QUEST GRANT

POLICIES AND PROCEDURES
FOR
LOCAL WIOA PROVIDERS

Missouri Department of Higher Education
And Workforce Development

Office of Workforce Development

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November 8, 2024

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Overview

The Quality Jobs, Equity, Strategy, and Training (QUEST) Disaster Recovery National Dislocated Worker Grant (DWG) is a collaborative effort to: (1) provide career and training services to workers affected by the pandemic and historically marginalized and underserved population and (2) Supportive Services to move individuals into high-quality jobs.

Manual Intent
The intent of this manual is to provide frontline workforce staff with an in-depth overview of the operational guidelines required for the QUEST Grant, including eligibility determination of participants, required case management actions, as well as the general requirements and other responsibilities of all partners involved in the operations of this grant.

Adhering to Grant Policies
All policies outlined in this Manual must be adhered to. In some situations, grant policy may override local or state policy. For questions, please direct them to the grant coordinator at specialgrants@dhewd.mo.gov.

Performance
Performance is measured against the negotiated FY23 statewide title I WIOA Dislocated Worker performance goals. Each region is expected to meet these statewide measures; local performance measures are expected for regions who have also co-enrolled into their local WIOA dislocated worker program.

Performance will be measured across all performance targets:

- Employment Rate (2nd Quarter after Exit)
- Employment Rate (4th Quarter after Exit)
- Median Earnings
- Credential Rate
- Measurable Skill Gains
- Effectiveness in Serving Employers

Participants

Eligible Participants
Individuals eligible to receive services through this grant must be one of the following:
1. Dislocated worker as defined in WIOA Section 3(15);
    a. Note: layoff does NOT have to be associated with the COVID-19 pandemic and there are no time limits associated with when the layoff occurred.
2. Individual temporarily or permanently laid off as a consequence of COVID-19;
3. Self-employed individual who became unemployed or significantly underemployed as a result of COVID-19;

4. Long-term unemployed individual*[1]

General Eligibility Documentation

Staff must collect documentation to verify the following:
- Date of Birth
- Social Security Number
- Citizenship/Authorization to Work in the US
- Selective Service registration
- Equal Opportunity/Complaint and Grievance (EO-15 form)
- Signed WIOA Application

Social Security Number Exception

Per TEGL 23-19, a participant Social Security Number (SSN) must be validated using specific documentation listed in TEGL 23-19, Change 2, Attachment 2. For the purpose of this DWG, allowable documents to validate an SSN is limited to:

- SSN Card
- Passport
- Military ID
- Other Federal or State ID with SSN

Staff cannot use the list of Missouri accepted documents for participants enrolled in a DWG.

Participant Eligibility Documentation

Documentation for eligibility for the grant is as follows:

1. **Dislocated Worker**

   Individuals who meet the definition of a dislocated worker (DW) as defined in WIOA Sec 3(15) must have their eligibility fully documented in the electronic file. Staff must select the appropriate category (category 1 through category 8), on the WIOA Application, for which the individual meets eligibility.

   Dislocated Worker categories and their respective eligibility requirements and required documentation can be found in the current OWD Issuance on Adult and Dislocated Worker Eligibility and Documentation Technical Assistance Guidance (OWD Issuance 07-2022).

   Staff are required to co-enroll all DW eligible participants into their local WIOA Dislocated Worker program.

2. **Temporarily or Permanently Laid Off as a Consequence of COVID-19**

   An individual who is dislocated because their employment was adversely affected by the COVID-19 disaster is eligible for the grant under category 12 on the WIOA Application.

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[1] OWD Issuance 15-2023, Change 1, Statewide Long-Term Unemployed Policy

Two documents are required for verification for eligibility under this category. Adequate documentation must clearly show that the individual (1) was employed and (2) is now temporarily or permanently laid off as a consequence of the COVID-19 disaster.

1. Allowable documentation for employment can be paystubs or other payroll records; a bank statement indicating direct deposit from the most recent employer; and/or a letter from the most recent employer. A case note documenting phone verification from the employer would also be acceptable.

