



408 Washington Avenue, West Plains, Missouri 65775 ❖ Phone 417-257-2630 ❖ Fax 417-257-2633 ❖ MO Relay 711

Local Sub-State Monitoring Plan & Procedures Policy

Oversight Responsibilities:

The South Central Workforce Investment Board (SCWIB), in partnership with the Chief Local Elected Officials (CLEO), is responsible for oversight for local employment and training activities, and the one-stop delivery system in the local area.

SCWIB staff perform the monitoring functions and are identified below. The One-Stop Coordinator may appoint other staff for selected monitoring responsibilities. SCWIB staff maintain a separation of duties and are independent from the duties or systems being monitored. Programs are subcontracted and therefore duties are inherently separated.

Risk Assessments:

Prior to issuing or renewing any award under Workforce Innovation and Opportunity Act (WIOA) Title I, SCWIB staff will conduct a risk assessment to assess the subrecipient's overall ability to administer federal funds as required. Risk Assessments will be conducted annually to coincide with contract renewals/extensions.

As part of this assessment, the SCWIB must consider the subrecipient's:

1. history with regard to management of other grants;
2. financial stability;
3. quality of management systems and standards;
4. history of performance;
5. timeliness of compliance;
6. conformance to terms and conditions of previous awards;
7. reports and findings from audits; and
8. ability to effectively implement statutory, regulatory, or other requirements.

One-Stop Operator:

The Local compliance officer will conduct an annual review of its one-stop operator to ensure compliance with the requirements outlined in 20 CFR 678.620, as well as responsibilities outlined in the current MOU/RFP/Contract. If it is determined that the one-stop operator is not meeting expectations, corrective action will be taken, which can include contract termination.

Programmatic Monitoring:

The Local compliance monitor will conduct quarterly Programmatic Monitoring Reviews (PMR) each program year to evaluate federal, state, and local compliance for every funding stream for which the SCWIB has a contract with Missouri's Office of Workforce Development (OWD). These quarterly reviews will monitor for the requirements set forth in the current subrecipient MOU/RFP/Contract for carrying out programmatic duties.

A combination of state and locally developed monitoring tools will be used to identify and track issues for those records enrolled in the current program year; however, the Compliance Monitor may pull sample records from prior quarters, as needed.

Sample Size

Sample size will be adjusted upwards, as necessary, based on the results of risk assessments, prior monitoring efforts, performance obligations, and other identified issues.

All Workforce Innovation and Opportunity Act (WIOA) enrollments will be monitored for adherence to WIOA eligibility requirements. If there is an issue with eligibility, subrecipient will be notified immediately.

The Local Compliance Monitor will use random-sampling techniques generated by the reports feature in the electronic statewide case management system to obtain samples. The subrecipient will receive a written word/pdf document restating issues identified on the monitoring tool via email with a clearly stated due date which will be no more than 30 days. Communication to resolve issues may be in-person, email, or via phone.

WIOA Adult and Dislocated Worker records will be combined and a sample will be generated by service/activity ensuring a statistically valid sample of both funding streams.

A sample of a minimum of three records (if there are less than three records are generated, then all applicable records will be reviewed), will be generated quarterly for the following activities:

1. ABC Enrollments;
2. Classroom Training;
3. On-the-Job Training;
4. Work experience/Internship/Apprenticeship
5. Pre-Vocational, Entrepreneurial, Incumbent Worker
6. Supportive Services/Needs-related payments; and
7. Any other services that result in a direct payment to, or on behalf of, a participant.

*If no sample is available for the activity/service during the quarter, this will be noted on the monitoring tool.

WIOA In-School (ISY) and Out-of-School Youth (OSY) will be combined into one monitoring tool but will be sampled by each program to ensure both ISY and OSY reviews have a statistically valid sample.

A sample of a minimum of three records (if there are less than three records generated, then all applicable records will be reviewed), will be generated quarterly for the following activities:

1. Work Experience (each category);
2. Classroom Training;
3. On-the-Job Training;
4. Follow up;
5. Supportive Services and Incentives; and
6. Entrepreneurial.

*If no sample is available for the activity/service during the quarter, this will be noted on the monitoring tool.

The participant records will be monitored for, at a minimum:

1. Documentation of participant and training eligibility and/or priority for services received;
2. Orientation to services;

3. EO complaint & grievance rights and procedures;
4. Justification for the provision of Individualized Career/Training Service;
5. Method of assessment;
6. Employment planning;
7. Individual Training Accounts & applicable paperwork/documentation;
8. Work Based Learning, including all applicable paperwork/documentation;
9. Appropriateness and accuracy of participant payments;
10. Appropriate data entry;
11. Appropriate and accurate performance reporting requirements;
12. Documentation uploading requirements;
13. Examination of historical change requests;
14. Compliance issues cited in prior federal, State, and local reviews;
15. Determination if prior corrective measures have proven effective;
16. 5% over-income exception; and
17. 5% limit on ISY enrolled with the "Requires additional assistance" barrier.

Repeat Issues:

The Local compliance monitor will identify Area(s) of Concern and/or Finding(s) that appear in two or more consecutive annual monitoring reports for the subrecipient and no improvement can be determined.

These issues may result in one or more of the following:

- Areas of Concern that are escalated to Findings;
- Requirement of additional corrective actions;
- Direct notification of specific issues provided to the Chief Elected Official for the Local Workforce Development Area (LWDA), or other sub-recipient management;
- Implementation of more frequent monitoring of sub-recipient activities;
- Mandatory on-site training or technical assistance (provided by OWD) for subrecipient staff;
- Development of a performance improvement plan;
- Development of a modified local plan; and/or
- Prohibiting the use of eligible providers and one-stop partners who have failed to take appropriate corrective actions.

