



**Missouri Department of Economic Development
Division of Workforce Development
2011 Annual Report**



Fellow Missourians:

Our state's workforce is second to none, a source of Show-Me State pride, and a solid asset for Missouri as we fight every day, for every job, to continue to move our economy forward.

Missouri's economy continued to turn the corner this past year, with employers creating new jobs as our state emerged from the national recession. To help ensure that our companies have the skilled workers they need as our economy continues to grow and because our workforce needs are crucial to our state's prosperity, I increased job training funding by 52 percent in 2011. This increase in funding will help enhance our state's strong skill development programs, such as those provided by Missouri's Career Center system administered by the Division of Workforce Development.

The professionals of Missouri's workforce system are to be commended for their efforts in serving job seekers and businesses every day across our state. I congratulate them on another successful year, and wish them well in their outstanding efforts toward transforming our economy for the coming decades.

Sincerely,

Jeremiah W. (Jay) Nixon
Governor





Fellow Missourians,

It gives me great pride to present our 2011 Annual Report for the Missouri Division of Workforce Development, documenting the accomplishments of a division of the Department of Economic Development which is critical to our top priority of creating new jobs and increasing capital investment in Missouri.

The strong rebound of Missouri's economy that began during 2010 has been highlighted by the state adding new jobs for the first time in three years. This positive momentum, fueled by more businesses choosing to invest in Missouri, has placed added importance of having a trained and highly skilled workforce. We are fortunate to have the exceptional efforts of the Division of Workforce Development and its partners leading our efforts in this area, connecting our outstanding Missouri workers with new careers and continuing to build their skills through bold, innovative career assistance services.

Under Governor Nixon's leadership, we work tirelessly to fight for every job, every day, in every region of our state. To continue to move our state economy forward, the work of our career-assistance professionals with DWD will be crucial. I proudly present their successes in assisting Missourians with building skills and obtaining career-supporting employment over the past year.

Sincerely,

A handwritten signature in black ink that reads "David D Kerr".

David Kerr
Director
Missouri Department of Economic Development



Dear Workforce System professionals,

I think we can agree this past year brought some of the toughest challenges any of us has faced in our careers serving those who seek greater lives. We were all heartbroken by the destruction from the Joplin tornado and other disasters—which hit close to home in many ways—but were then inspired by the integrity that it brought out in our state's citizens and our own workforce system.

Similarly, debilitating cuts in federal workforce funds confronted us with difficult choices, and taxed us to come up with joint solutions that minimized disruption of essential services. Yet during this same year, our Governor honored our system's professionals with a special proclamation and time after time showcased our programs as examples of government at its most helpful.

While Dickens' "best of times/worst of times" quote is a bit worn, it does certainly seem to capture 2011 for Missouri and its workforce system.

Please allow me to thank you for your unwavering diligence that epitomized Missourians' tenacity and pioneer spirit in this momentous year. Your efforts inspire us all and will always be remembered with great pride.

Sincerely,

A handwritten signature in black ink that reads "Julie Gibson".

Julie Gibson
Director,
Division of Workforce Development



ANNUAL REPORT

The Division of Workforce Development (DWD) provides a robust menu of vital reemployment services, including access to skill-building training, national certification and career connections for job seekers, targeted programs for veterans and the unemployed, and cost-saving human resources assistance and financial incentives for businesses.

These services are provided through a statewide network of Missouri Career Centers and Jobs.mo.gov—an innovative new approach to making online workforce services more holistic and consumer-focused for job seekers and employers. In partnership with the Department of Economic Development and local education agencies, DWD also provides state-funded Industry Training Programs that provide funding to assist eligible companies in training their workers for the purpose of creating or retaining jobs in Missouri.

In this report we chronicle the Missouri workforce system's extraordinary restorative actions after devastating natural disasters, while radically enhancing services that advance our state's workforce.

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SHOW-ME SPIRIT TRIUMPHS OVER NATURAL DISASTERS

After the city of Joplin was devastated by the historic EF-5 tornado on May 22, 2011, Missouri's Division of Workforce Development (DWD) responded with the Disaster Recovery Jobs Program (DRJP). "We are determined to rebuild our communities and help our neighbors recover," Governor Jay Nixon said. "Putting folks back to work is a crucial part of that process."

This large-scale deployment of requested

federal resources and multi-governmental partnerships rapidly trained and employed hundreds of unemployed workers to provide disaster-related cleanup and humanitarian aid. Within weeks of the Joplin tornado, this program grew to include an **additional 47 counties** impacted by flooding, storms and other tornado-related devastation.

Through this remarkable

coordinated effort, DRJP workers are restoring and revitalizing communities throughout the Southern half of Missouri. The program serves desperate people in need while helping them build their own skills and reemployment prospects in the process. DWD and the local Workforce Investment Boards in participating regions provide vital workforce development guidance, overseeing the application, recruitment and placement process through local Missouri Career Centers. Prior to beginning work on the DRJP worksites, each worker in debris clean-up receives safety instruction and equipment, as well as vaccinations or other preventive medical procedures necessary to work in the disaster area. Program wages are based on wages of other employees at the worksite, so participants earn a much-needed

paycheck and they reinvigorate the local economy.

"We are determined to rebuild our communities and help our neighbors recover," Governor Jay Nixon said. "Putting folks back to work is a crucial part of that process."

Harnessing the resources of multiple public, private and not-for-profit agencies, the Disaster Recovery Jobs Program was made possible by a **\$5.8 million National Emergency Grant (NEG)** awarded by the U.S. Department of Labor to fund Joplin tornado recovery efforts. Within weeks and as property tolls mounted again, DWD quickly acted to expand the program, acquiring a **supplemental NEG award of almost \$14 million**. The funds created



MISSOURI DISASTER RECOVERY JOBS PROGRAM

HELP

SOUTHERN MISSOURI

REBUILD

Contact the Cape Girardeau Career Center now to learn how you can help your community recover from this spring's devastating flooding. Rebuild, earn a paycheck, and move your community forward.

**Call toll free (855) 620-8825
for more information.**

Must be unemployed to qualify.
Drug and physical screening
required prior to employment.



JOBS

MISSOURI DISASTER RECOVERY JOBS PROGRAM

hundreds more temporary jobs to assist in recovery efforts in the flood- and storm-ravaged areas with nearly % Missouri's 114 counties declared for public assistance by the Federal Emergency Management Agency (FEMA).

Beyond funding and program specifics, the disaster response was about neighbor helping neighbor. The Joplin Career Center staff—many of whom lost their homes and loved ones in the tornado—pulled together to maintain center services, even working weekends and extended hours during the initial crisis. Throughout the affected communities, workforce system staffers informed the public about the DRJP as a valuable new resource, hosting Career Center open houses and local job fairs and reaching

out over the radio, newspapers, and social media. National Guard and Reservists were and continue to be working shoulder-to-shoulder with all program partners.

As the program continues, the scope of accomplishment and need continues to be vast: currently there are **868 trained and employed DRJP workers** throughout the state, with 688 of these in debris removal and 180 in humanitarian positions. The affected areas currently need a total of approximately 1,200 temporary workers to assist with additional disaster-related efforts, as workers assist families with basic needs, “operate” the rakes and shovels on the tedious job of debris clean-up, patch up playgrounds, fences and gates at state parks and restore hundreds of miles of damaged roads. The total costs

of these unprecedented disasters are just being realized, but the Show-Me State is already demonstrating to the nation what its dedicated citizens and agencies will accomplish.



