



MISSOURI JOB CENTER CUSTOMER SERVICE GUIDE

Revision Date

03/24/2026



Office of Workforce Development

The Missouri Department of Higher Education & Workforce Development is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri Relay services at 711.

Table of Contents

Locating Missouri Job Centers	3
Deeper Dive.....	3
Missouri Job Center Customer Service.....	4
Summary.....	4
Missouri Job Center Core Programs	5
Adult, Dislocated Worker and Youth (WIOA Title I)	5
Adult Education and Family Literacy (WIOA Title II)	5
Wagner-Peyser (WIOA Title III)	5
Vocational Rehabilitation (WIOA Title IV).....	6
Customer Intake.....	6
Welcome Function.....	6
Triage/Assessment.....	6
Determining Service Needs	6
VOS Greeter	7
Resource Area.....	8
Individuals with Disabilities	8
Veteran Priority of Service	8
Migrant and Seasonal Farmworkers (MSFW)	8
Labor Exchange Services	9
Case Management	9
Referrals (How to connect to resources, partners, WIOA co-enrollments):	9
Unemployment Assistance	9
Job Matching	10
Business Services Function	10
WIOA Services	11
Training and Individual Training Accounts (ITA's) →	11
On the Job Training (OJT)	11
Incumbent Worker Training (IWT)	12

Follow-up Services	13
WIOA Supportive Services	13
Individualized Career Services Skills/Career Development Function	13
Missouri Job Center Required WIOA One Stop Partners	14
Department of Higher Education and Workforce Development (DHEWD).....	17
What is DHEWD?	17
American Job Centers	17
Background	17
State Workforce Development Board	18
Local Workforce Development Board	18
Code of Conduct	19
Appendix/Definitions/Acronyms	21

Locating Missouri Job Centers

To find the Missouri Job Center closest to any location in Missouri, visit <https://jobs.mo.gov/job-centers>

Deeper Dive

Refer to Missouri Job Center Manual OneNote Document (in progress) for a deeper dive on topics marked with this symbol →

Missouri Job Center Customer Service

This manual is designed to serve as a valuable resource for general information. Missouri Job Centers are committed to providing the highest quality of customer service to all individuals seeking assistance at any job center throughout the State of Missouri. These centers play a vital role in advancing the mission of the Missouri Department of Higher Education and Workforce Development: “To put Missourians on a path to learn, work, and prosper.” Our vision is “Every Missourian empowered with the skills and education needed for success.” Consequently, it is imperative that every interaction is consistently structured to ensure that all Missourians receive exceptional service, whether they are seeking assistance with job searches, unemployment benefits, resume support, self-service resources, or consultations with a provider.

Summary

Customer service begins the moment an individual contacts the Job Center. All staff working in a Missouri Job Center One-Stop center should be aware of the services that their co-located and non-co-located partners provide, and what process is used to refer participants to these services. This results in less duplication of services, encourages co-enrollment, and results in better outcomes for participants who can obtain the resources that they need to be successful. Whether by phone, virtually or in person, staff members should greet customers promptly and professionally to deliver exceptional service, focus on empathy, speed, and personalization, ensuring support is readily available to resolve issues effectively. Key strategies include actively listening, giving appropriate feedback, providing seamless multi-channel support (such as virtual meetings, phone, and self-service), and proactively address problems before they escalate. Follow-Up is the last strategy, ensuring the individual’s needs are met and they are on the road to success. These strategies ensure an individual is provided the highest quality of customer service therefore increasing the likelihood they will recommend the job center to others.

Our goal is to provide Missouri Job Center services that leave customers feeling empowered with the soft skills and confidence needed for success.