Financial Monitoring:

The SCWIB will conduct an annual Financial Monitoring Review (FMR) of subrecipients to ensure fiscal integrity. Additional reviews may be warranted, based on the evaluations of risk of noncompliance. The FMR will be performed to comply with WIOA section 184(a)(4) [29 U.S.C. 3244(a)(4)], annual OWD agreements, and 2 CFR Part 200 and Part 2900. The FMR is conducted to ensure the adequacy of internal controls and the reliability of the subrecipient's financial management system as they relate to the administrative subaward. The FMR must ensure the subrecipient meets the terms and conditions of the subaward and the fiscal goal or requirements, and that amounts reported are accurate, allowable, supported by documentation, and properly allocated.

The FMR will include, but is not limited to, reviews of the following process:

1. Audit Resolution/Management Decisions;
2. Financial Reports;
3. Internal Controls;
4. Source Documentation;
5. Cost Allocation/Indirect Costs;

6. Cash Management; and
7. Procurement.

The SCWIB will incorporate additional financial and programmatic monitoring policies to ensure funds intended to support stand-alone special initiatives/grants are administered in accordance with the contractual scopes of work. These policies are to supplement existing monitoring duties and must be conducted during program operation to ensure accountability and transparency of expenditures.

Local fiscal staff will monitor WIOA Youth for the following requirements:

1. Out-of-School Youth (OSY) percentage expenditure requirement; and
2. 20% work-based learning with educational component requirement.

Equal Opportunity Monitoring

The Local Workforce Development Board (LWDB) will ensure that required EO monitoring responsibilities which include but are not limited to: Monitoring and investigating the subrecipient's activities, and the activities of the entities receiving WIOA Title I- financial assistance on behalf of the subrecipient are completed by the local EO officer. Entities include contracted Service Providers (One Stop Operators, Adult/Dislocated Worker/Youth program providers), Eligible Training Providers (ETPs), On-the-Job Training (OJT) employers, Work Experience employers, and any other recipients defined under 29 CFR 38.4(zz). Monitoring is to ensure the recipient and its subrecipients are not violating their nondiscrimination and equal opportunity obligations under WIOA Title I, which includes monitoring the collection of data required in Section 188 of WIOA to ensure compliance with the nondiscrimination and equal opportunity requirements of Section 188 of WIOA, 29 CFR Part 38 and the Missouri Nondiscrimination Plan which includes the following sections and elements.

Local EO Officers are responsible for monitoring small service providers (ETPS, OJTs, Work Experience) defined under 29 CFR 38.4(hhh), which includes monitoring the small service provider for adopting and publishing complaint procedures and processing complaints, in accordance with Section 188 of WIOA, 29 CFR Part 38 and the Missouri Nondiscrimination Plan. Reviewing the recipient's written policies to make sure those policies are nondiscriminatory.

The Local EO Officer must conduct quarterly EO monitoring which includes, but is not limited to: Ensuring compliance with the nondiscrimination and equal opportunity provisions of WIOA, 29 CFR Part 38 and the Missouri Nondiscrimination Plan, and negotiating, where appropriate, with a recipient to secure voluntary compliance when noncompliance is found under §38.91(b). Quarterly monitoring for the compliance of recipients with WIOA section 188, 29 CFR Part 38 and the Missouri Nondiscrimination Plan, including a determination as to whether each recipient is conducting its WIOA Title I- financially assisted program or activity in a nondiscriminatory way. At a minimum, each annual monitoring review must include:

1. A statistical or other quantifiable analysis of records and data kept by the recipient under §38.41, including analyses by race/ethnicity, sex, limited English proficiency, preferred language, age, and disability status.
2. An investigation of any significant differences identified in paragraph (b)(1) of this section in participation in the programs, activities, or employment provided by the recipient, to determine whether these differences appear to be caused by discrimination. This investigation must be conducted through review of the recipient's records and any other appropriate means; and
3. An assessment to determine whether the recipient has fulfilled its administrative obligations (for example, recordkeeping, notice and communication) and any duties assigned to it under the Missouri Nondiscrimination Plan.

Quarterly EO Monitoring Review Schedule for Local EO Officers:

- First quarter must include reviewing Boards and service provider's websites, facilities, and reviewing policies and procedures.
- Second quarter must include a statistical or other quantifiable analysis of employment practices (staffing analysis) records and data kept by the LWDB, service providers, and eligible training providers in accordance with 29 CFR 38.41.
- Third quarter must include a review of any On-the-Job Training Employers, Work Experience Employers, and any special projects compliance with Section 188 of WIOA, 29 CFR 38, and the Missouri Nondiscrimination Plan.
- Fourth quarter must include a statistical or quantifiable analysis of the programs, services, and activities offered by the LWDB and service providers.
- Each quarter LWDB and service providers must submit complaint logs by the 5th day after each quarter to the Local EO Officer.
- The Local EO Officer report must be submitted within 30 days after June 30th for an overall report of all EO monitoring reviews indicating if the Local WDB and service providers complied with the EO monitoring requirements and if any corrective actions and sanctions have been enforced.

Monitoring Reports:

SCWIB staff will submit annual reports to subrecipient(s) for Financial, Programmatic, Equal Opportunity and One-Stop Operator and Program Year.

The annual reports will be issued by June 30th of each Program Year.