2. Documentation indicating that the layoff was a result of the disaster is collected through the signed grant [Self Attestation](#) form.

3. **Self Employed Who Became Unemployed or Significantly Underemployed as a Result of COVID-19**
   A self-employed individual who is now <u>unemployed</u> as a result of the applicable disaster is eligible for the grant as a dislocated worker under <u>category 12</u> on the WIOA Application.

   Two documents are required for verification for eligibility under either subcategory. Adequate documentation must clearly show that the individual (1) was self-employed and (2) is now unemployed:

   1. Evidence of self-employment may be provided though a business tax return, or a business license, or any other legal document which shows self-employment and which could be verified by phone.
   2. Documentation to show temporary or permanent unemployment due to the COVID-19 disaster is provided through the [Self Attestation](#) form.

4. **Long-Term Unemployed**
   For the purpose of the national dislocated worker grants (NDWGs), long-term unemployed is defined by the state. OWD's definition includes two subcategories, based on employment status at eligibility determination: Long-Term Unemployed or Long-Term Unemployed, Significantly Underemployed. See [OWD Issuance 15-2023, Change 1](#) for full details. Those who meet the definition of long-term unemployed are eligible under <u>Category 12</u> on the WIOA Application.

   Long-term unemployed is defined as any individual who is:
   - <u>Unemployed at time of eligibility determination</u>; and
   - Has been unemployed for 12 or more consecutive or nonconsecutive weeks over the last 26 weeks; and
   - Has made efforts to find a job.

     OR

   - Has no work history; and
   - Has made efforts to find a job.

Allowable source documents include:
- Completed and signed [Self Attestation](#);
  - Documentation of last 7 months of employment must be included.
  - Work history in MoJobs (including case notes) cannot contradict employment noted on the self-attestation form.

Long-Term Unemployed, Significantly Underemployed is defined as any individual who is:
- <u>Significantly underemployed**</u> at time of eligibility determination; and
- Has been underemployed for 12 or more consecutive or nonconsecutive weeks over the last 26 weeks; and
- Has made efforts to find a job.

**Individual being determined as significantly underemployed must demonstrate long-term underemployed history <u>and</u> meet one of the below categories:

- Individual employed less than full-time who is seeking full-time employment;
  - Documentation: completed/signed [Self Attestation](#) **ONLY**

- Individual who is employed in a position that is inadequate with respect to their skills and training;
  - Documentation: completed/signed [Self Attestation](#) and
  - Thorough documentation in MoJobs to show higher skills/training. Can be listed on profile page, a resume, WIOA Application, or documented in case notes. Employment history must also reflect current employment.

- Individual who is employed but meets the definition of a low-income individual in WIOA sec. 3(36);
  - Documentation: completed/signed [Self Attestation](#) and
  - Allowable source documentation for WIOA Adult/low-income status per the current Adult and Dislocated Worker TAG ([OWD Issuance 07-2022](#))

- Individual who is employed but whose current job earnings are not sufficient compared to their previous job earnings from their previous employment.
  - Documentation: completed/signed [Self Attestation](#) and
  - Supporting documentation to show the difference in wages (previous and current check stubs, bank statements showing direct deposit differences, applicant statement as a last resort)

Category 12

Category 12: Dislocated Worker Grant (DWG) eligibility: Individual does not meet criteria outlined for Dislocated Workers in categories 1 - 8 above, but is an individual that meets **DWG** eligibility outlined under WIOA Title ID National programs, Sec. 170 National dislocated worker grants, relating to Sec 170(b)(1)(A) workers affected by major economic dislocations OR Sec 170(b)(1)(B) workers affected by an emergency or major disaster.

Every participant determined eligible using the category 12 option in MoJobs will have an additional section appear, labeled **Dislocated Worker Grant Eligibility**. Staff must record which non-Dislocated Worker grant eligibility criteria the participant meets by marking the appropriate question as "YES".

