Workforce Strategies On-Track Amidst Change
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Scott Simonds, IBEW Local 95
Jane Sligar, NY Life Insurance
Rhonda Stafford, RBC Horizon, Inc.
Mark Turnbull, Joplin Regional Partnership
Cathee Wolford, Division of Vocational Rehabilitation

AWARDS HONOR ROLL

System-Building Award, National Association of Workforce Development Professionals, 2015
America’s first nationally-certified ACT Work Ready Community, 2013 (also first to be re-certified in 2015)
2014 Show-Me Award for Collaboration, MO ACT Council
Presidents Award, Missouri Economic Development Council, 2013
Governors E-3 Award for Excellence in Employment, Education, and Economic Development, 2012
IEDC Case Study on Economic Development Integration, 2010
Nation’s first quad-state WIRED initiative with DOL, 2008-2010
DOL National Case Study on Labor Market Innovation, 2008
Numerous invitations for state and national conference presentations on WIB innovations

Regional Support Staff

Leslie Abram, Business Services/EO
Kris Baldwin, Quality Assurance
Melinda Carrico, Accounting
Tom Evansco, Outreach
Frank Neely, Research & Logistics
Starla Payton, Business Services

WIB Staff

Jasen Jones, Executive Director
Sherri Rhueums, Operations Manager
Robert Shyrock, Fiscal Manager
Rob Copher, Fiscal Manager
Making Regional Impact

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The WIB of SW MO is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Missouri TTY users can call (800) 735-2966 or dial 7-1-1. This workforce product was funded by a grant awarded by the U.S. Department of Labor’s Employment and Training Administration. The product was created by the contracting agency and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it. Internal use by an organization and/or personal use by an individual for non-commercial purposes is permissible. All other uses require the prior authorization of the copyright owner.
The Missouri Job Centers at Joplin, Monett, and Neosho are pleased to announce a new fast-track training program designed to equip job seekers to enter the electrical and construction sectors. Offered in partnership with Catholic Charities of Southern Missouri, the Carpenters Union, and IBEW, the program includes four weeks of training followed by paid work experience opportunities. The Skilled Trade Pre-Apprenticeship begins in February and helps fill the gap for shorter training with quicker employment as a SectorReady strategy.

The first week of training covers soft skill expectations of employers, resume preparation, and the National Career Readiness Certificate. Week two digs into construction with worksite safety and basic construction skills. Electrical training happens in week three with electrical safety and basic electrical work. The final (fourth) week covers safety and medical skills, such as OSHA-10, first aid, CPR, and forklift operation. Weeks five and beyond (up to 12 weeks total) include the paid internship for participants to put their skills to work.

Those interested in the training may visit any of the regions Job Centers at Joplin, Monett, or Neosho. For information by phone, contact the Joplin Job Center's direct Skills Team line at 417-625-3611. A single page printer-friendly flyer may be downloaded from the WIB online at workforcezone.net/preapprent2017feb.

Quality pre-apprenticeship programs contribute to the development of a diverse and skilled workforce by preparing participants to meet the necessary qualifications for entry into one or more Registered Apprenticeship programs. Through a variety of unique designs and approaches, pre-apprenticeship programs can be adapted to meet the needs of differing populations being trained, the various employers and sponsors they serve, and specific opportunities within the local labor market.

Pre-apprenticeship training is a great way for participants to explore and learn about exciting careers and qualify to meet the minimum standards for selection to employment and training programs to help advance. Workers benefit from classroom and technology-based training; get a start on career-specific training with viable career pathway opportunities; and build literacy, math, English, and work-readiness skills employers desire.
Job Fest 2017 Marks Successful Fifth Year

Nearly 1,000 career seekers connected with 60+ exhibitors at Job Fest 2017. Held January 31st at the Joplin Convention & Trade Center, Job Fest remains the Four-States’ largest hiring and resource fair. For a recap of Job Fest, visit any of the news media reports from KSN/KODE, KOAM/Fox14, or the Joplin Globe linked online at workforcezone.net/job-fest-2017. The WIB appreciates the sponsorships (listed below) and leading employers that make Job Fest possible. For the listing of this year’s exhibitors and services, visit the Job Seeker page at gojobfest.com.