1. The Report(s) cover page will:
 - a. be addressed to the subrecipient;
 - b. include the date issued;
 - c. include the timeframe of monitoring;
 - d. identify all issues;
 - e. identify any corrective action and required resolutions; and
 - f. include a deadline for the corrective action response.
2. The Report(s) will to be presented at a Board meeting and documented in meeting minutes:
 - a. One-Stop Operator monitoring;
 - b. Programmatic monitoring;
 - c. Financial monitoring;
 - d. Equal Opportunity
 - e. Performance reviews monitoring; and
 - f. Special initiatives/grants monitoring.
3. The Report(s) will include, but are not limited to, adequacy of assessments, planning of activities and services, coordination with One-Stop Delivery System partners to meet the comprehensive needs of customers, and customer outcomes.
4. The regulations implementing WIOA require that when monitoring identifies issues, those issues must be resolved by prompt and appropriate corrective action. Therefore, Report(s) will identify areas of noncompliance and corrective actions taken or required for improvement.
5. The SCWIB staff will review the corrective action response from the subrecipient(s) and will submit a determination of acceptance or alternative corrective action.
6. The SCWIB staff will provide any technical assistance needs identified through monitoring.

Resolution Process:

If a Finding remains unresolved and the subrecipient wants to appeal the Board's final decision the process outlined below must be followed:

1. The subrecipient shall initiate contact with the Local compliance monitor to discuss the Finding(s).
2. The subrecipient must notify the SCWIB of the appeal in writing within 30 days of the monitoring report issue date.
3. Notification must include the Finding(s), the reason for the appeal, and documentation to support the appeal.
4. The SCWIB will immediately email to acknowledge receipt of the appeal.
5. The SCWIB will provide a determination to the sub-recipient within 60 days of receipt of the appeal. This response will include the outcome of the appeal and supporting rationale for the decision.
6. If a subrecipient fails to comply with the final determination, the SCWIB will place the subrecipient in substantial violation status. Once in substantial violation status, the subrecipient may appeal pursuant to the most current OWD policy on State Monitoring and Resolution Process.

Additional Responsibilities:

The SCWIB staff will ensure business is conducted in an open manner, by making documents available to the public on a regular basis through electronic means and open meetings. The SCWIB must ensure their website contains the following information:

1. Local Plan and modifications;
2. Board members and their affiliations;
3. Selection of one-stop operators;
4. Award of grants or contracts to eligible training providers of workforce investment activities, including providers of youth workforce investment activities;
5. Approved Minutes of formal meetings of the Local WIB; and
6. Board by-laws, consistent with 20 CFR 679.310(g).



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Local Supportive Service and Stipend Policy

1. Purpose: This policy is written to provide guidelines on local supportive service limits and requirements. Reference: Office of Workforce Development's (OWD) most current policy on Statewide Supportive Services; currently OWD Issuance 13-2017.
2. Background: Supportive services are allowed by Federal Law, Federal Rules, and State Issuance. Supportive services may only be provided to individuals who are:
 - Are participating in career services or training services approved by WIOA Title I;
 - Require those services to participate in those career services or training activities;
 - Are necessary and reasonable; and
 - Are unable to obtain Supportive Services first through other programs providing such services.

This policy is necessary to further define the limits and requirements for supportive services in the South Central Region. All need for supportive services must be documented in MoJobs and addressed on the Employment Plan. Case Notes must be completed on all supportive services provided based on the most recent OWD policy on Supportive Services.

3. Substance:

There is a \$1,000 maximum allowable limit for supportive services funds per customer, per program year.

Needs-Related and Stipend Payments are not provided.

- Transportation allowance
 - \$0.25 per mile is allowed for participants traveling more than 20 miles round trip with a maximum amount of \$50 per day.
 - Transportation allowance will be determined using MapQuest or other standard program from the participant's home address to the activity location.
 - Participants who choose to attend activities outside of the local community when the same activities are provided within the community will not be eligible for a transportation allowance.
 - Prior to payment, documentation (i.e. MapQuest) must be provided showing the exact mileage for a round trip. Additionally, documentation of insurance coverage is required.
- Childcare assistance
 - Childcare assistance is limited to \$25.00 per child, per day.
 - All participants must first seek assistance from Child Care Services. If the participant is denied by Child Care Services or is responsible for co-pay, childcare assistance is allowable up to the limits above.
 - Childcare assistance is paid directly to the provider and is limited to Child Care Services approved providers only.

South Central Workforce Investment Board is an equal opportunity employer/program.
Auxiliary aids and services are available upon request to individuals with disabilities.

- Childcare will be paid based on contracted days and will be supported by a class schedule or timesheet and daycare provider contract or attendance sheet.
- Testing and Certification Fees
 - Limited to \$500.00 per program year.
 - Documentation must be provided from the facility stating the fee is required.

All items listed below must have prior approval from the SCWIB Executive Director before the service is provided.

- Emergency Aid
 - Vehicle Repair
 - Limited to \$250.00 per program year.
 - Vehicle must be the primary vehicle used by the participant to participate in a WIOA activity.
 - Documentation must be provided from a repair shop stating the repair is necessary for vehicle operation and/or safety inspection.
 - Vehicle Insurance
 - Limited to \$300.00 per program year.
 - Only payable for three months per program year.
 - Vehicle must be the primary vehicle used by the participant to participate in a WIOA activity.
 - Clothing
 - Must be training or work related.
 - Limited to \$200.00 per program year.
 - Documentation must be provided stating the need for assistance and a detailed list of the clothing items to be purchased.
 - Temporary Shelter/Housing/Utilities
 - Limited to \$1,000.00 per program year.
 - Documentation must be provided by the case manager or the training facility stating the need for assistance and a temporary housing agreement/lease agreement. Documentation for utility assistance must have the participants name on the bill.
 - Medical Assistance
 - Limited to \$200.00 per program year.
 - Documentation must be provided indicating that medical assistance is required for the participant to participate in WIOA career or training activities.

Exceptions to the allowable amounts above may be approved by the WIB Executive Director.