Dislocated Worker Grant Eligibility

Is unemployed due to general economic conditions in the community lived in, or worked in, or related to a military installation realignment:	○ Yes ○ No ◉ Not Provided
Is unemployed as result of an emergency or major disaster in the community lived in, or worked in:	○ Yes ○ No ◉ Not Provided
Is considered long term unemployed, as defined by the state in the NDWG grant:	◉ Yes ○ No ○ Not Provided
Self-employed Individual who became unemployed or significantly underemployed as a result of the emergency or disaster:	○ Yes ○ No ◉ Not Provided

WIOA Application Details

Eligibility for the QUEST Grant is recorded in the MoJobs system through the use of the WIOA Dislocated Worker Application.

Dislocated Worker Eligibility:	☑
Dislocated Worker Eligibility Date:	04/09/2018 (mm/dd/yyyy) 🔳 Today

On the Employment Section of the application, staff must ask if the participant has recently been to an Employment Transition Team (ETT) meeting (Missouri's term for Rapid Response), as a result of a company layoff. If so, this information should be recorded on the Employment Tab of the Dislocated Worker application, with the respective employer event number recorded. All fields

below must be recorded:

Attended a Group Orientation (Rapid Response):	● Yes ○ No
Most Recent Date Attended Rapid Response Service	05/22/2017 📅 Today
	Find Rapid Response Event
Rapid Response Event Number	MO201600001

Eligibility Summary (WIOA Application)

On the last section/tab of the WIOA Application, labeled 'Eligibility Summary', the system will indicate if all eligibility requirements have been met or why the application does not indicate eligibility for Dislocated Worker.

Program	Eligible	Priority	Calculated Exception/Limitation	Reason(s) Not Eligible	Action
Adult	Undetermined			No Adult Eligibility Date.	☐ Inactive
Dislocated Worker	Yes				☐ Inactive
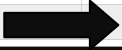
The system will indicate a participant is eligible for Dislocated Worker regardless of what DW category was selected. If a participant is eligible under Category 12, then s/he is not eligible for the WIOA DW formula program. In these instances, to avoid accidentally enrolling someone into WIOA DW, the DW program is to be marked as 'Inactive'.

Program	Eligible	Priority	Calculated Exception/Limitation	Reason(s) Not Eligible	Action
Adult	Undetermined			No Adult Eligibility Date.	☐ Inactive
Dislocated Worker	Yes				X Inactive

Below that table, staff must record that the participant meets NDWG eligibility.

| National Dislocated Worker Grant NDWG: | ● Yes ○ No ○ Not Applicable |

Add the "2023 QUEST Disaster Recovery DWG" grant to the record.

Grant Type	Grant ID	Grant Name	Local Grant Code	Date Added	Action
National DW Grant (NDWG)	42	MO42-Spring 2017 Storms and Flooding	MO42		Add
National DW Grant (NDWG)	56	Trade and Economic Transition	NA		Add
National DW Grant (NDWG)	62	MO Works Together (MO - National Health Emergency DWG)	NA		Add
National DW Grant (NDWG)	176	2023 QUEST Disaster Recovery DWG	DW0014		Add

Case Notes

<u>Mandatory Initial Service Note</u>

All participants are to have the mandatory Initial Service Note at time of enrollment. The Initial Service Note must include the following information:

1. Summary of Eligibility
    a. What program(s) is the participant being enrolled in?
    b. How was the participant determined eligible?
    c. What was used to verify eligibility?
2. Action Plan
    a. What does the participant need assistance with?
    b. How will Job Center staff help the participant?
    c. What are the planned next steps?
3. Supportive Services
    a. Note must address any immediate or possible future needs for supportive services and include the type. If no supportive service needs are needed at this time, case note must state this.

For additional information on the mandatory initial service note, see current [OWD Issuance 09-2022: Statewide Case Note Policy, Attachment 1](#).

