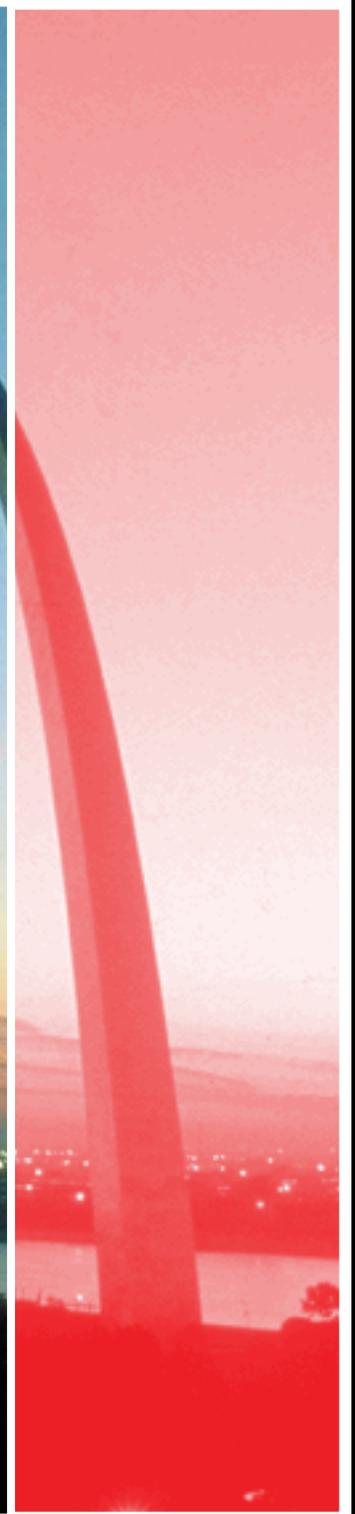


Missouri Driving Talent



**MISSOURI  
Career Center**  
*Where talent and opportunities meet*

MissouriCareerSource.com

# Missouri Driving Talent:

## The 2007 Annual Report for Missouri's Workforce System



DWD Leadership Team pictured from left to right: standing – Mark Bauer, Workforce Services; Amy Deem, Business and Industry Services; Jason Gatz, Special Assistant to the Director; Roger Baugher, Performance and System Redesign; Rose Marie Hopkins, Director, State Workforce Investment Board. Seated – Donna Prenger, Assistant Director for Administration; Dawn R. Busick, Director.

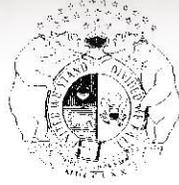
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**MISSOURI  
Career Center**  
*Where talent and opportunities meet*



**MATT BLUNT**  
GOVERNOR



OFFICE OF THE GOVERNOR  
STATE OF MISSOURI  
JEFFERSON CITY  
65101

STATE CAPITOL  
ROOM 216  
(573) 751-3222

Dear Fellow Missourians:

I am pleased to present the Missouri Department of Economic Development-Division of Workforce Development's 2007 Annual Report.

The dedicated professionals in this division work to help Missourians find family-supporting jobs and obtain the skills and education necessary to compete in the global economy. I am committed to helping Missouri's businesses and their employees grow and prosper with the assistance of tools such as the Missouri Career Readiness Certificate, the Skilled Workforce Initiative and our Workforce Innovation in Regional Economic Development (WIRED) regions.

To further this goal, I recently appointed Rod Nunn, formerly the Director of the Division of Workforce Development, to serve as the newly created Director of Education and Workforce Innovation. Rod will lead the Missouri P-20 Council and work closely with members of the Math, Education, Technology and Science (METS) coalition to better prepare current and emerging workers for challenging high-tech jobs.

Thanks to innovative new policies, Missouri's economy is strong and getting stronger. Since I took office in January 2005, Missourians have created nearly 97,000 new jobs, we have turned the state's deficit into a surplus and brought real lawsuit reform and fairness to the workers' compensation system.

My focus on creating greater prosperity for all Missourians is working and outside observers are taking notice of this positive trend. Forbes magazine ranked Missouri 16<sup>th</sup> in its annual "Best States for Business" list and Southern Business and Development magazine awarded honors to Missouri for the first time in 15 years in the state performances category of their annual top 100 issue.

Missouri is fortunate to have the best workforce in the world. I hope you will find this annual report on our efforts to help working families informative. Do not hesitate to contact the Division of Workforce Development if you, or someone you know, could benefit from their assistance.

Sincerely,

Matt Blunt





# MISSOURI

DEPARTMENT OF ECONOMIC DEVELOPMENT

Gregory A. Steinhoff  
Director

Dear Fellow Missourians:

As the Director of the Missouri Department of Economic Development I congratulate the outstanding team at our Division of Workforce Development for another successful year helping Missourians discover new employment opportunities.

This annual report explains these successes and the programs the division administers to help Missourians gain new skills and take advantage of job opportunities in Missouri's strong and vibrant economy.

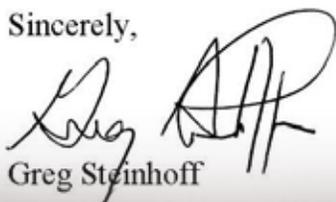
One of the things I enjoy the most about my job is the opportunity it gives me to talk to job creators here at home and across the country. Missouri's working families have earned the reputation of being the greatest workforce in the world and several businesses have taken the opportunity to grow or relocate to the Show-Me state because of this fact.

Under the leadership of Governor Matt Blunt, Missouri has made great strides in helping our state become more conducive to job growth and economic development. One of the most important pieces of his Lewis and Clark Discovery Initiative is the increase in state funded scholarships from \$27.5 million to \$72.5 million, which will help more Missourians reach the goal of earning a college degree.

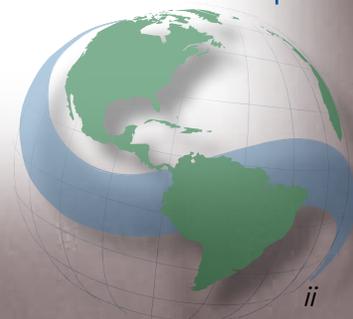
This assistance, combined with the helpful programs offered by the Division of Workforce Development, will help ensure that our workforce is the best prepared for the challenges and opportunities in the global economy.

Thank you for giving us the opportunity to serve you and please do not hesitate to contact the Division of Workforce Development if you or someone you know can benefit from their services.

Sincerely,



Greg Steinhoff





**MISSOURI**  
DEPARTMENT OF ECONOMIC DEVELOPMENT

Division of Workforce Development

Dawn R. Busick  
Director

Welcome to the 2007 Annual Report of Missouri's Workforce System. As the Director of the Division of Workforce Development (DWD), I am proud to present to you this overview of the workforce system and its many significant accomplishments during 2007. Governor Blunt's charge to DWD was to contribute to the creation of a more competitive Missouri and to ensure that Missouri continues to have the "most skilled and productive workforce in the world." At a time when labor markets are tightening at an unprecedented rate due to economic forces, globalization, technology and innovation, this charge has led us to passionately and skillfully re-imagine workforce excellence. 2007 was an excellent year in which we saw tremendous results from Missouri's workforce system, taking several opportunities to showcase how Missouri is leading the nation with innovative workforce services that help build the skills of our workforce so that businesses thrive.

We not only were a national example in many innovations, outcomes, services and results in 2007, we were also the nation's host for top-notch workforce conferences and training events. An exciting new development with Missouri's workforce system is in its new state workforce investment board. Effective December 2007, Missouri is creating a new state workforce investment board to better align economic development and educational partners with workforce strategies. The state workforce system is enhancing its relationships not only with mandated one stop partners but with faith based and community organizations through the rapid statewide expansion of the SHARE Network.

With these, and many other strategies in place to drive talent transformation in Missouri's workforce development, educational and economic development platforms, we are working to take existing workforce innovations and best practices to a new level this year and in the years to come.

We hope you find this report informative in conveying the many wonderful aspects of Missouri's workforce system.

Sincerely,

Dawn R. Busick  
Director, Division of Workforce Development



# TOPS IN DRIVING WORKFORCE SYSTEM INNOVATION:

Missouri has been on the forefront of new methods in workforce service delivery that transcend artificial, geopolitical, and service delivery boundaries to better synchronize talent development improvement strategies with current business needs. While there are 14 Local Workforce Investment Boards (LWIBS) in the State, many of Missouri's LWIBS are crossing these same boundaries in realization that global economies thrive and prosper through true regional collaboration. The State system celebrates these innovative solutions to real talent deficiencies as a tool in regional economic development. Governor Blunt continues to promote regionalism through various strategies, including Missouri's two WIRED regions, Skilled Workforce Initiatives (SWI), SHARE networks and other innovative projects.

## FOCUS ON REGIONS, SECTORS, AND COMMUNITIES

A regional framework, known as WIRED to individual's familiar with the workforce development field, is leading the nation's innovation in linking economic development, education and workforce development. Missouri is driving the way on the national forefront and the ideas set forth by this framework.

### OneKC WIRED

Now in its second year, the OneKC WIRED initiative represents a collaborative partnership strategically designed to drive significant economic and workforce development transformation within a bi-state region of 18 counties in the greater Kansas City area. The OneKC WIRED initiative continues to integrate and build upon a collection of new and currently independent activities, leading to an unprecedented comprehensive system of economic development, workforce development, education, and training to meet the region's current and future needs. DWD serves as the grant recipient for this \$15 million USDOL ETA grant award representing both the State of Missouri and the State of Kansas.

OneKC WIRED funding will help transform specific acts of excellence within the public workforce system into a common skill development brand that supports sustainable talent pipelines in advanced manufacturing, biotechnology, and healthcare throughout the 18-county, bi-state region.

### Commerce Corridor of Southeast Missouri WIRED

In July of 2007, Missouri was awarded its second WIRED transformational opportunity, the Commerce Corridor of Southeast Missouri. This 14-county region will utilize the area's many natural, infrastructure, and geographic resources to expedite the expansion of innovative economic development strategies, improve Math, Engineering, Technology and Science (METS) education outcomes, and transform the regional economy to one based on advanced manufacturing, transportation and logistics, and agribusiness. In September, USDOL Assistant Secretary Emily Stover DeRocco launched the official kick off event in support of the Commerce Corridor WIRED region. This newly established Missouri WIRED region will drive innovation to nurture a new economy through initiatives that will accelerate business productivity and economic development, as well enhance the talent of the area's workforce. Project leaders have already been laying the

*"We are beginning to see a number of substantial transformations among our OneKC WIRED partners, but two immediately come to mind. The first involves expanding the capacity and quality of the healthcare pipeline, specifically for hospital-based nurses. Our goal was to increase enrollment in area nursing schools by 20 percent over a three-year period, and we already have seen a 30 percent increase after just one year. The other is an effort to better prepare student for METS (Math, Engineering, Technology and Science) careers. One initiative, Project Lead the Way, is a pre-engineering program that offers both middle- and high-school curriculum. We have expanded the usage of PLTW from just two school districts (prior to WIRED) to 15, and the number of students enrolled in these rigorous courses has increased from a few hundred to more than 4,000." Paul Scianna, OneKC Project Director*

foundation through asset mapping, organizing panels, forming consortiums in healthcare and bio-fuel, performing a SWOT Analysis, and the coordination of a Leadership Council. The leaders of the area recognize the urgency of need for accelerating the movement of:

- Existing employers to innovative technology and higher productivity;
- Business ideas to market by fostering entrepreneurship and new business growth;
- Skills of the workforce to higher levels that meets the demands of employers and allows citizens to start their own businesses;
- Skills of emerging student pipeline; and
- Ideas and strategies from other regions that match Missouri's goals and needs.

### Missouri Targeted Industry Clusters

As Missouri makes its transition into the new technology-based economy, the state is building strong clusters in eight key industries to assist in growth and expansion opportunities to create new jobs and strengthen Missouri's economy. On several fronts, workforce services are being designed around Missouri's top industry clusters. These eight clusters are: Agri Business; Automotive; Defense and Homeland Security; Energy; Finance; Information Technology; Life Sciences and Transportation Logistics. By focusing workforce strategies around these eight clusters, a more tailored approach to skill development can occur. By utilizing targeted industries we can find regional employment concentrations, staffing patterns, employers, and leading firms, which will support talent development, education, and human capital policy decisions. Missouri's Targeted Industry Clusters were developed through analysis from the Missouri Economic Research Infor-

mation Center (MERIC). More information is available on MERIC's website: <http://www.missourieconomy.org/industry/cluster/targetclusters.stm>

### SHARE Network

In addition to targeting specific economic regions and clusters, DWD also has an innovative method for bringing workforce services closer to the community level throughout the state. This excellent example of government agencies working with Faith-Based and Community Organizations (FBCOs) is Missouri's Sharing How Access to Resources Empowers (SHARE) Network. The SHARE Network has two components that allow for a "high tech" and "high touch" approach to serving Missourians. The SHARE Network online resource directory at [www.sharenetworkmo.org](http://www.sharenetworkmo.org) provides customers with access to organizations offering over 100 human services delivered through government agencies and FBCOs. SHARE Network Access Points (SNAPs) offer the "high touch" approach to services. SNAPs are established in neighborhood FBCOs, with trained volunteers available to assist individuals with employment and training services. These local, neighborhood SNAPs allow Missourians to access services they might otherwise not be able to, due to geographic or social restrictions. SHARE Network team members have opened 33 SNAPs (with an anticipated total of 46 to be opened by January 31, 2008), and more than 6,400 organizations are registered in the online resource directory. *Missouri's SHARE Network has been celebrated nationally as having more online resource directory members and SNAPs than any other state.*





# DRIVING STRATEGIC FUNDING AND SYSTEM IMPROVEMENTS

## Skilled Workforce Initiative

From creative structuring of workforce services, to inventive targeted funding strategies, Missouri is driving system innovation. In July of 2007, Governor Blunt announced the award of nearly \$5 million (with an additional \$3.8 million in leveraged resources) in the second round of our Skilled Workforce Initiative (SWI). The 2007 awards included the extensions of 21 projects from the 2006 SWI, as well as an additional 28 new projects to increase Missouri's competitive advantage in the retention and recruitment of quality, family-supporting careers. The 2007 SWI application process allowed the regions to compete for projects in the following four categories: Talent Acquisition and Development; Business Retention Services; Entrepreneurial Training and Support; and One-Stop Career Center Enhancements. Missouri anticipates some 6,000 individuals and 1,600 employers will benefit from the support and training services offered under this initiative.

The SWI allows the State to drive its goals in a way that fosters strategic alliances between workforce, education and industry partners at the regional level, where innovation flourishes. *In addition to citing the programs' success in "connecting business and industry's human capital needs with strategies and programs that address their workforce shortages," Governor Blunt praised the regional partnerships and participation of business and industry, labor, education, workforce and economic development entities in this valuable partnership.* See [www.ded.mo.gov/wfd](http://www.ded.mo.gov/wfd), under Skilled Workforce Initiative.

## One-Stop Chartering

In an effort to achieve true integration and implement quality improvement and standardization in the 42 Missouri Career Centers, DWD and Missouri's state workforce board implemented the One-Stop Chartering Initiative. This initiative created a set of criteria that the career centers must

meet to become chartered One-Stops. The criteria establish three levels of comprehensive one-stop centers and are framed around the following seven Baldrige principles.

### BALDRIGE PRINCIPLES:

- 1. LEADERSHIP:** Public and private leadership works collaboratively to provide supportive and active management of the Missouri Career Center.
- 2. INFORMATION AND ANALYSIS:** Consistent use of meaningful, current, and reliable information by both staff and customers is fundamental to success.
- 3. STRATEGIC PLANNING:** The Missouri Career Center strategically plans its delivery of services and continuous improvement efforts.
- 4. HUMAN RESOURCE UTILIZATION:** The Missouri Career Center focuses on employee satisfaction, with management ensuring that staff members have the tools and skills they need to provide excellent service to their customers.
- 5. PROCESS MANAGEMENT:** The Missouri Career Center places a major emphasis on continuous improvement, delivering services in a high quality manner and being flexible and quick in responding to customer needs.
- 6. CUSTOMER SATISFACTION:** Employer and individual services are shaped and the Center is measured by external and internal customer feedback and articulation of needs.
- 7. RESULTS:** As the Center's operations and service delivery progress, the performance expectations will grow, both in terms of productivity and quality of service.