Missouri Job Center Core Programs

Adult, Dislocated Worker and Youth (WIOA Title I)

- One Stop Operator: coordinate the service delivery of participating one-stop partners and service providers in a Missouri Job Center. Oversee management of One-Stop Centers and service delivery and act as liaison with the LWDB and One-Stop Center. Evaluate performance and customer experiences (including but not limited to employers, jobseekers, and partner staff).
- Adult, Dislocated Worker and Youth: Services offered by staff consist of (but are not limited to) career counseling, supportive services, training, and workshops.
- Services available to: Unemployed individuals, low-income earners, and dislocated workers (laid off due to company closures or economic conditions). Specialized training grants are available for eligible participants.

Adult Education and Family Literacy (WIOA Title II)

- Conduct activities designed to assist adults aged 16+ to become literate and obtain the knowledge and skills necessary to obtain employment and economic self-sufficiency, which includes obtaining their high school equivalency diploma.
- Adult Education also assists customers who are English Language Learners (ELL) to improve their reading, writing, speaking, and comprehension skills as well as math skills.

Wagner-Peyser (WIOA Title III)

- OWD Supervisor: The basic role of an OWD Supervisor is to work alongside of, coordinate services and oversee Wagner-Peyser staff. Evaluate performance and customer experiences (including but not limited to employers and jobseekers).
- Bringing together individuals seeking employment and employers who are seeking workers.
- Staff offer basic labor exchange services such as job referrals, labor market information, and job search assistance.
- Staff offer services to businesses standard and customized recruitment, referrals to job vacancies, job candidate qualification and provision of economic, business, and workforce trends

Vocational Rehabilitation (WIOA Title IV)

- Vocational Rehabilitation (VR) Staff provide a variety of individualized services to people with disabilities. Staff provide employment-focused rehabilitation services for individuals with disabilities consistent with their strengths, priorities and resources.
- Helps individuals with disabilities secure, retain, or regain employment through personalized services
- Services include counseling and guidance, training, maintenance and transportation, transition services from school to work, personal care assistance, technology services, job placement, post- employment services, supported employment, and independent living services for those customers with disabilities.

Customer Intake

Welcome Function

Staff members who are assigned to the Welcome Function greet customers and often provide basic career services. All individuals entering the job center should be acknowledged and greeted by a staff person.

Triage/Assessment

Evaluate each customer's needs to provide tailored assistance. This may include asking questions such as: "are you a veteran, spouse or dependent of a veteran?" to establish veteran priority of service. "What brings you in today?" to determine who or where to direct customer.

Determining Service Needs

Each Missouri Job Center should offer services that meet the unique needs of its local community. Missouri Job Center staff and partners should place emphasis on assessment, career coaching and skill development rather than self-directed activities. Wagner-Peyser and Adult, DW, and Youth services staff should be appropriately trained in entering activities that are required when they provide any assistance to an individual. Individuals are classified as non-program participants (those who enter the job center strictly to use the self-service options available in the center) and program participants (those who require staff assisted services to retain or obtain employment).

Self-service (non-program participant)

- Customers independently access any workforce development system program's information and activities in either a physical location or remotely. Activities → assigned to these participants are all self-service activities and do not result in an active Wagner Peyser application.
- Examples include but are not limited to using the Job Center resource room/area or remotely accessing the statewide case management system to perform self-directed job searches. →

Information-only (non-program participant)

- Readily available information that does not require an assessment by a staff member of the individual's skills, education, or career objectives. Activities → assigned to these participants are all self-service activities and do not result in an active Wagner Peyser application. Examples include but are not limited to providing labor market information, outreach and intake and orientation to Job Center Services.

Basic Career Services (requires enrollment into Wagner-Peyser)

- Staff provided, universally accessible and available to all individuals eligible to work in the United States, age 14 years and older. Examples include but are not limited to making eligibility determinations and providing career guidance.

Individualized Career Services (requires enrollment into Wagner-Peyser &/or WIOA)

- Staff provided specific services that an individual requires to obtain or retain employment. Examples include but are not limited to specialized assessments, developing individualized employment plans, and individual counseling.