Allowable Services

The QUEST Grant's purpose is to assist Missouri in its recovery from the economic downturn associated with the COVID pandemic. Many Missourians have lost good jobs either temporarily or permanently and need assistance with returning to or entering into high-quality employment. Eligible participants working with the approved Local workforce development boards (LWDB) can receive Career, Training, and Supportive Services as defined by each LWDB's established plan.

All participants must receive an <u>assessment</u> and <u>employment plan</u> following current policy, [OWD Issuance 09-2020](#). Record these services to the participant's grant record.

<u>Career Services</u> are services that aid participants in retaining or obtaining employment. Examples include resume building, in-depth interviewing and evaluation to identify employment barriers, development of employment plans, career planning, job coaching, and job matching services. All services provided must have the respective activity code recorded and a case note must be entered, following applicable OWD Issuances. Regions should enroll eligible participants into the grant even if career services are all that is needed to obtain unsubsidized employment.

<u>Training services</u> will be provided to individuals who need additional training to obtain self-sufficient employment. Training services must fall within the following priority sectors:

- Infrastructure

- Care Economy
- Climate and Environment
- Hospitality
- Professional, Scientific, & Technical Services
- Educational Services

Note: training services can be delivered in different industries; however, the majority of training services <u>must</u> fall within these defined sectors. OWD staff must receive approval to approve training under a different sector. Submit written requests to the Grant Coordinator at specialgrants@dhewd.mo.gov.

Training services will be delivered primarily through occupational skills training. However, other training services, such on-the-job training (OJT) or registered apprenticeship (RA) activities, are allowable based upon each participant's training need. LWDBs will be required to follow the guidelines listed in the program's respective policies and procedures manual, in addition to local policies.

Training Eligibility
In order for a participant to receive any training service, training eligibility is required and must be determined **before** OJT paperwork is established and offer of employment is made.

Staff must determine, after an <u>interview</u>, <u>evaluation</u>, or <u>assessment</u>, **and** <u>career planning</u> that the individual:

1. Is unlikely, or unable, to obtain or retain employment that leads to economic self-sufficiency or wages comparable to –or higher than- wages from previous employment through career services; *and*
2. Is in need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to –or higher than– wages from previous employment; *and*
3. Is in possession of the skills and qualifications to participate successfully in training services; *and*
4. Has selected a program of training services that is directly linked to the employment opportunities in the local area or the planning region, or in another area to which the individual is willing to commute or relocate; *and*
5. Is unable to obtain grant assistance from other sources to pay the costs of such training [including such sources as State-funded training funds, Trade Adjustment Assistance, and Federal Pell Grants established under Title IV of the Higher Education Act of 1965] or requires WIOA assistance *in addition* to other sources of grant assistance (including federal Pell Grants).

All five of these eligibility requirements for training services **must** be met and documented before an individual can receive training services. Staff are to document these requirements in Case Notes in the OWD's statewide electronic case management system, at minimum.

See [Issuance 08-2022](#): Training Eligibility Justification for additional information.

Training Limitations
Training provided to grant participants *should* be short-term in nature as the grant is only "guaranteed" through the date on the approval letter from the USDOL. The grant does not impose any limitation to funding maximums. LWDB's must follow their local policies for all training services funded under this grant.

Pell Grant (Classroom Training)
[OWD Issuance 17-2021](#) addresses the "Coordination of Workforce Innovation and Opportunity Act Title I-B Training Funds with Other Available Funding". This Issuance must be adhered to when determining funding amounts, including Supportive Services. If a participant is eligible for Pell Grant, this amount must be applied towards the cost of training. Braiding of all funds are to be clearly documented in the participant's record to understand all sources of funding.

Individual Training Accounts (Classroom Training)
Classroom training will be paid through the use of individual training accounts (ITA). LWDBs may use their locally developed ITA forms for this purpose and must follow all local policies regarding classroom training.

Eligible Training Provider Requirement (Classroom Training)
All classroom/occupational skills training providers utilized for training under QUEST Grant must be listed on the state's eligible training provider list (ETPL) and approved be by the LWDB before the participant begins training.