HELP JOPLIN REBUILD
INFORMATION SESSIONS EVERY DAY
9am • 11am • 1:30pm

Visit the Joplin Career Center at 730 S. Wall, and attend a session today! Learn how you can help rebuild Joplin, earn a paycheck and move our community forward.

Visit www.workforcezone.org or call (417) 629-3000 for more information.

Must be unemployed to qualify. Drug and physical screening required prior to employment.

NEXT GENERATION CAREER CENTER SERVICES FLOURISH

In 2011 Missouri's workforce system saw dramatic results from its Next Generation Career Center initiative, implemented in July 2010. The extensively planned and designed NGCC model breaks down siloed program barriers to provide a significantly higher volume of customers a much wider array of valuable skill development and training services.

Through integrated, functional Welcome, Skills, and Jobs teams at each center—and an automatic, streamlined enrollment process—every customer receives access to a robust “product box” of services that includes Specialized Workshops, Skills Assessments, National Career Readiness Certificate, Job Search Assistance, Resume Writing and Access to Training. With soaring outcomes (Missouri is now **second** in the nation in number of workforce customers served) and about

reemployment services.

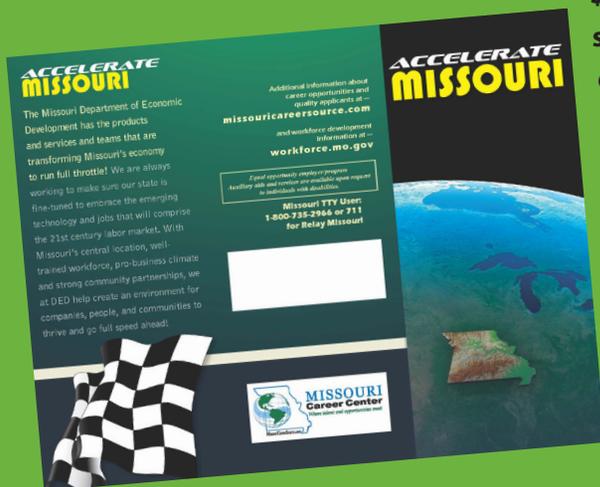
Specifics: How we do it

Under the NGCC paradigm, all Career Center customers are provided the opportunity to know their skills, improve their skills, and get the best job possible with their skills. Making this possible throughout the statewide career center system takes a series of new approaches:

- **Streamlined eligibility:** DWD designed an innovative streamlined, paperless eligibility process that removes unnecessary steps of the intake process and reduces duplicative documentation and reporting. The process was approved by the US Department of Labor as a pilot for a two-year timeframe (July 1, 2010–June 30, 2012).

- **Improved policy and communication:** The Division rescinded over 125 outdated policies that inhibited integrated service delivery and introduced six issuances that provided clarification on roles and minimum service expectations for the NGCC model.
- **Go with the flow:** In the new computer-based intake process, customers flow through “Membership” screens designed to respond to *their* employment needs, not program requirements.
- **Better ingredients, better services:** DWD invested in improved career assistance products to raise the bar on workforce service excellence. Every career center customer receives a first-visit, standardized initial skills

\$370,000
saved in
operating
costs, the
Show-Me
State has
redefined



A RIVER OF OPPORTUNITY
RUNS THROUGH IT

CONTACTS

assessment using the nationally-recognized WIN or Key Train products.

Job seekers can improve their employment opportunities with credentialing products like ACT's National Career Readiness Certificate.

DWD also procured cutting-edge online products like Optimal Resume and MissouriConnections for more advanced career exploration.

- *Team effort:* To fund the new model in a collaborative approach, DWD established a cost-sharing method between the State and the Local Workforce Investment Boards (LWIBs). This new joint funding system, coupled with the integration of staff into functional teams, has saved approximately \$370,000 statewide in operating costs. Not only did the

savings allow for more resources to be applied toward customer services, they provided a way for Missouri to respond to unexpected recent significant reductions in federal workforce fund.

Next Steps in Next Generation Services

As mentioned, Missouri's Next Generation Career Centers are serving never-before-seen levels of customers: from July 9, 2010 through June 30, 2011, **more than 400,000 people** have accessed and used Missouri's expanded workforce products. And as economic factors continue to drive demand for workforce services, we project this rate will continue. To maintain this unprecedented pace, while also responding to changing workforce needs, DWD is expanding the NGCC model over this next year. We will integrate business

services beyond listing jobs and making referrals, to better align with economic development priorities. Business Representatives will now coordinate with state and local economic development partners to ensure a system that will help Missouri businesses reach their full potential. We will emphasize assisting existing Missouri businesses to access advanced workforce development and training services, such as on-the-job training, pre-employment, and apprenticeship programs. A renewed emphasis also will be to develop sector strategies that target high-growth industries including green industries, healthcare, life sciences, emerging technologies and advanced manufacturing.

WHEN THE JOB HUNT SEEMS FULL OF TWISTS, TURNS AND DEAD ENDS ...

MISSOURI CAREER CENTERS HELP YOU FIND YOUR PATH



CAREER CENTER SERVICES ARE FREE & THEY INCLUDE:

- Specialized Workshops
- Skills Assessments
- Career Readiness Certificate
- Job Search Assistance
- Resume Writing
- Access to Training

ACCESS TO FREE PUBLIC PROGRAMS:

- Food Pantries
- Utility Services
- Child Care Assistance
- Mortgage/Rent Assistance

MISSOURI Career Center MissouriCareerSource.com

Visit MissouriCareerSource.com or www.labor.mo.gov/freepublicprograms

TECHNOLOGY AND SOCIAL MEDIA BOOST WORKFORCE OUTREACH

Throughout 2011, Missouri's workforce system employed new technology to enrich customers' Next Generation Career Center experience. DWD purchased and installed Consumer Information Centers— computer-driven large screen TVs—in over thirty centers across the state.



Throughout 2011, Missouri's workforce system employed new technology to enrich customers' Next Generation Career Center experience. DWD purchased and installed Consumer Information Centers— computer-driven large screen TVs—in over thirty centers across the state. The "CICs" simultaneously display current local job openings, and region-specific and statewide workforce service information. DWD's media coordinator works with each center representative to manage the daily operation and updating of information being displayed for career center customers, shown here. These have unlimited potential for informing and assisting customers, and have already spawned innovative uses throughout the workforce system. Local 'aspiring directors' use their new digital videocameras to

film customers describing inspiring career successes made possible by their career center services or showcase their remodeled center facilities in action. These videos are displayed for all on DWD's new YouTube channel, which currently houses 18 videos.

"With the new CICs, we are making a significant investment in fostering improved communication with NGCC customers," said DWD Director Julie Gibson.

Continuing the creative use of contemporary resources, DWD launched a massive social media presence in 2011 to convey vital workforce information to internal and external customers. Missouri's Facebook and Twitter pages share

customer success stories/testimonials, job fairs, career tips, and up-to-the-minute workforce news with anyone with internet access, while the hundreds of 'fans' and 'followers' can comment and provide feedback that creates an invaluable customer community. Local Career Centers have created their own Facebook pages to report local center events and services, such as job search workshops. The integrated, strategic use of technology and modern media are enabling Missouri's workforce system to reach the public as never before.