The Job Genie hosted the 2nd annual Job Fest: The Workshop at the Missouri Job Center, 8th & Wall, Joplin. Job seekers found out what it takes to succeed from local participating Employers. Full video of the workshop is online at vimeo.com/199375368.

The WIB collects extensive data on customer satisfaction for Job Fest, for both employer and job seeker customers. Job seekers consistently rank the event as helpful with 91% of seekers reporting helpfulness. Just under half of attendees are currently employed with 14% working part time and 32% working full time. Nearly a quarter of seekers aim for manufacturing as their career sector interest with remaining sectors noted below.

Employment Sector Interest of Job Seeker Attendees

Employer Satisfaction Volume of Job Seekers

Employers were overall pleased as well with 97% rating the event either good or excellent. Even with job seeker volume down somewhat due to tightening of the labor market, employers remain satisfied with the volume of seeker attendees as noted in the chart above. Exhibiting employers also gave high marks to the quality of job seekers with 92% reporting either good, very good, or excellent ratings. For more survey results, check out the full Job Fest recap online at workforcezone.net/job-fest-2017.
Missouri Improves in Workforce Rankings that Matter

The annual State of the States report from Site Selection magazine includes the third edition of Rankings that Matter. Along with legislative, demographic, economic and education data points, the publisher also ranks all 50 states on elements relevant to corporate location decision-makers.

Two of the six rankings cover workforce quality: Rank in total ACT National Career Readiness Certificates (NCRC) earned per capita among working-age adults (as of December 2016) and College Attainment with the percent of working-age population ages 18-65 holding a two-year degree or higher (using Summer 2016 data from the Lumina Foundation).

With a 20% improvement in Missourians with the NCRC now surpassing 80 thousand, Missouri ranks 20th nationally on the NCRCs per capita. Neighboring Kansas and Arkansas have similar NCRC rankings at 23rd and 24th, respectively. Oklahoma, a long-time champion of NCRC, ranks 7th in this measure. For a local perspective, check out the Joplin metro’s performance on NCRCs per Thousand on page 7.

Other rankings in the report include Rank in the Tax Foundation’s 2016 State Business Tax Climate Index (Oct. 2016), Rank in 2015 Higher Education R&D Expenditure (Total in $000s in parentheses), Rank by Lowest Industrial Electric Power Cost (¢/kWh), and Fiscal Condition Index (Mercatus Center at George Mason University, June 2016). The online version of the report indexes each state profile as a downloadable/viewable PDF. In the print edition of the magazine, the report begins on page 94. Find all of the above-mentioned report links online at workforcezone.net/rankingsthatter2017.

Missouri’s Rankings that Matter 2017 Edition
(Source: Site Selection Magazine, January 2017, Page 122)
The National Career Readiness Certificate (NCRC) continues to provide the most timely and relevant measures of workforce quality for business leaders and investors in job creation for new and existing locations, as noted on page 6 of WorkforceZone. ACT provides monthly updates for all counties and states online at workreadycommunities.org.

For local comparison, the WIB generated NCRC Per Thousand rankings of Missouri’s six metro areas and the totals overall for Arkansas, Kansas, Missouri, and Oklahoma. Joplin’s ranking of 49 NCRCs Per Thousand is four times the U.S. index overall, three times the index for the Show-Me State, and six times better than Missouri’s larger metros of St. Louis, Springfield, and Kansas City.

The WIB computed this index of each area’s population and the NCRCs recorded by ACT’s Work Ready Communities initiative (as of December 31, 2016). Metro populations are based on 2015 estimates while state populations are 2016 estimates. Joplin’s MSA includes Ottawa County in Oklahoma together with the Missouri counties of Jasper and Newton. The St. Louis MSA includes additional Illinois counties and the Kansas City MSA includes additional Kansas counties.

Southwest Missouri remains a leader for the volume of certified counties in ACT’s Work Ready Communities program as well. See page 16 of WorkforceZone for up to date analysis of NCRC-related metrics per county.

