



Missouri Division of Workforce Development  
DWD Issuance 24-2015

Issued: June 15, 2016  
Effective: June 15, 2016

**Subject:** Workforce Innovation and Opportunity Act Missouri Job Center Service and Referral Policy

1. Purpose: This Issuance provides information on the provision of services under the Workforce Innovation and Opportunity Act (WIOA)<sup>1</sup> in comprehensive One-Stop Centers<sup>2</sup> operated as Missouri Job Centers (MJC). It establishes policy on participant access to services and required procedures for referral to WIOA One-Stop Partners<sup>3</sup> for additional services.

2. Background: Every MJC must provide access to the programs and services of **all** required One-Stop Partners (see attachments). MJCs must provide WIOA basic career services to any individual upon request. They also must provide individualized career services and training services to individuals if the frontline service staff determines that the participant needs those services to obtain or to retain employment. Follow-up services must be available and provided as appropriate.

3. Substance: “Access” to programs and services means having either:

- Program staff physically present at the MJC;
- Partner program staff physically present at the MJC, appropriately trained to provide information to participants about the programs, services, and activities available through partner programs; or
- A direct linkage by phone, email, or through other real-time, web-based communication to a program staff member who can provide program information or services to the participant.

WIOA established an additional requirement<sup>4</sup> to provide what the proposed rules for implementation<sup>5</sup> describe as “meaningful assistance” with filing a claim for unemployment compensation. *Meaningful assistance* means:

- Providing assistance onsite using staff who are well trained in unemployment compensation claims filing and the rights and responsibilities of claimants; or
- Providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.

To meet the requirement to provide access to each required partner’s services, all MJC staff are accountable for knowing enough about each available service to give an individual the information needed to make an informed choice as to whether or not to access the services. This includes the ability to provide meaningful assistance

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<sup>1</sup> Pub. Law 113-128.

<sup>2</sup> WIOA Sec. 121(e).

<sup>3</sup> WIOA Sec. 121(b).

<sup>4</sup> WIOA Sec. 134(c)(2)(A)(x).

<sup>5</sup> 29 CFR 679.430(a)(10), as proposed.

to claimants in need of assistance using the Division of Employment Security's (DES) electronic unemployment compensation claim filing website. Staff also must be familiar with the rights and responsibilities of claimants to the point of being able to help them understand DES publications and correspondence.

Each MJC must develop a local resource guide and provide staff training on the use of the guide. The guide should include each partner's available services and the preferred method of referral. The local resource guide developed by MJC staff will be shared with each of the 19 required partners to facilitate referrals to the MJC for access to any service in the system.

The Hub Referral model outlined in the WIOA combined plan<sup>6</sup> says that while the ultimate goal is to develop interconnections to and from all required One-Stop Partners, the MJC will function as the central hub of service referrals when needed. Partner agency staffs that identify a participant barrier that they are unable to address should refer participants directly to the most appropriate partner agency equipped to address the barrier. In cases where a partner agency staff is unsure which partner is most appropriate to address the barrier, they should refer the participant to the MJC.

All required partner agency staffs should know enough about the other programs and services to screen a participant to determine appropriate referrals. Whenever possible, staff should make a direct connection with the staff receiving the referral to facilitate the seamless delivery of services. It is also important to ensure the participant is informed enough to have proper expectations of the referral agency.

The following are the basic elements of a good Hub Referral from one partner to an MJC in order for it to be an effective referral and good for data matching/reporting purposes. Not all agency referrals are Hub Referrals, only those between a partner agency and a MJC for services provided by the MJC or for their assistance in making a connection to other services. A Hub Referral requires communication between your agency and an MJC, not just communication to the participant, which is why the required elements focus on communication between partners. Additional information may be requested/provided/confirmed based on local needs. Delivery methods also may vary (phone/email/fax) based on local design but the following are required:

- Name—Person being referred;
- Date Contact Made—Date the referring partner provides referral information to referred partner. This is the start of the referral process between partners;
- Response Received/Date—Response from the referred partner, acknowledging/confirming the referral;
- Referral To—Partner organization receiving the referral; and
- Reason for Referral—Why the participant is being referred and/or what services are being sought.