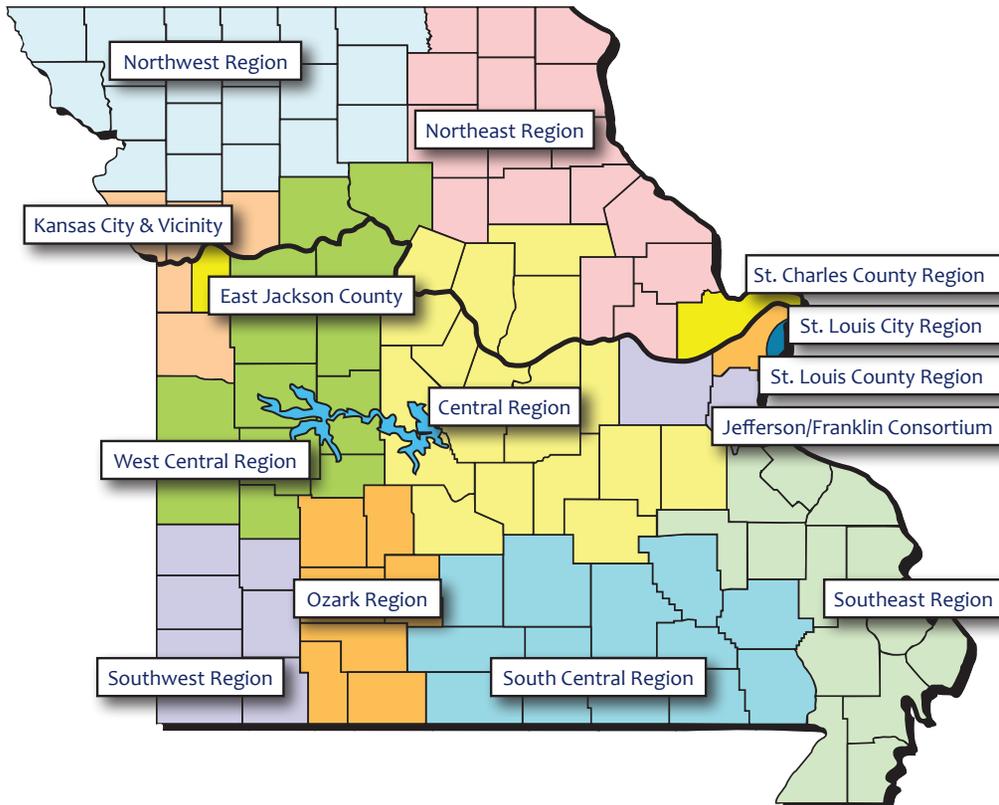
The Missouri Workforce Investment Board (MoWIB) sets workforce policy for Missouri's local workforce areas and strengthens ties among state workforce, education and economic-development agencies. MoWIB advises Missouri's workforce partners in implementing innovative strategies to ensure a prepared workforce for the new economy. Formerly the Missouri Training and Employment Council, MoWIB is currently a 37-member board, a majority of which represents high-level management representatives from Missouri's most progressive and successful companies. The Board meets quarterly and engages the Directors and Commissioners of six state agencies to meet the objective of strengthening Missouri's workforce system.



MoWIB Chair
Mike Deggendorf



MoWIB Executive Director
Nia Ray



MoWIB provides updates from the workforce system's partner agencies in the 'MoWIB in the Know' newsletter, published each quarter.

Missouri is subdivided into 14 local workforce regions, each governed by a Local Workforce Investment Board (LWIB). The LWIBs provide policy guidance and leadership to develop their regions' workforce programs. These services are funded primarily through two federal job training programs—the Workforce Investment Act (WIA) and Wagner-Peyser Act. In addition, industry training programs for businesses to train workers are funded through state general revenue dollars.

WORKFORCE SOLUTIONS GIVE MISSOURI BUSINESS THE EDGE

Missouri's businesses are critical to the success of a long-term healthy economy and Missouri's workforce system assists them through various training programs, financial incentives, hiring assistance and other business services. These solutions are provided through a cohesive partnership within the Workforce System that includes the DWD, Missouri Career Centers, the Workforce Investment Boards, the Missouri Community Colleges, and the Department of Economic Development.

Missouri's Industry Training Programs offer flexible, responsive and customized training specifically tailored for a company's needs. In Missouri, industry training is comprised of the following three programs: the Missouri Customized Training Program, the Community College New Jobs Training Program and the Community College Job Retention Training Program. The three programs are all state-funded and designed to help eligible companies create or retain jobs in the state. They lower the cost of locating a new facility or maintaining a facility in Missouri by assisting with funding for training services. Training assistance is available for training new hires, preemployment training, incumbent worker training, technical skill training, and soft skills training. Participating businesses range

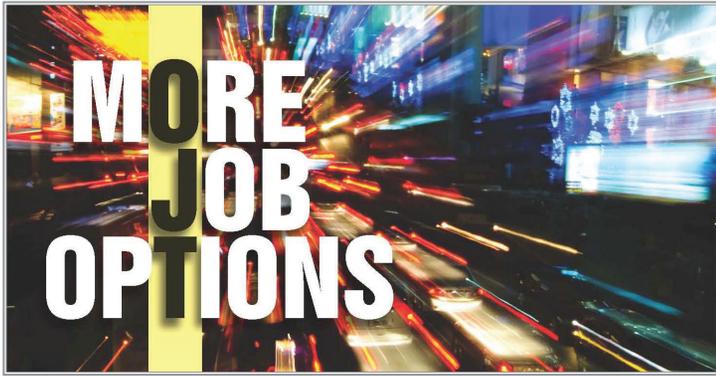
in size, depending on the program, and include various types of industries.

The Missouri Customized Training Program is operated by local educational agencies, and the Community College New Jobs Training and Job Retention Training Programs are operated exclusively by the community colleges. The community colleges are important partners and critical to the success of these programs. Missouri hosts a strong community college network that excels at merging economic development with workforce development.

Accelerated Training is a new venture partnering DWD with the community colleges, utilizing the workforce system. The DWD provided

ARRA funding to Missouri community colleges for the purpose of developing short term, accelerated programs for demand occupations/industries with an emphasis of recruiting dislocated workers to the courses.

The ***Work Opportunity Tax Credit Program (WOTC)*** unit received over 63,000 certification requests in PY10. This is another record number of requests received and is up 5% from PY09. The WOTC program can reduce a business' Federal tax liability through the hiring of applicants from 12 targeted groups facing barriers to employment. There is no limit on the number of qualifying new hires per business or total amount of tax credits distributed per year, making WOTC a very popular program. The WOTC



unit is made up of 4 tax credit specialists, a program coordinator, an assistant program coordinator, and an office support assistant.