<table>
<thead>
<tr>
<th>Area</th>
<th>Work Readiness Index of NCRCs Per Thousand</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joplin</td>
<td>60</td>
</tr>
<tr>
<td>St. Louis</td>
<td>20</td>
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<tr>
<td>Kansas City</td>
<td>10</td>
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<tr>
<td>Springfield</td>
<td>8</td>
</tr>
<tr>
<td>Columbia</td>
<td>6</td>
</tr>
<tr>
<td>Jefferson City</td>
<td>6</td>
</tr>
<tr>
<td>Missouri Overall</td>
<td>4</td>
</tr>
<tr>
<td>Arkansas Overall</td>
<td>3</td>
</tr>
<tr>
<td>Kansas Overall</td>
<td>2</td>
</tr>
<tr>
<td>Oklahoma Overall</td>
<td>2</td>
</tr>
<tr>
<td>U.S. Overall</td>
<td>1</td>
</tr>
</tbody>
</table>
Resource and Referral Navigator Simplifies Getting Services to Citizens in Need

Southwest Missouri has dozens of organizations ready to assist those in need. However, finding up-to-date contacts and information on resources can sometimes be like finding the needle in a haystack. The new Resource and Referral Navigator tool is coming soon to the new SectorReady.org. The portal seeks to remove much of the hassle of connecting local solutions and services to customers through an easy-to-use online system.

Benefits of the Portal
- No registrations or passwords to track
- Search by location, category, or keywords
- Mobile-friendly and tablet-friendly
- No cost to agency or customer
- Results geared to local providers without getting lost statewide or out-of-region
- Integrated with career and training tools

How You Can Help
- Provide information to help build the online directory profile within SectorReady.org
- Walk through the directory with your customers and encourage future usage
- Share the new directory with partners and other stakeholders
- Use the contact form (optional) to help facilitate tracking and follow up
- Update referral forms with key fields to help fellow providers track and follow up: The Missouri Job Center system recommends core fields for effective hub referrals

Source: DWD Issuance 24-2015, jobs.mo.gov

Organizations interested in listing services may contact Frank Neely, frank@sectorready.org, or 417-206-1717, Extension 108.

Self-Service Model
- **Search**
  - Gather results by location, need category, or keywords
- **Connect**
  - Find handy contact info such as phone and email
- **Go**
  - Visit provider to share info and complete the process

Provider-Assisted Model
- **Guide**
  - Consult client on needs and goals, then search together
- **Refer**
  - Provide contact info to client or connect on client’s behalf
- **Track**
  - Contact forms provide instant verification by email
Resource and Referral Navigator
SectorReady.org
Categories of Aid Available

Work

Money

Community
Peer Support, Volunteering, Faith-Based Groups, Arts and Culture, Animals

Care
Adoption and Foster Care, Daytime Care, End of Life Care, Navigating the System, Residential Care, Support Network

Food and Household Goods
Community Gardens, Emergency Food, Food Pantry, Free Meals, Help Pay for Food, Nutrition, Baby Supplies, Clothing, Home Goods, Medical Supplies, School Supplies

Housing
Emergency Shelter, Help Find Housing, Help Pay for Housing, Housing Repair, Weatherization, Miscellaneous

Emergency

Education
GED/AEL/HiSet, English Language, Basic Computer Skills, Help Find Schooling, Help Pay for School, Preschool, Screening and Exams, Skills and Training, More Education Resources, Translation & Interpretation, Citizenship Skills, Credentialing, Transfers and Articulation

Transportation
Transit Services, Help Pay for Transit, Vehicle Repair Assistance

Health
Addiction and Recovery, Dental, Vision, Family Physician, Specialists, Navigating the Healthcare Exchange

Legal
Ex-Offender Transition, Advocacy and Legal Aid, Mediation, Notary, Representation, Immigration

Population Served
Layoffs, Young Adults (16-24), Veterans, Persons with Disabilities, Older/Retirement-Age Workers, Welfare, Ex-Offenders/Parole

Directory Fields
Description, Details, Contacts, Location Details, Site Hours, Cost, How to Enroll, Languages Available, Additional Requirements (Eligibility), Category
ASE Network Helps Brand Innovative Employers for Success

Competition among employers is on the rise after the boost of economic growth following the recession and Joplin’s disaster recovery momentum. Today’s human resource professional needs to put his or her best foot forward to keep candidate pools flowing. That’s why the WIB and its workforce partners are pleased to announce the All-Star Employer (ASE) program.