## Local Workforce Investment Board (LWIB) Benchmarking

In 2007, DWD took board development to a higher standard, working with Missouri's Local Workforce Investment Boards to improve their effectiveness by adjusting incentive policies to stimulate innovation. The LWIB development efforts are guided by the 2006 report, *Benchmarking Workforce Investment Boards: Critical Success Factors*, prepared by the Corporation for a Skilled Workforce, in partnership with DWD and the Central, Southwest, Northwest, and Kansas City and Vicinity LWIBs. The report contains information on exemplary workforce

boards around the United States that have moved way beyond program operations and established development roles in their communities. This past year, DWD built on the effort by providing LWIB members the opportunity to attend the National Association of Workforce Board's *Becoming a Catalyst for Change* course, which resulted in nearly 150 workforce professionals and executives of local board members participating. Further complimentary executive board training is underway for 2008 in support of LWIB training opportunities.



# DRIVING INNOVATIVE WORKFORCE PRODUCTS

## Missouri Career Readiness Certificate (MoCRC)

November 1, 2007, marked the statewide launch of one of the most valuable tools Missouri's workforce system has to offer. The Missouri Career Readiness Certificate (MoCRC) is a verifiable certificate system that validates individuals' skills in key areas valued by employers. The MoCRC utilizes three WorkKeys® assessments to identify Missourians' competencies in skills essential for success in the workforce. With

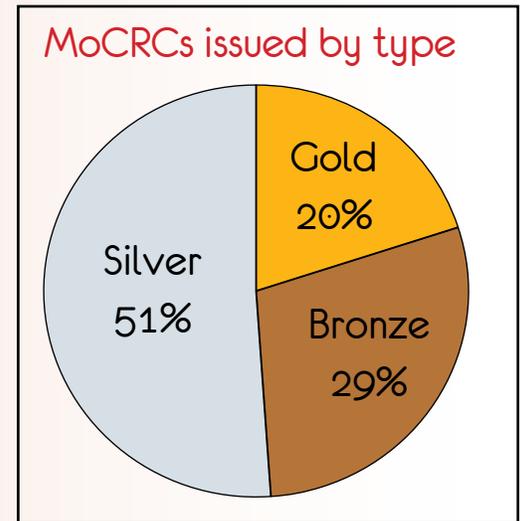


the combination of job analysis, assessment, and training, the MoCRC helps ensure that Missouri workers have real workplace skills and are able to compete in today's rapidly changing labor market. Governor Blunt has called the MoCRC "an innovative strategy for ensuring that businesses across the state find the right workers with the right skills." So far, Missouri has issued well over 9,000 certificates—one of the top outputs in the nation. Additionally, Missouri was the first state in the nation to develop WorkKeys® skill data for the 770 occupations used in state employment projections. This web-based application allows job seekers and workforce professionals to adjust their training goals to improve their abilities for success in Missouri's in-demand occupations. This newly developed enhancement to WorkKeys is currently being featured through out workforce development conferences, symposiums, workshops – again another Missouri driving

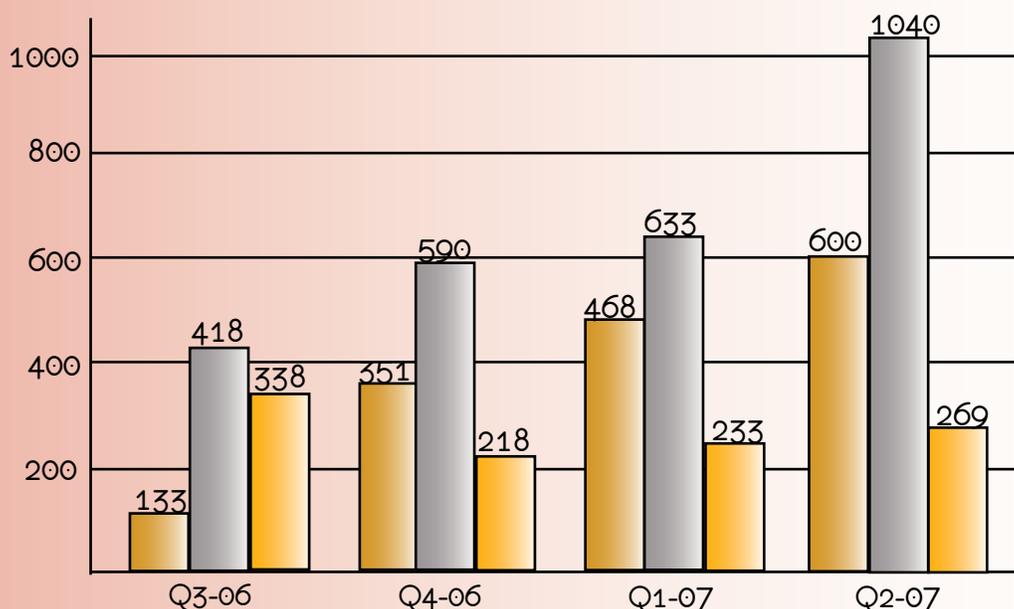
talent initiative that is a first in the nation.

The MoCRC also has tremendous potential for Missouri's businesses as it helps match employers with individuals that have the right skills for the right jobs. The workforce system's Business Representatives meet with businesses to assist them in using the MoCRC in their hiring process. The table below shows the breakdown of MoCRCs issued in Program Year 2006. The total—5,291—marks a 74% increase in certificates over Program Year 2005! In addition, 8,931 MoCRC customers participated in the

Worldwide Interactive Network (WIN) e-learning skill improvement system that comes with the MoCRC. See [www.ded.mo.gov/crc](http://www.ded.mo.gov/crc) to learn more about the MoCRC.



## MoCRCs Issued in PY2006--By Quarter



## Lifelong Learning Accounts

Missouri's other account-based workforce product is the pilot Lifelong Learning Accounts, or LiLA Project. **The LiLA pilot program is identified within the OneKC WIRED region and is one of five regional demonstrations in the country.** LiLAs are employer-matched, portable individual savings accounts used to finance education and training – like a 401(k) for skill building and career advancement, but they are not invested. With LiLAs, workers can upgrade their skills and knowledge to meet the needs of business and industry while achieving their career goals. **LiLAs serve as a new tool to assist workers, particularly those in lower wage** and lower-skilled positions, by improving their access to education and training for career advancement and encouraging businesses to provide educational benefits to their employees. LiLAs also aid businesses by improving their ability to attract and retain capable employees and increase productivity. In 2007, a full time LiLA Director was hired in the OneKC WIRED office along with the establishment of an advisory board for pilot program development. The advisory board has made strong progress such as an improved account structure and steps toward making the process online, streamlined, and customer-friendly. A launch date for the pilot LiLA project has been planned for 2008 with the target to enroll at least 100 employee participants.

## Communications Technology

In October 2007, DWD introduced a new communication technology tool in all comprehensive Career Centers that is opening up a whole new world for deaf and hearing-impaired job seekers by allowing them to communicate with employers and other staff in real time, without an interpreter. This device, called the “UbiDuo™,” is a portable communication device that facilitates simultaneous face to face communication by means of two keyboard displays. In response to the positive feedback from demonstrations to stakeholders, DWD procured at least one UbiDuo for each of the 42 Career Centers. **The company that created the UbiDuosComm—is based in Missouri. The device won the 2006 Governor’s Technology Company of the Year Award from the Missouri Department of Economic Development as well as the 2006 Inclusion for Universal Design Award from the Governor’s**

sComm CEO, Jason Curry is shown here on the left communicating with a client using the Ubi Duo.



**Council on Disability.** Today, Missouri Career Centers can allow deaf job seekers to “borrow” the UbiDuo to take with them on potential job interviews. This exciting product is helping the workforce system improve the quality of life of our deaf and hearing impaired customers and ultimately reduce the disproportionately high unemployment rate in the disabled community. Again, another Missouri initiative driving talent and receiving recognition at the national level.

## Alchemy SISTEM™

Missouri's innovative training method was delivered to widespread audiences in 2007 with new applications and uses. DWD implemented a state-of-the-art training medium in late 2006 to upgrade the skills of Missouri job seekers and workforce professionals in its 42 Career Centers. The product, known as SISTEM™ and developed by Alchemy Systems, is interactive and competency-based, allowing DWD to streamline its training delivery to customers and staff while still allowing for consistency and local customization. The workforce system now has a 90-course library of standardized modules that includes basic job readiness, resume writing, job search techniques, financial literacy, customer service and soft skills, such as problem-solving, communication, and time management. Additional modules offer content customized to meet specific needs of business and industry (e.g., food processing, workplace safety, etc.).

What makes this training so innovative is its efficiency and versatility. All modules are available in both English and Spanish, can be delivered in a classroom setting for up to 32 people at a time, and capture individual assessment results to gauge transfer of knowledge. A 15-minute module of Alchemy equates to an hour of traditional classroom training. **From the launch of Alchemy in September 2006 through October 2007, there have been 14,965 modules completed, representing training to over 4,806 DWD and Workforce Partners and customers in Missouri.**



## Rapid Response Website

As part of the 2007 DWD Reorganization, Rapid Response became an integral part of Business and Industrial Services, adding emphasis on business and economic development, while continuing vital outplacement services to workers. As part of this transition, a new Rapid Response website was created with the following:

- **Visibility:** The site is easy to find from all major search engines and advertisement media.
- **Content:** Information on the site is current and rel-

evant to businesses and workers.

- **Usability:** The site is user-friendly, with the interface and navigation simple and reliable.
- **Appearance:** Graphics and text are a single style that flows throughout to show consistency.

As this screen shot shows, the newly created Rapid Response web site provides businesses and workers with a dependable means to find useful, beneficial information and resources.

[www.rapidresponse.ded.mo.gov](http://www.rapidresponse.ded.mo.gov)

**Missouri Rapid Response**  
Assisting Missouri's Dislocated Workers

State of Missouri - Matt Blunt, Governor

**Home**  
**About**  
**Business**  
**Worker**  
**Job Search**  
**WARN**  
**Contacts**

### Rapid Response Assistance

The Rapid Response Program provides businesses and workers experiencing job losses with information and assistance to help alleviate the economic and unemployment distress resulting from these employment actions.

Workers are encouraged to visit a Missouri Career Center nearest them for help finding employment or starting a new career. The Missouri Department of Economic Development (DED), through the Division of Workforce Development (DWD), administers the State of Missouri's Rapid Response and Dislocated Worker programs from federal funds authorized under the Workforce Investment Act (WIA). There is no charge for these program services, either to the companies or workers who use them.

Learn more about these programs by reading or downloading the Rapid Response Program and Dislocated Worker Program documents, or contact your State Rapid Response Coordinator.

**Chrysler**  
Information for employees of the Chrysler plant in Fenton...

**BRAC**  
Base Realignment and Closure information for Missouri civilian workers.

**O'Sullivan Industries**  
Information for employees of O'Sullivan's plant in Lamar...

**Briggs & Stratton**  
Information for employees of the Briggs & Stratton plant in Rolla...

Done Local Intranet

# DRIVING IMPROVEMENTS FOR UNEMPLOYMENT INSURANCE CUSTOMERS

## Reemployment Services

One great value of Missouri's workforce system is helping unemployed workers return to a self-sustaining career as soon as possible. As part of Governor Blunt's Managing for Performance Initiative, the Division of Employment Security (DES) established a performance goal of 70% of Unemployment Insurance (UI) claimants reemployed within the quarter following their first UI benefit payment. For the 12-month period ending March 31, 2007, 71.0% of Missouri claimants were reemployed in the quarter following receipt of their first payment. Performance on this measure exceeded the goal and has improved steadily since December 31, 2004, when 61.7% of claimants were reemployed in the quarter following their first benefit payment. One of DWD's strategies to accomplish this is through our Worker Profiling and Reemployment Services system, intended to identify UI claimants with a high potential for exhausting their regular benefit entitlement. Re-employment services were developed to help all UI claimants return to work through job seeking skills development, resume preparation and other workforce activities. Through part-

nerships between the DES, DWD, and local WIBs, strategies have been developed to allow more UI claimants to access re-employment services sooner, resulting in UI profiled claimants finding suitable employment faster while also reducing the average period of time that UI claimants receive benefits.

Key components of this system include expanding the number of UI four-week reporting locations available throughout the state; improving the worker profiling selection system to help identify more customers that need assistance; creating a "UI week duration indicator" in the statewide electronic system to help Career Center staff identify customers who may need more intensive services; and requiring UI profiled customers to have a seated interview with Career Center staff every 30 days to receive re-employment progress and to provide additional services as needed. The goal of the Reemployment Services system is to increase the rate of referrals for UI claimants by 5%. The tables below show how the system performed in Program Year (PY) 2006, which covers from July 1, 2006, to June 30, 2007.

Eligible UI Claimant (ETA 9002 Report Cumulative Report) Comparison	PY2006	PY2005
Total Active Job Seekers	101,713	125,518
Referred to Employment	71,387 (70% referral)	80,146 (64% referral)
Referred to WIA Services	9,551 (9% referral)	11,683 (9% referral)

ETA 9048 Worker Profile & Reemployment Services Activity Comparison	PY2006	PY2005
Number put in selection queue	18,262	14,118
Number referred to services	12,383	11,611
Percentage referred to services	68%	82%

ETA 9049 Worker Profiling & Reemployment Services Outcomes Comparison	PY2006	PY2005
Average Benefits Paid	\$3,206	\$3,158
Number Exhausted Benefits	3,997	3,890
Average Compensated Duration	16.25 weeks	16.35 weeks



## Autocoder

An exciting technological improvement in Missouri's services for UI claimants is the use of Autocoder. To maintain and improve upon the performance measures listed previously, DES and DWD implemented the O\*NET SOC Autocoder software. The Autocoder software accurately codes claimants' employment information in order to create a useful work search registration. During the claim registration process, claimants are required to provide a description of their last job. The Autocoder software analyzes the employment information and returns a list of possible job codes.

Depending on the registration method, either a DES staff member or the claimant selects the best match. The claimant's job code information and supporting data is electronically transferred to DWD for an immediate match with available jobs

within DWD's job matching system, MissouriCareerSource.com. This system was implemented in September 2007. To enhance this system further, DES and DWD are working together to link Autocoder information with the DWD Phone Notification System (PNS). After completion of this task, claimants will be notified of appropriate job matches, through the PNS, one day after a UI claim is filed. Missouri's system for reemploying UI claimants is a strong example of deploying strategic and technological improvements to achieve a goal.

# TOPS IN VENUES FOR LEARNING AND COLLABORATION

## Southern Growth Policy Board

On June 3-5, 2007, Missouri hosted the **Southern Growth Policies Board's 2007 Workforce Summit** in St. Louis. As current Chairman of this Board, Governor Blunt was the host of this event and released the 2007 Report on the Future of the South, EnterpriseSouth.biz. The report, which is based on extensive research by Southern Growth members and the responses from 4,100 participants in surveys and community forums, provides a lot of facts and compelling arguments for a strong change in the way southern states prepare their citizens for careers. This workforce development report supports a cultural shift in the South to "an enterprise economy, characterized by a workforce that is knowledgeable, entrepreneurial and innovative." In addition to hosting the event, Missouri's workforce system had plenary and session presenters to share and highlight our accomplishments with other states.

Southern Growth's research focus encompasses the major drivers for economic development in the South – innovation and technology, globalization, the changing nature of the workforce and the vital role of the community.