Recruitment Assistance: Missouri Career Centers offer personalized recruitment assistance to help businesses meet their labor needs. A network of local Business Representatives are dedicated to help companies access assistance with recruiting, screening and hiring potential employees at no cost to the business. The Business Representatives provide one-on-one service to connect companies with Missouri Career Centers and their professional staff that assist with writing effective job listings, advertising the job opportunities on www.missouricareersource.com, accepting applications on the employers behalf, pre-

screening of applicants based on specific hiring criteria, and assessing applicants on their skills and abilities with aptitude tests in several areas including math and reading. Business Representatives add the personal touch in customer service and customize recruitment efforts specific to each company's needs.

On-the-Job Training (OJT): Missouri has begun the third year of aggressively emphasizing On-the-Job Training (OJT) as a tool to assist Next Generation Career Center (NGCC) members re-enter the workforce. This emphasis has earned the state national recognition as a leader in OJT programs by USDOL. The OJT program—offered through Missouri's workforce system—helps businesses save training costs while providing training to eligible new hires in



vital jobs. The OJT program provides a cost savings to businesses by reimbursing 50% or more of the wages of workers hired through this program and provides skilled labor to the businesses. More than 1170 have participated in OJT since July 1, 2009.

WorkReadyMissouri is a pilot project aimed at providing short term, on-site occupational training to individuals receiving Unemployment Insurance (UI) benefits. This program provides a new way not only for the unemployed to gain new occupational skills and maintain a connection to the workforce; it is also an opportunity for businesses to train potential employees prior to hiring. PY10 was the first year for the Work Ready Missouri program. A total of 353 job seekers were enrolled and received training, with 78 of those trainees being offered employment

PROGRAMS FOR TARGETED POPULATIONS

In an environment of limited resources this means that veterans will have first shot at services designed to improve their prospects for employment.

DWD continues to promote Gov. Nixon's goal of enhancing employment opportunities for military veterans. The Show-Me Heroes initiative launched by Governor Nixon in 2010 now has 1413 Missouri businesses who have pledged to give consideration to veterans when hiring. 275 veterans have been reported hired by Show-Me Heroes employers. In addition to the special certificate and window decal, Show-Me Heroes employers will receive a "Flag of Freedom" plaque when they hire a veteran.

The Missouri workforce system provides "priority of service" to veterans. Veterans receive services before non-veterans. In an environment of limited resources this means that veterans will have first shot at services designed to improve their prospects for employment. Veterans can also receive the services of Disabled Veteran Outreach Program (DVOP) staff and Local Veteran Employment Representatives (LVER). DVOPs and LVERs provide intensive employment assistance to veterans and are located throughout the Missouri Career Center system. In addition, LVERs conduct outreach to businesses, veterans organizations and other service providers to create employment and training opportunities for veterans.



TAKE THE PLEDGE. HIRE A VET.
showmeheroes.mo.gov





Jobs for Missouri Graduates

(JMG) is Missouri’s award-winning drop-out prevention and workforce preparation program for at-risk youth. Delivered in the classroom through the support of school and business partnerships, JMG teaches skills in 37 core competencies, preparing students for the workplace, the military or post-secondary education. During school year 2010–2011, the program served approximately 325 participants, including 191 high school seniors with a graduation rate of 88.48, deviation of 1.52%. The national standard is 90%. JMG has been awarded the highest Accreditation Status, and in 2011 received awards for “5 of 5: High Performance Club; “5 of 5” High Performance Regions; 2011 Outstanding Specialist Award; and JAG Performance Champion Award for serving at risk youth

at the JAG National Training Seminars in New Orleans, Louisiana. JMG has served more than 4,000 students since its inception in 2005 and is being offered at five schools during the 2011–2012 school year serving approximately 376 participants including 191 graduates who will receive 12 months follow- up service.

Missouri Employment and Training Program (METP)

is made available through a contractual arrangement between the Family Support Division (FSD) and the Division of Workforce Development (DWD) to provide workforce services to individuals receiving food stamp benefits through the Supplemental Nutrition Assistance Program (SNAP).



Food stamp recipients ages 16-60, who are determined by Family Support Division to be in need of workforce services, register for work with the Division of Workforce Development and participate in eight weeks of individual job search and/or job readiness training activities. Missouri Career Center staff provides METP services at all full service Career Centers.

METP Program Performance PY 2011	
Individuals enrolled in METP	47,542
Participants referred to a job	34,252
Participants who entered employment	7308

MANAGING TO OPTIMIZE WORKFORCE SYSTEM PERFORMANCE

Missouri's workforce leaders know that achieving excellent outcomes is of vital importance. DWD is required to report outcomes obtained by customers of its Workforce Investment Act and Wagner-Peyser Act programs (shown in the following tables). Effectively managing the workforce system's performance is made possible by some innovative products.

The workforce system utilizes a decision support tool called **MoPerforms**, designed specifically

for Missouri. MoPerforms provides an extensive ability to view and analyze data by workforce program as well as state and local region. Other features allow further analysis and data verification/validation.

Over the past year, DWD has refined the **JobStat** process

by which state and local performance representatives use MoPerforms to identify improvement opportunities and best practices.

Throughout 2011, DWD has been relying more on the data management system for the **Continuous Improvement Review** (CIR) program oversight process. Program monitors are able to glean much of the required information from the web based data management system as opposed to relying on a review of hard copy files.

The CIR team is now able to access the State Social Services, Employment Security and Department of Revenue databases in order to strengthen this ability to streamline validation of data. This has reduced the amount of time spent in the

field and allowed the monitors to expand the scope of CIRs.

This new process allowed the State to receive an approval of a two-year pilot project--as part of the Next Generation Career Center initiative mentioned earlier--to test the feasibility of a paperless streamlined eligibility documentation process. We envision that this integrated holistic review process will foster and support the NGCC skills-based integrated service delivery processes.

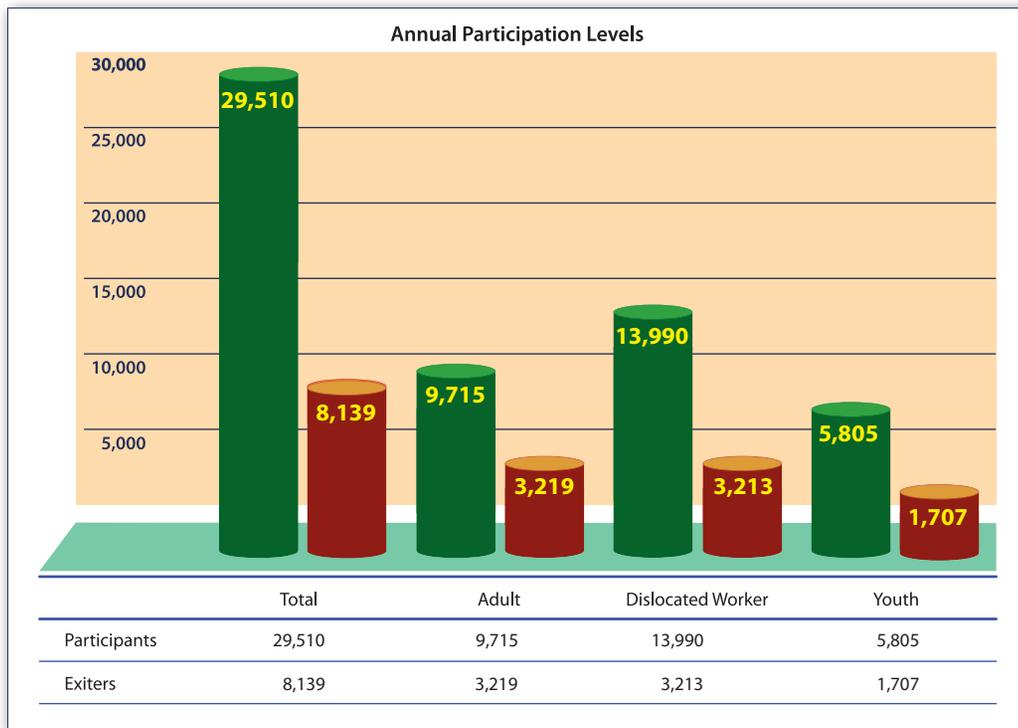


The following performance reporting elements are required by the U.S. Department of Labor and prepared by the DWD Performance and Research Unit, September 2010.