- Exceptions to this policy must have prior written approval of the WIB Executive Director.
- Staff must provide the WIB Executive Director with justification for exceeding the allowable amount.
- Coordination of payments with other workforce regions must be completed prior to making payment to ensure non-duplication of services. Staff will review the customer's electronic case-management record to determine if Supportive Services were received from other regions. All Supportive Services payments, regardless of the region, will be taken into consideration before issuing additional funding.
- Supportive services are based on individual need and all of the individual's resources must be considered and documented in the statewide case-management system prior to making payment.
- Supportive services are WIOA funded only when these services are not available through other agencies and that the services are necessary for the participant to participate in Title I activities.

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Adult Priority of Service Policy

1. Purpose: This policy is to provide direction to the one-stop operators regarding making determinations related to priority.
2. Background: Sec. 134(c)(3)(E) Priority.--With respect to funds allocated to a local area for adult employment and training activities under paragraph (2)(A) or (3) of section 133(b), priority shall be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient for receipt of career services described in paragraph (2)(A)(xii) and training services. The local board and the Governor shall direct the one-stop operators in the local area regarding making determinations related to such priority. In the South Central Region, priority is given to WIOA Adults in training or individualized career services who are low-income or have other significant barriers to employment.
3. Substance:
 - 1st priority shall be given to recipients of public assistance.
 - 2nd priority shall be given to low-income individuals as defined in current state 70 Percent Lower Living Standard Income Level or Health and Human Services Poverty Guidelines issuance.
 - 3rd priority shall be given to individuals who are basic skills deficient or an English language learner.
 - 4th priority shall be given to individuals who meet the definition of disabled and counted as a family of one for the purpose of eligibility determination but who are not determined to be low-income.
 - 5th priority shall be given to individuals who meet a yearly family income level of 250% of poverty level (see chart below).
 - WIOA Adult enrollments for those individuals who are over low-income limits must not exceed 50.1% of total WIOA Adult enrollments per Program Year.

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- Once client funds have been obligated at or above 90% only individuals from the first and second priority levels may be served.
- For individuals that need staff assisted services only, staff may complete a basic WIOA enrollment for that purpose without requiring the individual's income. If it is later determined that the individual needs services beyond staff assisted, the individual will need to meet one of the priority levels above and the income must be added to the WIOA application in the statewide case-management system.
- Eligible Veterans and spouses will have priority at all levels for services in the WIOA Adult program. Please refer to the Local Veteran Priority of Service policy; attachment 18 to this Local Plan.

2026 FEDERAL POVERTY GUIDELINES FOR ADULT PRIORITY LEVEL 5

Household Size	250%
1	\$39,000
2	\$54,100
3	\$68,300
4	\$82,500
5	\$96,700
6	\$110,900
7	\$125,100
8	\$129,300

For families/households with more than 8 persons add \$14,200 for each additional person
New figures are released in January of each calendar year.



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Youth Incentive Policy

This policy is to provide guidelines regarding incentives that inspire Youth participants to successfully complete training and/or work experiences. It will also set limits and requirements for incentive payments.

Youth Incentive payments are allowed by Federal Law, Federal Rules, and State Issuance. This policy is necessary to further define the limits and requirements for Incentive payments in the South Central Region.

Youth participants receiving an incentive payment must be actively enrolled in WIOA and are either attending or have attended a work experience (WE), on-the-job training (OJT), or educational training program.

Documentation is required to prove participation and completion for approved activities. These will be uploaded into the participant's MIS account and accompanied by a case note. Please see the following for approved documents:

- Grade cards showing passing grades for the period agreed upon
- Proof of successfully passing the HiSet/GED exam
- High School Diploma or Transcript showing graduation
- Documentation of completion of high school on letterhead signed by a school authority
- Proof of successful completion documents for those in a WE
- Proof of successful mid and end point monitoring for those in an OJT
- Test results for those that are BSD (Basic Skills Deficient) showing an Educational Functional Level (EFL) gain.

Incentive Payments are allowed for the following activities:

- \$250.00 is payable for Youth who receive their High School diploma, HiSET, post-secondary credential, license, or certification before WIOA Youth program exit.
- \$100.00 is payable to Youth who successfully complete their Work Experience training plan with average or above average evaluation from the employer.
- \$100.00 is payable to Youth who successfully complete On-the-Job training.
- \$50.00 is payable to Youth for successful completion of a semester in training or high school, with academically acceptable all school determined passing grades.

- Participants are eligible to receive a \$50 incentive for each attainment of a full one-point increase in any subject area previously determined basic skill deficient. Participants enrolled in Adult Education, whose initial testing results demonstrate basic skills deficiency, as defined as an Educational Functional Level of 4.0 or lower (< 9.0 grade level equivalency) in one or more of the three functional areas math, reading or language), are authorized to receive an incentive for increasing one or more EFL in any deficient area.



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Veteran's Priority of Service Policy

Every Missouri Job Center must identify veterans and eligible spouses, at the point of entry, to ensure they are aware of:

- Their entitlement to priority of service;
- The full array of employment, training, and placement services available under priority of service; and
- Any applicable eligibility requirements for those programs and/or services

Veterans and eligible spouses, including widows and widowers, as defined in the statute and regulations, are eligible for priority of service. The term "veteran" means a person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable. Active service includes full-time Federal service in the National Guard or a Reserve component. This definition of "active service" does not include full-time duty performed strictly for training purposes (i.e., that which often is referred to as "weekend" or "annual" training), nor does it include full-time active duty performed by National Guard personnel who are mobilized by State rather than Federal authorities.