VOS Greeter

Check in customers using the VOS Greeter → when they come into a Missouri Job Center to ensure an accurate count of traffic flow and an accurate count of the reasons that the customers are coming into the center. Depending on the layout of the job center, customers can check themselves in using the kiosk at or near the entrance or staff can manually check them in. Staff will be trained on the use of VOS Greeter to ensure accurate data is obtained from this tool. During the check-in process at the VOS Greeter, the veteran priority of service will be established (please refer to section "G" for details on Veteran Priority of Service).

Resource Area

Resource areas in the Missouri Job Center contain computers with internet access, phones, fax machines, and copiers. The equipment and technology are available for the use of job seekers and are to be used for job seeking purposes only.

Individuals with Disabilities

All Missouri Job Centers should be ADA compliant and possess electronic resources to assist those with disabilities in their employment search. → All staff in the center should know what assistive technology is available in their center and have training on how to use it. All staff should also know how to request translator services or sign language interpreters for those customers who need this service.

Veteran Priority of Service

- Veterans should receive priority of service in all job centers. →
- Eligible spouses and dependents of veterans should also receive priority of service.
- During Intake/Triage - customers who indicate or choose the visit reason “Veteran or Served in the Military”, “Spouse or Dependent of a Veteran” should be screened for potential participation in the Jobs for Veterans State Grant (JVSG) Program.
- Veteran Eligibility Screening Tool → forms should be readily available at the intake area. Staff or the customer should complete this form.
- Individuals answering yes to any of the criteria on the form and have checked “yes” to the question: “Are you interested in receiving one-on-one career planning or help finding employment?” may be eligible to receive assistance from a JVSG Veteran Employment Specialist DVOP/CODL, if JVSG staff are not readily available any staff will assist the customer.
- Those participants who are registered in MoJobs that have already been identified as veterans do not need to fill out this form.

Migrant and Seasonal Farmworkers (MSFW)

A seasonal farmworker is an individual who is employed, or was employed in the past 12 months, in farmwork of a seasonal or other temporary nature and is not required to be absent overnight from their permanent place of residence. A migrant farmworker is a seasonal worker who travels to the job site and is not reasonably able to return to their permanent residence within the same day. →

- The MSFW program customer is not treated differently than other job seekers.
- They must have access to same services as any other customer including outreach, referral to jobs, referral to supportive services, counseling, filing of employer related complaints, training (including WIOA Adult/DW/Youth) and job development.
- Staff must identify MSFW (validate by self-attestation or case notes).
- They may qualify for jobs or receive training for jobs outside of agriculture.

Labor Exchange Services

Labor exchange services are public services designed to connect job seekers with employers, facilitating hiring and employment. Services encompass provision of information on in-demand sectors and occupations, regional labor market information and information on non-traditional employment, utilizing MERIC (Missouri Economic Research and Information Center) and utilizing O*NET which is the nation's primary source of occupational information.

Case Management

- To perform case management, the Job Center staff member assesses, plans, implements, tracks and provides follow-up on the services required to meet the customer's employment needs.
- Services provided to customers and employers must be recorded via activity codes using MoJobs. →
- Documentation of all activities must be recorded via case note using MoJobs.
- Case noting is required to give an account of interactions between staff and customers.
→
- Documents used for verification should be uploaded to MoJobs.

Referrals (How to connect to resources, partners, WIOA co-enrollments):

- Each Missouri Job Center should have a system in place that identifies how participants will be connected via direct linkage to partner agency staff, and how feedback from referrals will be delivered.
- Staff should be aware of how to refer a customer to a job posting as well as how to result the outcome of that referral if information is obtained. Attach your local policy.

Unemployment Assistance

- Navigating UInteract (Unemployment website)

- Completing Reemployment Eligibility Services Assessment (RESEA)
- Assist customers with filing Unemployment Insurance claim
- Assist customer with weekly payment requests
- Direct linkage by utilizing the unemployment direct line phones
- Completing Proof of Identity
- Password reset (does not qualify as “meaningful assistance” →)
- Account unlock

Job Matching

- Staff should be trained in the use of Labor Market Information that is provided in MoJobs to assist participants with career path choices.
- Job matching services include referral to employers, customized recruitments, job fairs, sharing job leads, and interview preparation for customers.
- Job matching efforts should focus on the locally approved target wage and/or jobs with meaningful career and wage growth opportunities.