Common Measures: Missouri’s performance results for the Common Measures of Employment, Retention and Earnings during Program Year (PY) 2009, are submitted on-line through the Enterprise Business Support System (EBSS). The participant level for WIA participants in PY 2009 increased 36% over PY 2008. [Workforce Performance Data page 22.](#)

Participant Characteristics: The following Table 1 represents the total number of WIA participants served in Missouri from July 1, 2009 to June 30, 2010 (PY 2009). Exiters and participants are shown separately for total served and for the three funding streams of Adult, Dislocated Worker and Youth customers.

Table 1: Missouri Participants in WIA Programs for Program Year 2009



Note: Row cells do not sum to total due to program co-enrollment.

STATE PROGRAM EVALUATION ACTIVITIES

In addition to our regular Continuous Improvement Review process (Monitoring efforts), the Division opted to further evaluate progress based on data that is gathered within our Toolbox 2.0 tracking system. With the tools at hand (JobStat staff and MoPerforms Decision Support Tool), we are able to quantify evaluation and target those evaluations toward prioritized efforts.

During PY'09, Missouri implemented a push toward more Training activities being made available for our customers. The policy set forth in DWD Issuance 02-2009, required that at least 50% of WIA Adult and Dislocated Workers be enrolled into a Training Activity. Preliminary evaluation of each Local Workforce Investment Area's compliance with this rule is positive. Only one Region is below the 50% threshold, due to a misinterpretation of training activities, and that Region's efforts will in fact need to be re-evaluated. Additionally, the Division's PY'09 Incentive policy includes reference to the 50% participant rule. It also encourages additional use of On-the-Job Training at an increased participant level over the prior year of at least 50%. This emphasis on Training and gaining of additional skills by participants will continue during the upcoming year. Proposed Incentive Policy will include both a training emphasis and a skill enhancement activities emphasis and the evaluation of those benchmarks will be a basis for incentive funds in PY'10.

Further evaluation of the outcomes of those participants engaged in training activities is being undertaken this fall. As we add the emphasis on "skill enhancement" activities, we are targeting the Spring of 2011 to further evaluate the effectiveness of that emphasis, relative to Common Measures Outcomes.

Missouri has also applied for a Workforce Data Quality Initiative (WDQI) grant to further enhance our ability to evaluate things like service mix, demographic make-up, employment trends, educational inputs and overall output/outcome data. The long term nature of this grant, should it be funded, will lead to significant in-depth evaluation of the entire workforce system in Missouri. Preparation for the grant has already identified several evaluation priorities that are being considered.

Cost Of Workforce Investment Activities

Cost-Benefit Comparison: Placing a monetary value on participation in WIA and summer youth workforce programs must take into account total dollars expended (whether measured as totals or averages) as well as the number of participants served and services provided during a specific time frame. One way of comparing costs to benefits is to examine the average cost per service and per client for each program. This is displayed at the top of the next page in Table 2.

The differences in perceived efficiency in cost-benefit can be explained by examining the type and number of services provided. About 32% and 31% of total Adult and Dislocated Worker services, respectively, are initial assessments. In the Youth population, an

initial assessment is not a reportable service, and thus is not counted in Table 2. Initial assessment services typically are among the least costly services provided through WIA. A large number of this type of service, compared to smaller numbers of more expensive services, account for the seemingly more efficient use of funds in the Adult and Dislocated Worker populations. In addition, experience has shown that Youth participants tend to be in the system longer than Adult or Dislocated Worker participants and thus receive more services, reflecting additional variance in costs.

Any cross-program comparison of cost per-service or cost per-client must be viewed in the context of differences in program focus, participant need, and participant case management. Each program focus is fundamentally different. In the Youth

program, more emphasis is placed on the attainment of global, general skill sets. The objective of the program is to build a foundation for life-long learning and employability, whereas the emphasis of the Adult and Dislocated Worker programs is more an immediate return to productive and substantial employment. These differences in focus also affect the cost per-client, cost per-referral and cost-per-service averages and should be considered just a few of the external impacts on the data which should be taken into consideration during an objective evaluation of the benefits of programs, compared to costs.

Table 2: Average Costs

Program Category	Average Cost Per Service	Average Cost Per Referral	Average Cost Per Client
Adult	\$555	\$142	\$2,260
Dislocated Worker	\$547	\$94	\$1,945
Youth	\$1,978	\$467	\$2,520

Note: Based on gross, average calculations

Return on Investment: Missouri has determined that one measure of an adequate return on investment is the Internal Rate of Return (IRR), which represents the rate for generating a zero net present value for a series of future cash flows. The Internal Rate of Return may be simply thought of as the growth rate a project is expected to generate. This effectively means that IRR is the rate of return that makes the sum of the present value of future cash flows and the final market value of an investment equal. It estimates current market values. The IRR technique compares the annualized “total earnings” (numerator of the earnings average, times two) for the Adult, Dislocated Worker and Youth programs as a positive value of a stream of cash flows, generated from an investment against the cost of capital (or hurdle rate), which is the local allocation of funds for the previous and current years. Typically, the higher the IRR of a project, the more likely it would be considered, and the more willing Missouri would be to undertake it. If a project’s internal rate of return is higher than its cost of capital, that indicates

the organization deems it as having overall positive value. Assuming that most wage earners will be paid from stream cash flows, in this analysis it is discovered that there is an increase in exiter earnings of approximately 55 percent. This could be stated that for every dollar invested, a \$2 gain was generated. This formula has proven to be adequate for both the Adult and Dislocated Worker populations in local Workforce Investment Areas. Missouri preferred the IRR method for the ROI calculation because it takes into account the timing of the costs and the benefits. The State will continue to analyze this approach in the future and its use in other program evaluations to see if it continues to be a useful measure.

Assurances on Uniform Reporting:

In addition to ETA’s quarterly WIA and Wagner-Peyser performance reporting through the Common Measures, Missouri takes an extra step of providing monthly program evaluations through MoPerforms, a web-based reporting tool. To ensure that performance information received by

ETA and available through MoPerforms is of optimal accuracy, DWD research staffs continue to utilize a comprehensive and standardized procedure of reviewing and checking participant data and performance measure rates that was first implemented during PY 2008.

Verification for workforce program data consists of two stages: 1) error detection and correction of selected characteristics of data files for monthly upload to MoPerforms, ETA quarterly and annual reporting, and ARRA-related reporting, and 2) re-calculation of the performance measure rates generated by federal reporting software and those displayed on MoPerforms after upload, as well as participant counts on the ARRA monthly reports.