"Eligible spouse" means the spouse of any of the following:

- a. Any veteran who died of a service-connected disability;
- b. Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days:
 - Missing in action;
 - Captured in the line of duty by a hostile force; or
 - Forcibly detained or interned in the line of duty by a foreign government or power;
- c. Any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs; or
- d. Any veteran who died while a disability was in existence. A spouse whose eligibility is derived from a living veteran or service member (i.e., categories b. or c. above) would lose his or her eligibility if the veteran or service member were to lose the status that is the basis for the eligibility (e.g. if a veteran with a total service-connected disability were to receive a revised disability rating at a lower level). Similarly, for a spouse whose eligibility is derived from a living veteran or service member, that eligibility would be lost upon divorce from the veteran or service member.

The processes for identifying covered people will not require verification of the status of an individual as a covered person at the point of entry unless they immediately undergo eligibility determination and enrollment in a program. A covered person may be enrolled and given immediate priority and then be permitted to follow up subsequently with any required verification of his/her status as a covered person. If the Local Veterans Employment Representative (LVER) and/ or Disabled Veterans Outreach Program (DVOP) staff is available and eligible veteran or eligible spouse requests assistance from the DVOP/LVER, a local process has been developed for notifying the DVOP/LVER that such person has requested assistance.

Priority of service means that veterans and eligible spouses are given priority over non-covered people for the receipt of employment, training, and placement services provided under a qualified job training program. Priority means that veterans and eligible spouses are entitled to precedence over non-covered persons for services. This means that a veteran or an eligible spouse either receives access to a service earlier in time than a non-covered person or, if the resource is limited, the veteran or eligible spouse receives access to the service instead of, or before, the non-covered person.

It is important to note that state and local program operators do not have the discretion to establish further priorities within the overall priority established by the regulations.

For a service such as classroom training, priority of service applies to the selection procedure, as follows:

- First, if there is a waiting list for the formation of a training class, priority of service is intended to require a veteran or eligible spouse to go to the top of that list.
- Second, priority of service applies to the point at which an individual is both: a) approved for funding; and b) accepted or enrolled in a training class.

Once a non-covered person has been both approved for funding and accepted/enrolled in a training class, priority of service is not intended to allow a veteran or eligible spouse who is identified subsequently, to "bump" the non-covered person from that training class.

The WIOA Title I Adult program also provides priority services for public assistance recipients, other low-income individuals, or individuals who are basic skills deficient. States and local areas must apply priority of service in the order below:

- First, to veterans and eligible spouses who also are included in the groups given statutory priority for WIOA adult formula funds. This means that veterans and eligible spouses who also are recipients of public assistance, other low-income individuals, or individuals who are basic skills deficient would receive first priority for services provided with WIOA adult formula funds.
- Second, to non-covered persons (individuals who are not veterans or eligible spouses) who are included in the groups given priority for WIOA adult formula funds.
- Third, to veterans and eligible spouses who are not included in WIOA's priority groups.
- Fourth, to any other populations identified by the Governor or Local Board for priority.
- Last, to non-covered persons outside the groups given priority under WIOA.

To identify veterans and eligible spouses staff will:

- a. Identify veterans and other covered people using the acceptable documentation;
- b. Coordinate service delivery, outreach, employer and all other related activities with Local Veterans Employment Representative (LVER) and Disabled Veterans Outreach Program (DVOP) staff;
- c. Identify employers who are interested in hiring veterans;
- d. Promote job fairs for veterans and eligible spouses; and
- e. Follow the priority of service guidelines.



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Basic Skills Youth Assessment Policy

Local Workforce Development Boards (WDB) are required to assess the basic skills of workforce applicants for Youth eligibility and for an objective assessment of academic levels, skill levels, and service needs of each participant, which includes a review of basic skills.

- WIOA Section 3(5) defines a participant who is "basic skills deficient:" means, with respect to an individual-*
- (A) who is a youth, that the individual has English reading, writing, or computing skills at or below the 8th grade level on a generally accepted standardized test; or*
 - (B) who is a youth or adult, that the individual is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual's family, or in society.*

Determining basic skills deficiency during intake assists in qualifying customers for eligibility, allows for quality referrals, and can determine program effectiveness.

Determination of WIOA Youth eligibility based on the BSD barrier: The South Central Workforce Board have approved the below instruments to be valid and reliable to evaluate the basic skills when needed to determine WIOA Youth program eligibility.

- Test of Adult and Basic Education (TABE), ACT, HESI (Health Education Systems, Inc.), Wonderlic, TEAS (Test of Essential Academic Skills), CASAS (Comprehensive Adult Student Assessment System), and the Accuplacer. These assessments may be administered by the region's AEL programs, or the participant's chosen training provider.
- WorkKeys National Career Readiness assessment. Youth who have WorkKeys scores below the NCRC Silver category are considered basic skills deficient.
- In-School-Youth, Local WDBs should continue to accept the basic skills assessments provided by the participant's educational institution. If an assessment is unavailable, qualified staff may administer the WorkKeys or TABE to determine BSD.
- Previous basic skills assessments (those listed above) may be used if such previous assessments have been conducted within the past six months.
- Assessment results are utilized to document basic skills deficiencies for an eligibility barrier or to determine the youth's ability to be successful in an academic program. Reasonable accommodation for the testing process will be available, if necessary, for individuals with disabilities. Previous basic skills assessment results may be used if the assessment was conducted within the previous six-month period of the eligibility determination date.

Determination of Basic Skills for the Objective Assessment (OA): WIOA requires that every youth completes an objective assessment to evaluate the basic skills, occupational skills, prior work experience, employability, interests, aptitudes, supportive service needs, and developmental needs of the participant. The objective assessment must identify the career pathway for the youth participant and is used to develop a corresponding Individual Service Strategy (ISS).

The requirement to review basic skills as part of the objective assessment process is not the same as conducting a basic skills assessment for eligibility determination for the basic skills deficient barrier or as conducting a basic skills assessment for determination of an educational functioning level gain within the measurable skill gains indicator. If using the basic skills deficient component of WIOA Youth eligibility in WIOA (3)(5)(A), programs must use a generally accepted standardized test, identified above, to determine WIOA eligibility based on basic skills deficiency definition.