Business Services Function

The purpose of these services is to bring together individuals seeking employment and employers who are seeking workers. All staff are responsible for supporting employers by fostering strong relationships, identifying Human Resource needs, and developing customized solutions to meet those needs. This function serves as a vital link between businesses and job candidates by collaborating with all Missouri Job Center staff to actively recruit and refer qualified candidates in alignment with business needs. It facilitates the connection between individuals seeking employment and employers in search of talent.

Business Services functions may include, but are not limited to:

- Schedule employers for on-site recruitment at the Job Center or employer worksite.
- Business outreach and development
- Standard and customized recruitment and referrals for job vacancies primarily for targeted business and industry.
- Job candidate qualification review
- Provision of economic, business and workforce trends
- On-the-job training contracting, and work experience

- Referral to community services
- Funding source-focused (Reemployment Services and Eligibility Assessment, Vets, etc.) job development for specific job seekers which may remain with the individual partner agencies.

WIOA Services

To accomplish increasing access of services in the workforce system, service integration with system partners and understanding where and how customers access services is critical to success. The American Job Center (AJC) network is integrated through the partnership of the Local Workforce Development Board (LWDB), WIOA partners, Missouri Job Center operators, and other required partners working together to leverage resources and provide participant-centered services.

Training and Individual Training Accounts (ITA's) →

- Training services offered by the Job Center network provide tools and resources to assist participants with meeting the skill and experience needs of the region's growing businesses.
- Under WIOA, training services may be provided if, after conducting an assessment and career planning, Missouri Job Center staff determine that the customer is eligible.
- Participants may access training services through training providers who have met eligibility requirements set by the State to be listed on the Eligible Training Provider List (ETPL).
- An ITA must be used. This is a payment agreement established on behalf of a participant that provides a commitment to pay to the training provider.
- The goal of participant training is training completion, credential attainment, and placement and retention in the career within the chosen industry.

On the Job Training (OJT)

When an employer identifies the need to fill a vacant position, they often have a choice of hiring a skilled worker or a worker who needs additional training. If the employer is willing to hire an individual who has little to no prior experience in the vacant position, an on-the-job training contract may be developed with the Local Workforce Development Area. Under this agreement, the local program can pay up to 50% of the trainee's wages during the specified

training period. The employer must agree to hire the trainee if they successfully complete the training.

Incumbent Worker Training (IWT)

A competitive grant that provides funding to help eligible Missouri businesses effectively train and retain employees by providing skills upgrades and process improvement training for existing, full-time employees. To qualify, businesses must meet the following criteria:

- Grantee must be a classified as a Missouri for-profit business
- Businesses in operation at least one year
- Businesses which employ at least five full-time employees
- Businesses current on all local, state, and federal tax obligation
- Businesses not currently or recently experiencing, nor expecting to experience a bankruptcy – all businesses must be financially viable
- Businesses must not appear on any federal suspensions or debarment list

Follow-up Services

Must be provided for customers who are placed in employment for up to 12 months after the first day of employment. These services may include but are not limited to career counseling, mentoring, or emergency support to sustain long-term employment. Follow-up services do not extend the date of exit in performance reporting.

WIOA Supportive Services

Designed to provide a participant with the resources necessary to enable their participation in Basic Career, Individualized Career and Training services and are governed by the United States Department of Labor (DOL) - only Final Rule at 20 CFR 680.900 through 970. Contact your Local Workforce Development Board (LWDB) for specifics. Examples of supportive services → may include but are not limited to:

- Transportation
- Housing
- Childcare and/or Dependent care
- Linkages to community services
- Legal-aid services
- Referrals to health care
- Assistance with acquiring occupational attire, work related tools, books, fees, school supplies, and other necessary items for postsecondary education
- Payments for employment and training-related applications, tests, and certifications
- Reasonable accommodations for individuals with disabilities

Individualized Career Services Skills/Career Development Function

- All eligible customers must be enrolled in individualized career services if Missouri Job Center staff determine that this level of services is necessary for the customer to gain meaningful employment.
- Individualized career services must be designed by each Missouri Job Center to meet the unique needs of the customer and their region.
- These services include comprehensive and specialized assessments of the skill levels and supportive services needs of eligible adults and dislocated workers.