## 2007 Workforce Innovations Conference

On July 17-19, 2007, Missouri had the honor of hosting the **2007 Workforce Innovations Conference** in Kansas City. Here, a conference record of more than 3,700 local, state and national workforce leaders and their partners from industry, education and economic development gathered to discuss the critical talent development challenges facing our country. The theme of this year's Workforce Innovations - Beyond Boundaries - illustrated that to meet the demands of the 21st century marketplace, regional partners need to develop strategies that go beyond traditional boundaries, to develop the talent of their workers and make the workforce system become the catalyst for an educated and prepared workforce. In addition to the sessions featuring Missouri's workforce professionals, Governor Blunt shared the stage with Kansas Governor Sebelius in the opening session to inform attendees from across the nation about the innovative things Missouri and Kansas are doing to build a world-class talent pool "Beyond Boundaries."



## Governor's Conference on Workforce Development

From August 27-30, 2007, the **2007 Governor's Conference on Economic Development** marked a first, because it combined five conferences in one with Workforce Development, Business & Community Services, Missouri Housing Development Commission, Women's Council, and the Missouri Development Finance Board. With this year's theme of "Made in Missouri from People to Products," the conference focused on what it takes to develop home-grown skills for the home grown jobs being cultivated in economic development. In addition, DWD leadership recognized some of the outstanding people that help make Missouri a great place to live and work. At the conference, winners of awards in five categories were announced: Collaborative Excellence Award; Service Excellence Award; Director's Leadership and Innovation Award; Harlan "Mac" McGinnis Workforce Professional Award; and Individual Achievement Awards. (See pages 16-17)

## Missouri Re-Entry Conference

In early November of 2007, over 200 members of the various agencies of Missouri's workforce system attended the Third Annual Missouri Re-Entry Conference, held at the Lake of the Ozarks. The conference highlighted the Missouri Re-entry Process (MRP), which helps offenders obtain employment after their release from prison. DWD sent many representatives to explore new strategies for continuing our Missouri Re-entry Process as well as to present and share information on the Missouri MRP program with other attendees. In the two and a half days of the conference, keynote and session presenters discussed innovative approaches to advancing the successful re-entry of ex-offender populations, including legislative issues, best practices, faith-based programs and other issues surrounding re-entry initiatives. Again, Missouri is leading the nation in excellence and is called upon from other states. Most recently a delegation of North Dakota officials visited Jefferson City to learn more about how to model this program and its successes.

These conferences, plus the 2007 Heartland Professional Development Symposium (April 17-19) and the Missouri Association of Workforce Development (April 17-18) demonstrated that Missouri is the place to be for workforce professional development venues.

# DRIVING TALENT IN BUSINESS SERVICES

## Business & Industry Services

Funded through state general revenue funds and operated by local educational agencies, Missouri offers industry training programs to eligible businesses to train workers in high wage job creation and job retention efforts in conjunction with economic development incentives. The Missouri Job Development Fund is DED's funding source for the Missouri Customized Training Program. The Missouri Customized Training Program is flexible as it assists both small and large companies with industry training assistance for workers in newly created or in existing jobs.

In addition to the Missouri Customized Training Program, Missouri offers two other industry training programs operated locally by the community colleges. The Missouri Community College New Jobs Training Program provides an incentive for the creation of new jobs by providing education and training of workers for new or expanding industries creating a substantial number of jobs. The Missouri Community College Job Retention Training Program provides an incentive for the retention of a substantial number of existing jobs by providing education and training to workers in retained jobs. Both programs are key components in Missouri's incentive efforts for job creation and retention.



In FY 2007, Industry Training Programs achieved the following:

- Through the Customized Training Program, training assistance was provided to 200 projects (192 companies and eight consortiums) to train 28,246 workers in new and existing jobs at an average wage of \$18.09 per hour.
- The Customized Training Program continues to receive a high overall rating in customer satisfaction with 0% reporting a "poor" rating through anonymous feedback surveys.
- The Customized Training Program's local training coordinators continue to receive high customer servicesatisfaction ratings. The local training coordinators met customer expectations in Fiscal Year 2006 at a rate of 96%.
- Through the Community College New Jobs Training Program, training assistance was provided for four additional companies creating 744 new jobs at an average wage of \$17.14 per hour.
- Through the Community College Job Retention Training Program, training assistance was provided for seven companies to retain 3909 jobs at an average wage of \$24.76.

## Business Services

In addition to the Missouri Industry Training Programs, DWD and the workforce system offer several federally-funded business initiatives that drive Missouri's workforce talent.

### The Skilled Workforce Initiative's Business Retention Program:

An important part of economic development is keeping jobs in the state. The Business Retention initiative enhances local workforce and economic development professionals' efforts towards saving jobs. "Early Warning Networks" are an integral piece of a Business Retention Program, where local workforce, economic development, and other community representatives work together to identify at-risk companies and leverage resources to avert layoffs and closings. The Business Retention Program encourages assembling local experts in the area of workforce, education and economic development, collectively working as a

Business Retention Team. The Team establishes an Early Warning Network that allows members to gather timely information, develop strategies and leverage resources in an attempt to avert layoffs and closures. Through the DWD's Skilled Workforce Initiative, funds were provided for local Business Retention Coordinators (BRCs) who lead local teams of workforce, education and economic development experts. In addition, a representative from Missouri Enterprise participates on each local team and provides expertise in the area of pre-feasibility studies for targeted at-risk businesses. The first year of the initiative, the Division of Workforce Development implemented Business Retention Programs in three pilot sites within the state: the Southwest Region, the Kansas City Metropolitan Area, and the Northwest Region. West Central, Southeast and St. Charles regions were added this year. Ultimately, the vision for the concept of the Business Retention Programs with Early Warning Networks is to go statewide.

## Business Outreach

The original role of DWD's business representatives was that of marketing the labor exchange service GreatHires and the Missouri Career Centers. Over time, that role has evolved and has been expanded to provide a more consistent quality set of services to the business customers in their region. Business representatives now serve as human resource diagnostic experts, meeting with businesses and connecting them to the appropriate assistance depending on their individual company needs. This may include recruitment needs, assistance with tax credits, rapid response services, access to training programs, or even access to information on transportation or permitting issues. In this enhanced role, the business representatives are better informed about the industry demands for a well-prepared workforce. The workforce system's business representatives serve on regional business service teams along with marketing representatives from several workforce system partners.

Regional business services teams are comprised of those individuals who have the primary responsibility of marketing workforce programs and services to business, such as business representatives. Team members work together to coordinate and streamline marketing efforts in order to provide better service to the customer.

Training was implemented to assist and guide the regional business services teams with updating and expanding their business services marketing plan to include additional partner agencies and further improve coordinated outreach activities. To accomplish this goal, the training included the following:

- Engaging more partners in the business planning process, including economic development and education;
- Improving coordinated marketing activities and communication among partners;
- Building a service mix that appeals to the local business community;
- Improving service delivery by improving procedures and protocols for business services;
- Increasing accountability by establishing measures of success; and
- Establishing a continuous improvement process.

The Missouri Employer Committee (MEC) is composed of nearly 3,000 employers representing a cross section of the business community. These employers volunteer as advisors to DWD and the Department of Labor and Industrial Relations (DOLIR) and serve as liaisons between DWD, DOLIR and the employer community. Businesses involved in the MEC network strengthen the partnership between the public and private sector. Specific business objectives may also be identified and are communicated locally through awareness programs and/or with government officials. There is one State Steering Committee and 38 active local MECs.



# DRIVING PERFORMANCE

## Workforce Programs

Workforce program performance is reported in a Program Year or PY form. PY 2006 - the period covered in this report - is July 1, 2006, through June 30, 2007. As shown on these two charts, Missouri's workforce system met or exceeded all of its Workforce Investment Act (WIA) negotiated measures, as well as its Wagner-Peyser measures. There were substantial successes in the Adult Entered Employment Rate, achieving an 89% rate - more than 10% above the 80% rate negotiated. Likewise, the Older Youth Entered Employment Rate and the Dislocated Worker Entered Employment Rate were above the negotiated rates of 70% and 88% respectively, by achieving 81% for Older Youth and 91% for Dislocated Workers. This measure

focuses on those who were not working when they first received services from the system but were employed following receipt of services.

Another performance measure is the "Average Earnings" measure for Wagner-Peyser, Dislocated Workers and the WIA Adult Program participants. This measure calculates two full quarters of earnings for each participant that has been in the workforce after receiving services. The total six-month earnings for Wagner-Peyser participants was \$935,116,233. Which annualizes to over \$1.8 billion returning to local communities in Missouri!

### MISSOURI WIA Performance-EZ PY06 ANNUAL REPORT

<b>TOTAL PARTICIPANTS</b>		<b>19361</b>		<b>TOTAL EXITERS</b>		<b>8098</b>	
Adult	7,774	Adult	3,751	Dislocated Worker	6,290	Dislocated Worker	2,597
Older Youth	1,704	Older Youth	510	Younger Youth	3,593	Younger Youth	1,240

ADULT	NEGOTIATED LEVEL-06 Rate	ACTUAL LEVEL Rate	% of PROJECTION	ACTUAL Num/Den
AD Entered Employment	80%	89%	111%	2,680 / 3,024
AD Six-Month Retention	81%	85%	105%	2,957 / 3,433
AD Average Earnings	\$8,788	\$9,414	107%	\$23,544,554 / 2,501
AD Employment and Credential	68%	75%	113%	999 / 1,337

DISLOCATED WORKER	NEGOTIATED LEVEL-06 Rate	ACTUAL LEVEL Rate	% of PROJECTION	ACTUAL Num/Den
DW Entered Employment	88%	91%	104%	2,318 / 2,543
DW Six-Month Retention	88%	93%	106%	2,570 / 2,775
DW Average Earnings	\$12,627	\$12,830	102%	\$28,904,879 / 2,263
DW Employment and Credential	74%	76%	103%	722 / 950

OLDER YOUTH	NEGOTIATED LEVEL-06 Rate	ACTUAL LEVEL Rate	% of PROJECTION	ACTUAL Num/Den
OY Entered Employment	70%	81%	116%	327 / 405
OY Six-Month Retention	81%	82%	101%	330 / 403
OY Earnings Increase	\$3,000	\$3,560	119%	\$1,185,501 / 333
OY Credential	50%	50%	100%	250 / 498

YOUNGER YOUTH	NEGOTIATED LEVEL-06 Rate	ACTUAL LEVEL Rate	% of PROJECTION	ACTUAL Num/Den
YY Skill Attainment	85%	78%	92%	3,032 / 3,888
YY Diploma or Equivalent	78%	73%	94%	811 / 835
YY Six-Month Retention	83%	71%	113%	762 / 1,074

**Individual Measures:**  
red <80% of projection  
black 80-100% of projection  
green >100% of projection

**Program Area:**  
red <100% of projection  
black 100% of projection  
green >100% of projection



**MISSOURI Career Center**  
Where talent and opportunity meet

### Workforce Program Performance-EZ WAGNER-PEYSER - MISSOURI STATEWIDE PERFORMANCE - PY 2006 ANNUAL

PARTICIPANTS		EXITERS	
Wagner Peyser	183,883	Wagner Peyser	149,850
LVER	4,801	LVER	3,019
DVOP	2,336	DVOP	2,215
LVER/DVOP (Unduplicated)	6,403	LVER/DVOP (Unduplicated)	6,015

TYPES OF STAFF ASSISTED SERVICES FOR 9002	
Career Guidance	24234
Job Search Activities	48293
Referred to Employment	135932
Referred to WIA Services	14693

Wagner Peyser	NEGOTIATED LEVEL-06 Rate	ACTUAL LEVEL Rate	% of PROJECTION	ACTUAL Num/Den
Entered Employment	62%	62%	100%	89,278 / 144,346
Six-Month Retention	82%	77%	94%	60,507 / 128,723
Average Earnings	\$9,143	\$9,389	103%	\$935,116,233 / 1,208,560,247

LVER	NEGOTIATED LEVEL-06 Rate	ACTUAL LEVEL Rate	% of PROJECTION	ACTUAL Num/Den
Entered Employment	50%	65%	119%	2,385 / 3,654
Six-Month Retention	70%	79%	113%	2,727 / 3,471
Average Earnings	Not Negotiated	\$11,382		\$31,038,716 / 39,508,922

DVOP	NEGOTIATED LEVEL-06 Rate	ACTUAL LEVEL Rate	% of PROJECTION	ACTUAL Num/Den
Entered Employment	55%	61%	111%	1,819 / 2,629
Six-Month Retention	70%	76%	109%	1,787 / 2,385
Average Earnings	Not Negotiated	\$11,330		\$20,246,710 / 26,795,450

LVER/DVOP	NEGOTIATED LEVEL-06 Rate	ACTUAL LEVEL Rate	% of PROJECTION	ACTUAL Num/Den
Entered Employment	Not Negotiated	63%		3,528 / 5,586
Six-Month Retention	Not Negotiated	77%		4,059 / 5,249
Average Earnings	Not Negotiated	\$11,373		\$46,163,007 / 59,698,877

**Individual Measures:**  
red <80% of projection  
black 80-100% of projection  
green >100% of projection

**Program Area:**  
red <100% of projection  
black 100-100% of projection  
green >100% of projection



**MISSOURI Career Center**  
Where talent and opportunity meet

# DWD Self-Sufficiency Program Performance

	Career Assistance Program		Missouri Employment and Training Program		Parents' Fair Share	
	PY2006	PY2005	PY2006	PY2005	PY2006	PY2005
Participants Served	35,811	36,501	29,941	63,537	2,522	2,185
Entered Employment	9,909	10,332	19,100	9,840	1,442	708

## Services to Veterans 9002 B and Vets-200C

	PY2006	PY2005
Received Staff Assisted Services	5,973	8,553
Total Exiters	5,615	7,473
Entered Employment Rate	63%	63%
Retained Employment Rate	77%	80%

## Trade Act Performance

	Average Earnings (6 months)	Entered Employment Rate	Retention Rate	Total Number of Exiters
Missouri PY2006	\$12,676	70%	92%	325
Missouri PY2005	N/A	76%	94%	624
National Goal	N/A	70%	85%	N/A

## JobStat

JobStat began with the creation of a State Team, made up of one local “performance” expert from each region, a few “program” staff from Central Office and a design that will convene a meeting of the minds. The team analyzes reports about all programs, combined programs, locally developed reports, etc. to create “workforce intelligence.” It is envisioned that this Team will meet quarterly to rationally discover our strengths and opportunities, relying on data, not speculation, and use that information to make decisions that will improve our workforce system.

We also support the development of similar teams in each region. The make-up of the local teams consists of individuals who have a clear understanding of “the big picture.” The system and our Career Centers will be focusing on how all of our services are impacting our customers regardless of which program may be footing the cost. Our local teams understand, integrate and communicate performance issues across the board. In the future, additional reporting tools will be developed that will allow the system to “discover” opportunities that can be identified within those reports. This concept brings the system sig-

nificantly beyond “pass/fail” performance discussions and into a real “workforce intelligence” process to answer the question: “What is my performance really telling me?”

With the publishing of this Annual Report, JobStat is poised to assemble local JobStat teams and begin discussion of the performance issues identified within this report. Once assembled at the State level, formal discussions of performance issues at the local level will occur. State (DWD) JobStat staff has been concentrating efforts on replacing the Toolbox/GreatHires/MIS system that will also allow for additional reporting capability software to enhance this effort. Once in place, more in-depth analysis can occur, improvement methodologies can be tested and additional discovery can benefit the system.