Statistical management programs (using SAS® software) are developed and used to check for completeness of the data file and for a range of critical data errors (e.g., extraneous characters, out-of-range values, errors preventing data readability,

missing values, and anomalous frequency distributions). Building the data check process has been an iterative process; checks are regularly added based on examinations of new data files or on newly discovered problems uncovered by data users.

Verification of performance measure outcomes involves two staff members using different statistical and query software to calculate each of the WIA and Wagner-Peyser common performance measures, after which discrepancies are investigated and resolved. Current performance outcomes display on MoPerforms serve as an additional check. Accuracy of data on the monthly ARRA report is also verified by two staff members using different programming to produce the report, and detecting and resolving the sources of discrepancies. When necessary, DWD Management Information Systems (MIS) staff produce corrected data files which are then subjected to the same standard data checking and editing procedure.

In order for ETA to obtain more complete and “real time” information on the impact of ARRA on the workforce system, DWD was required as of the third quarter of PY 2009 to submit on a quarterly, rather than a yearly, schedule a file of individual WIA participants containing ETA-specified data elements (the WIASRD). Successful submission of the file requires that

critical reject errors and information that generates warnings in ETA’s electronic edit-check system be eliminated before final submission. DWD developed new in-house error-checking programs to identify necessary corrections and omissions in the data and, in cooperation with DWD MIS, tallied and corrected those data elements for successful and timely file submissions.

Reporting requirements for ARRA-funded Youth activities are significantly different from that required under the WIA program (counts of participant demographics and services received with only two outcome rates). A new database was created in 2008 specifically for that reporting, with periodic updating. The process does require similarly collaboration and diligence among DWD Research Analysts and MIS staff. Communication, monitoring and adjustment with the ETA federal office is effective and ongoing in accurately reporting this data.

WAIVERS

The Secretary of Labor has the authority to grant states limited statutory and regulatory waivers of WIA and the Wagner-Peyser Act. During PY 2009, Missouri had four WIA waivers that were approved by the U.S. DOL through June 30, 2010, with two additional waivers that were temporarily approved for summer-employment related activities, also ending June 30, 2010. Two of these four waivers were automatically given to the states. These waivers are: Common Measures and the Use of Individual Training Accounts for Older and Out-of-School Youth have been fully implemented statewide. The other two approved waivers were: the Transfer of up to 50% between Adult and Dislocated Worker program funds, and an On-the-Job Training (OJT) Reimbursement waiver that helps businesses increase their workforce by providing assistance with training costs when hiring new WIA participants.

During PY 2009, no regions used the "Transfer" waiver due to the economic downturn during this time. However, the OJT program increased activity by serving 302 new OJT participants, an increase of 38% from the previous year. A total of 450 OJT participants were served during PY'09 (this includes carryovers) for a significant 54.4% increase in participants served over last year.

The two temporarily approved Youth waivers for the summer of 2009 (PY 2008/PY 2009) assisted the local regions in quickly implementing Youth summer activities, including the State Parks Youth Corps program.

WORKFORCE SYSTEM PERFORMANCE DATA

Performance measurement as a tool of public management has a long history. Its primary goal has always been accountability—to legislative bodies, taxpayers, and program stake-holders. Missouri has chosen to be a leader in its workforce system early on in acceptance and adoption of a performance measures strategy known as Common Measures.

The Common Measures include metric areas surrounding basic service categories for Adults, Dislocated Workers and Youth customers. For each group there are placement, retention and earnings measures, resulting in the nine Common Measures.

Missouri excelled in Program Year 2009 in its measures statewide, based on maintaining generally higher rates of goal achieved; especially while experiencing a downturn in the economy.

Missouri has met its statewide planned achievement goals because it met or exceeded each projected measure by at least 80% of goal or better.

The workforce investment regions, geographic components of Missouri's whole, did experience some decline in achieving their planned performance measures in Program Year 2009. The detailed outcomes and percentages are displayed in the accompanying tables.

Workforce experts and analysts have agreed over time that there are a few basic generalized reasons for failing to meet these workforce system measures. Some may be directly applicable to certain regions this year.

Generally not serving enough participants is the most significant and common reason for failing to meet any of these measures. System practices and policies over time to manage the outcomes are often barriers to the gain that could be achieved by serving simply a larger pool of customers. Above all philosophical solutions, the Next Generation Career Center model directly addresses this matter by vastly increasing the number of individuals being served and conceivably drawing a larger pool of participants for all measures.

Next, populations exhibiting disproportionately higher groups of low income, limited English proficiency, minorities, and low literacy functioning individuals have difficulty meeting perceived measurement goals. This is borne out across the entire country, and metropolitan areas in Missouri are no exception.

Finally, over the last two years, the declining economic condition of the nation has emerged in Missouri and it is evident there are fewer jobs than ever for many of our disadvantaged clients.

As in all previous years, in the case of any missed measure, the Division of Workforce Development will be assembling and deploying teams of resource experts to determine the underlying causes of regional performance decline and providing appropriate technical assistance to bring about corrective actions.

Central Region

Entered Employment	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	79.23%	84.00%	94.3%	↔	103	130
WIA Dislocated	90.80%	86.00%	105.6%	↑	227	250
Wagner Peyser	59.72%	66.00%	90.5%	↔	23,500	39,348
Trade Act	73.54%	73.00%	100.7%	↑	139	189
Employment Retention	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	82.59%	81.00%	102.0%	↑	185	224
WIA Dislocated	90.18%	90.00%	100.2%	↑	248	275
Wagner Peyser	77.95%	80.00%	97.4%	↔	18,089	23,206
Trade Act	84.97%	91.00%	93.4%	↔	164	193
Average Earnings	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	\$10,909	\$9,776	111.6%	↑	1,843,574	169
WIA Dislocated	\$11,647	\$11,055	105.4%	↑	2,655,620	228
Wagner Peyser	\$11,690	\$9,291	125.8%	↑	211,399,273	18,084
Trade Act	\$11,539	\$14,050	82.1%	↔	1,892,406	164
WIA Youth	Outcome	LWIA Plan	% Achieved		num	den
Placement in Employment or Ed	78.05%	62.00%	125.9%	↑	96	123
Attainment of Degree or Certificate	37.10%	43.00%	86.3%	↔	46	124
Literacy and Numeracy Gains	12.50%	35.00%	35.7%	↓	2	16

East Jackson County

Entered Employment	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	94.44%	84.00%	112.4%	↑	68	72
WIA Dislocated	94.03%	89.00%	105.7%	↑	63	67
Wagner Peyser	53.99%	60.00%	90.0%	↔	1,893	3,506
Trade Act	75.00%	73.00%	102.7%	↑	3	4
Employment Retention	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	94.74%	81.00%	117.0%	↑	90	95
WIA Dislocated	96.83%	83.00%	116.7%	↑	61	63
Wagner Peyser	77.42%	78.00%	99.3%	↔	2,191	2,830
Trade Act	80.00%	91.00%	87.9%	↔	4	5
Average Earnings	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	\$13,345	\$9,415	141.7%	↑	1,027,589	77
WIA Dislocated	\$14,724	\$14,000	105.2%	↑	706,742	48
Wagner Peyser	\$11,213	\$11,250	99.7%	↔	24,557,537	2,190
Trade Act	\$16,056	\$14,050	114.3%	↑	64,223	4
WIA Youth	Outcome	LWIA Plan	% Achieved		num	den
Placement in Employment or Ed	70.27%	62.00%	113.3%	↑	26	37
Attainment of Degree or Certificate	70.59%	43.00%	164.2%	↑	24	34
Literacy and Numeracy Gains	64.29%	35.00%	183.7%	↑	9	14

