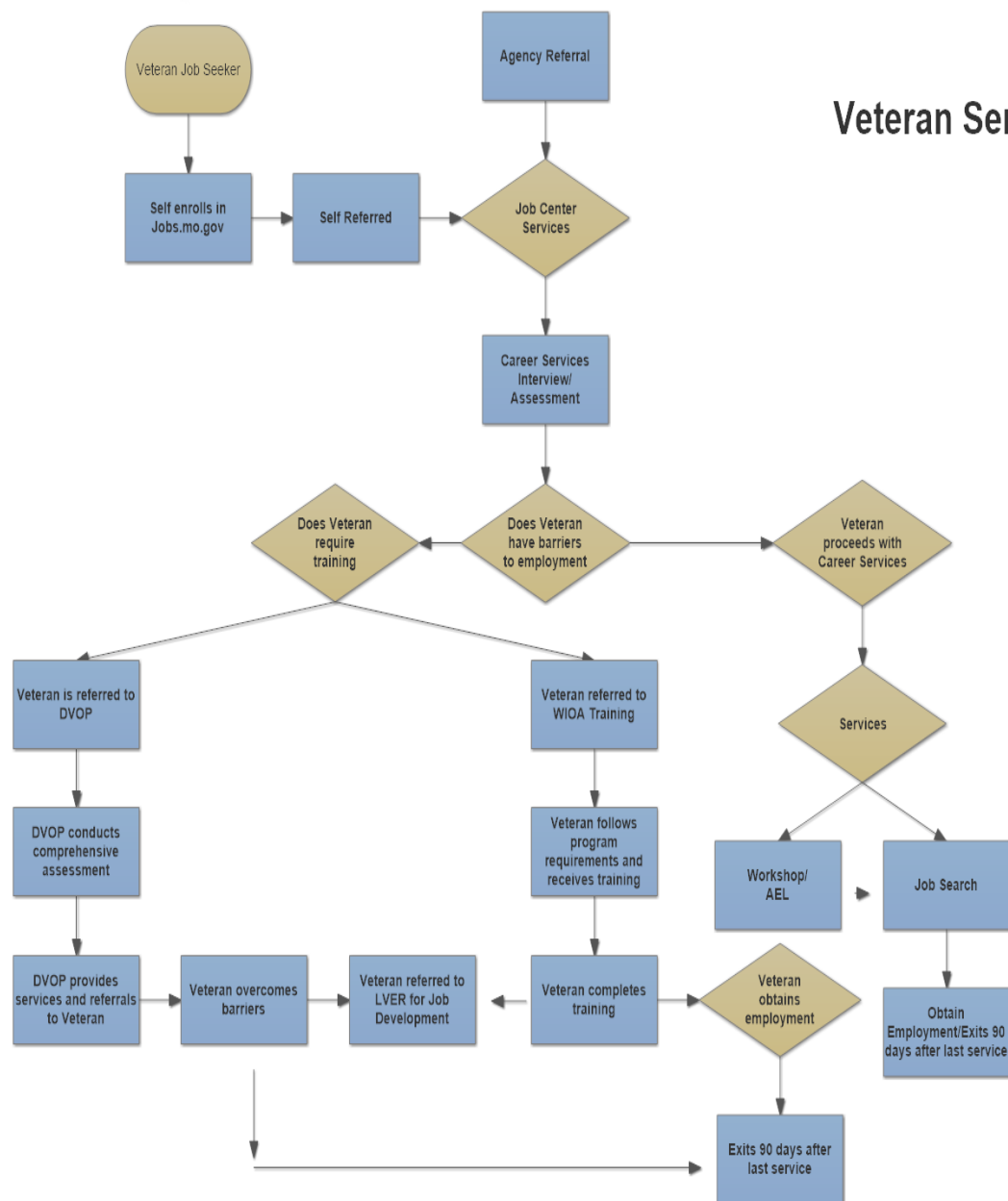
The service delivery map for the Veterans program can be found on the following page:



A proud partner of the **americanjobcenter** network®

Ozark Region

Veteran Services



Wagner-Peyser

The following data was reviewed and noted as possible adverse impact utilizing the 80% rule and Standard Deviation.

Wagner-Peyser			
	Demo	80%	Standard Deviation
2nd Quarter Individualized Career Services	Ages 14-21	68.92	4.985
2nd Quarter Employed	55+	76.99	8.121
4th Quarter Employed	55+	76.99	8.044

There is thought that several of the youth that are not referred to WIOA are only coming in to obtain POI (Proof of Identity) for Unemployment Insurance and are not, therefore, looking for advanced services. Those that are, are referred to WIOA. 55+ continues to be concerning as they are not obtaining employment. Staff shared that they believed individuals 55+ may be coming into the Job Centers to connect with others. In addition, individuals are often not willing or able to advance their skills, which is necessary in today's job market.