# Recognizing Excellence in the Workforce System

On August 29, 2007, Governor Blunt joined leaders in Missouri's economic development and workforce development system to recognize outstanding individual and group successes in developing talent through collaboration, innovation, service and leadership. At the 2007 Governor's Conference on Economic Development held in Springfield, Governor Blunt along with Rod Nunn, current Director of Education and Workforce Innovation and Dr. Lewis Chartock, chair of the prior state workforce board, presented Workforce Excellence Awards that recognize exemplary accomplishment and leadership. The photo collage below

shows the Individual Achievement Award winners. In the presentation, Mr. Nunn stated, "To the individuals who, in the face of adversity, challenged severe barriers to employment and found their way to self-sufficiency; to the workforce professionals who were there to encourage, motivate and provide solutions that seemed impossible; to the partners who've formed Strategic Alliances, despite the many reasons to work in silos; and for those of you who have answered the call to innovate, to adapt to a changing economy, re-imagine what's possible in our system—we are here to say thank you."



Flanked by Dr. Chartock and Mr. Nunn are, left to right: Row 1: Brandy Holtsclaw, Jeff Frank; Carlos Carranza, St. Louis County; Chad Sadler, East Jackson County; Row 2: Aretha McAdoo, Kansas City and Vicinity Region; Lindsay Klassen, West Central; Lola Morelan, South Central; Row 3: Stephanie Stogsdill, Central; Lisa Adcock, St. Louis City; Tammy Whitney, Southeast; Lacy Barnes, Northwest. Not pictured are: John Coffman, Northeast Region; Randy Turnbull, Ozark Region; Stacey Fellwock, Southwest Region; Kim Dillon, St. Charles County Region

## Workforce Excellence Awards

Pictured here are the winners of the four Workforce Excellence Awards, presented to recognize: 1) Collaborative Excellence - a group of partners who have formed strategic alliances and have designed new initiatives to drive integration among workforce, economic development and education systems resulting in solutions leading to a positive workforce transformation; 2) Service Excellence - initiatives that have effectively served unique populations in the workforce system and have developed non-traditional pipelines to enhance economic opportunities for hard-to-serve populations; 3) Leadership and Innovation - a workforce leader who has championed the design and application of new products and processes to strengthen a region's workforce and has made contributions that significantly benefit the broad spectrum of the workforce system; and 4) Mac McGinnis Workforce Professional Award.

The winners are, shown top to bottom: Governor Blunt and Mr. Nunn presenting the Director's Leadership and Innovation Award to Jasen Jones, Workforce Investment Board Director of Southwest Missouri; Collaborative Excellence Award winner, Mike Dunaway and the Kansas City Metropolitan Healthcare Council; and the Mac McGinnis Workforce Professional Award winner, Veronica Lowe. (Not pictured, Service Excellence Award winner, Dr. Larry Crawford and the Missouri Re-entry Process.) In a press release about the winners, Governor Blunt noted, "These examples demonstrate that with integrity, determination, and hard work, people can accomplish almost anything. In the past few years, we have retooled our workforce development efforts to provide more opportunities for Missourians, based on enhanced partnerships with economic development and educational institutions and innovative strategies to improve people's lives, and along with it, Missouri's economic competitiveness."

## Leadership and Innovation



## Collaborative Excellence



## Mac McGinnis Workforce Professional Award



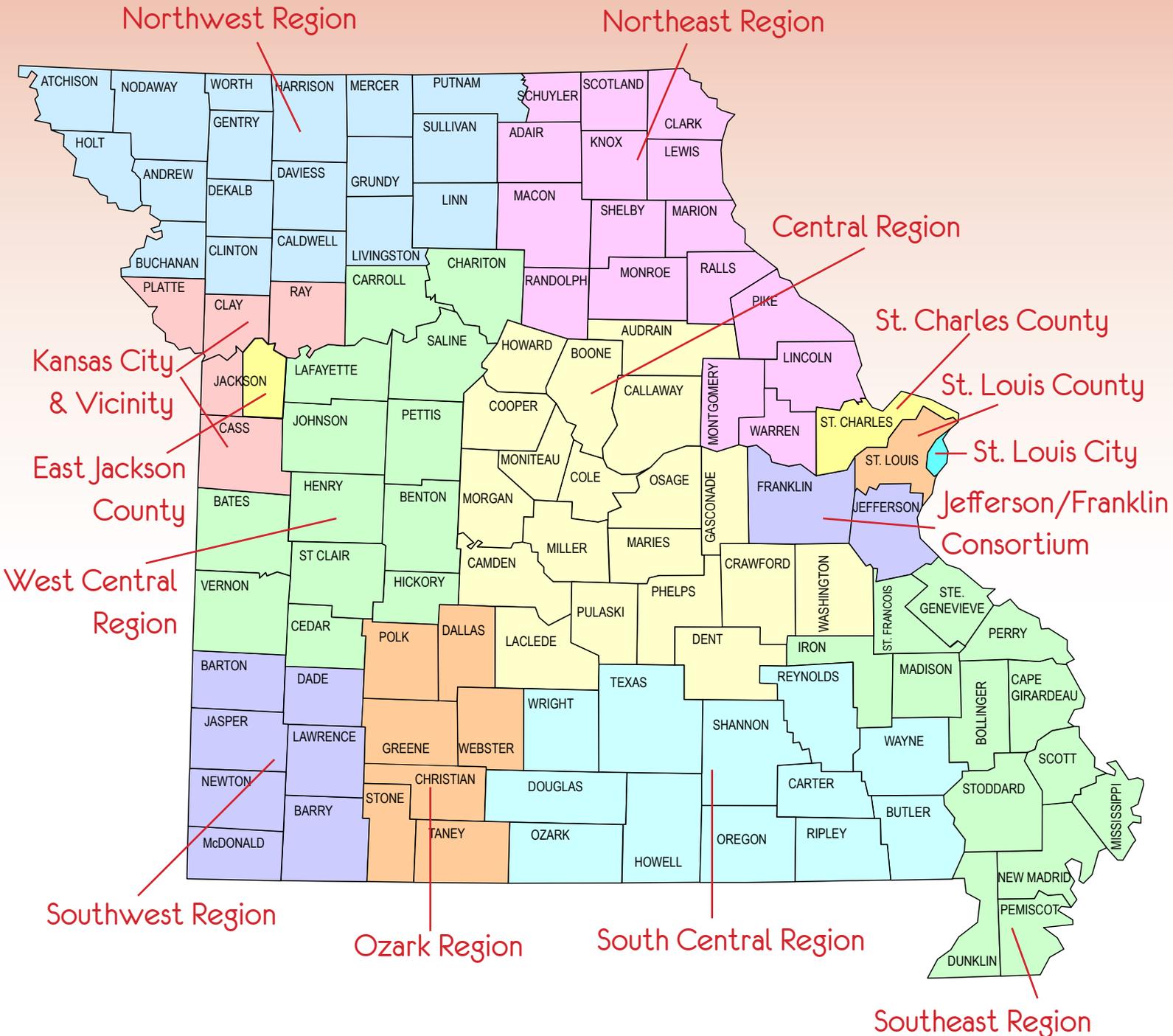
## Service Excellence

*Dr. Larry Crawford*

## Workforce Regions

Missouri is divided into 14 Local Workforce Regions, each of which receives an allocation of federal workforce funds. Local Workforce Investment Boards (LWIBs) govern the workforce development activities of their respective regions. WIBs provide policy guidance and leader-

ship to develop workforce programs that ‘skill-up’ local job seekers for family-supporting careers, and assist local businesses in meeting their human resource needs. Click ‘Local Workforce Boards’ on [www.ded.mo.gov/wfd](http://www.ded.mo.gov/wfd) for more information.



# Central Region

The Central Missouri Workforce Investment Board (CWIB) was awarded a Skilled Workforce Initiative Grant in 2006 to develop and deliver training to incumbent workers throughout the Central Missouri area. Recognizing that retaining jobs in the CWIB region is an important economic development strategy, the intent of this program is to provide developmental training to existing employees in targeted industries. In order to prepare for the training, the Missouri Training Institute (MTI) in partnership with the CWIB, held a series of roundtable discussions with local business representatives in each of the CWIB's subregions: Meramec, Lake Ozark, and Mid-Missouri. The purpose of these discussions was to ascertain who would most likely participate in the sessions, identify training content, and to identify the logistical preferences of employers in delivering training to their workers. With only slight variation, most of the training needs gained from these discussions applied across the board to all employers. In order to be responsive to the employers' input and build in the flexibility they demand, the training is designed and delivered as a series of half-day courses clustered around topics that are relevant to all Central Missouri employers.

The incumbent worker training curriculum was designed to include the following content areas: Relationship Skills, Customer Service, Coaching and Counseling Employees, and Change and Time Management. The CWIB Incumbent Worker training program is now in its second successful year of operation and has served over 500 incumbent workers, with a final block of training sessions scheduled to be delivered in March and April of 2008. In addition, several Central Region employers have asked for the continuation of this valuable service.

### Central Region WIA Performance-EZ PY06 ANNUAL REPORT

Total Participants		2592	Total Exiters		678
Adult		942	Adult		255
Dislocated Worker		802	Dislocated Worker		269
Older Youth		358	Older Youth		81
Younger Youth		350	Younger Youth		63

	NEGOTIATED LEVEL-PY06 Rate	ACTUAL LEVEL Rate	% of PROJECTION	
			Indiv Meas	Prog Area
<b>ADULT</b>				
AD Entered Employment	86%	94%	109%	106%
AD Six-Month Retention	84%	85%	102%	
AD Average Earnings	\$9,590	\$8,948	93%	
AD Employment and Credential	71%	84%	118%	
<b>DISLOCATED WORKER</b>				
DW Entered Employment	71%	95%	133%	116%
DW Six-Month Retention	89%	97%	109%	
DW Average Earnings	\$10,926	\$10,763	98%	
DW Employment and Credential	69%	85%	123%	
<b>OLDER YOUTH</b>				
OY Entered Employment	82%	85%	107%	107%
OY Six-Month Retention	86%	85%	98%	
OY Earnings Increase	\$4,100	\$4,452	109%	
OY Credential	60%	60%	101%	
<b>YOUNGER YOUTH</b>				
YY Skill Attainment	89%	76%	89%	135%
YY Diploma or Equivalent	63%	85%	135%	
YY Six-Month Retention	72%	82%	114%	

<b>Individual Measures:</b> red <80% of projection black 80-100% of projection green >100% of projection	<b>Program Area:</b> red <80% of projection, 80-100% of projection, 100% of projection black >100% of projection	
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### Workforce Program Performance-EZ WAGNER-PEYSER - CENTRAL PERFORMANCE - PY 2006 ANNUAL

PARTICIPANTS		27,463	EXITERS		22,620
Wagner Peyser		968	Wagner Peyser		810
LVER		163	LVER		174
DVOP		1,124	DVOP		920
LVER/DVOP (Unduplicated)			LVER/DVOP (Unduplicated)		

	NEGOTIATED LEVEL-06 Rate	ACTUAL LEVEL Rate	% of PROJECTION		ACTUAL Num/Den
			Indiv Meas	Prog Area	
<b>Wagner Peyser</b>					
Entered Employment	62%	67%	108%	90%	17,124 / 18,181
Six-Month Retention	82%	79%	96%		17,387 / 15,751
Average Earnings	\$9,143	\$9,062	99%		\$119,250,004 / 147,785,047
<b>LVER</b>					
Entered Employment	55%	64%	116%	113%	465 / 523
Six-Month Retention	70%	77%	110%		545 / 773
Average Earnings	Not Negotiated	\$11,396			\$3,814,833 / 3,809,103
<b>DVOP</b>					
Entered Employment	66%	64%	98%	90%	169 / 277
Six-Month Retention	70%	73%	104%		241 / 340
Average Earnings	Not Negotiated	\$12,245			\$3,110,230 / 4,236,730
<b>LVER/DVOP</b>					
Entered Employment	Not Negotiated	63%			532 / 851
Six-Month Retention	Not Negotiated	76%			751 / 925
Average Earnings	Not Negotiated	\$11,014			\$3,630,254 / 11,567,424

<b>Individual Measures:</b> red <80% of projection black 80-100% of projection green >100% of projection	<b>Program Area:</b> red <80% of projection, 80-100% of projection, 100% of projection black >100% of projection	
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# East Jackson Region

The food pantry at the Hawthorne Apartments in Independence has been passing out food to thousands of residents, but is now giving them something much more valuable: help toward self-sufficiency. At a meeting of non-profits, apartment manager Ann Winton learned about the state's SHARE Network Access Points that provide workforce services at the community level. She enthusiastically worked to make the facility a SHARE Network Access Point (SNAP) and then created a program to integrate SNAP services with food distribution. Under the program, residents complete a Goal Plan and Career Development search with a SHARE Network Access Point volunteer before receiving a food allotment. The New Assistance Plan has been in operation for only a month and has already seen encouraging results.

## Outstanding Service to Veterans Award

As part of the Independence Career Center Business Services Team, Workforce Development Executive Senior Coordinator Sharon Hendrix makes presentations to businesses specifically marketing the services we offer to veterans through the Career Center. Sharon first began working more intensely with the Career Center Vet Reps to meet the needs of employers interested in hiring veterans. She also works on the annual Kansas City Vicinity Career Fair, serving on the committees and assisting where needed. Sharon and Local Veterans Employment Representative (LVER) Mike Meade won the Independence Career Center Daryl and Daryl Award for FY 05-06 for being the most integrated staff in the East Jackson County Region. Through the coordinated efforts of Sharon and the Career Center LVERs and Disabled Veterans Outreach Program (DVOP), veterans looking for jobs and employers looking for applicants are receiving better services from the Independence Career Center. On November 6, 2007, Sharon traveled to Washington, D. C., where she was recognized at the United States Department of Labor by Secretary of Labor Elaine Chao along with six other award members representing the state of Missouri.

### East Jackson County WIA Performance-EZ PY06 ANNUAL REPORT

Total Participants		721	Total Exits		475
Adult	375		Adult	265	
Dislocated Worker	183		Dislocated Worker	108	
Older Youth	55		Older Youth	26	
Younger Youth	108		Younger Youth	76	

	NEGOTIATED LEVEL-PY06		ACTUAL LEVEL		% of PROJECTION	
	Rate	Rate	Indiv Meas	Prog Area		
<b>ADULT</b>						
AD Entered Employment	80%	92%	115%	111%		
AD Six-Month Retention	81%	87%	107%			
AD Average Earnings	\$9,750	\$10,277	108%			
AD Employment and Credential	88%	78%	115%			
<b>DISLOCATED WORKER</b>						
DW Entered Employment	88%	92%	104%	107%		
DW Six-Month Retention	88%	91%	103%			
DW Average Earnings	\$14,000	\$15,281	108%			
DW Employment and Credential	72%	80%	111%			
<b>OLDER YOUTH</b>						
OY Entered Employment	70%	84%	120%	130%		
OY Six-Month Retention	80%	100%	125%			
OY Earnings Increase	\$3,000	\$8,128	271%			
OY Credential	55%	63%	115%			
<b>YOUNGER YOUTH</b>						
YY Skill Attainment	85%	72%	86%	110%		
YY Diploma or Equivalent	80%	68%	86%			
YY Six-Month Retention	67%	74%	110%			

<b>Individual Measures:</b> red <80% of projection black 80-100% of projection green >100% of projection	<b>Program Area:</b> red <100% of projection, 200 < 80% any Ind. Meas. black >100% of projection	
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### Workforce Program Performance-EZ WAGNER-PEYSER - EAST JACKSON PERFORMANCE - PY 2006 ANNUAL

TYPES OF STAFF ASSISTED SERVICES FOR 9002	
Career Guidance	1310
Job Search Activities	1420
Referred to Employment	4032
Referred to WIA Services	616

PARTICIPANTS		EXITERS	
Wagner Peyser	6,414	Wagner Peyser	5,574
LVER	188	LVER	180
DVOP	242	DVOP	191
LVER/DVOP (Unduplicated)	370	LVER/DVOP (Unduplicated)	338

	NEGOTIATED LEVEL-06		ACTUAL LEVEL		% of PROJECTION		ACTUAL
	Rate	Rate	Indiv Meas	Prog Area	Num/Den		
<b>Wagner Peyser</b>							
Entered Employment	62%	57%	92%	99%	3,482	8,140	
Six-Month Retention	82%	75%	91%		3,777	3,831	
Average Earnings	\$9,143	\$10,374	113%		\$3,187,658	\$2,181,664	
<b>LVER</b>							
Entered Employment	55%	65%	118%	116%	154	281	
Six-Month Retention	70%	80%	114%		210	272	
Average Earnings	Not Negotiated	\$13,070			\$7,845,760	3,255,040	
<b>DVOP</b>							
Entered Employment	55%	50%	102%	104%	100	178	
Six-Month Retention	70%	75%	107%		112	149	
Average Earnings	Not Negotiated	\$13,711			\$1,535,687	2,042,929	
<b>LVER/DVOP</b>							
Entered Employment	Not Negotiated	62%			240	389	
Six-Month Retention	Not Negotiated	79%			284	358	
Average Earnings	Not Negotiated	\$13,213			\$3,831,770	4,892,384	

<b>Individual Measures:</b> red <80% of projection black 80-100% of projection green >100% of projection	<b>Program Area:</b> red <100% of projection, 200 < 80% any Ind. Meas. black >100% of projection	
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# Jefferson-Franklin Consortium Region

The Jefferson/Franklin Consortium encourages productive collaboration between businesses, voluntary partnerships, public assistance agencies, and the region's community colleges. They dialogue regularly about how to keep the region competitive and avoid duplication of services. This region has implemented a One-Stop Enhancement and a Talent Acquisition and Development Skilled Workforce Initiative to significantly increase the pool of skilled MissouriCareerSource.com registrations and provide improved Career Center access for businesses and job seekers.