Core and mandatory partners have committed to using the provided resource guide, first to provide good referrals not only to, and from, the local MJC, but among the other required partners as well. Second, to increase the MJC staff's knowledge of any other available and applicable service providers. Each partner also has

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<sup>6</sup> *Workforce Innovation and Opportunity Act Missouri Combined State Plan (2016).*

committed to using the model of documenting referrals and completing followup of referred participants to be consistent in the activity. This information will be used to measure referral activity and success rates for co-enrollment and alignment of services.

4. Action: This Issuance is effective immediately. Distribute copies to all MJC's, One-Stop Operators, and One-Stop Partner staffs, as required, to achieve compliance.
5. Contact: Please direct questions or comments regarding this Issuance to Steve Reznicek, Manager, Quality Assurance, at (573) 522-3015 or email [steve.reznicek@ded.mo.gov](mailto:steve.reznicek@ded.mo.gov).
6. Reference: [DWD Issuance 17-2012, "Nondiscrimination in Jobseeker Screening and Referrals," March 1, 2013.](#)  
[https://jobs.mo.gov/sites/jobs/files/nondiscrimination-jobseeker-screening-referrals\\_dwdissuance030113\\_17-2012.pdf](https://jobs.mo.gov/sites/jobs/files/nondiscrimination-jobseeker-screening-referrals_dwdissuance030113_17-2012.pdf)
7. Rescissions: None.
8. Attachments: Attachment 1: Career Services as Described in 29 CFR 678.430, as proposed.  
Attachment 2: One-Stop Partners as Described in 29 CFR 678.400, as proposed.

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Amy Sublett  
Director  
Missouri Division of Workforce Development

## Career Services as Described in 29 CFR 678.430, as proposed

### § 678.430 What are career services?

Career services, as identified in sec. 134(c)(2) of WIOA, consist of three types:

(a) Basic career services must be made available and, at a minimum, must include the following services, as consistent with allowable program activities and Federal cost principles:

- (1) Determinations of whether the individual is eligible to receive assistance from the adult, dislocated worker, or youth programs;
- (2) Outreach, intake (including worker profiling), and orientation to information and other services available through the one-stop delivery system;
- (3) Initial assessment of skill levels including literacy, numeracy, and English language proficiency, as well as aptitudes, abilities (including skills gaps), and supportive services needs;
- (4) Labor exchange services, including—
  - (i) Job search and placement assistance, and, when needed by an individual, career counseling, including—
    - (A) Provision of information on in demand industry sectors and occupations (as defined in sec. 3(23) of WIOA); and
    - (B) Provision of information on nontraditional employment; and
  - (ii) Appropriate recruitment and other business services on behalf of employers, including information and referrals to specialized business services other than those traditionally offered through the one-stop delivery system;
- (5) Provision of referrals to and coordination of activities with other programs and services, including programs and services within the one-stop delivery system and, when appropriate, other workforce development programs;
- (6) Provision of workforce and labor market employment statistics information, including the provision of accurate information relating to local, regional, and national labor market areas, including—
  - (i) Job vacancy listings in labor market areas;
  - (ii) Information on job skills necessary to obtain the vacant jobs listed; and
  - (iii) Information relating to local occupations in demand and the earnings, skill requirements, and opportunities for advancement for those jobs;
- (7) Provision of performance information and program cost information on eligible providers of training services by program and type of providers;
- (8) Provision of information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures, as well as any additional performance information relating to the area's one-stop delivery system;
- (9) Provision of information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance, and appropriate referrals to those services and assistance, including: child care; child support; medical or child health assistance available through the State's Medicaid program and Children's Health Insurance Program; benefits under SNAP; assistance through the earned income tax credit; and assistance under a State program for Temporary Assistance for Needy Families, and other supportive services and transportation provided through that program;
- (10) Provision of information and assistance regarding filing claims for unemployment compensation, by which the one-stop must provide meaningful assistance to individuals seeking assistance in filing a claim for unemployment compensation.
  - (i) "Meaningful assistance" means:
    - (A) Providing assistance on-site using staff who are well-trained in unemployment compensation claims filing and the rights and responsibilities of claimants; or