The South Central Workforce Board has adopted a screening tool to help identify if an individual is basic skills deficient. The Basic Skills Screening Tool is required for all WIOA youth applicants. The Basic Skills Screening Tool below will help assess the youth for the required basic skills section of the OA and help determine if additional testing is needed to determine "basic skills deficient". The Basic Skills Screening Tool must not be used to determine a youth's educational needs.

A youth who is unable to complete the screening tool without assistance or answers "No" to one (1) or more questions must automatically be assessed as basic skills deficient using at least one of the approved assessments identified in the previous section. A youth who can complete the screening tool without assistance and answers "Yes" to all the questions has satisfied the basic skills requirement of the OA. However, for youth entering training services additional assessments may be used to determine the appropriateness of the training program.

Educational Functioning Level (EFL): If measuring EFL gains under the measurable skill gains indicator, the State will only accept this measure for participants in the WIOA Title II Adult Education and Literacy(AEL)program overseen by the Department of Elementary and Secondary Education. AEL-staff must administer the basic skills assessment (TABE), Job Center staff must accurately enter the scores into the EFL tab in the statewide electronic case-management system and retain documentation of the scores.

Attachment: Basic Skills Screening Tool.

Basic Skills Screening Tool

Name: _____

Date of Birth: _____

- 1) Do you have a high school diploma, General Education Development (GED) certificate or High School Equivalency Diploma (HSED)? ☐ Yes ☐ No ☐ Currently in high school (does not include GED or HSED programs)
- 2) Can you follow basic written instructions and diagrams with no help or just a little help? ☐ Yes ☐ No
- 3) Can you fill out basic medical forms and job applications? ☐ Yes ☐ No
- 4) Without the aid of a calculator, can you add, subtract, multiply and divide with whole numbers up to 3 digits? ☐ Yes ☐ No
- 5) Can you do basic tasks on a computer? ☐ Yes ☐ No
- 6) Do you speak and read English well enough to get and keep a job? ☐ Yes ☐ No

Signature: _____ Date Signed: _____

For Internal Use Only:

Was the individual able to complete the screening tool without help? ☐ Yes ☐ No

For the Adult Program Only:

If any question is answered, "No" or the form could not be completed independently, the individual should receive priority.

Does the individual receive priority?

☐ Yes ☐ No

For the Youth Program Only:

If any question is answered, "No" or the form could not be completed independently, the individual may have a BSD eligibility barrier.

Does the individual have a BSD eligibility barrier?

☐ Yes ☐ No

Name of Career Planner: _____

Career Planner Signature: _____ Date Signed: _____

Updated/Effective Date: 02/24/2026



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Individual Training Accounts (ITA) Policy

Individual Training Accounts (ITAs) will be the funding mechanism for classroom and occupational skills training services. Considering reasonableness of cost for a selected program of training, the Title I Operators will issue a training voucher up to a prescribed amount, but not to exceed the maximum allowance per person, per year. Such voucher may be used only for tuition and related education costs (books, fees, etc.) for the approved program of training. The voucher amount will be reduced proportionate to other financial resources available to the customer.

ITAs may only be established for eligible and enrolled individuals. Costs may not be incurred prior to WIOA participation. If a customer applies for WIOA funds and they have already started classes WIOA cannot fund those classes. If a participant has already started training, an ITA can be issued to cover costs only after the next natural break in training (i.e. semester).

ITA guidelines are as follows:

- \$10,000 maximum per participant, per program year;
- Must be a WIOA Adult, Dislocated Worker, or WIOA Out-of-School Youth with a training level enrollment;
- Those living outside the service area will need Executive Director approval before being enrolled and issued an ITA;
- WIOA approved training providers & programs can be found on the Eligible Training Provider System List (ETPL). A printout from the ETPL system showing the approved program is required in the participant's file. Currently the Board does not provide ITAs for completely virtual training.
- Training time limitation – maximum two (2) years. The two (2) year time period is designed to enable a participant to acquire an associate degree or finish a bachelor's degree;
- Participants will only receive one (1) ITA funded training service at a time;
- Pre-requisites will be approved on a case-by-case basis, pre-requisites are included in the two (2) year time limitation;
- WIOA will not pay for repeated courses;

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- Participants must be unable to obtain other grant assistance or require assistance beyond the assistance made available, including Federal Pell Grants; WIOA is funding of last resort;
- If receiving a Federal Pell Grant, the participant must apply 100% of PELL grant to their training costs before WIOA funding is utilized; Eligible training providers must release a participant's financial aid information.
- Participants that already have an in-demand degree may not receive an ITA;
- Participants must have the skills and qualifications necessary to successfully participate in the selected program of training. Staff will determine this through participant interviews and discussions. Additionally, staff can use standardized testing to justify the training such as, but not limited to:
 - National Career Readiness Certificate (NCRC) scores must meet or exceed Missouri Economic Research & Information Center (MERIC) recommended scores for chosen training field. If a participant is unable to achieve the required scores, a waiver request must be made to WDB director for training approval; or
 - TABE or CASAS scores must meet "High Adult Secondary Education" levels and must be administered within 12 months of training activity start date; or
 - Recent college placement test accepted by the approved training provider.
- Training must be in an occupation that leads to economic self-sufficiency or wages comparable to or higher than the wages from previous employment and directly linked to the employment opportunities in the local area (or an area the participant is willing to relocate to), source documentation required, with a rating of "B" or better;
- ITA funded amount is contingent on availability of funds and unmet financial need of the participant;
- Participant must submit passing grades from the previous semester before staff processes next semester's ITA payment voucher;
- If a participant or a program is not PELL eligible staff must document this in the statewide case-management system;
- The ITA commitment must be documented in the statewide case-management system. The total cost of training should be documented in the statewide case-management system **after** the ITA is paid.
- Exceptions for the above limits can be made by the SCWIB Executive Director, on a case-by-case basis, at the request of the job center staff with the documentation of participant need.