Convening advanced manufacturing employers helped identify current challenges within local industries. Through the assistance of the above skilled workforce initiatives, potential workers are able to present strong hiring documentation of their skills and abilities to employers. Career and Technical program graduates of Jefferson College and East Central College must complete the WorkKeys core assessment package (Reading for Information, Locating Information, and Applied Mathematics). Upon graduation, they receive a Missouri Career Readiness Certificate (MoCRC) and get registered with MissouriCareerSource.com, increasing the applicant pool of skilled workers. This initiative also includes an employer job profiling process, in which a trained and licensed facilitator works collaboratively with company management and groups of employees to complete job analysis. The job profile information is then matched with assessment scores on the individuals' WorkKeys assessments, greatly helping employers in making decisions about hiring, training, and employee development needs.

### Jefferson/Franklin Consortium WIA Performance-EZ PY06 ANNUAL REPORT

Total Participants		760	Total Exits		232
Adult	229		Adult		71
Dislocated Worker	229		Dislocated Worker		121
Older Youth	43		Older Youth		9
Younger Youth	179		Younger Youth		31

	NEGOTIATED LEVEL-PY06		ACTUAL LEVEL		% of PROJECTION	
	Rate	Rate	Rate	Rate	Indv Meas	Prog Area
<b>ADULT</b>						
AD Entered Employment	86%	86%	88%	88%	100%	104%
AD Six-Month Retention	87%	87%	87%	87%	100%	
AD Average Earnings	\$11,108	\$11,399	\$11,399	\$11,399	103%	
AD Employment and Credential	78%	87%	87%	87%	112%	
<b>DISLOCATED WORKER</b>						
DW Entered Employment	92%	90%	90%	90%	98%	99%
DW Six-Month Retention	91%	95%	95%	95%	105%	
DW Average Earnings	\$13,009	\$13,037	\$13,037	\$13,037	100%	
DW Employment and Credential	90%	85%	85%	85%	96%	
<b>OLDER YOUTH</b>						
OY Entered Employment	80%	100%	100%	100%	125%	130%
OY Six-Month Retention	90%	88%	88%	88%	98%	
OY Earnings Increase	\$3,000	\$0,234	\$0,234	\$0,234	208%	
OY Credential	85%	100%	100%	100%	118%	
<b>YOUNGER YOUTH</b>						
YY Skill Attainment	96%	99%	99%	99%	103%	
YY Diploma or Equivalent	79%	96%	96%	96%	122%	
YY Six-Month Retention	75%	100%	100%	100%	133%	

**Individual Measures:**  
red <80% of projection  
black 80-100% of projection  
green >100% of projection

**Program Area:**  
red <80% of projection & CE  
black <80% any Ind. Meas.  
black >100% of projection



### Workforce Program Performance-EZ WAGNER-PEYSER - JEFFERSON FRANKLIN PERFORMANCE - PY 2006 ANNUAL

TYPES OF STAFF ASSISTED SERVICES FOR 9002	
Career Guidance	721
Job Search Activities	1239
Referred to Employment	4027
Referred to WIA Services	285

PARTICIPANTS		EXITERS	
Wagner Peyser	6,251	Wagner Peyser	4,928
EVER	457	EVER	357
DVOP	13	DVOP	18
EVER/DVOP (unduplicated)	442	EVER/DVOP (Unduplicated)	399

	NEGOTIATED LEVEL-05		ACTUAL LEVEL		% of PROJECTION		ACTUAL
	Rate	Rate	Rate	Rate	Indv Meas	Prog Area	
<b>Wagner Peyser</b>							
Entered Employment	62%	66%	66%	66%	106%	108%	3,297
Six-Month Retention	82%	83%	83%	83%	101%		5,003
Average Earnings	\$9,143	\$10,651	\$10,651	\$10,651	116%		4,508
<b>EVER</b>							
Entered Employment	45%	65%	65%	65%	119%	116%	138
Six-Month Retention	70%	83%	83%	83%	119%		211
Average Earnings	Not Negotiated	\$12,091	\$12,091	\$12,091			152
<b>DVOP</b>							
Entered Employment	55%	73%	73%	73%	133%	122%	27
Six-Month Retention	70%	78%	78%	78%	111%		37
Average Earnings	Not Negotiated	\$11,040	\$11,040	\$11,040			45
<b>EVER/DVOP</b>							
Entered Employment	Not Negotiated	60%	60%	60%			155
Six-Month Retention	Not Negotiated	83%	83%	83%			134
Average Earnings	Not Negotiated	\$11,993	\$11,993	\$11,993			233
<b>ACTUAL</b>							
Entered Employment							3,297
Six-Month Retention							5,003
Average Earnings							4,508

**Individual Measures:**  
red <80% of projection  
black 80-100% of projection  
green >100% of projection

**Program Area:**  
red <80% of projection & CE  
black <80% any Ind. Meas.  
black >100% of projection



# Kansas City & Vicinity Region

The Full Employment Council (FEC)/Missouri Career Center, in partnership with local economic development corporations, has formed a Business Retention Council to identify existing businesses in the Kansas City Metropolitan Area at risk for closing or relocating, and to leverage resources for providing assistance designed to avert layoffs and closings. The council was formed as a regional effort involving the economic development organizations in Cass, Clay, Platte, Jackson and Ray counties, the Missouri Division of Workforce Development, Kansas City Power and Light and Aquila Corp. Under the program grant, two coordinators from FEC will assist with the program's operation. The program seeks to target 400 companies and save 100 jobs while improving productivity and increasing wages. By putting all the relevant stakeholders around the table, Jim Devine, president/CEO of the Lee's Summit Economic Development Council and the Business Retention Council co-chair, says the FEC has established a unique platform for enhanced collaboration. "By each group knowing who does what and how it is done, there is a greater chance for local businesses to be served in a holistic manner rather than piecemeal with each agency approaching the business from their limited perspectives," he said. "If we maintain leadership and guidance over the process and delivery system, we will make sure FEC's products and processes are responsive to the market place."

In some cases, hospitals located near the state line may employ significant numbers of both Kansas and Missouri residents and may prefer to develop working relationships and have access to the resources of both the FEC/Missouri Career Centers and the Kansas Workforce Partnership. Therefore, 37 area hospitals are now partnering in an effort to align the hospitals' staffing needs with a particular agency's workforce services. Sixteen hospitals have been identified as primary sources for the FEC/Missouri Career Centers, and eight have been identified as a primary source for Kansas Workforce Partnership and 13 are identified as dual source relationships. This bi-state protocol outlines a Recruitment and Referral Process and Career Development Process for Current Employees. The FEC/Missouri Career Centers and Kansas Workforce Partnership will administer the WorkKeys and the Healthcare Selection Inventory (HSI) assessments to employees. The results from the two assessment tools can be used to help employees explore various career paths, identify training needs, and identify jobs for which current skills are sufficient.

### Kansas City & Vicinity WIA Performance-EZ PY06 ANNUAL REPORT

Total Participants		Total Exits	
Adult	1152	Adult	662
Dislocated Worker	421	Dislocated Worker	180
Older Youth	197	Older Youth	89
Younger Youth	555	Younger Youth	290

	NEGOTIATED LEVEL-PY06		ACTUAL LEVEL		% of PROJECTION	
	Rate	Rate	Indiv Meas	Prog Area		
<b>ADULT</b>						
AD Entered Employment	80%	89%	111%	99%		
AD Six-Month Retention	81%	83%	102%			
AD Average Earnings	\$10,029	\$10,089	100%			
AD Employment and Credential	66%	55%	84%			
<b>DISLOCATED WORKER</b>						
DW Entered Employment	87%	92%	106%	95%		
DW Six-Month Retention	88%	87%	99%			
DW Average Earnings	\$13,400	\$12,309	92%			
DW Employment and Credential	74%	63%	86%			
<b>OLDER YOUTH</b>						
OY Entered Employment	70%	90%	128%	105%		
OY Six-Month Retention	80%	87%	108%			
OY Earnings Increase	\$3,000	\$4,111	137%			
OY Credential	51%	63%	124%			
<b>YOUNGER YOUTH</b>						
YY Skill Attainment	85%	80%	71%			
YY Diploma or Equivalent	76%	75%	98%			
YY Six-Month Retention	63%	65%	103%			

<b>Individual Measures:</b> red <80% of projection black 80-100% of projection green >100% of projection	<b>Program Area:</b> red <80% of projection, GE <80% any Ind. Meas. black >100% of projection	
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### Workforce Program Performance-EZ WAGNER-PEYSER - KANSAS CITY & VICIN. PERFORMANCE- PY 2006 ANNUAL

TYPES OF STAFF ASSISTED SERVICES FOR 9002	
Career Guidance	2234
Job Search Activities	2378
Referred to Employment	12759
Referred to WIA Services	1905

PARTICIPANTS		EXITERS	
Wagner Peyser	17,073	Wagner Peyser	13,292
LVER	535	LVER	453
DVOP	514	DVOP	433
LVER/DVOP (Unuplicated)	937	LVER/DVOP (Unuplicated cases)	795

	NEGOTIATED LEVEL-06		ACTUAL LEVEL		% of PROJECTION		ACTUAL
	Rate	Rate	Indiv Meas	Prog Area	NumDen		
<b>Wagner Peyser</b>							
Entered Employment	62%	52%	84%	90%	7,825	15,051	
Six-Month Retention	82%	79%	96%		8,494	12,725	
Average Earnings	\$9,148	\$9,161	100%		\$77,313,334	111,077,125	
<b>LVER</b>							
Entered Employment	50%	51%	111%	105%	258	425	
Six-Month Retention	70%	69%	99%		198	283	
Average Earnings	Not Negotiated	\$10,798			\$2,188,094	3,120,623	
<b>DVOP</b>							
Entered Employment	50%	53%	100%	801%	292	475	
Six-Month Retention	70%	71%	801%		210	294	
Average Earnings	Not Negotiated	\$10,480			\$2,200,800	3,051,120	
<b>LVER/DVOP</b>							
Entered Employment	Not Negotiated	57%			458	625	
Six-Month Retention	Not Negotiated	70%			399	625	
Average Earnings	Not Negotiated	\$10,620			\$3,022,101	5,593,054	

<b>Individual Measures:</b> red <80% of projection black 80-100% of projection green >100% of projection	<b>Program Area:</b> red <80% of projection, GE <80% any Ind. Meas. black >100% of projection	
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# Northeast Region

The Northeast Region is one of the original eight regions to join the Division of Workforce Development in bringing the SHARE Network project to Missouri. Local SHARE Network efforts are led by a team consisting of Cyndi Johns, Lisa Duke, Vicki Dickerson, Carol Fenton, and Ron Hockman. This local team has worked closely with statewide team members as well as working locally with their partners and communities to develop a more accessible workforce system in Northeast Missouri. The Northeast Region has worked closely with their Community Action agencies and other partners to open six SHARE Network Access Points (SNAPs) in the region. There are an additional five SNAPs that are in the development stage and will be open for business by the end of 2007. This local team has a plan to saturate the region with SNAP locations for access to workforce development services by the close of the next year. The Northeast Region consists of 16 rural counties served by four full-service Missouri Career Centers. In the past, job seekers in the region had to drive over 60 miles to access Career Center services. These local grassroots access points have allowed our services to truly be more accessible to our residents.

In the Northeast Region Missouri Career Center staff are working with partners to better serve customers by utilizing Missouri's Alchemy system. The staff are focusing on the needs of both the job seeker and business in these efforts. The career centers have been working with their partners and customers to fully utilize this system. Moberly is taking the Alchemy System on the road and has begun using it to train seniors at the local Vocational Schools within their area. This will be repeated in the Hannibal area in the near future. In Hannibal and Kirksville, partner staff from Learning Opportunities/Quality Works, Inc. (a partner agency providing employment services to individuals with disabilities) is either hosting high school job clubs at the Career Center or taking the system on the road to the local high schools. They have found the system to be completely accessible for customers of all skill levels. Hannibal and Warrenton Career Centers are utilizing the Alchemy System with all of their Worker Profiling customers to improve their re-employability. It has become part of the orientation for these customers, and, as a result, staff has seen an increase in WIA Dislocated Worker enrollments.

