



RETURN**STRONG**

HELPING MISSOURIANS SKILL UP
AND GET BACK TO WORK



DEPARTMENT OF
HIGHER EDUCATION &
WORKFORCE DEVELOPMENT

HELPING MISSOURIANS SKILL-UP AND GET BACK TO WORK

TRAINING PROGRAMS, CAREER SERVICES, RAPID RESPONSE

REOPENING MISSOURI'S PUBLIC WORKFORCE SYSTEM SAFELY AND RESPONSIBLY

JOB CENTER MODIFICATIONS, STAFFING, SUPPLY MANAGEMENT

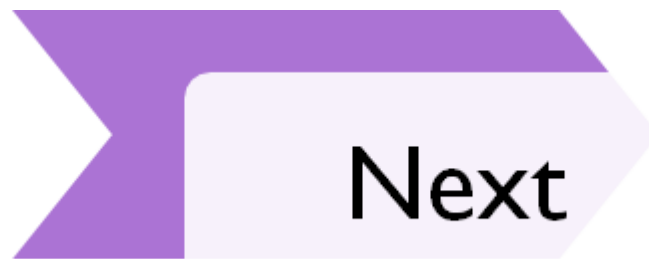
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GUIDING PRINCIPLES

- Missourians will emerge from the economic disruption with increased skills and productivity
- Our public workforce system will collaborate seamlessly to serve customers
- Resources will be reprioritized to mitigate unemployment benefit cliff
- Missouri's public workforce system will emerge from the economic disruption with more efficient processes for service and delivery
- Missourians will access services safely in an omni-channel format
- Our staff will conduct work in a safe, responsible, and customer centric manner

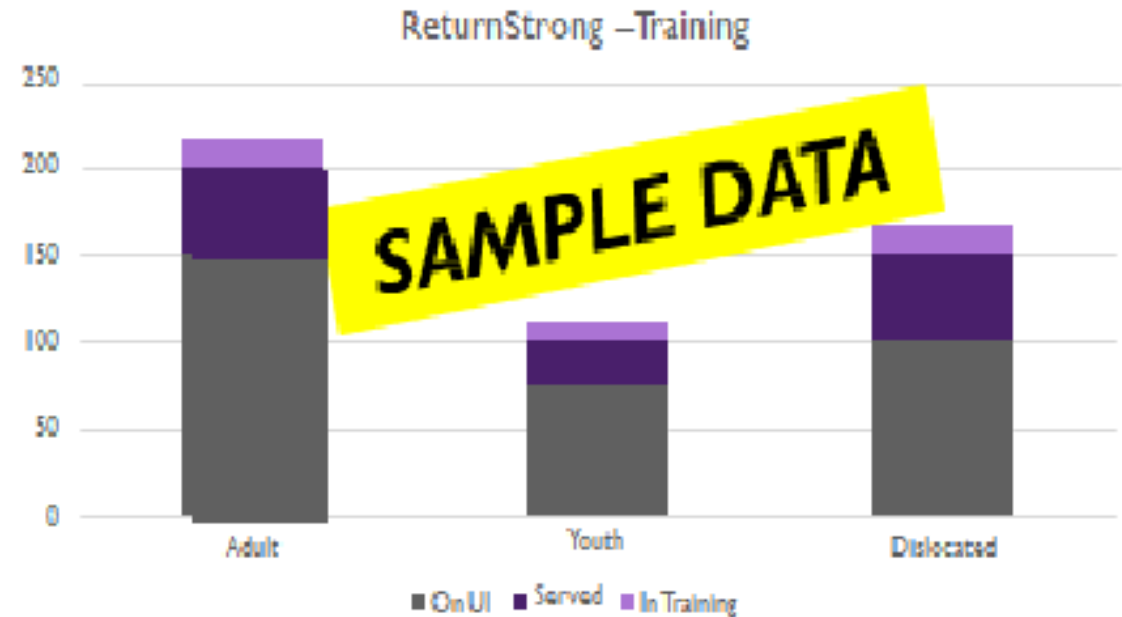
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- Now (June 1 – September 30, 2020) UER >20%
- Next (October 1 – December 31, 2020) UER >11%
- Later (January 1 – June 30, 2021) UER <10%