OJT & Good Jobs Principles
Good jobs are foundation of an equitable economy that lifts up workers and families and makes businesses more competitive. The QUEST Grant incorporates the shared federal vision of job quality following the Good Jobs Principles. For a fact sheet on the Good Jobs Principles see https://www.dol.gov/general/good-jobs/principles.

To incorporate Good Jobs Principles into the QUEST Grant, OJT agreements must be for positions starting at $15/hour or more. Beginning in year 3 of the QUEST Grant, OJT agreements must be for positions starting at $17/hour or more.

OWD has developed a [pre-award review questionnaire form](#) for potential OJT employers, incorporating the required WIOA requirements and specific question to determine the employer and position aligns with the Good Jobs Principles. Those question include:

- Does the position pay at least $15/hour.
- Does the position come with benefits? If yes, describe.
- Does position have potential for career advancement in any way?
- Is company an equal opportunity employer?

A pre-award review is required for all OJT agreements as noted in the OJT manual. LWDBs may use the created [form](#) to ensure the positions align with Good Jobs Principles, however, is not

required. All OJT agreements must follow the minimum hourly wage requirement throughout the duration of this grant.

Labor Market Information

All participants being determined in need of training (includes COT, OJT, RA) must be provided with labor market information (LMI) of the desired occupation. After reviewing LMI, staff must record the **107-Provision of Labor Market Information** service to the participant's record.

Training Service

Staff must record the applicable training service in the WIOA Application when a participant begins training. Entering the correct actual begin date and closing the service with the correct actual end date is a must, necessary for performance reporting and data element validation.

Additionally, the correct training provider must be entered on the service entry, to include the corresponding O*NET code.

For OJT services, the local service provider liaison will need to enter the corresponding employer for the training provider.

Measurable Skill Gains

Measurable skill gains is one of the six core measures tracked and reported to the federal government for WIOA performance purposes. This indicator measures the interim progress of participants enrolled in education and training services for a specified reporting period. This measure is not exit based; it tracks and records progress made throughout participation. Regardless of how many gains a participant actually achieves, only <u>one</u> Measurable Skill Gain (MSG) per participant, per program year, will count towards performance.

TEGL 10-16, Change 1, defines a Measurable Skill Gain as "*…documented academic, technical, occupational, or other forms of progress, [toward] such credential or employment.*"

There are five types of Measurable Skill Gains that the USDOL counts for performance purposes. Depending upon the type of education or training program in which a participant is enrolled, documented progress is defined as one of the following:

1. Documented achievement of at least one educational functioning level of a participant who is receiving instruction below the postsecondary education level;

2. Documented attainment of a secondary school diploma or its recognized equivalent;

3. Secondary or postsecondary transcript or report card for a sufficient number of credit hours that shows a participant is meeting the State unit's academic standards*.

4. Satisfactory or better progress report, towards established milestones, such as completion of OJT or completion of one year of an apprenticeship program or similar milestones, from an employer or training provider who is providing training*; or

5. Successful passage of an exam that is required for a particular occupation or progress in attaining technical or occupational skills as evidenced by trade-related benchmarks, such as knowledge-based exams*.

*Denotes which MSGs will be most common under this grant.

If an MSG is achieved, documentation to support the MSG must be obtained for the participant's file and the MSG must be recorded on the WIOA Application, under the Measurable Skills Gain header. See OWD Issuance 01-2021: Measurable Skill Gains Policy for allowable source documentation. Any questions on allowable MSGs should be addressed to DWDPolicy@dhewd.mo.gov.

☐ **Measurable Skills Gain**

Create Measurable Skills Gain
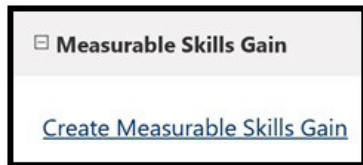
Credential Attainment
Credential attainment is one of the six core measures reported to DOL for WIOA performance. Credential attainment refers to those participants in an education or training program who:

1. Obtain a "recognized postsecondary credential" while participating in, or within one year after exit from, that program; or

2. Obtain a secondary school diploma—or its equivalent—while participating in, or within one year after exit from, that program. Individuals meeting this criterion must also have a successful outcome associated, to be either entered employment or entered postsecondary credential program.