- These assessments may include in-depth interviewing and evaluation to identify barriers and appropriate employment goals.
- Development of an individual employment plan (IEP) to identify the employment goals, objectives, and combination of services for the customer to achieve their employment goals
- Group and/or individual career counseling and mentoring
- Career planning (case management)
- Short-term pre-vocational services to develop learning skills, communication, interviewing, time management, personal maintenance skills, and professional conduct skills.
- Internships and work experiences that are linked to careers
- Workforce preparation activities that assist an individual in acquiring a combination of basic academic, critical thinking, digital literacy, and self- management skills including financial literacy services & job search assistance.

Missouri Job Center Required WIOA One Stop Partners

WIOA One-Stop required partners are entities administering specific federal workforce, education, and training programs, required to provide access to their services through local American Job Centers. Each Missouri Job Center location has service providers unique to their area. Staff should be aware of these resources and what services they provide, how to refer individuals to them and how to receive feedback on the referral. All have a primary focus of helping individuals to gain self-sufficiency through employment, some also provide supportive services.

- Temporary Assistance for Needy Families (TANF): Is a workforce development and employment program. Temporary cash assistance is provided to families with dependent children when at least one parent is incapacitated, unemployed, deceased, or absent from the home, and the family is unable to pay for essential living expenses.
- Senior Community Service Employment Program (SCSEP): An employment training program for low-income, unemployed individuals aged 55 years and older. Provides subsidized, part-time work experience for a limited time through community service.
- Community Service Block Grant Program (CSBG): This program aims to combat poverty within communities by removing the barriers to self-sufficiency clients may

encounter. The goal of the program is to provide services to eligible low-income individuals and families to improve the communities in which they live.

- Job Corps: Job Corps is a no-cost education and career technical training program administered by the U.S. Department of Labor that helps young people ages 16 through 24 improve the quality of their lives through career technical and academic training.
- National Farmworker Jobs Program (NFJP): In Missouri this program is operated by UMOS (United Migrant Opportunity Services) and is aimed at educating and training farmworkers into jobs that allow them to earn an income to sustain themselves and their families. The program provides an opportunity for migrant and seasonal farm workers who are U.S. citizens to participate in education beyond high school or GED to secure employment in a more stable field of work. →
- Migrant Seasonal Farmworker (MSFW): The monitor advocate system is a federal /state monitoring system that ensures migrant and seasonal farmworkers (MSFW) have equal and equitable access to career services, skill development and workforce protections offered by Missouri Job Centers so they may improve their living and working conditions. *Note there will be an indicator in MoJobs for participants who are enrolled in this program. →
- Trade Adjustment Assistance (TAA): provides support to laid-off workers and downsizing businesses impacted by jobs leaving the US. Services include re-employment services, job search, relocation allowances, funded training, allowances for eligible workers who have exhausted their Unemployment Compensation benefits and are in training, Alternative Trade Adjustment Assistance/Re-employed Trade Adjustment Assistance, and On-the- job training. →
- Unemployment Insurance (UI): is a joint federal-state program providing temporary, partial wage replacement paid by Missouri employers for workers who become unemployed through no fault of their own. The benefits include a maximum of \$320 per week for 20 weeks if eligible. Unemployment staff are not located in the Missouri Job Center, but staff in the Job Center provide meaningful assistance to participants. →
- Supplemental Nutrition Assistance Program (SNAP) Employment & Training (SkillUp): Staff in this program help participants obtain job readiness skills. Eligible participants are provided with job development services that may include job search assistance,

training or additional education and placement services. Funds may also be provided for transportation and associated resources like books, tools and supplies. The primary goal is to assist individuals in reaching their employment potential and becoming totally independent of public assistance.