Helping Employers Stand Out

Employers of Choice need stronger ways to get their message to potential job seekers. Candidates wanting more than just a job can focus on long-term career advancement and other benefits offered by ASE companies. Communities can also recognize local firms that support local causes and routinely give back.

The ASE approach helps increase awareness of job opportunities within growth-driven economic sectors. ASE promotes employer champions as advocates that help propel workforce and economic development strategies that improve the entire region.

How ASE Works

To earn the All-Star Employer designation any local firm can meet a portion of quality criteria. Employers make application directly to the WIB or may be nominated by local Chambers of Commerce, economic development organizations, sector associations, education partners (such as career tech schools or colleges/university training providers), or employees.

Other Employer Benefits

The WIB designed ASE to provide recognition and public awareness for leading employers. ASE holders would be prominently featured at the entry points at the Joplin, Monett, and Neosho Job Centers. Participating employers can be profiled through the new career pathway tools and videos at the new SectorReady.org. Plaques or window decals may be displayed by employers to showcase their ASE achievements. The WIB can also make official presentations at special events on site through the employer or other community venues. For outreach and recruitment events at the Job Centers, All-Star Employers would receive the highest priority consideration. As economic developers routinely seek to promote local employers as economic assets, the ASE designation helps power the marketing outreach conducted by growth-minded communities.

In addition to vast promotional benefits, ASE firms can qualify for special discounts for employer events such as Job Fest and the Workforce Summit. Employers using WorkKeys Job Profiles or other testing services can also use ASE for discounts or fee waivers. All ASE employers will receive complimentary WorkforceZone subscriptions by mail.
Quality Criteria

The WIB plans to debut the official ASE entry guidelines and criteria in March. To qualify, employers would meet some or all of the following quality elements.

Skills Based Hiring

- National Career Readiness Certificate
- SectorReady Credentials
- ProveIt Technical Skill Tests
- Integrated GED Training with Credentials
- WorkKeys Job Profiles

Work Based Learning

- Apprenticeship
- On-the-Job Training through Job Center
- Internships
- Job Shadowing

Targeted Opportunities to Overcome Poverty

- Veterans
- FutureLink Youth
- Ex-Offenders
- Families receiving public assistance
- Accommodations for those with disabilities
- English Language Learners/Legal Immigrants

Career Pathways

- Opportunities for Advancement
- Internal training program in place
- Tuition Assistance
- Families receiving public assistance
- Accommodations for those with disabilities
- Apprenticeship or Job Center OJT

Removal of Barriers to Work and Learning

- Substance Abuse Recovery or other employer-based mental health assistance
- On-site or employer-sponsored child care
- Transportation Assistance

Where ASE Happens

To introduce the All-Star Employer network, the WIB targeted its service area to include the counties of Barry, Barton, Dade, Jasper, Lawrence, McDonald, and Newton. However, employers from neighboring counties in Arkansas, Kansas, and Oklahoma are encouraged to apply as part of the larger Four-States Labor Market. The WIB plans an extensive public service campaign through local TV, radio, print, and social media throughout the Joplin media market.

Importance of the Employer Brand

According to Wikipedia, employer brand is the term commonly used to describe an organization's reputation as an employer, and its value proposition to its employees, as opposed to its more general corporate brand reputation and value proposition to customers. Likewise, the marketing disciplines associated with branding and brand management have been increasingly applied to the human resources and talent management community to attract, engage and retain talented candidates and employees, in the same way, that marketing applies such tools to attracting and retaining clients, customers, and consumers.

