



OWD Issuance 18-2019

Release Number—Program Year

Release Date:
March 03, 2020

Effective Date:
March 03, 2020

Expiration Date:
Continuous, until further notice

SUBJECT:

Staff Training and Technical Assistance Policy

ATTACHMENTS: None

This Issuance is Official Policy of the Missouri Office of Workforce Development

ISSUING AUTHORITY:



Mardy L. Leathers, Director
Missouri Office of
Workforce Development
(OWD)

THIS ISSUANCE DOES NOT REQUIRE CREATION OR ALTERATION OF A CORRESPONDING LOCAL POLICY

KEYWORDS:

MoJobs, Subject Matter Expert, Training, WIOA.

THIS ISSUANCE AFFECTS:

Missouri One-Stop Delivery System (MJC/AJCs)
WIOA Title I Local Areas/Local Boards/Local Plans
WIOA Title I In-State Funding
WIOA Title I Performance/Accountability
WIOA Title I One-Stop Deliver/Service Providers
WIOA Youth Workforce Investment Activities
State of Missouri Workforce System Procedures

FOR THE ATTENTION OF:

One-Stop frontline staff
Chief Elected Officials
Local WDB Chairpersons
Local WDB Directors
Local WDB Members
One-Stop Operators
One-Stop Functional Leaders
Service Providers
Local Equal Opportunity Officers
Local Compliance Monitors

RESCISSIONS:

None.

REFERENCES:

Workforce Innovation and Opportunity Act (WIOA) Annual Agreement

SUMMARY:

The purpose of this policy is to establish requirements for training development/preparation, and to implement procedures for Local Workforce Development Boards (WDB) to request training approval from the Office of Workforce Development (OWD).

BACKGROUND:

Having highly trained and knowledgeable staff is the key for a successful state workforce system. Staff need multiple training opportunities as well as various training methods in order to become successful in their respective positions. **All Workforce System Staff are responsible for understanding, implementing, and complying with all Federal and State regulations and policies.** This includes but is not limited to OWD policies, FAQ's, WIOA regulations, Training and Employment Guidance Letters (TEGL), and Training and Employment Notices (TEN). Staff compliance is necessary for accurate federal reporting purposes and for achieving WIOA performance measures.

SUBSTANCE:

Per the WIOA Annual Agreement, it is the responsibility of the WDB to provide initial and on-going training to its subrecipients, which meets the needs of the individual, the office, and the region. The WIOA Annual Agreement also requires that WDBs maintain documentation (i.e. training agendas, attendee sign-in sheets, etc.) of all trainings and technical assistance sessions. Training must include but is not limited to WIOA Adult, Dislocated Worker, Youth, Business Services, Performance, and applicable Federal & State regulations and policies.

All new staff are required to attend statewide case management system (MoJobs) training provided by the OWD. The WDB is responsible for providing or coordinating subsequent MoJobs trainings as needed. The OWD recognizes the need to provide on-going support and technical assistance to the WDB.

To request training approval, the WDB must complete the [OWD Training Ticket](#)¹ located on the [OWD Main website](#) under the [OWD Training](#) section.

The following procedure must be followed:

- WDB will enter appropriate contact information.
- WDB will answer the Training Details section that includes describing the training, what the WDB is contributing to the training and the WDB's expectation from the OWD.
- WDB will submit Training Ticket
- OWD will provide links to already established trainings on the Learning Management System (LMS) or will approve the WDB to submit training materials.
- WDB will develop training materials and a detailed Training Plan that will include identifying staff that need the training and what staff can expect to get out of the training.
- The Training Plan and materials will be submitted to dwdtraining@dhewd.mo.gov
- OWD will review and notify the WDB of approval or denial. If denied, the WDB will have to re-submit the training documentation based on OWD's recommendation.

*The WDB must notify the OWD in advance if there is an expectation that an OWD Subject Matter Expert should attend any trainings in order to answer questions or provide feedback on the training.

After the training topic and audience are approved, it is the WDB's responsibility to develop a Training Plan and training materials and then submit them to OWD as outline above. It is the OWD's responsibility to review all training materials for accuracy, provide training approval, and provide technical assistance as needed. Once approved, the WDB may conduct the training. The WDB must retain copies of all training materials, agendas, and sign-in sheets.

ROLES, RESPONSIBILITIES, and REQUIRED ACTIONS:

Each WDB must comply with the procedures outlined above in order to request Training or Technical Assistance.

¹ [OWD Main page](#), then [OWD Training](#), then "Request Training" under Contact section.

OWD will review the requests and approve, deny or recommend an alternative action.

TIMELINE:

All Missouri Workforce System Staff – Implementation of these rules.....**Immediate and Continuous**

INQUIRIES:

Please direct all questions or comments regarding this Issuance document to dwdpolicy@dhewd.mo.gov. All active Issuances are available at jobs.mo.gov/dwdissuances. Expired/rescinded Issuances are available on request.

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