Jefferson/Franklin Consortium

Entered Employment	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	71.88%	84.00%	85.6%	↔	46	64
WIA Dislocated	73.86%	89.00%	83.0%	↔	65	88
Wagner Peyser	60.72%	67.00%	90.6%	↔	2,473	4,073
Trade Act	52.38%	73.00%	71.8%	↓	66	126
Employment Retention	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	95.24%	85.00%	112.0%	↑	60	63
WIA Dislocated	92.75%	88.00%	105.4%	↑	64	69
Wagner Peyser	76.12%	84.00%	90.6%	↔	2,764	3,631
Trade Act	71.26%	91.00%	78.3%	↓	62	87
Average Earnings	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	\$13,886	\$11,330	122.6%	↑	777,605	56
WIA Dislocated	\$14,478	\$13,568	106.7%	↑	810,767	56
Wagner Peyser	\$11,812	\$11,494	102.8%	↑	32,648,537	2,764
Trade Act	\$19,772	\$14,050	140.7%	↑	1,225,878	62
WIA Youth	Outcome	LWIA Plan	% Achieved		num	den
Placement in Employment or Ed	47.83%	62.00%	77.1%	↓	11	23
Attainment of Degree or Certificate	57.14%	43.00%	132.9%	↑	20	35
Literacy and Numeracy Gains	50.00%	35.00%	142.9%	↑	1	2

Kansas City and Vicinity

Entered Employment	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	72.58%	82.00%	88.5%	↔	495	682
WIA Dislocated	80.54%	89.00%	90.5%	↔	327	406
Wagner Peyser	51.11%	55.00%	92.9%	↔	7,004	13,705
Trade Act	100.00%	73.00%	137.0%	↑	16	16
Employment Retention	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	78.85%	79.00%	99.8%	↔	410	520
WIA Dislocated	88.21%	81.00%	108.9%	↑	187	212
Wagner Peyser	73.05%	75.00%	97.4%	↔	6,981	9,557
Trade Act	89.47%	91.00%	98.3%	↔	17	19
Average Earnings	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	\$11,199	\$10,029	111.7%	↑	3,438,048	307
WIA Dislocated	\$12,333	\$12,875	95.8%	↔	1,664,992	135
Wagner Peyser	\$10,939	\$10,390	105.3%	↑	76,339,931	6,979
Trade Act	\$32,267	\$14,050	229.7%	↑	548,536	17
WIA Youth	Outcome	LWIA Plan	% Achieved		num	den
Placement in Employment or Ed	65.72%	62.00%	106.0%	↑	186	283
Attainment of Degree or Certificate	67.01%	43.00%	155.8%	↑	132	197
Literacy and Numeracy Gains	19.64%	35.00%	56.1%	↓	11	56

Northeast Region

Entered Employment	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	76.60%	84.00%	91.2%	➡	36	47
WIA Dislocated	72.73%	89.00%	81.7%	➡	112	154
Wagner Peyser	58.71%	67.00%	87.6%	➡	3,437	5,854
Trade Act	72.34%	73.00%	99.1%	➡	68	94
Employment Retention	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	82.81%	86.00%	96.3%	➡	53	64
WIA Dislocated	84.03%	87.00%	96.6%	➡	100	119
Wagner Peyser	76.15%	79.00%	96.4%	➡	4,278	5,618
Trade Act	87.10%	91.00%	95.7%	➡	54	62
Average Earnings	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	\$12,801	\$10,100	126.7%	⬆	665,664	52
WIA Dislocated	\$11,671	\$11,658	100.1%	⬆	1,097,095	94
Wagner Peyser	\$10,622	\$8,785	120.9%	⬆	45,440,585	4,278
Trade Act	\$12,996	\$14,050	92.5%	➡	701,759	54
WIA Youth	Outcome	LWIA Plan	% Achieved		num	den
Placement in Employment or Ed	64.58%	62.00%	104.2%	⬆	31	48
Attainment of Degree or Certificate	58.49%	43.00%	136.0%	⬆	31	53
Literacy and Numeracy Gains	18.18%	35.00%	51.9%	⬇	2	11

Northwest Region

Entered Employment	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	69.09%	80.00%	86.4%	➡	38	55
WIA Dislocated	75.32%	88.00%	85.6%	➡	58	77
Wagner Peyser	60.75%	66.00%	92.0%	➡	3,924	6,459
Trade Act	83.33%	73.00%	114.2%	⬆	10	12
Employment Retention	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	91.03%	82.00%	111.0%	⬆	71	78
WIA Dislocated	92.11%	90.00%	102.3%	⬆	70	76
Wagner Peyser	75.87%	80.00%	94.8%	➡	4,712	6,211
Trade Act	89.47%	91.00%	98.3%	➡	17	19
Average Earnings	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	\$12,876	\$9,811	131.2%	⬆	798,303	62
WIA Dislocated	\$13,852	\$11,967	115.8%	⬆	886,537	64
Wagner Peyser	\$10,609	\$9,437	112.4%	⬆	49,989,801	4,712
Trade Act	\$10,797	\$14,050	76.8%	⬇	183,545	17
WIA Youth	Outcome	LWIA Plan	% Achieved		num	den
Placement in Employment or Ed	75.00%	62.00%	121.0%	⬆	36	48
Attainment of Degree or Certificate	60.66%	43.00%	141.1%	⬆	37	61
Literacy and Numeracy Gains	44.44%	35.00%	127.0%	⬆	8	18

Southeast Region

Entered Employment	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	84.87%	78.00%	108.8%	↑	101	119
WIA Dislocated	89.78%	87.00%	103.2%	↑	167	186
Wagner Peyser	57.40%	61.00%	94.1%	↔	6,754	11,767
Trade Act	82.12%	73.00%	112.5%	↑	147	179
Employment Retention	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	86.39%	79.00%	109.4%	↑	127	147
WIA Dislocated	92.24%	89.00%	103.6%	↑	107	116
Wagner Peyser	75.55%	77.00%	98.1%	↔	7,411	9,810
Trade Act	85.00%	91.00%	93.4%	↔	136	160
Average Earnings	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	\$10,752	\$8,840	121.6%	↑	1,182,705	110
WIA Dislocated	\$12,247	\$10,854	112.8%	↑	1,065,523	87
Wagner Peyser	\$9,869	\$8,740	112.9%	↑	73,126,916	7,410
Trade Act	\$14,169	\$14,050	100.8%	↑	1,870,300	132
WIA Youth	Outcome	LWIA Plan	% Achieved		num	den
Placement in Employment or Ed	76.27%	62.00%	123.0%	↑	90	118
Attainment of Degree or Certificate	78.13%	43.00%	181.7%	↑	75	96
Literacy and Numeracy Gains	76.19%	35.00%	217.7%	↑	64	84