The term was first used in the early 1990s, and has since become widely adopted by the global management community. Employer brand is "the image of your organization as a 'great place to work' in the mind of current employees and key stakeholders in the external market (active and passive candidates, clients, customers and other key stakeholders). Therefore, the art and science of employer branding is concerned with the attraction, engagement, and retention initiatives targeted at enhancing your company's employer brand."

How to Begin

The WIB is excited to expand services to local firms to boost their employer branding efforts. The All-Star Employer network aims to launch in March together with the debut of new career pathway tools at SectorReady.org. For more information, or to discuss ideas, contact Jasen Jones at the WIB, jjones@sectorready.org, or by phone to 417-206-1717, Extension 106.
Vision 2022 Tackles Five-Year Goals

Residents and community leaders set their sights on what the Joplin of the future should be and what goals it will take to achieve that desired future. Joplin’s Vision 2022 initiative covers the six areas of education, governance, healthy living/wellness, job growth, positive marketing/branding, and quality of life. The WIB is active in the job growth and education components as both align with the WIB’s mission to enrich the region’s economy by preparing businesses and the workforce for global competitiveness.

For the Job Growth team, the WIB prepared five-year projections of sector and occupational growth to assist the team in drafting its goals. Opportunities abound to connect the WIB’s SectorReady strategies to the team’s emerging goals to increase the capacity of the workforce to support growth for both new and existing industries. The Post-Secondary sub-committee of the Education team is primed to engage in short-term training strategies to help promote lifelong learning. For more on the Vision 2022 and recent coverage from the Joplin Globe, visit workforcezone.net/vision2022launch.

WIB Announces Staffing Changes

The WIB extends its best wishes to Jerri Phillips. Previously an Employer Services Representative (ESR) with the WIB, Jerri recently joined Crowder College Training and Development Solutions. The WIB welcomes Starla Payton to the ESR role, bringing a wealth of experience from the private staffing agency sector. The WIB also welcomes Rob Copher as the new Fiscal Manager to replace Bob Shryock. The WIB bids farewell to Bob, who is retiring after serving since 2010.

MWA Reforms Proposed

The WIB seized the opportunity to bid on a four-year contract for the Joplin/Southwest region to run the employment and training components of TANF known as the Missouri Work Assistance (MWA) program. Through its proposal, the WIB recommended key reform strategies, such as full integration and resource leveraging for all three of the region’s Job Center locations at Joplin, Monett, and Neosho. The proposal also seeks to align short-term training and credentials to help families receiving temporary public assistance to get on the fast-track for work experience, job placement, and career pathways. Another key endeavor proposed is the use of a Child Care Sector Academy that combines micro-enterprise development and training to provide job growth for MWA/TANF recipients. The academy would also help fill the gap in the region’s shortage for child care providers for more working families and communities region-wide. Grant awards are expected by March with new MWA operations to begin in April.

KODE-TV Showcases JATTC Progress

With the WIB settled in its new headquarters, KODE-TV showcased the progress at the Joplin Advanced Training and Technology Center (JATTC). The extension of the Newman Innovation Center is now open for more business incubation inside JATTC. Work continues on installation of equipment and fixtures for an array of growth-oriented sector training through Crowder College to begin in August. In preparation for students and customers, a new parking lot is under construction near the south entrance of JATTC. KODE’s video feature is linked online at workforcezone.net/kode-jattc.
Public Policy Perspectives Needed for a Jobless Era

Assumptions around modern-day employment are increasingly anachronistic in the face of rapidly evolving technologies that are upending traditional job categories and occupations. In order to establish a more viable and adaptive model of employment in the near- and long-term future, which helps workers achieve personal fulfillment while also contributing productively to society, it is necessary for policymakers and leaders to reimagine how the working world will look and function. In a world characterized by rapid change that suggests new applications for our labor, how will we go about preparing for the future?

A thorough analysis of the current state and future of work cannot be fairly entertained without first establishing a basic understanding of what it is we currently know about jobs, how we measure and account for structural changes in employment, and the recognized limitations of how these definitions and measures are used to guide the decision-making of policy-makers.