If a participant completes training and earns a credential, documentation to support this credential must be obtained for the participant's file and it must be recorded in the WIOA Application. Credential entries must be tied to the training service associated with the credential itself. See OWD Issuance 28-2017: Credential Attainment Policy for source documentation required for credential attainment. Any questions on allowable credentials should be addressed to DWDPolicy@dhewd.mo.gov.

☐ **Credentials**

Create Credential
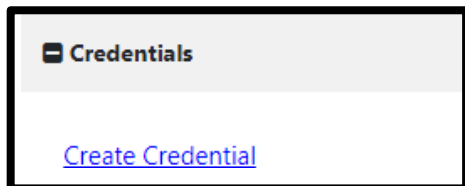
Supportive Services

Supportive Services will be an available resource for participants enrolled career and training services. Supportive Services provided through LWDB and applicable WIOA service provider staff, the local supportive service policy must be followed.

Recording Grant Services

All services provided to grant participants must be recorded under the WIOA application, tied to the QUEST Grant code. Specific service details are below:

Customer Group: 80-National Dislocated Worker Grant
Grant: DW0014 – 2023 QUEST Disaster Recovery DWG

Reminder: all participants eligible as a Dislocated Worker must be co-enrolled into the local WIOA Dislocated Worker program.

All required fields must be completed per service code requirements. If there are any questions regarding what fields need to be completed or how to answer, contact the Grant Coordinator.

Upon enrollment, staff must assign themselves as the case manager. It is your responsibility to ensure services do not system closed. Setting yourself as the case manager should allow you to receive notifications or access to reports to help prevent system closures on long-term services.

Case Management System Requirements

Completing entries into *MoJobs* accurately and in "real-time" is necessary for successful local, state, and federal monitoring reviews. In addition, the information contained in this database is essential for the participant's success.

Following are helpful reminders/tips regarding case management entries. Some apply only to this grant, while others are overall program reminders.
- Real-time data entry must be completed.
- All documents must be uploaded to the participant's (or employer's) record. Do not tie the documents to a specific program, this prevents staff from being able to see information.
- Same day services must be opened and closed on the same day it was provided.
- Supportive Service codes must be posted on the day the service was <u>paid</u>.

Case Management Guide
A quick-reference guide for what is required of all grant participants is below:
- Completed *MoJobs* registration
- Wagner-Peyser enrollment (resume not required!)
- Eligibility documentation
- NDWG Enrollment
- Employment Plan completed
- Equal Opportunity and WIOA Complaint and Grievance Notification (Form "EO-15").
- Case notes on each participant, including:
  - Mandatory Initial Case Note
  - Supportive Service information
  - Training justification for those entering into training service
  - Payments made for participant
- Accurate posting of all applicable Services
- Co-enrollment into the WIOA Statewide DW, if eligible
- Assign self as case manager!

Responsibilities

Local Workforce Development Board
The Local WDB, and/or its subcontractor, is responsible for administering the grant at the local level.
- Verifying staff are enrolling participants in the DWG and entering services correctly and accurately in *MoJobs*.
- Conducting monitoring of files in accordance with the local sub-state policy, including data element validation.
- Verifying adherence to state and local policies.
- Reconciling local records and case management records.
- Verifying only eligible expenses are paid.
- Verifying Supportive Services are paid according to the LWDB's local policy.

- Submitting monthly and quarterly narrative reports.
- Attending regular calls with OWD Grant Coordinator for updates and technical assistance
- Directing any programmatic questions not addressed in policy to the OWD Grant Coordinator.