- (B) Providing assistance by phone or via other technology, as long as the assistance is provided by trained and available staff and within a reasonable time.
  - (ii) The costs associated in providing this assistance may be paid for by the State's unemployment insurance program, or the WIOA adult or dislocated worker programs, or some combination thereof.
  - (11) Assistance in establishing eligibility for programs of financial aid assistance for training and education programs not provided under WIOA.
- (b) Individualized career services must be made available if determined to be appropriate in order for an individual to obtain or retain employment. These services include the following services, as consistent with program requirements and Federal cost principles:
- (1) Comprehensive and specialized assessments of the skill levels and service needs of adults and dislocated workers, which may include—
    - (i) Diagnostic testing and use of other assessment tools; and
    - (ii) In-depth interviewing and evaluation to identify employment barriers and appropriate employment goals;
  - (2) Development of an individual employment plan, to identify the employment goals, appropriate achievement objectives, and appropriate combination of services for the participant to achieve his or her employment goals, including the list of, and information about, the eligible training providers (as described in § 680.180 of this chapter);
  - (3) Group counseling;
  - (4) Individual counseling;
  - (5) Career planning;
  - (6) Short-term pre-vocational services including development of learning skills, communication skills, interviewing skills, punctuality, personal maintenance skills, and professional conduct services to prepare individuals for unsubsidized employment or training;
  - (7) Internships and work experiences that are linked to careers (as described in § 680.170 of this chapter);
  - (8) Workforce preparation activities
  - (9) Financial literacy services as described in sec. 129(b)(2)(D) of WIOA and § 681.500 of this chapter;
  - (10) Out-of-area job search assistance and relocation assistance; and
  - (11) English language acquisition and integrated education and training programs.
- (c) Follow-up services must be provided, as appropriate, including: counseling regarding the workplace, for participants in adult or dislocated worker workforce investment activities who are placed in unsubsidized employment, for up to 12 months after the first day of employment.

## One-Stop Partners as Described in 20 CFR 678.400, as proposed

### § 678.400 Who are the required one-stop partners?

- (a) Section 121(b)(1)(B) of WIOA identifies the entities that are required partners in the local one-stop systems.
- (b) The required partners are the entities responsible for administering the following programs and activities in the local area:
- (1) Programs authorized under title I of WIOA, including:
    - (i) Adults;
    - (ii) Dislocated workers;
    - (iii) Youth;
    - (iv) Job Corps;
    - (v) YouthBuild;
    - (vi) Native American programs; and
    - (vii) Migrant and seasonal farmworker programs;
  - (2) Employment services authorized under the Wagner-Peyser Act (29 U.S.C. 49 *et seq.*);
  - (3) Adult education and literacy activities authorized under title II of WIOA;
  - (4) The Vocational Rehabilitation program authorized under title I of the Rehabilitation Act of 1973 (29 U.S.C. 720 *et seq.*);
  - (5) The Senior Community Service Employment Program authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 *et seq.*);
  - (6) Career and technical education programs at the post-secondary level authorized under the Carl D. Perkins Career and Technical Education Act of 2006 (20 U.S.C. 2301 *et seq.*);
  - (7) Trade Adjustment Assistance activities authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 *et seq.*);
  - (8) Jobs for Veterans State Grants programs authorized under chapter 41 of title 38, U.S.C.;
  - (9) Employment and training activities carried out under the Community Services Block Grant (42 U.S.C. 9901 *et seq.*);
  - (10) Employment and training activities carried out by the Department of Housing and Urban Development;
  - (11) Programs authorized under State unemployment compensation laws (in accordance with applicable Federal law);
  - (12) Programs authorized under sec. 212 of the Second Chance Act of 2007 (42 U.S.C. 17532); and
  - (13) Temporary Assistance for Needy Families (TANF) authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 *et seq.*), unless exempted by the Governor under § 678.405(b).