Southwest Region

Entered Employment	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	66.67%	82.00%	81.3%	↔	14	21
WIA Dislocated	71.15%	88.00%	80.9%	↔	37	52
Wagner Peyser	53.59%	63.00%	85.1%	↔	2,398	4,475
Trade Act	56.36%	73.00%	77.2%	↓	31	55
Employment Retention	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	84.62%	76.00%	111.3%	↑	22	26
WIA Dislocated	80.60%	80.00%	100.7%	↑	54	67
Wagner Peyser	73.87%	77.00%	95.9%	↔	3,146	4,259
Trade Act	94.03%	91.00%	103.3%	↑	63	67
Average Earnings	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	\$11,484	\$8,304	138.3%	↑	241,161	21
WIA Dislocated	\$11,745	\$10,955	107.2%	↑	610,741	52
Wagner Peyser	\$9,879	\$9,149	108.0%	↑	31,068,322	3,145
Trade Act	\$10,741	\$14,050	76.4%	↓	676,693	63
WIA Youth	Outcome	LWIA Plan	% Achieved		num	den
Placement in Employment or Ed	66.67%	62.00%	107.5%	↑	54	81
Attainment of Degree or Certificate	66.67%	43.00%	155.0%	↑	62	93
Literacy and Numeracy Gains	53.85%	35.00%	153.8%	↑	7	13

St. Charles County

Entered Employment	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	54.55%	74.00%	73.7%	↓	6	11
WIA Dislocated	88.89%	89.00%	99.9%	→	80	90
Wagner Peyser	63.29%	71.00%	89.1%	→	2,479	3,917
Trade Act	58.82%	73.00%	80.6%	→	30	51
Employment Retention	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	86.36%	81.00%	106.6%	↑	19	22
WIA Dislocated	94.38%	92.00%	102.6%	↑	84	89
Wagner Peyser	79.21%	87.00%	91.1%	→	2,702	3,411
Trade Act	79.07%	91.00%	86.9%	→	34	43
Average Earnings	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	\$12,395	\$13,000	95.3%	→	235,501	19
WIA Dislocated	\$18,891	\$16,784	112.6%	↑	1,435,737	76
Wagner Peyser	\$12,474	\$13,480	92.5%	→	33,705,163	2,702
Trade Act	\$22,493	\$14,050	160.1%	↑	764,746	34
WIA Youth	Outcome	LWIA Plan	% Achieved		num	den
Placement in Employment or Ed	50.00%	62.00%	80.6%	→	4	8
Attainment of Degree or Certificate	66.67%	43.00%	155.0%	↑	2	3
Literacy and Numeracy Gains	50.00%	35.00%	142.9%	↑	1	2

St. Louis City

Entered Employment	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	74.39%	84.00%	88.6%	→	337	453
WIA Dislocated	68.12%	89.00%	76.5%	↓	47	69
Wagner Peyser	52.60%	58.00%	90.7%	→	6,513	12,381
Trade Act	60.00%	73.00%	82.2%	→	24	40
Employment Retention	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	79.27%	82.00%	96.7%	→	459	579
WIA Dislocated	73.08%	86.00%	85.0%	→	38	52
Wagner Peyser	74.84%	78.00%	96.0%	→	6,313	8,435
Trade Act	72.50%	91.00%	79.7%	↓	29	40
Average Earnings	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	\$11,127	\$8,753	127.1%	↑	4,784,605	430
WIA Dislocated	\$14,507	\$12,662	114.6%	↑	507,736	35
Wagner Peyser	\$9,750	\$8,850	110.2%	↑	61,515,491	6,309
Trade Act	\$13,108	\$14,050	93.3%	→	380,140	29
WIA Youth	Outcome	LWIA Plan	% Achieved		num	den
Placement in Employment or Ed	72.49%	62.00%	116.9%	↑	195	269
Attainment of Degree or Certificate	30.08%	43.00%	70.0%	↓	37	123
Literacy and Numeracy Gains	70.51%	35.00%	201.5%	↑	110	156

St. Louis County

Entered Employment	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	60.20%	80.00%	75.3%	↓	295	490
WIA Dislocated	71.58%	89.00%	80.4%	→	393	549
Wagner Peyser	58.61%	66.00%	88.8%	→	9,146	15,604
Trade Act	52.04%	73.00%	71.3%	↓	102	196
Employment Retention	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	74.55%	82.00%	90.9%	→	331	444
WIA Dislocated	84.13%	89.00%	94.5%	→	371	441
Wagner Peyser	78.45%	83.00%	94.5%	→	10,019	12,771
Trade Act	75.96%	91.00%	83.5%	→	139	183
Average Earnings	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	\$9,174	\$9,002	101.9%	↑	2,834,811	309
WIA Dislocated	\$16,605	\$15,075	110.2%	↑	6,027,759	363
Wagner Peyser	\$12,721	\$12,000	106.0%	↑	127,456,413	10,019
Trade Act	\$17,786	\$14,050	126.6%	↑	2,472,249	139
WIA Youth	Outcome	LWIA Plan	% Achieved		num	den
Placement in Employment or Ed	62.41%	62.00%	100.7%	↑	176	282
Attainment of Degree or Certificate	19.64%	43.00%	45.7%	↓	33	168
Literacy and Numeracy Gains	26.25%	35.00%	75.0%	↓	21	80

MissouriCareerSource.com is the state's on-line job matching system. Job seekers can utilize the convenient registration process to match against thousands of career opportunities, or browse job openings by several criteria. Businesses can use the system's job order capability to match qualified job seekers with specific requirements. MissouriCareerSource.com provides immediate access to the largest pool of job seekers and job openings in Missouri. Additionally, there is one-on-one assistance available from Missouri Career Center staff and the service is free.

West Central Region

Entered Employment	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	57.58%	85.00%	67.7%	↓	19	33
WIA Dislocated	82.22%	90.00%	91.4%	→	37	45
Wagner Peyser	56.18%	65.00%	86.4%	→	4,342	7,729
Trade Act	71.43%	73.00%	97.8%	→	35	49
Employment Retention	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	80.56%	84.00%	95.9%	→	29	36
WIA Dislocated	82.05%	93.00%	88.2%	→	32	39
Wagner Peyser	76.04%	78.00%	97.5%	→	5,671	7,458
Trade Act	92.50%	91.00%	101.6%	↑	37	40
Average Earnings	Outcome	LWIA Plan	% Achieved		num	den
WIA Adult	\$12,328	\$9,880	124.8%	↑	345,195	28
WIA Dislocated	\$12,808	\$10,955	116.9%	↑	358,631	28
Wagner Peyser	\$10,166	\$9,614	105.7%	↑	57,650,483	5,671
Trade Act	\$10,789	\$14,050	76.8%	↓	399,208	37
WIA Youth	Outcome	LWIA Plan	% Achieved		num	den
Placement in Employment or Ed	58.73%	62.00%	94.7%	→	37	63
Attainment of Degree or Certificate	27.45%	43.00%	63.8%	↓	14	51
Literacy and Numeracy Gains	17.39%	35.00%	49.7%	↓	4	23