Most often, policy analysts rely on data points such as the unemployment rate, labor market participation rate, employment-to-population ratio, and monthly job creation reports to inform their view of the current state of employment in the United States and to guide their policy-making choices. It is their fixation on these outcome metrics that discourages policymakers from grappling with the fundamental shifts that are occurring as part of the evolution of jobs and work. Furthermore, by ignoring the changing circumstances of work, leaders overlook alternative strategies that may have greater public benefit, but might negatively affect these traditional measures of our overall economic health.

The paper includes in-depth analysis on the scarcity of good jobs; Reduction of the Psychological, Social, and Economic Benefits of Work; the Problem of Today; Trends for Tomorrow; Proactive Policy Making and Public Leadership. Policy considerations for the future include: New Metrics for Understanding Jobs and Work; Alternative Sources for Family Income; Tax Structures and Social Benefit Delivery; Rethinking the Purpose of Education and Job Training; and More Jobs May Not Be the Answer

Check out the full white paper in the Social Innovations Journal from Josh Copus in collaboration with the National Association of Workforce Boards. The full paper is online at bit.ly/2kGq5GL.

Jones Wins Re-Election to National ACT Steering Committee

ACT State Organizations provides opportunities for diverse groups of education and workplace professionals to connect, allowing ideas and issues to intersect as members learn from one another and unite in purpose. The National Steering Committee for State Organizations includes representatives from various sections of the nation in the sectors of K-12 education, post-secondary ed, and workforce development. ACT recently held elections for the National Steering Committee. Jasen Jones from the Southwest Missouri WIB retained his role representing the Midwest in the workforce sector. Learn more about ACT State Orgs online at bit.ly/2kLWmtO.

National Partnership Expands Workforce Credentials

The American Council on Education (ACE) and Credly officially announced that participants in ACE’s College Credit Recommendation Service (CREDIT®) will now be able to issue digital credentials through Credly, making it easier for working professionals to request academic credit for workplace training and to share evidence of their achievements online. As a result of the collaboration, organizations that offer training recommended for college credit will be able to issue secure, portable, and data-rich digital badges that recognize professional and academic achievements in addition to an ACE transcript. Read more at bit.ly/2kqB97n.
ACT Enhancements Coming Soon to WorkKeys National Career Readiness Certificate

ACT remains steadfastly committed to the workforce market and its mission to help people achieve workplace success. This commitment is reflected in the unprecedented investment ACT is now making in our WorkKeys program. This investment will ensure the continued progress of WorkKeys to best help you achieve your goals for years to come.

In the summer of 2017, ACT will launch new updated versions of the ACT WorkKeys National Career Readiness Certificate (NCRC) assessments and credential, as well as the aligned curriculum, test prep and job profiling products and services. Specific enhancements, in direct response to customer feedback, include:

- New and updated skills and item content to better reflect today’s jobs
- New and improved assessment delivery platform to be more stable, faster
- New Locating Information scale scores and improved item presentation
- Improved holistic approach to calculating certificate levels
- Fully aligned curriculum to better support skill development and test prep

The updated assessments will continue to measure the same core set of broadly relevant career readiness skills that have historically been measured by the NCRC assessments. The updated credential will continue to be a reliable signal of career readiness, trusted by job seekers, employers, and educators domestically as well as internationally.

All WorkKeys National Career Readiness Certificate assessments and credential will be updated to ensure ongoing relevance and alignment to the changing skill requirements of today’s jobs. The updated assessments will be delivered on a new modernized delivery platform for stability, security, and a better user experience. Available June 2017:

- ACT WorkKeys NCRC Assessments
- ACT WorkKeys Applied Math (formerly Applied Mathematics)
- ACT WorkKeys Graphic Literacy (formerly Locating Information)
- ACT WorkKeys Workplace Documents (formerly Reading for Information)
- ACT WorkKeys National Career Readiness Certificate (NCRC Credential)

To continually pursue our mission of helping people achieve education and workplace success, ACT must occasionally prioritize development and support of solutions based on the potential for national and international impact.

As part of this effort, some ACT WorkKeys assessments will no longer be offered. These product sunsets were a necessary part of the increased commitment to the WorkKeys program. We are very proud of the value customers have found in each of our assessments and recognize that this change will be disruptive. However, these changes will allow ACT to focus resources on the next generation of career and workforce solutions.