DASHBOARD

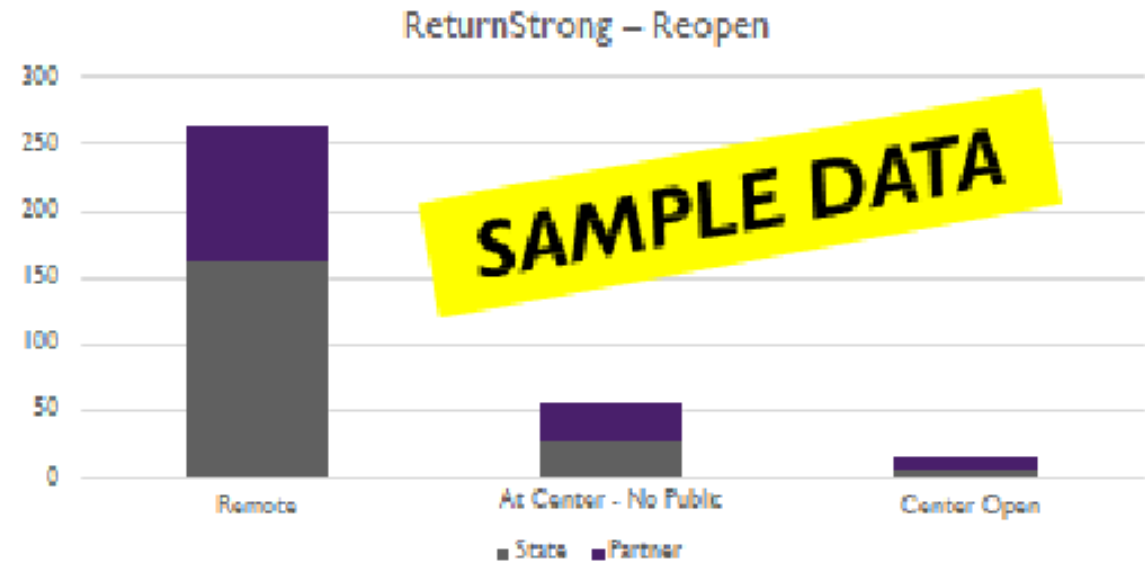
- Due Weekly to State Leadership & GO
- Track # Missourians in Training Programs
- Track # Missourians Served



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DASHBOARD (Slide 2)

- Due Weekly to State Leadership & GO
- Track # Job Center Staff Remote
- Track # Job Center Staff in Office
- Track # Job Centers Serving Public



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REOPEN MISSOURI JOB CENTERS

- May 18 Central Office staff resume regular duties in remote status
- June 1 new operating hours of 7:00 AM – 6:00 PM implemented OWD wide
- Job Center modification planning and implementation to continue
- June 1 not a call back date for everyone – case by case, center by center
- Veteran staff to launch virtual remote outreach services June 1
- Request for funding submitted to Governor Parson
 - \$1.9m for job center modifications and PPE

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REOPEN MISSOURI JOB CENTERS

- Infectious Disease Preparedness Response Plan 5/27
- Safety Plans for Reopening Due 5/22
- Training for State and Partner Staff Required Before Serving Public

OUTREACH

- Monthly UI Contact Spreadsheets
- Script Released 6/1
- Social Media Messaging
- Outreach Strategy for Local Partnerships

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SERVICE DELIVERY POLICY

- All job seekers receiving staff-assisted services in a Missouri Job Center (including Youth) must be enrolled in the W-P program.
- Any Missouri Job Center staff may provide self-service or informational services to individuals regardless of WIOA enrollment status.
- Any Career Service provided by WIOA-funded staff that is not defined as self-service or informational, requires enrollment in the WIOA program for which the participant is determined eligible.