### Northeast Region WIA Performance-EZ PY06 ANNUAL REPORT

Total Participants		Total Enters	
Adult	879	Adult	228
Dislocated Worker	240	Dislocated Worker	86
Older Youth	356	Older Youth	12
Younger Youth	80	Younger Youth	47

	NEGOTIATED LEVEL-PY06 Rate	ACTUAL LEVEL Rate	% of PROJECTION	
			Indiv Meas	Prog Area
<b>ADULT</b>				
AD Entered Employment	86%	88%	113%	112%
AD Six-Month Retention	80%	97%	113%	
AD Average Earnings	\$10,750	\$10,510	98%	
AD Credential	73%	92%	126%	
<b>DISLOCATED WORKER</b>				
DW Entered Employment	87%	98%	113%	104%
DW Six-Month Retention	89%	87%	108%	
DW Average Earnings	\$11,578	\$11,055	95%	
DW Employment and Credential	80%	80%	100%	
<b>OLDER YOUTH</b>				
OY Entered Employment	78%	100%	128%	114%
OY Six-Month Retention	84%	88%	106%	
OY Earnings Increase	\$3,000	\$4,372	146%	
OY Credential	65%	71%	110%	
<b>YOUNGER YOUTH</b>				
YY Self Attainment	83%	86%	92%	100%
YY Diploma or Equivalent	83%	83%	100%	
YY Six-Month Retention	74%	85%	116%	

Individual Measures:	Program Area:
red <80% of projection	red <100% of projection, GE
black 80-100% of projection	black <80% any Ind. Meas.
green >100% of projection	black >100% of projection



### Workforce Program Performance-EZ WAGNER-PEYSER - NORTHEAST PERFORMANCE - PY 2006 ANNUAL

TYPES OF STAFF ASSISTED SERVICES FOR 802	
Career Guidance	1144
Job Search Activities	2594
Referred to Employment	7412
Referred to WIA Services	444

PARTICIPANTS		ENTERS	
Wagner Peyser	10,635	Wagner Peyser	9,037
LVER	357	LVER	287
DWOP	63	DWOP	78
LVER/DWOP (Unuplicated)	413	LVER/DWOP (Unuplicated)	357

	NEGOTIATED LEVEL-06 Rate	ACTUAL LEVEL Rate	% of PROJECTION		ACTUAL Num/Den
			Indiv Meas	Prog Area	
<b>Wagner Peyser</b>					
Entered Employment	82%	85%	105%	99%	5,018 / 7,795
Six-Month Retention	82%	78%	95%		5,951 / 7,675
Average Earnings	\$8,143	\$8,520	93%		\$50,787,720 / 65,597,000
<b>LVER</b>					
Entered Employment	55%	62%	113%	114%	143 / 231
Six-Month Retention	70%	81%	116%		154 / 191
Average Earnings	Not Negotiated	\$10,369			\$1,925,002 / 1,879,333
<b>DWOP</b>					
Entered Employment	55%	72%	131%	122%	46 / 78
Six-Month Retention	70%	79%	113%		58 / 71
Average Earnings	Not Negotiated	\$11,845			\$653,370 / 949,058
<b>LVER/DWOP</b>					
Entered Employment	Not Negotiated	64%			193 / 301
Six-Month Retention	Not Negotiated	81%			207 / 257
Average Earnings	Not Negotiated	\$10,713			\$2,217,591 / 2,255,241

Individual Measures:	Program Area:
red <80% of projection	red <100% of projection, GE
black 80-100% of projection	black <80% any Ind. Meas.
green >100% of projection	black >100% of projection



# Northwest Region

Our region saw strong results from our Skilled Workforce Initiative projects during the July 1, 2006 – June 30, 2007 period. In our Business Retention Services project, a Business Retention Coordinator assisted businesses in crisis to avert employee layoffs. The program saw 25 businesses assisted with 337 jobs saved. Our Incumbent Worker Skill Shortages program, through North Central Missouri College (NCMC), established a manufacturing assessment and training program. NCMC is the only community college in Missouri to offer the Manufacturing Skill Standards Council Production Technician Certification (MSSC – PTC) program and an AAS degree. Three manufacturing companies participated in the program, and 14 employees enrolled in training and received MSSC-PTC certificates. Thirdly, we implemented our Youth Skill Shortages and Capacity Building project to strengthen existing Youth Programs. The project has an emphasis on serving out-of school and at-risk youth through NW WIB Youth Council, Directory of Community Youth Services, Youth Info-Share Convention, and the St. Joseph inner-city youth program. Finally, our Micro-Enterprise Training and Support program offered financial support for training and start up costs to individuals with an interest in starting their own business. Three individuals received training and assistance as of June 30, 2007, and one individual received a \$5,000 capitalization grant

The Northwest region embarked on the One-Stop Career Center Chartering Initiative process that will enable our Board to charter the St. Joseph Career Center as a Level II Comprehensive Missouri Career Center, and the Chillicothe and Maryville Career Centers as Non-comprehensive Missouri Career Centers. The Corporation for a Skilled Workforce conducted an extensive examination of our first draft. Throughout the process, NW WIB members reviewed, made recommendations to, and provided their affirmation of the evidentiary material that demonstrates that each of the Missouri Career Centers in our region offers quality services and strives for excellence. The chartering application was submitted to the Division of Workforce Development in November 2007.

### Northwest Region WIA Performance-EZ PY06 ANNUAL REPORT

Total Participants		Total Exits	
Adult	924	Adult	404
Dislocated Worker	341	Dislocated Worker	202
Older Youth	52	Older Youth	24
Younger Youth	140	Younger Youth	35

	NEGOTIATED	ACTUAL	% of PROJECTION	
	LEVEL-PY06	LEVEL	Indiv Meas	Prog Area
	Rate	Rate		
<b>ADULT</b>				
AD Entered Employment	80%	86%	107%	106%
AD Six-Month Retention	85%	84%	99%	
AD Average Earnings	\$9,276	\$9,641	104%	
AD Employment and Credential	59%	68%	115%	
<b>DISLOCATED WORKER</b>				
DW Entered Employment	90%	85%	95%	98%
DW Six-Month Retention	88%	95%	108%	
DW Average Earnings	\$12,414	\$12,769	103%	
DW Employment and Credential	68%	59%	87%	
<b>OLDER YOUTH</b>				
OY Entered Employment	82%	96%	117%	106%
OY Six-Month Retention	82%	79%	97%	
OY Earnings Increase	\$3,000	\$4,870	163%	
OY Credential	63%	59%	94%	
<b>YOUNGER YOUTH</b>				
YY Skill Attainment	87%	75%	86%	
YY Diploma or Equivalent	80%	52%	65%	
YY Six-Month Retention	60%	69%	116%	

<b>Individual Measures:</b> red <80% of projection black 80-100% of projection green >100% of projection	<b>Program Area:</b> red <100% of projection black 100% of projection green >100% of projection	
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### Workforce Program Performance-EZ WAGNER-PEYSER - NORTHWEST PERFORMANCE - PY 2006 ANNUAL

TYPES OF STAFF ASSISTED SERVICES FOR 9002	
Career Guidance	1012
Job Search Activities	7282
Referred to Employment	11910
Referred to WIA Services	544

PARTICIPANTS		EXITERS	
Wagner Peyser	14,827	Wagner Peyser	12,625
LVER	622	LVER	448
DWOP	270	DWOP	262
LVER/DWOP (Unduplicated)	671	LVER/DWOP (unduplicated)	586

	NEGOTIATED	ACTUAL	% of PROJECTION		ACTUAL
	LEVEL-06	LEVEL	Indiv Meas	Prog Area	
	Rate	Rate			Num/Den
<b>Wagner Peyser</b>					
Entered Employment	62%	67%	106%	101%	6,108 / 6,827
Six-Month Retention	82%	78%	95%		5,085 / 5,341
Average Earnings	\$9,142	\$9,140	100%		\$5,652,900 / \$6,220,740
LVER					26.8 / 36.4
Entered Employment	55%	68%	124%	120%	317 / 305
Six-Month Retention	70%	81%	116%		32,693,239 / 33,612,239
Average Earnings	Not Negotiated	\$10,985			4,917,105
DWOP					136 / 205
Entered Employment	59%	66%	120%	119%	137 / 165
Six-Month Retention	70%	82%	117%		\$1,403,026 / 1,220,864
Average Earnings	Not Negotiated	\$10,898			
LVER/DWOP					317 / 377
Entered Employment	Not Negotiated	67%			377 / 485
Six-Month Retention	Not Negotiated	81%			84 / 112,312
Average Earnings	Not Negotiated	\$10,937			5,055,705

<b>Individual Measures:</b> red <80% of projection black 80-100% of projection green >100% of projection	<b>Program Area:</b> red <100% of projection black 100% of projection green >100% of projection	
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# Ozark Region

During Program Year 2006, the Ozark Region Workforce Investment Board continued to implement its business services marketing plan. Occupational skills training was designated in the Business Services Plan as the marketing niche for the Ozark Region business customers. The plan for implementation of this marketing niche was bolstered when the region had an opportunity to apply for Skilled Workforce Initiative dollars in 2006. The business services team had researched Ozark labor market information to determine which occupations had the most projected job openings, required advanced training and paid above average wages. As a result of the research, the committee determined that healthcare occupations best met these criteria and had the greatest demand for advanced training in the rural counties of the region.

The Career Center partnered with Citizens Memorial Healthcare Systems located in Bolivar. CMH worked with WIA staff to develop an incumbent worker training program. CMH committed scholarship dollars to CMH employees who agreed to pursue post secondary education in healthcare occupations. Ozark region received \$75,000 to fund the Ozark Region's first Incumbent Worker training program as a part of the Skilled Workforce Initiative. These funds were used to provide a 50% match to the dollars committed by the CMH foundation for scholarships. CMH selected 58 employees to receive training during the year, and 56 of them completed credentials. Of that number, 25 graduated from Certified Nurse Aide training, LPN and RN Bridge programs. Three employees completed advance degrees in Healthcare Management. These employees, along with Skilled Nursing Facility employees, also completed a customized training workshop that provided advanced healthcare skills for treating Alzheimer patients in long term care settings.

Based on the number who completed credentials and received new job titles with pay increases, the average cost to the grant was \$660 per credential received. The average wage increase with new credentials was estimated to be \$3.69 per hour per employee. Based on earnings increased the estimated projection of annual income added to the local rural economy was \$465,920 for the year. The Ozark Region received an extension of the grant which is allowing Citizen Memorial Healthcare Foundation to fund training for 10 additional employees who are working to complete LPN and RN bridge programs during 2007.

### Ozark Region WIA Performance-EZ PY06 ANNUAL REPORT

<b>Total Participants</b>	<b>1116</b>	<b>Total Exits</b>	<b>427</b>
Adult	375	Adult	185
Dislocated Worker	348	Dislocated Worker	144
Older Youth	97	Older Youth	22
Younger Youth	296	Younger Youth	75

	NEGOTIATED	ACTUAL	% of PROJECTION	
	LEVEL-PY06	LEVEL	Indiv Meas	Prog Area
	Rate	Rate		
<b>ADULT</b>				
AD Entered Employment	86%	89%	104%	102%
AD Six-Month Retention	88%	84%	95%	
AD Average Earnings	\$9,004	\$9,569	107%	
AD Employment and Credential	69%	70%	101%	
<b>DISLOCATED WORKER</b>				
DW Entered Employment	91%	92%	101%	103%
DW Six-Month Retention	93%	94%	101%	
DW Average Earnings	\$11,200	\$11,523	103%	
DW Employment and Credential	70%	74%	106%	
<b>OLDER YOUTH</b>				
OY Entered Employment	72%	64%	89%	80%
OY Six-Month Retention	64%	71%	85%	
OY Earnings Increase	\$2,044	\$1,371	48%	
OY Credential	76%	53%	70%	
<b>YOUNGER YOUTH</b>				
YY Skill Attainment	95%	94%	99%	
YY Diploma or Equivalent	65%	57%	87%	
YY Six-Month Retention	75%	63%	83%	

<b>Individual Measures:</b>	<b>Program Area:</b>
red <80% of projection	red <100% of projection, DG
black 80-100% of projection	black <80% any Ind. Meas.
green >100% of projection	black >100% of projection



### Workforce Program Performance-EZ WAGNER-PEYSER - OZARK PERFORMANCE - PY 2006 ANNUAL

TYPES OF STAFF ASSISTED SERVICES FOR 9002	
Career Guidance	1233
Job Search Activities	1409
Referred to Employment	10103
Referred to WIA Services	848

PARTICIPANTS		EXITERS	
Wagner Peyser	12,769	Wagner Peyser	10,601
LVER	256	LVER	203
DVOP	87	DVOP	81
LVER/DVOP (Unduplicated)	335	LVER/DVOP (Unduplicated)	274

	NEGOTIATED	ACTUAL	% of PROJECTION		ACTUAL
	LEVEL-06	LEVEL	Indiv Meas	Prog Area	
	Rate	Rate			Num/Den
<b>Wagner Peyser</b>					
Entered Employment	92%	99%	110%	102%	5,808 / 10,022
Six-Month Retention	82%	79%	96%		2,985 / 10,011
Average Earnings	\$9,143	\$9,272	101%		\$73,851,480 / 9,007,437
<b>LVER</b>					
Entered Employment	55%	69%	125%	116%	123 / 185
Six-Month Retention	70%	75%	107%		152 / 264
Average Earnings	Not Negotiated	\$10,171			\$1,585,997 / 2,074,894
<b>DVOP</b>					
Entered Employment	55%	72%	131%	122%	58 / 137
Six-Month Retention	70%	79%	113%		105 / 184
Average Earnings	Not Negotiated	\$9,752			\$1,414,040 / 1,745,368
<b>LVER/DVOP</b>					
Entered Employment	Not Negotiated	71%			217 / 307
Six-Month Retention	Not Negotiated	77%			263 / 367
Average Earnings	Not Negotiated	\$10,008			\$2,832,294 / 3,637,036

<b>Individual Measure:</b>	<b>Program Area:</b>
red <80% of projection	red <100% of projection, DG
black 80-100% of projection	black <80% any Ind. Meas.
green >100% of projection	black >100% of projection



# South Central Region

Business services in our two Missouri Career Centers—West Plains and Poplar Bluff—have been enhanced with two new initiatives. The South Central WIB has funded a Disability Program Navigator (DPN) who travels with the region's business reps to provide employers information and assistance regarding disability issues. The DPN also provides career centers information on assistive technology for disabled customers. Secondly, the South Central region is working with USDOL on providing On-the-Job Training (OJT)/Apprenticeships to area businesses. Currently, we have five companies approved to begin the program.

We also are enhancing our training services, with very active training consortiums in our region. Three Rivers Community College provides facilitation and assistance in grant-writing to acquire funding for training programs, and businesses are taking advantage of greatly-reduced costs of training. The WIB is finalizing plans to partner with the Department of Conservation to establish a Youth Conservation Corps locally. This summer employment program permits our WIA youth to cultivate work, social, and educational skills by doing projects that further the development and conservation of the area's natural resources. We are in the development stages of implementing a healthcare apprenticeship program. We have met with regional educational facilities to discuss available training courses, and will meet with medical facilities in early 2008. This program will take a hospital cafeteria worker, for instance, and provide them training to become a dietary specialist.

### South Central Region WIA Performance-EZ PY06 ANNUAL REPORT

Total Participants		1074		Total Exitters		638	
Adult	416	Adult	137	Dislocated Worker	33	Older Youth	32
Older Youth	101	Younger Youth	55	Older Youth	32	Younger Youth	18

ADULT	NEGOTIATED LEVEL-PY06		ACTUAL LEVEL		% of PROJECTION		
	Rate	Rate	Indiv Meas	Prog Area			
AD Entered Employment	82%	90%	110%				
AD Six-Month Retention	85%	90%	104%			111%	
AD Average Earnings	\$8,115	\$8,416	104%				
AD Employment and Credential	70%	87%	125%				
<b>DISLOCATED WORKER</b>							
DW Entered Employment	84%	97%	115%				
DW Six-Month Retention	87%	96%	111%			112%	
DW Average Earnings	\$10,143	\$10,665	103%				
DW Employment and Credential	69%	82%	119%				
<b>OLDER YOUTH</b>							
OY Entered Employment	98%	79%	117%				
OY Six-Month Retention	71%	90%	127%				
OY Earnings Increase	\$2,650	\$2,953	111%				
OY Credential	39%	40%	125%			118%	
<b>YOUNGER YOUTH</b>							
YY Skill Attainment	85%	81%	95%				
YY Diploma or Equivalent	71%	84%	118%				
YY Six-Month Retention	93%	77%	122%				

<b>Individual Measures:</b> red <80% of projection black 80-100% of projection green >100% of projection	<b>Program Area:</b> red <100% of projection, 0-2 <80% any Ind. Meas. black >100% of projection	
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### Workforce Program Performance-EZ WAGNER-PEYSER - SOUTH CENTRAL PERFORMANCE- PY 2006 ANNUAL

TYPES OF STAFF ASSISTED SERVICES FOR 9002	
Career Guidance	699
Job Search Activities	699
Referred to Employment	5469
Referred to WIA Services	309

PARTICIPANTS		EXITERS	
Wagner Peysers	7,911	Wagner Peysers	6,296
LEVER	102	LEVER	109
DVOP	41	DVOP	38
LEVER/DVOP (Unspecified)	138	LEVER/DVOP (Unspecified)	129

	NEGOTIATED LEVEL-06		ACTUAL LEVEL		% of PROJECTION		ACTUAL
	Rate	Rate	Indiv Meas	Prog Area	Num/Den		
Wagner Peysers							
Entered Employment	62%	61%	96%			3,404	
Six-Month Retention	82%	75%	91%	93%		4,024	
Average Earnings	\$9,143	\$8,033	86%			\$1,347,898	
LEVER						43,195,800	
Entered Employment	95%	59%	105%			71	
Six-Month Retention	70%	77%	110%	108%		170	
Average Earnings	Not Negotiated	\$9,153				135	
DVOP						\$35,017	
Entered Employment	55%	56%	102%			1,235,655	
Six-Month Retention	70%	75%	107%	104%		54	
Average Earnings	Not Negotiated	\$10,612				55	
LEVER/DVOP						73	
Entered Employment	Not Negotiated	60%				\$53,660	
Six-Month Retention	Not Negotiated	77%				714,676	
Average Earnings	Not Negotiated	\$9,772				97	

<b>Individual Measures:</b> red <80% of projection black 80-100% of projection green >100% of projection	<b>Program Area:</b> red <100% of projection, 0-2 <80% any Ind. Meas. black >100% of projection	
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# Southeast Region

The Workforce Investment Board of Southeast Missouri has been busy fostering strategic partnerships and aggressively bringing alternative funding throughout the Southeast Region.