The products will be discontinued in two phases. Phase 1 sunsets in June include Listening for Understanding, Listening and Writing Performance, and Teamwork. Phase 2 sunsets in June 2018 include Applied Technology, Business Writing, Observation, and Workplace Observation. Follow the latest WorkKeys news online at pages2.act.org/workkeysnews.html.
NCRC/CWRC by County
The overall percentage of goal attainment reflects NCRCs for emerging workers (students), current and transitioning workers, as well as supporting employers. Results are posted through January 31, 2017. Goals in green are fully met for that county’s category. All but Dade and Jasper Counties are currently in re-certification phase. Monthly progress for each county may be tracked with the mapping tool at workreadycommunities.org.

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Barry</td>
<td>74</td>
<td>210</td>
<td>138</td>
<td>235</td>
<td>14</td>
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<tr>
<td>Barton</td>
<td>83</td>
<td>152</td>
<td>93</td>
<td>101</td>
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<tr>
<td>Dade</td>
<td>80</td>
<td>53</td>
<td>15</td>
<td>24</td>
<td>13</td>
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<tr>
<td>Jasper</td>
<td>100</td>
<td>1,695</td>
<td>918</td>
<td>1,648</td>
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<tr>
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<td>149</td>
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<td>Ottawa</td>
<td>92</td>
<td>520</td>
<td>312</td>
<td>914</td>
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</tbody>
</table>

Customers Served and Total NCRCs
Customers served by county covers the period of July 2016 to present. NCRCs awarded reflects 2006 to January 31, 2017.

<table>
<thead>
<tr>
<th>County</th>
<th>Customers Served</th>
<th>NCRCs Awarded</th>
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</thead>
<tbody>
<tr>
<td>Barry</td>
<td>698</td>
<td>702</td>
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<tr>
<td>Barton</td>
<td>233</td>
<td>421</td>
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<tr>
<td>Dade</td>
<td>107</td>
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<td>Jasper</td>
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<td>297</td>
<td>631</td>
</tr>
<tr>
<td>Newton</td>
<td>1,178</td>
<td>1,952</td>
</tr>
</tbody>
</table>

WIOA Program Performance
All individual metrics scoring 80% or higher are judged as meeting the mandated workforce system performance established for Southwest Missouri by state and federal authorities in negotiation with the WIB. Due to system limitations in year one of WIOA, Adult and Dislocated Worker Credential rates are unavailable. Period is July 2016 to present.

<table>
<thead>
<tr>
<th>WIOA Measure</th>
<th>Actual</th>
<th>Goal</th>
<th>% Met</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Adult</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employment Q2</td>
<td>66.1%</td>
<td>68.4%</td>
<td>96.6%</td>
</tr>
<tr>
<td>Employment Q4</td>
<td>63.8%</td>
<td>68.0%</td>
<td>93.8%</td>
</tr>
<tr>
<td>Average Earnings</td>
<td>$3,977</td>
<td>$4,124</td>
<td>96.4%</td>
</tr>
<tr>
<td></td>
<td>Dislocated Worker</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employment Q2</td>
<td>66.9%</td>
<td>71.0%</td>
<td>96.4%</td>
</tr>
<tr>
<td>Employment Q4</td>
<td>67.1%</td>
<td>69.0%</td>
<td>97.3%</td>
</tr>
<tr>
<td>Average Earnings</td>
<td>$4,321</td>
<td>$4,700</td>
<td>91.9%</td>
</tr>
<tr>
<td></td>
<td>Youth &amp; Young Adults</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Employment Q2</td>
<td>59.2%</td>
<td>67.5%</td>
<td>87.7%</td>
</tr>
<tr>
<td>Employment Q4</td>
<td>71.9%</td>
<td>58.0%</td>
<td>123.9%</td>
</tr>
<tr>
<td>Credential</td>
<td>78.1%</td>
<td>72.0%</td>
<td>108.5%</td>
</tr>
</tbody>
</table>