MSFW

There were only two individuals reported for Quarter 2 and only one for Quarter 4.

Common Trend

55+ continues to reflect possible adverse impacts with employment. Several ideas were presented as to the possible reasons that individuals in this category are not gaining employment. This includes technical abilities of this age group, not willing to attend training to gain updated skills, bias of employers, and an increased aging of job seekers such as those coming out of retirement to supplement their income.

A workshop is held to assist individuals of all ages with employment tips and guidance. This is presented by Job Center staff to assist customers, especially those of advanced age.

Findings

It is the opinion of the EEO Officer that there were no deliberate actions that indicated any basis of discrimination. The numbers coming into the Job Center have not changed much over the past year and the demographic data appears to be consistent with the Civilian Labor Force.

Staff members were consulted on their efforts for outreach, which showed that there are many efforts to share the services of the Job Center to a diverse audience. Outreach efforts included presenting and providing information about the Job Center at organizations such as local educational institutes (including

high schools), chambers, partner organizations, veteran organizations, homeless agencies, prisons, and other community organizations. The aspect of customer choice and customer request continues to be the driving force for providing services. A customer chooses to register at www.jobs.mo.gov, a customer chooses to visit a Job center, a customer chooses to pursue training/training site selection, and a customer chooses whether to request supportive services. Staff share with customers the availability of services; however, there are some customers who only wish to utilize computers and not meet with a staff member.

With that, it is the responsibility of Job center staff to provide ample and fact-based information to assist all customers in making informed decisions. It is the responsibility of the leadership of the Job center to provide training to staff on EEO, compliance, customer service, and interpreting labor market information. It is the responsibility of the Workforce Development Board and the Council of Local Elected Officials to provide guidance on regional needs.

Monthly training was provided to staff regarding topics related to EO. Staff have also been encouraged to participate in Wise Up Wednesdays and various other virtual trainings.

Update on Last Year's Recommendations

- Obtain more details and occurrence of staff's interactions with diversity groups. **Staff were contacted and a request was made to obtain types of organizations where staff conducted outreach.**
- Determine if there are opportunities to identify possible adverse impact earlier. **No determination made**
- Continue efforts on providing staff training. Include organizations who can provide training to better serve customers. **JFF brought in to train staff**

Recommendations Moving Forward

Continue outreach efforts, including the use of social media to encourage visitors from all demographics. Continue to offer youth work experience opportunities to those in training.

Bable Notice

IMPORTANT! This document contains important information about your rights, responsibilities and/or benefits. It is critical that you understand the information in this document, and we will provide the information in your preferred language at no cost to you. Call 417-887-4343 for assistance in the translation and understanding of the information in this document.

Spanish ¡IMPORTANTE! Este documento contiene información importante sobre sus derechos, responsabilidades y/o beneficios. Es importante que usted entienda la información en este documento. Nosotros le podemos ofrecer la información en el idioma de su preferencia sin costo alguno para usted. Llame al 417-887-4343 para pedir asistencia en traducir y entender la información en este documento.

Scope of Work

A review of the fourth quarter of 2024-2025 was conducted for the period of April 2025 through June 2025. There were eleven new enrollments in Quarter 4. The State MOJOBS database system was used, which also contained uploaded documentation.

Results

The following information was determined:

Eligibility	
Wagner-Peyser Application	11 of 11 had a WP application
SS #	11 of 11
Citizenship	11 of 11
Age/Date	11 of 11
Selective Service	The seven eligible participants had the selective service registration. One was missing date/info. entered
EO Compliant & Grievance	11 of 11
Income/Family Size	0
In School Met	3 of 3
Out of School Met	8 of 8
Employment Plan	
Objective Assessment	11 of 11
Basic Skills Tested	11 of 11
Basic Skills Deficient	1
Occupational Skills	11 of 11
Prior Work Experience	11 of 11
Employability	11 of 11
Interests	11 of 11
Aptitudes	11 of 11
Supportive Service Needs	11 of 11
Developmental Needs	11 of 11
ISS Completed	11 of 11
Career pathway	11 of 11
Barriers addressed	11 of 11
Appropriate Casenote	11 of 11
Youth progress noted	1 No, 7 too early
Services Provided	
400 Summer Youth Employment	0
401 Education For Workplace Preparation	0
406 Tutoring	0
408 Internship-Unpaid	0
409 Job Shadowing	0