- Career and Technical Education (Perkins Act): A principal source of federal funding to states and discretionary grantees for the improvement of secondary and postsecondary career and technical education programs across the nation. Its purpose is to develop more fully the academic, career, and technical skills of secondary and postsecondary students who elect to enroll in career and technical education programs.
- Housing and Urban Development (HUD) Employment and Training Programs: Employment opportunities, training, and supportive services to assist low-income persons in becoming self-sufficient through multiple programs.
- Jobs for Veterans State Grant Program (JVSG): Provides federal funding, through a formula grant, to 54 State Workforce Agencies (SWAs) to hire dedicated staff to provide individualized career- and training-related services to eligible veterans and eligible persons with qualifying employment barriers (QEBs), as well as other authorized populations, and help employers fill their workforce needs with job-seeking veterans. →

Department of Higher Education and Workforce Development (DHEWD)

What is DHEWD?

The Missouri Department of Higher Education & Workforce Development (MDHEWD) was established in 2019 to combine the Missouri Department of Higher Education, the Division of Workforce Development, and the Missouri Economic Research and Information Center. Realigning postsecondary education with the public workforce system gives Missourians the full breadth of options available to fit their interests, resources, and abilities.

MDHEWD reports to two governing boards. The [Coordinating Board for Higher Education](#) appoints a commissioner to oversee the Missouri Department of Higher Education and Workforce Development. The [State Workforce Development Board](#) serves as a convener of state, regional, and local workforce system partners. The department carries out its work through the following functional groups:

- Office of Operations
- Office of Postsecondary Policy
- Office of Workforce Development
- Office of Performance & Strategy
- Office of Communications and Outreach
- Office of the General Counsel

The Organizational Chart shows the breakdowns of each department as well as the Commissioner's Office Senior Staff, Human Resources and Job Center Staff. [DHEWD Organization Chart](#)

American Job Centers

Background

American Job Centers (also known as One-Stop Centers) are designed to provide a full range of assistance to job seekers under one roof. Established under the Workforce Investment Act, and reauthorized in the Workforce Innovation and Opportunities Act of 2014, the centers offer training referrals, career counseling, job listings, and similar employment-related services. WIOA seeks to functionally align a wide range of publicly- and privately funded education, employment, and training programs while also providing high-quality customer service to job seekers (veterans, disadvantaged and those with disabilities), workers, and businesses through the one-stop delivery system.

State Workforce Development Board

The State Workforce Development Board (SWDB) takes a leadership role to ensure that the one-stop system is customer driven, for both job seekers and employers. This effort includes aligning federal investments in job training, integrating service delivery across programs, and ensuring that the workforce system is job-driven and matches employers with skilled individuals. The SWDB serves as a convener of State, regional, and local workforce system partners to enhance the capacity and performance of the workforce development system; align and improve employment, training, and education programs, and through these efforts, promote economic growth. As a strategic convener, the SWDB promotes partnerships and engages key stakeholders. The SWDB provides leadership and guidance to Missouri's Workforce Development System. The vision of the Workforce Board is to increase the competitive position of Missouri businesses and attract new businesses through the development of a highly skilled workforce.

Local Workforce Development Board

The Local Workforce Development Board (LWDB) is responsible for developing a strategy to continuously improve and strengthen the workforce development system through innovation in, and alignment and improvement of, employment, training, and education programs to promote economic growth. LWDB members are expected to actively engage and collaborate closely with workforce partners, encompassing both public and private organizations. This is crucial to the LWDB's role to integrate and align a more effective, job-driven workforce development system. The LWDB works to develop a comprehensive and high-quality workforce development system by collaborating with its workforce, education, and economic development partners to improve and align employment, training, and education programs under WIOA.