Updated/Effective Date: 02/24/2026

Non-ITA Exception

If a participant is interested in training that is not WIOA approved on Missouri's ETPL, the SCWIB may pay for services utilizing a contract following the guidelines below **and** the SCWIB's procurement policy. In order to utilize a contract, the requirements of customer choice outlined in 20 CFR 680.340 must be fulfilled **and** one or more of the following must be met:

- (1) When the services provided are on-the-job-training (OJT), customized training, incumbent worker training, or transitional jobs.
- (2) When the Local WDB determines that there is a training services program of demonstrated effectiveness offered in the area by a community-based organization or another private organization to serve individuals with barriers to employment, such as
 - Displaced homemakers;
 - Low-income individuals;
 - Indians, Alaska Natives, and Native Hawaiians;
 - Individuals with disabilities;
 - Older individuals, *i.e.*, those aged 55 or over;
 - Ex-offenders;
 - Homeless individuals;
 - Youth who are in or have aged out of the foster care system;
 - Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers;
 - Eligible migrant and seasonal farmworkers, defined in WIOA sec. 167(i);
 - Individuals within 2 years of exhausting lifetime eligibility under TANF (part A of title IV of the Social Security Act);
 - Single parents (including single pregnant women);
 - Long-term unemployed individuals; or
 - Other groups determined by the Governor to have barriers to employment.
- (3) When the Local WDB determines that it would be most appropriate to contract with an institution of higher education or other provider of training services to facilitate the training of multiple individuals in in-demand industry sectors or occupations, provided that the contract does not limit consumer choice.

Selection Process for Non-ITA Funded Training Providers

- The non-ITA training provider must be located in the South Central Region.
- Staff will research the training provider and/or program to determine prior program success. Research should include:
 - Financial stability of the organization;
 - Demonstrated performance in the delivery of services to individuals with barriers to employment through such means as program completion rate; attainment of the skills, certificates, or degrees the program is designed to provide; placement after training in unsubsidized employment; and retention in employment; and
 - How the specific program relates to the local workforce investment needs.

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- Staff will inform the SCWIB Director of the participant's desire to attend a non-ITA training and discuss the provider's/program's success rate.
- The SCWIB Director will collaborate to make the final determination based on the requirements outlined in this policy, consumer choice requirements, and the local procurement policy.



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Local Eligible Training Provider Selection Policy

This policy is written to provide direction to eligible training providers with regard to local eligibility criteria for programs to become or remain eligible to provide training services. Local criteria is established to support informed customer choice and the achievement of local performance indicators except in the case of Registered Apprenticeships.

WIOA assigns local boards the final responsibility for determining which eligible training providers and their corresponding programs receive approval in their local areas as consumer choices for participants. The regulations further require the local board to carry out the procedures assigned to it by the State.

Requirements of Providers:

1. The training program must be listed on the State ETPL. ***At this time the Board does not provide local approval for completely virtual trainings.**
2. Providers must collect and share data on the outcomes of all students. This data must be available to local WIOA staff. Training related job placements of past graduates must equal or exceed the entered employment retention and wage performance rate required of the South Central region for the current program year. These rates will vary from year to year. Current performance indicator rates can be checked on the SCWIB website, www.scwib.org, or by calling 417-257-2630.
3. Achieve a minimum of 60% completion rate for WIOA participants.
4. Equal Opportunity Requirements:
 - The organization should have an EO Officer or a staff person that deals with nondiscrimination and equal opportunity policies and regulations.
 - The Missouri Office of Workforce Development's "Equal Opportunity is the Law" poster should be posted in the facility.
 - Contract agreements should contain nondiscrimination and equal opportunity provisions.
 - Training provider should advertise to under-served populations.
 - The organization should have an accommodations policy.
 - There should be a process for analyzing equal opportunity demographics for students that attend the institution. The following may be requested during an EO monitoring visit:
 - A copy of all training program applications by demographics

- A copy of training program selection outcomes by demographics
 - A copy of training programs graduation/completed outcomes by demographics
 - A copy of training programs incomplete outcomes by demographics
 - A copy of training programs placement wages outcomes by demographics
- The training provider should have a confidentiality policy including a process for collecting confidential information.
- The training provider should have a written complaint policy.
- Additionally, the training provider must allow monitoring visits for EO compliance, WIOA compliance and participant progress.
- 5. Training provider will submit student progress reports. This can be a formal written report or the student's progress can be discussed with local WIOA staff via telephone or email.
- 6. Training provider will allow local WIOA staff to monitor for compliance.
- Procedure for gaining initial approval by training provider
 1. Ensure program has met all requirements listed above.
 2. Contact the SCWIB office and request to be added to the local eligible training provider list. Training providers can wait until an eligible participant selects their program or they can request approval in advance.
 3. Approvals will be on a program year basis (July 1-June 30) for that year only. The board will contact approved programs each subsequent year for re-approval.
 4. The SCWIB will notify the training provider of the programs local approval or advice on the corrective actions needed for approval. Programs denied approval can submit a request for another review at any time.
 5. If, at any time, the local board determines that the provider is no longer adhering to the requirements listed in this document, the approval will be disqualified and the training provider notified. The local area may grant a probationary period for corrective actions before disqualifying the program for local approval.
 6. The SCWIB will keep a list of approved programs on the website, www.scwib.org.
- Additional procedures for initial approval by local WIOA staff
 1. Determine if individuals with similar training/credentials are able to earn a living wage with the training/credential to ensure local funds are not used to train individuals for occupations that do not move them out of poverty.
 2. Ensure the cost to complete the program is not higher than twice the amount of completing the equivalent program at other local training providers on the State ETPS with a reasonable distance.
 3. The cost of supportive services required to complete the training is not prohibitive.
- Procedures for PELL grant reimbursement to WIOA tuition
 1. All participants assessed as appropriate for a classroom training activity will be required to apply for available grants under Title IV, as well as any other financial aid that may be available to them (not including loans).
 2. When a participant is eligible for Pell, it is to be used for other Pell eligible expenses with WIOA paying tuition, books and fees.
- Exceptions to this local policy must be pre-approved by the SCWIB Executive Committee. No exceptions can be made to the State Eligible Training Provider List.