A proud partner of the [americanjobcenter](#) network®

Overall Review WIOA Youth Program Program Year 2024-2025

Ozark Region

410 Leadership	0
411 Adult Mentoring	0
415 Alternative Secondary School	0
416 Occupational Skills Training	0
417 Comprehensive Guidance	0
418 Adult Education	0
420 Scholars	0
421 Career Awareness/Exploration	0
425 Work Experience	6
426 Work Experience Unpaid	0
427 Internship Paid	0
428 OJT	0
431 Prepare Post-secondary	0
433 Pre-Apprenticeship	0
434 Financial Literacy	2
435 Entrepreneurial Skills	0
436 Labor market information	11
480-486 Supportive Services	1
Incentive	0
Incentive according to policy	N/A
Follow Up Services	0
Service closed appropriately	All
Services not supposed to be posted	0
Corresponding casenotes	1 No
Services provided not posted	0
Work Experience	
Work Experience	6
Detailed Plan	6 of 6
Complaint and Grievance	3 of 6
Occupational component	6 of 6
Academic Goal	6 of 6
Supportive Services	
In allowable activity	1 of 1
Reasonable and necessary	1 of 1
Unable to obtain through other programs	1 of 1
Documented under activities	1 of 1
Case noted	1 of 1
Follow-local plan	1 of 1
Performance Review	
MSG	NA
Attainment of certificate Credential Tab	NA
In File?	NA
Follow-up provided	NA

MISSOURI JOB CENTER is an equal Employer/Program.

Auxiliary aides and services are available upon request to individuals with disabilities. Missouri Relay 1-800-735-2966

Notes:

- Delay on uploading documents
- Not describing how activities were provided
- No start or end date on training plan
- Late Notes
- Needed more on skill gap (Note: this is no longer required)
- Employment history not entered
- Missing opening activity

Observations/Areas of Concern

There continues to be a delay in uploading documents by extended periods of time. This impacts reviews. Late notes continue. Several missing referrals were noted.

Performance

At the time of the preparation of this report, Quarter4performance reflected that all measures are being exceeded with the exception of Skill Gains, which was at 78.29% of the goal. Rosters were provided and given to staff to seek measurable skill gains.

Summary

The Compliance Coordinator met one-on-one with staff to review individual monitoring sheets. Staff members were provided a copy and given a deadline for correcting any errors. Errors were corrected.

It continues to be a recommendation that the elements be reviewed to determine if other elements are actually being utilized.

Completed July 3, 2025

Karen Dowdy, Compliance Coordinator

WIOA Training

2024 Quarter 4 Review

Scope

A review of the Occupational Skills Training began utilizing participants chosen from April 2025 through June 2025. Seven selections were made based on data retrieved from MO-JOBS.

A local monitoring tool was used. The Region uploads documents; there were no hard files to review.

Eligibility

Eligibility was found in all unless otherwise as noted:

Item	Results
Completed WP Enrollment	7 of 7
Social Security Verification	7 of 7
DOB documented	7 of 7
Selective Service	5 of 5 (1 Exempt)
Citizenship	7 of 7
Veteran	1
EO Complaint/Grievance	7 of 7
Employment at participation	1 employed
Low Income documented	5 homeless; 2 SNAP
Proof of dislocation	0
Pell Grant	N/A
ETPS	6
Referral to WIOA	7 of 7
Services posted correctly	6 of 7
Certificate posted/in file	1 had completed and had certificate
Training aligned with sectors	All



Ozark Region

Employment Plan

Item	Results
Long/Short Term Goals	7 of 7
Objectives	7 of 7
Justification*	7 of 7
Goals Supported	7 of 7
Appropriate Case Notes	7 of 7

Appropriateness

All seven WIOA training participants had the correct appropriateness.

ITAs

All seven WIOA participants had the appropriate employment plans.

Supportive Services

One supportive service provided: however, activity was not entered until review.

Performance

The initial PY 24 Q4 performance indicated that Adult Performance was not meeting Employment Q4 and Credential. Dislocated Worker was not meeting Credential. Rosters were provided to the Supervisor to allow review, updating, and contact of participants for these measures.

Issues

- Late notes
- Wagner Peyser and WIOA application not matching
- Documents not uploaded.

Recommendations

- Continue to ensure case notes are entered in a timely manner.
- Continue to work on providing explanations on how activities were provided.
- Review Wagner-Peyser applications for consistency with WIOA application.

Summary

The reviews were discussed with staff involved and corrections were requested.

Respectfully submitted,

Karen Dowdy, Compliance Coordinator, July 2, 2025