The one-stop delivery system is charged with enhancing the range and quality of workforce development services available to job seekers and businesses through a coordinated approach among partner agencies. Since the one-stop delivery system was established, technology has made lasting changes to our economy and society. Mobile workers and businesses with regional and national footprints that cross municipal borders are increasing. For that reason, there is an increased customer demand for consistent high- quality education, employment, and training services across Missouri.

The passage of WIOA supports the workforce system in meeting that demand, and the adoption of a national vision for the one-stop delivery system and its one-stop centers is an important first step in that work. WIOA supports the development of strong, vibrant regional economies where businesses thrive, and people want to live and work.

Code of Conduct

A code of conduct should be developed for each center. Staff should refer to their Missouri Job Center manual for the code of conduct specific to their location. **Examples are below (please modify or attach local policy):**

1. Badges must be worn at all times
2. All personal phone calls will be taken away from your desk and only during emergency situations or on your break
3. All smoking (including e cigarettes) must be in the appropriately marked areas
4. Appropriate language should be used while on center property and working with customers
5. Employees shall conduct themselves in a manner that creates and maintains respect for their work sites, fellow employees and customers, their respective agencies or departments.
6. Employees shall strive to provide impartial quality service to those with whom they interact, including customers and fellow employees, and avoid providing preferential treatment to any individual or organization
7. Consumption of illegal drugs or narcotics or the abuse of any drug or narcotic is strictly prohibited. Use of alcoholic beverages or being under the influence of alcohol while on duty or immediately prior to reporting for duty is prohibited.
8. Employees will comply with all federal and state laws, rules and other regulations
9. Employees shall respect and protect confidential information and abide by all laws governing the possession and use of such information
10. Employees will provide customers with accurate, timely, fair, and understandable information and provide the highest level of customer service possible
11. Employees shall not speak on behalf of their department or agency without prior authorization to do so

12. Employees shall conserve and protect property and equipment and not use it for unauthorized purposes
13. Employees shall accurately report work time and attendance
14. Employees shall not be involved in dishonesty, fraud or misrepresentation.
15. Employees shall help maintain a healthy, safe, and productive work environment which is free from discrimination and harassment
16. Employees shall not refuse to accept reasonable assignments or intentionally fail to follow lawful instructions
17. Any employee having knowledge that a theft, forgery, credit card fraud, or any other act of unlawful or unauthorized taking, or abuse of, public money, property, services, or other shortages of public funds has occurred shall report the information immediately to the office of the comptroller of the treasury

Appendix/Definitions/Acronyms

Adult Education Literacy	AEL
America's Job Center	AJC
Bureau of Labor Statistics	BLS
Chief Local Elected Official	CLEO
Career Skills Program	CSP
Certified Workforce Development Professional	CWDP
Certified Work Ready Communities	CWRC
Consolidated Outreach DVOP LEVER	CODL
Department of Economic Development	DED
Department of Labor and Industrial Relations	DOLIR
Department of Social Services	DSS
Disabled Veteran's Outreach Program	DVOP
Division of Employment Security	DES
Eligible Training Provider List	ETPL
Employment Transition Team	ETT
Equal Employment Opportunity	EEO
Equal Opportunity	EO
Federal Employer Identification Number	FEIN
High School Equivalency Test	HiSET
Individual Employment Plan	IEP
Jobs for America's Graduates	JAG
Jobs for Veterans State Grant	JVSG
Labor Market Information	LMI
Local Veteran Employment Representative	LVER
Missouri Association of Workforce Development	MAWD
Missouri Economic Research and Information Center	MERIC
Missouri Work Assistance	MWA
National Career Readiness Certificate	NCRC
National Dislocated Worker Grant	NDWG
On-the-Job Training	OJT
Regional Claim Center	RCC
Trade Adjustment Assistance	TAA
Temporary Assistance for Needy Families	TANF
Training and Employment Guidance Letter	TEGL
Transition Assistance Program	TAP
Vocational Rehabilitation	VR
Wagner-Peyser	WP
Work Opportunity Tax Credit	WOTC
Worker Adjustment and Retraining Notification	WARN