The Commerce Corridor of Southeast Missouri is attempting to accelerate a transition in which an economy based on traditional agriculture and old line manufacturing will become one that embraces innovation in new markets. The 14-county region will promote innovation through new initiatives and the expansion of existing exemplary programs to accomplish four goals: 1) accelerate business productivity and economic development; 2) accelerate skills of current and dislocated workforce; 3) accelerate skills of emerging student pipeline; and 4) accelerate entrepreneurship.

The Business Retention Program provides funding to local workforce regions to hire a Business Retention Coordinator. The Business Retention Coordinator assembles and leads a team of community experts who target at-risk companies, develop strategies for layoff intervention and leverage resources to save jobs. By establishing and implementing this "Early Warning Network," the Business Retention Teams can avert layoffs and closures and return a business to profitability within that community. The Micro Enterprise Program provides funding to help low income and dislocated workers to receive a grant to help start a business. The Talent Development initiative provides for a Workplace Readiness Credential Program in Southeast Missouri. The Career Center Enhancement provides funding to move the Missouri Career Center in Cape Girardeau toward becoming a Chartered Career Center.

Currently, Licensed Professional Counselors are available to assist CAP case managers in assessing and making referrals and to provide individual/group counseling.

### Southeast Region WIA Performance-EZ PY06 ANNUAL REPORT

Total Participants		1781	Total Exitters		764
Adult	479		Adult		201
Dislocated Worker	645		Dislocated Worker		228
Older Youth	137		Older Youth		58
Younger Youth	530		Younger Youth		277

	NEGOTIATED LEVEL-PY06		ACTUAL LEVEL		% of PROJECTION	
	Rate	Rate	Indiv Meas	Prog Area		
<b>ADULT</b>						
AD Entered Employment	82%	83%	101%	96%		
AD Six-Month Retention	87%	82%	94%			
AD Average Earnings	\$8,774	\$8,908	102%			
AD Employment and Credential	87%	83%	94%			
<b>DISLOCATED WORKER</b>						
DW Entered Employment	88%	93%	105%	103%		
DW Six-Month Retention	90%	89%	96%			
DW Average Earnings	\$11,468	\$11,244	98%			
DW Employment and Credential	88%	78%	114%			
<b>OLDER YOUTH</b>						
OY Entered Employment	89%	79%	114%	92%		
OY Six-Month Retention	85%	75%	89%			
OY Earnings Increase	\$2,467	\$3,050	124%			
OY Credential	53%	16%	31%			
<b>YOUNGER YOUTH</b>						
YY Skill Attainment	91%	74%	81%			
YY Diploma or Equivalent	87%	67%	100%			
YY Six-Month Retention	72%	75%	104%			

<b>Individual Measures:</b> red <80% of projection black 80-100% of projection green >100% of projection	<b>Program Area:</b> red <100% of projection, 0% < 80% any Ind. Meas. black >100% of projection	
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### Workforce Program Performance-EZ WAGNER-PEYSER - SOUTHEAST PERFORMANCE - PY 2006 ANNUAL

TYPES OF STAFF ASSISTED SERVICES FOR 9002	
Career Guidance	1874
Job Search Activities	2131
Referred to Employment	16023
Referred to WIA Services	1022

PARTICIPANTS		EXITERS	
Wagner Peyser	23,591	Wagner Peyser	18,799
LVER	395	LVER	252
DWOP	16	DWOP	15
LVER/DWOP (Unduplicated)	395	LVER/DWOP (Unduplicated)	263

	NEGOTIATED LEVEL-06		ACTUAL LEVEL		% of PROJECTION		ACTUAL
	Rate	Rate	Indiv Meas	Prog Area	Num/Den		
<b>Wagner Peyser</b>							
Entered Employment	62%	59%	96%	92%	9,280	15,217	60%
Six-Month Retention	82%	76%	93%		9,549	13,503	70%
Average Earnings	\$9,143	\$8,168	88%		\$7,969,237	102,125,500	78%
LVER							
<b>LVER</b>							
Entered Employment	55%	63%	116%	116%	137	222	62%
Six-Month Retention	70%	81%	116%		227	264	86%
Average Earnings	Not Negotiated	\$10,881			\$2,453,637	3,054,342	80%
DWOP							
<b>DWOP</b>							
Entered Employment	55%	63%	116%	137%	25	30	83%
Six-Month Retention	70%	89%	123%		31	35	89%
Average Earnings	Not Negotiated	\$10,525			\$326,306	373,236	87%
LVER/DWOP							
<b>LVER/DWOP</b>							
Entered Employment	Not Negotiated	64%			155	262	59%
Six-Month Retention	Not Negotiated	81%			283	307	92%
Average Earnings	Not Negotiated	\$10,669			\$2,669,128	3,403,000	78%

<b>Individual Measures:</b> red <80% of projection black 80-100% of projection green >100% of projection	<b>Program Area:</b> red <100% of projection, 0% < 80% any Ind. Meas. black >100% of projection	
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# Southwest Region

Regional Transformation is a team effort of local, regional, state, and federal entities; academic institutions; investment groups; foundations; and business/industry groups to address the challenges associated with building a globally competitive and prepared workforce. Workforce Innovation in Regional Economic Development (WIRED) strategies don't stop at state geopolitical boundaries. In the case of the Quad-States region (often referred to as the "Four-States"), WIRED encompasses the natural labor market shared by Southwest Missouri, Southeast Kansas, Northeast Oklahoma, and Northwest Arkansas. On behalf of the four local WIBs and the emerging core leadership group, the WIB of Southwest Missouri prepared a Regional Innovation Grant project proposal for the United States Department of Labor to fund the local WIRED initiative. The \$250,000 grant funds the deliverables identified by the core leadership group as part of a six-step WIRED framework advocated by the Department of Labor.

The Council on Competitiveness model for asset mapping is the ideal framework with the highest level of proven successes in numerous WIRED initiatives and region-based strategic planning projects. Coupled with that is Industry Sector Partnership Development, in which Business leaders from targeted industry sectors in partnership with each other and with workforce/ economic development organizations ensure a demand-driven approach to strengthening the sectors and their contribution to the local economy. Replicating the Labor Department's Sector Competency Framework for Advanced Manufacturing into other targeted sectors will help guide workers and trainers to provide the workforce skills for the future. Specific deliverables in the grant are slated from January of 2008 through June of 2009. Strategies developed with this project will ultimately have momentum and impact felt well beyond the 18-month project scope. Visit the Quad-States Regional Transformation Website at [www.qsrt.org](http://www.qsrt.org) for more information.

### Southwest Region WIA Performance-EZ PY06 ANNUAL REPORT

<b>Total Participants</b>	407	<b>Total Exits</b>	188
Adult	125	Adult	77
Dislocated Worker	153	Dislocated Worker	62
Elder Youth	19	Elder Youth	7
Younger Youth	111	Younger Youth	42

	NEGOTIATED LEVEL-PY06		ACTUAL LEVEL		% of PROJECTION	
	Rate	Rate	Indiv Meas	Prog Area		
<b>ADULT</b>						
AD Entered Employment	82%	88%	107%	105%		
AD Six-Month Retention	86%	82%	95%			
AD Average Earnings	\$7,985	\$8,982	112%			
AD Employment and Credential	70%	75%	107%			
<b>DISLOCATED WORKER</b>						
DW Entered Employment	84%	87%	104%	105%		
DW Six-Month Retention	87%	91%	104%			
DW Average Earnings	\$10,380	\$10,507	101%			
DW Employment and Credential	89%	77%	111%			
<b>ELDER YOUTH</b>						
EY Entered Employment	87%	100%	149%	116%		
EY Six-Month Retention	72%	78%	108%			
EY Earnings Increase	\$2,650	\$2,533	99%			
EY Credential	41%	46%	111%			
<b>YOUNGER YOUTH</b>						
YY Skill Attainment	85%	95%	112%			
YY Diploma or Equivalent	71%	72%	102%			
YY Six-Month Retention	63%	76%	121%			

**Individual Measures:**  
red <80% of projection  
black 80-100% of projection  
green >100% of projection

**Program Area:**  
red <100% of projection  
black <100% any Ind. Meas.  
green >100% of projection

### Workforce Program Performance-EZ WAGNER-PEYSER - SOUTHWEST PERFORMANCE - PY 2006 ANNUAL

PARTICIPANTS		EXITERS	
Wagner-Peyser	9,280	Wagner-Peyser	7,464
EVER	115	EVER	87
DVOP	81	DVOP	69
EVER/DVOP (Unduplicated)	171	EVER/DVOP (Unduplicated)	146

TYPES OF STAFF ASSISTED SERVICES FOR 9002	
Career Guidance	1194
Job Search Activities	1424
Referred to Employment	6595
Referred to WIA Services	175

	NEGOTIATED LEVEL-06		ACTUAL LEVEL		% of PROJECTION		ACTUAL
	Rate	Rate	Indiv Meas	Prog Area	Num/Den		
<b>Wagner Peyser</b>							
Entered Employment	62%	63%	102%	96%			4,010
Six-Month Retention	62%	77%	94%				4,311
Average Earnings	\$9,143	\$9,394	92%				\$9,394/414
<b>EVER</b>							
Entered Employment	55%	66%	120%	117%			27
Six-Month Retention	70%	80%	114%				30
Average Earnings	Not Negotiated	\$10,085					\$126,133/126
<b>DVOP</b>							
Entered Employment	55%	71%	129%	122%			65
Six-Month Retention	70%	80%	114%				65
Average Earnings	Not Negotiated	\$10,758					\$141,544/131
<b>EVER/DVOP</b>							
Entered Employment	Not Negotiated	66%					65
Six-Month Retention	Not Negotiated	79%					123
Average Earnings	Not Negotiated	\$10,444					\$1,286,617/125

**Individual Measures:**  
red <80% of projection  
black 80-100% of projection  
green >100% of projection

**Program Area:**  
red <100% of projection  
black <100% any Ind. Meas.  
green >100% of projection

# St. Charles County Region

During 2007 the St. Charles County WIB, working with its many partners from education and a group of manufacturers from the area began the formation and implementation of the Manufacturing Skills Institute. The institute is a vehicle to bring together the training providers in the community to create and offer training that is responsive to the needs identified by the manufacturers and other users in the area. An advisory board representative of the users was formed to provide guidance and insight. With this input and guidance, a targeted schedule of class offerings has been implemented and a vehicle created to assure continued responsiveness to the identified needs of our manufacturers.

For the 2007 Program Year, St. Charles is continuing the effort it began late in PY 2006 to reach out to our local business community. During this time visits were made to over 250 local manufacturers to assess their needs and to educate them on the services made available through the local career center. As an extension of this effort we have begun what we call "the Recruiting Network." This is a series of meetings attended by HR managers from throughout the area that allows for open discussion and sharing of recruitment issues, difficulties and successes. Also during this time the local area has worked with the various local Chambers to host a series of community job fairs. These job fairs are held in locations in each of the five main communities and are intended to support both local employers and local job seekers.

### St. Charles County WIA Performance-EZ PY06 ANNUAL REPORT

Total Participants		682		Total Exits		332	
Adult	115	Adult	56	Dislocated Worker	433	Dislocated Worker	205
Older Youth	12	Older Youth	4	Younger Youth	22	Younger Youth	8

	NEGOTIATED LEVEL-PY06 Rate	ACTUAL LEVEL Rate	% of PROJECTION Indiv Meas	Prog Area
<b>ADULT</b>				
AD Entered Employment	84%	100%	119%	163%
AD Six-Month Retention	56%	100%	179%	
AD Average Earnings	\$10,000	\$10,474	105%	
AD Employment and Credential	40%	100%	260%	
<b>DISLOCATED WORKER</b>				
DW Entered Employment	86%	92%	103%	104%
DW Six-Month Retention	92%	85%	103%	
DW Average Earnings	\$17,000	\$17,135	101%	
DW Employment and Credential	76%	88%	110%	
<b>OLDER YOUTH</b>				
OY Entered Employment	77%	100%	130%	111%
OY Six-Month Retention	80%	80%	100%	
OY Earnings Increase	\$2,500	\$3,357	129%	
OY Credential	77%	83%	100%	
<b>YOUNGER YOUTH</b>				
YY Skill Attainment	89%	98%	107%	
YY Diploma or Equivalent	72%	83%	116%	
YY Six-Month Retention	94%	80%	86%	

<b>Individual Measures:</b> <span style="color: red;">red</span> <80% of projection <span style="color: black;">black</span> 80-100% of projection <span style="color: green;">green</span> >100% of projection	<b>Program Area:</b> <span style="color: red;">red</span> <100% of projection_Q2 <span style="color: black;">black</span> <80% any ind. Meas. <span style="color: green;">green</span> >100% of projection	<b>MISSOURI Career Center</b> <small>Missouri Department of Economic Development</small>
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### Workforce Program Performance-EZ WAGNER-PEYSER - ST CHARLES PERFORMANCE - PY 2006 ANNUAL

TYPES OF STAFF ASSISTED SERVICES FOR 9002	
Career Guidance	568
Job Search Activities	1220
Referred to Employment	1791
Referred to WIA Services	236

PARTICIPANTS		EXITERS	
Wagner Payer	4,028	Wagner Payer	3,338
LVER	81	LVER	69
DWOP	99	DWOP	105
LVER/DWOP (Unduplicated)	169	LVER/DWOP (Unduplicated)	166

	NEGOTIATED LEVEL-06 Rate	ACTUAL LEVEL Rate	% of PROJECTION Indiv Meas	Prog Area	ACTUAL Num/Den
<b>Wagner Payer</b>					
Entered Employment	82%	89%	111%	116%	2,303 / 2,185
Six-Month Retention	82%	85%	104%		3,190 / 3,061
Average Earnings	\$9,143	\$12,105	133%		137,888 / 105,855
LVER					48 / 161
Entered Employment	95%	90%	149%	129%	70 / 47
Six-Month Retention	70%	79%	113%		53 / 53
Average Earnings	Not Negotiated	\$13,407			593 / 104
DWOP					710 / 571
Entered Employment	55%	72%	131%	126%	122 / 176
Six-Month Retention	70%	83%	119%		147 / 171
Average Earnings	Not Negotiated	\$14,183			\$7,011 / 146
LVER/DWOP					2,423 / 873
Entered Employment	Not Negotiated	74%			161 / 219
Six-Month Retention	Not Negotiated	82%			167 / 204
Average Earnings	Not Negotiated	\$14,177			\$2,367 / 229
					2,892 / 136

<b>Individual Measures:</b> <span style="color: red;">red</span> <80% of projection <span style="color: black;">black</span> 80-100% of projection <span style="color: green;">green</span> >100% of projection	<b>Program Area:</b> <span style="color: red;">red</span> <100% of projection_Q2 <span style="color: black;">black</span> <80% any ind. Meas. <span style="color: green;">green</span> >100% of projection	<b>MISSOURI Career Center</b> <small>Missouri Department of Economic Development</small>
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# St. Louis City Region

The St. Louis Agency for Training and Employment (SLATE) and the St. Louis Central Office of the Division of Workforce Development (DWD) teamed up to sponsor two jobs fairs to assist Lumiere Place Casino and Hotels recruit potential employees for Missouri's newest casino. Lumiere was looking to hire over 1,300 employees for their casino operations, and the two jobs fairs attracted over 2,500 persons. Through our efforts, the casino, scheduled to open in mid-December 2007, has hired over 1,000 persons so far. SLATE and DWD also teamed up to sponsor the first of two job fairs to assist the Four Seasons Hotel staff its newest facility. The hotel will be St. Louis' only Five-Star Hotel and will have a staff of 300. The first job fair drew 469 people, 59 of which hired on the spot. A second job fair is planned in the near future.