Office of Workforce Development

Grant Coordinator
- Primary point of contact for all questions related to the QUEST Grant
- Periodic desktop monitoring
- Continuous provision of technical assistance
- Develop guidance materials, maintain, and communicate updates
- Contract modifications
- Facilitate regular conference calls

Formal Monitoring
OWD's Regulatory Compliance team will conduct programmatic monitoring on an annual basis. A contracted organization will be responsible for completing annual fiscal monitoring for the duration of this grant.

Reports & Grant Modifications

The USDOL requires quarterly financial, performance, and narrative reports. Participating LWDBs must report all information required for fiscal expenditures monthly on the CPR in OWD's Financial Reporting System (FRS). Some information required for performance reports are collected from participant records in *MoJobs*.

LWDBs must also submit a quarterly narrative report to the OWD Grant Coordinator, using the quarterly narrative report template, by the 15th following the end of each quarter. This information is compiled by the Grand Coordinator into a larger report for the USDOL. The quarterly narrative report template is available online at https://jobs.mo.gov/dwd-programs#quest.

At times, contract modifications will be necessary to revise budgeted line items or provide clarity to requirements noted in the Scope of Work. LWDBs must submit their request for a contract modification to the OWD Grant Coordinator in writing and provide necessary details to process the necessary change, such as providing a revised budget.

Monthly Reports

The LWDB must submit a monthly report to OWD by the 15th of the month following the end of each calendar month (i.e., August report would be due September 15th).
1. In the event program participants have not been served or enrolled at the time of the reporting, the LWDB must provide an explanation and provide Project progress to date. Failure to meet obligations of the Project may result in de-obligation of funds.
2. Each report much include, at minimum, the total number of participants who:
    a. Number enrolled;

      b.   Number enrolled in training, per category (Classroom Occupation Skills Training, On-the-Job-Training, and/or Registered Apprenticeship);
      c.   Received supportive services;
      d.   Completed grant services;
      e.   Entered unsubsidized employment; and
      f.   Received a credential or measurable skill gains.
3. Reports must be submitted electronically via email to the Grant Coordinator at specialgrants@dhewd.mo.gov.

Questions

Questions regarding the following topics can be directed to the contact below.

QUEST Grant: OWD Grant Coordinator, Lula Marshall at Lula.Marshall@dhewd.mo.gov.

Eligibility questions for regular Dislocated Worker, Measurable Skill Gains, and Credential Attainment: Regulatory Compliance team at DWDPolicy@dhewd.mo.gov.

Technical Support Questions regarding MOJobs: Customer Support Unit submit an IQ ticket online using this link.

Related Guidance

OWD Issuances can be found online at https://jobs.mo.gov/dwdissuances. The below list is not an exhaustive list of applicable state policies. All OWD issuances must be followed, regardless of whether or not they are listed below.

16-2017: Disseminating Notices for EO Complaints and WIOA Complaints & Grievances
28-2017: Credential Attainment Policy
20-2019: Statewide Temporary Disaster-Related Dislocated Worker Eligibility Policy
09-2020: Statewide Individual Employment Plan Policy
01-2021: Measurable Skills Gain Policy
23-2021: Document Management
25-2021: Statewide Change Request Policy
02-2022: Statewide Data Element Validation
07-2022: Adult and Dislocated Worker Eligibility and Documentation Technical Assistance Guide
08-2022: Training Eligibility Justification
09-2022: Statewide Case Note Policy
10-2022: Statewide Confidentiality and Information Security Plan Policy
01-2023: Statewide Enrollment and Exit Policy
06-2023: Participant Activity Codes, Durations, & Definitions
07-2023: Statewide On-The-Job Training Policy
15-2023 Change 1: Statewide Long-Term Unemployed Policy

USDOL Training and Employment Guidance Letters
TEGL No. 19-16
TEGL No. 10-16, Change 2
TEGL No. 23-19, Change 1
TEGL No. 23-19, Change 2

Forms Listing

All forms, except for the EO15 form, can be found at https://jobs.mo.gov/dwd-programs#quest.