South Central
WORKFORCE
Investment Board

South Central WIB
Local Plan: Attachment 29
Updated/Effective Date: 02/24/2026

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Rapid Response Activity Policy

Formerly Employment Transition Team Policy

Rapid Response activities, identified in Office of Workforce Development's (OWD) most current policy on Rapid Response Activity located at jobs.mo.gov/owdissuances, will be coordinated with the statewide Rapid Response team.

Local staff will lead Rapid Response activities involving dislocation events impacting forty-nine (49) or fewer full-time workers by:

- contacting affected employers within twenty-four (24) hours of being informed of a potential layoff to inform affected employers about Rapid Response services and must arrange for an in-person meeting to plan informational worker meetings as needed.
 - All on-site worker meetings and other services shall be coordinated with the employer and delivered based on the employer's and workers' schedule, regardless of the time of day. All on-site worker meeting details and scheduling must be approved by the employer prior to holding informational worker meetings.
- coordinating with employers, impacted workers, and Wagner-Peyer Job Center staff, the Division of Employment Security, and other organizations as necessary to ensure effective and timely Rapid Response activities are provided.
- documenting Rapid Response activities in the statewide case-management system.
 - Response activity must be documented in the state's case-management system within 48 business hours after an event is held.
- will assist the state Rapid Response team in the event of mass layoff
- submitting a request to dwdsupport@dhewd.mo.gov, to enter the event into the "Rapid Response Lookup Table" with the following information:
 - Company Name
 - Worksite Location
 - Address
 - Senatorial District
 - House of Representative District
 - Event Begin Date
 - Event End Date
 - Federal Reporting Number
 - Event Type
 - Event Classification
 - Trade (TAA) Petition Status

Workers impacted by smaller layoffs may be provided with informational packets. Information packets must include information regarding job center services, unemployment insurance benefits, Missouri Economic Research Information Center (MERIC) regional Real Time Labor Market Summary, and other information specific to the layoff population.

Every Rapid Response event is unique; therefore, each event shall be assessed individually, and services provided shall be determined based on the requests of the employer and the needs of the affected workers.

[South Central Workforce Investment Board](#) is an equal opportunity employer/program.
Auxiliary aids and services are available upon request to individuals with disabilities.



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Selective Service Failure to Register Policy

Effective: July 14, 2026

Revision Date:

The South Central Workforce Investment Board policy for participants who have failed to register for Selective Service is as follows:

All programs and services established or receiving assistance under Title I of WIOA must comply with the Selective Service registration requirements.

Selective Service Requirements

Men born on or after January 1, 1960, are required to register for Selective Service within thirty (30) days of their 18th birthday (i.e. 30 days before or 30 days after their birthday.) The Selective Services website at www.sss.gov provides more information about registration requirements. The Selective Service system also provides a reference on who must register located at [Frequently Asked Questions: Selective Service System](#).

Requirements for Males under 26 Years

Before being enrolled into WIOA, all males who are not registered with Selective Service and have not reached their 26th birthday must register through the Selective Service website at www.sss.gov. If a male is approaching or has reached their 18th birthday while participating in any WIOA services, registration with Selective Services must be completed no later than 30 days after he becomes 18 in order to continue to receive WIOA services. If a male under the age 26 refuses to register, then WIOA services must be suspended until he registers.

Requirements for Males 26 Years and Over

Before enrolling in WIOA Title I funded services, all males ages 26 years and older must provide:

If the individual was required to register but failed to register, the individual may only receive services if the individual can establish that failure to register was not willful.

The individual must provide a written explanation and supporting documentation of his circumstances at the time of required registration and the reasons for failure to register the individual should be encouraged to offer as much evidence with as much detail as possible.

Examples of Documentation that can assist in making determination:

DD 214 form

Honorable Discharge Certificate

Third Party Affidavits-from teachers, parents, employers, etc. concerning reasons for not registering.

Once Individual has provided written explanation and supporting documentation, it should submit to Executive Director of the SCWIB.

The Executive Director will provide a determination using the written explanation of the supporting documentation along with considering the following:

Was the failure knowing?

Was the individual aware of the requirement to register?

Were they misinformed about the applicability of the requirement to them?

On which date did the individual first learn they were required to register?

Where did the individual live when they were between the ages of 18 and 26?

Was the failure willful?

Was the failure to register deliberate and intentional?

Did the individual have the mental capacity to choose whether to register and decide not to register?

What actions, if any, did the individual take when they learned of the requirement?

The Executive Director will provide a determination within five (5) business days.

If it is determined that it was not a knowing and willful failure, the individual is otherwise eligible, services may be provided.

If it is determined that it was knowing and willful failure, the individual will be denied services.

Individuals denied services must be advised of WIOA Grievance Procedure. Documentation of Selective Services determinations will be kept by the SCWIB. This includes the determination and related documentation.

Contact: Please direct comments or questions regarding this policy to info@scwib.org.