The ABB Power T & D Co., Inc., Power Transformer Division provides repair and service for medium-power transformers world wide. ABB was experiencing difficulty finding individuals that were capable of performing the highly technical skills needed for their entry level Coil Winder positions, due to applicants' lack of Math skills and Mechanical aptitude. The St. Louis Region's Workforce Investment Board (WIB's) Business Services Unit, with assistance from SLATE's Adult Learning Center, developed a pre-test for Math and Work Ethic aptitudes. The Business Services Unit also teamed with St. Louis Community College who developed a detailed Mechanical Aptitude assessment to be given after pre-test has been passed. Since our involvement with ABB Power began, an average of 35 individuals are pre-tested monthly; 12 are being referred for the Mechanical Aptitude test at the Community College each month; and six applicants per month pass and are referred to ABB Power for interviews. So far in 2007, 22 people have been hired.

### St. Louis City WIA Performance-EZ PY06 ANNUAL REPORT

Total Participants	2096	Total Exiters	1097
ADJR	1354	Adult	716
Enrolled Worker	754	Dislocated Worker	144
Elder Youth	230	Elder Youth	111
Younger Youth	237	Younger Youth	128

	NEGOTIATED	ACTUAL	% of PROJECTION	
	LEVEL-PY06	LEVEL	Indiv Meas	Prog Area
	Rate	Rate		
<b>ADULT</b>				
AD Entered Employment	89%	94%	100%	106%
AD Six-Month Retention	84%	88%	105%	
AD Average Earnings	\$8,298	\$9,231	111%	
AD Employment and Credential	82%	85%	104%	
<b>DISLOCATED WORKER</b>	Rate	Rate	Indiv Meas	Prog Area
DW Entered Employment	95%	98%	103%	103%
DW Six-Month Retention	86%	100%	116%	
DW Average Earnings	\$12,534	\$12,670	101%	
DW Employment and Credential	100%	91%	91%	
<b>OLDER YOUTH</b>	Rate	Rate	Indiv Meas	Prog Area
OY Entered Employment	90%	72%	80%	106%
OY Six-Month Retention	81%	75%	92%	
OY Earnings Increase	\$996	\$2,079	209%	
OY Credential	63%	37%	58%	
<b>YOUNGER YOUTH</b>	Rate	Rate	Indiv Meas	
YY Skill Attainment	86%	92%	107%	
YY Diploma or Equivalent	88%	91%	103%	
YY Six-Month Retention	63%	56%	89%	

<b>Individual Measures:</b> red <80% of projection black 80-100% of projection green >100% of projection	<b>Program Area:</b> red <100% of projection, <= <80% and red, Meas black >100% of projection	
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### Workforce Program Performance-EZ WAGNER-PEYSER - ST LOUIS CITY PERFORMANCE - PY 2006 ANNUAL

TYPES OF STAFF ASSISTED SERVICES FOR 9002	
Career Guidance	3542
Job Search Activities	5332
Referred to Employment	10767
Referred to WIA Services	3882

PARTICIPANTS		EXITERS	
Wagner Peyser	17,164	Wagner Peyser	14,384
LVER	220	LVER	218
DVOP	589	DVOP	571
LVER/DVOP (Unduplicated)	738	LVER/DVOP (Unduplicated)	705

	NEGOTIATED	ACTUAL	% of PROJECTION		ACTUAL
	LEVEL-06	LEVEL	Indiv Meas	Prog Area	
	Rate	Rate			Num/Den
<b>Wagner Peyser</b>					
Entered Employment	62%	57%	92%	92%	9,851 / 17,164
Six-Month Retention	62%	76%	93%		14,205 / 17,164
Average Earnings	\$9,143	\$8,222	90%		\$16,074,590 / 1,933,176
LVER					257 / 220
Entered Employment	55%	63%	116%	112%	331 / 292
Six-Month Retention	70%	76%	109%		373 / 331
Average Earnings	Not Negotiated	\$9,295			\$1,317,776 / 1,508,208
DVOP					350 / 601
Entered Employment	55%	60%	109%	103%	292 / 282
Six-Month Retention	70%	68%	97%		391 / 391
Average Earnings	Not Negotiated	\$8,807			\$2,369,083 / 3,469,958
LVER/DVOP					454 / 454
Entered Employment	Not Negotiated	60%			354 / 571
Six-Month Retention	Not Negotiated	70%			611 / 871
Average Earnings	Not Negotiated	\$9,039			\$3,734,281 / 4,503,590

<b>Individual Measures:</b> red <80% of projection black 80-100% of projection green >100% of projection	<b>Program Area:</b> red <100% of projection, <= <80% and red, Meas black >100% of projection	
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# St. Louis County Region

The St. Louis County/SHARE Network Resource Directory includes features that allow users to search for services by county, service type, and/or provider name. Organizations that join the Resource Directory are responsible for updating their contact information quarterly, encouraging others to use the Directory, and removing themselves from the Resource Directory when they are unable to accept referrals. By giving service providers the ability to update their information simply and electronically, the project eliminates much of the staff time normally dedicated to maintaining resource directories.

Since the beginning of St. Louis County's SHARE Network partnership (six months ago), we are pleased to report that seven churches in St. Louis County have been identified as access points. To date, the churches have shared many positive results stemming from this program. This program has already yielded successful encounters for job seekers and has resulted in successful job placements. However, where opportunities for improvement exist, SHARE access points have been pleasantly vocal concerning areas where St. Louis County Division of Workforce Development can assist. As a result of this feedback, Gene Gorden, Executive Director-St. Louis County Division of Workforce Development, has announced the launch of a new SHARE Network Marketing Committee designed to increase awareness of the access points in their local communities.

### St. Louis County WIA Performance-EZ PY06 ANNUAL REPORT

<b>Total Participants</b>	<b>3416</b>	<b>Total Exitors</b>	<b>1304</b>
Adult	1334	Adult	597
Dislocated Worker	1372	Dislocated Worker	448
Older Youth	227	Older Youth	23
Younger Youth	483	Younger Youth	120

	NEGOTIATED LEVEL-PY06		ACTUAL LEVEL		% of PROJECTION	
	Rate	Rate	Rate	Indv Meas	Prog Area	
<b>ADULT</b>						
AD Entered Employment	72%	78%	106%		<b>96%</b>	
AD Six-Month Retention	84%	80%	96%			
AD Average Earnings	\$8,571	\$8,975	105%			
AD Employment and Credential	70%	54%	77%			
<b>DISLOCATED WORKER</b>						
DW Entered Employment	84%	89%	106%		<b>101%</b>	
DW Six-Month Retention	89%	89%	100%			
DW Average Earnings	\$14,881	\$14,705	99%			
DW Employment and Credential	74%	72%	97%			
<b>OLDER YOUTH</b>						
OY Entered Employment	85%	75%	116%		<b>109%</b>	
OY Six-Month Retention	82%	50%	61%			
OY Earnings Increase	\$2,500	\$1,415	57%			
OY Credential	25%	83%	260%			
<b>YOUNGER YOUTH</b>						
YY Skill Attainment	90%	76%	86%			
YY Diploma or Equivalent	80%	75%	94%			
YY Six-Month Retention	86%	87%	101%			

<b>Individual Measures:</b> Red <80% of projection Black 80-100% of projection Green >100% of projection	<b>Program Area:</b> Red <80% of projection, CB < 90% any Ind. Meas. Black >100% of projection	
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### Workforce Program Performance-EZ WAGNER-PEYSER - ST LOUIS COUNTY PERFORMANCE - PY 2006 ANNUAL

<b>TYPES OF STAFF ASSISTED SERVICES FOR 8002</b>	
Career Guidance	2760
Job Search Activities	5348
Referred to Employment	11749
Referred to WIA Services	2436

PARTICIPANTS		EXITERS	
Wagner Peyser	19,842	Wagner Peyser	15,557
LVRB	427	LVRB	435
DVOP	343	DVOP	394
LVRB/DVOP (Unduplicated)	713	LVRB/DVOP (Unduplicated)	760

	NEGOTIATED LEVEL-06		ACTUAL LEVEL		% of PROJECTION		ACTUAL
	Rate	Rate	Rate	Indv Meas	Prog Area	Num/Den	
<b>Wagner Peyser</b>							
Entered Employment	92%	95%	105%		<b>110%</b>		13,038 / 23,081
Six-Month Retention	92%	81%	96%				14,435 / 17,771
Average Earnings	\$9,143	\$11,537	126%				\$166,835,505 / 205,074,027
<b>LVRB</b>							
Entered Employment	55%	68%	124%		<b>120%</b>		300 / 502
Six-Month Retention	70%	82%	117%				320 / 413
Average Earnings	Not Negotiated	\$13,020					\$4,075,900 / 6,377,360
<b>DVOP</b>							
Entered Employment	55%	63%	116%		<b>112%</b>		311 / 491
Six-Month Retention	70%	73%	110%				330 / 440
Average Earnings	Not Negotiated	\$11,420					\$3,895,520 / 6,028,300
<b>LVRB/DVOP</b>							
Entered Employment	Not Negotiated	65%					570 / 879
Six-Month Retention	Not Negotiated	79%					600 / 762
Average Earnings	Not Negotiated	\$12,340					\$7,404,000 / 9,403,000

<b>Individual Measures:</b> Red <80% of projection Black 80-100% of projection Green >100% of projection	<b>Program Area:</b> Red <80% of projection, CB < 90% any Ind. Meas. Black >100% of projection	
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# West Central Region

One of the most significant accomplishments of the West Central Region this year was the establishment of the SHARE Network Access Points for customers without a Missouri Career Center in their local community. The first access point to open their doors was the library in Hermitage, Missouri. It is significant to note the library in Hermitage became home to not only the first access point in Missouri, but also the first independently developed access point in the United States. After a memorable grand opening, the region quickly established four more access points: Hope Coalition in Holden, St. Clair County Library in Osceola, Dulany Memorial Library in Salisbury and the Job Point Career Assistance Program office in Carrollton. The next scheduled opening is in Adrian at the Adrian Community Library. Area job seekers may use Share Network Access Points to prepare resumes, post their resumes on [www.greathires.org](http://www.greathires.org), and to match their skills to job postings in the local area, state and nation. The network also provides an internet-based resource directory for information and referral to other locally based services at [www.Sharenetworkmo.org](http://www.Sharenetworkmo.org).

Funding under the Micro Enterprise Training and Support Grant initiative allowed up to 20 individuals in the region to pursue their dreams of starting and owning their own business. Through this grant, approximately 30 individuals were able to attend class at the University of Central Missouri in order to learn all the aspects of starting a new business. Of those that entered the class, 17 participants submitted business plans that were approved with three currently pending approval. Some of the new businesses involve heating and air conditioning, computer programming, adult care, organic farming, construction clean-up, lawn care, a restaurant, a consignment store, and an equestrian trail riding venture. Several of the businesses realized expanded benefits through coordination of services and partnership with Vocational Rehabilitation. We are indeed proud of the 20 new businesses that will be established in the region as the result of the MicroEnterprise Initiative.

### West Central Region WIA Performance-EZ PY06 ANNUAL REPORT

Total Participants	700	Total Exits	180
Adult	247	Adult	90
Dislocated Worker	213	Dislocated Worker	54
Older Youth	80	Older Youth	12
Younger Youth	160	Younger Youth	14

	NEGOTIATED LEVEL-PY06		ACTUAL LEVEL		% of PROJECTION	
	Rate	Rate	Indiv Meas	Prog Area		
<b>ADULT</b>						
AD Entered Employment	85%	83%	104%	113%		
AD Six-Month Retention	84%	88%	106%			
AD Average Earnings	\$10,977	\$11,971	109%			
AD Employment and Credential	67%	88%	132%			
<b>DISLOCATED WORKER</b>						
DW Entered Employment	86%	94%	107%	109%		
DW Six-Month Retention	95%	100%	106%			
DW Average Earnings	\$11,091	\$12,202	111%			
DW Employment and Credential	76%	87%	116%			
<b>OLDER YOUTH</b>						
OY Entered Employment	77%	100%	130%	129%		
OY Six-Month Retention	84%	100%	119%			
OY Earnings Increase	\$3,000	\$3,930	131%			
OY Credential	50%	83%	167%			
<b>YOUNGER YOUTH</b>						
YY Skill Attainment	86%	90%	109%			
YY Diploma or Equivalent	65%	86%	132%			
YY Six-Month Retention	60%	70%	116%			

**Individual Measures:**  
red <80% of projection  
black 80-100% of projection  
green >100% of projection

**Program Area:**  
red <100% of projection, CE  
black <90% any Ind. Meas.  
green >100% of projection



### Workforce Program Performance-EZ WAGNER-PEYSER - WEST CENTRAL PERFORMANCE - PY 2006 ANNUAL

TYPES OF STAFF ASSISTED SERVICES FOR 9002	
Career Guidance	836
Job Search Activities	9120
Referred to Employment	13494
Referred to WIA Services	1311

PARTICIPANTS	
Wagner Peyser	18,695
LVER	290
DWOP	26
LVER/DWOP (Unduplicated)	277

EXITERS	
Wagner Peyser	15,992
LVER	243
DWOP	23
LVER/DWOP (Unduplicated)	257

	NEGOTIATED LEVEL-06		ACTUAL LEVEL		% of PROJECTION		ACTUAL	
	Rate	Rate	Indiv Meas	Prog Area				
<b>Wagner Peyser</b>								
Entered Employment	82%	89%	106%	99%				
Six-Month Retention	82%	76%	93%					
Average Earnings	\$9,143	\$8,893	97%					
<b>LVER</b>								
Entered Employment	55%	59%	110%	110%				
Six-Month Retention	70%	83%	119%					
Average Earnings	Not Negotiated	\$11,113						
<b>DWOP</b>								
Entered Employment	55%	59%	102%	110%				
Six-Month Retention	70%	83%	119%					
Average Earnings	Not Negotiated	\$14,608						
<b>LVER/DWOP</b>								
Entered Employment	Not Negotiated	53%						
Six-Month Retention	Not Negotiated	83%						
Average Earnings	Not Negotiated	\$11,493						

**Individual Measures:**  
red <80% of projection  
black 80-100% of projection  
green >100% of projection

**Program Area:**  
red <100% of projection, CE  
black <90% any Ind. Meas.  
green >100% of projection



# Driving Missouri's Talent

DEPARTMENT OF ECONOMIC DEVELOPMENT

Division of Workforce Development

421 E. Dunklin St.

Jefferson City, MO 65102

[www.ded.mo.gov/wfd](http://www.ded.mo.gov/wfd)

[www.MissouriCareerSource.com](http://www.MissouriCareerSource.com)



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## Relay Missouri Service

Voice User Calling a Hearing/Speech

Impaired User: 1-800-735-2466

Hearing/Speech Impaired User Calling

a Voice User: 1-800-735-2966

Equal Opportunity Employer Program

Auxiliary aids and services are available upon request to individuals with disabilities.