

Welcome to the Missouri Job Center!



WELCOME PACKET



*Job Center—Arnold 3675 W. Outer Road
Arnold, MO 63010*

(636) 865-6060

*Job Center—Washington 1108 Washington
Square Washington, MO 63090*

(636) 583-9670

1-800-292-1314

Missouri Relay Service 711

Equal Employment Opportunity Employer/Program
Auxiliary aids and services are available upon request to individuals with disabilities



Jefferson/Franklin Region Services and Resources



Job Center—Arnold
3675 W. Outer Road
Arnold, MO 63010
(636) 865-6060

1-800-292-1314

Job Center—Washington
1108 Washington Square
Washington, MO 63090
(636) 583-9670

All Services M-F 8:00 am-5:00 pm

All Services M-F 8:00 am-5:00 pm

Resource Center

Computerized Job Matching @ www.jobs.mo.gov
Internet access to job search and job information

Apprenticeship Information

Telephone, Copier and Fax machines available for Job Activities

Adult Education and Literacy Class

Referral and Contact Information for Support Agencies

Work Skills Assessments

Trade Adjustment Assistance for Workers

- Federal program that provides aid to workers who lose their jobs or whose hours of work and wages are reduced as a result of increased imports.

For more information, contact your Job Center Trade Navigator

Career Counseling and Job Seeking Skills Services

Individual Career Guidance Employment Goal Development Interest Inventories


*Monthly Workshops focusing on Career Assessment,
Resume Development, Interview Skills & Job Progression

Job Development and Job Referral Services

On the Job Training Information

Job Referral/Specific Job Matching Available

Special Services to Qualifying Military Veterans



ACT National Career Readiness Certificate™

A nationally recognized work skills credential

The ACT National Career Readiness Certificate (ACT NCRC®) is an assessment-based credential powered by ACT WorkKeys®. Issued at four levels, the ACT NCRC measures and certifies the essential work skills needed for success in jobs across industries and occupations.

The ACT NCRC is widely used by employers, educators, workforce developers, and others with a stake in the success of the economy. More than 2.3 million ACT NCRCs have been issued nationwide since the credential was introduced in 2006.

ACT NCRC highlights

- Awarded at four levels—Platinum, Gold, Silver, and Bronze
- Powered by ACT WorkKeys research-based assessments
- Measures and certifies broadly relevant foundational work skills
- Recognized and recommended by thousands of employers
- Recommended for college credit by the American Council on Education (ACE)
- Serves as the basis of state- and county-level workforce and economic development initiatives

Missouri Job Center offers the
National Career Readiness Testing

FREE

Speak with a Specialist to schedule!

ACT® National Career
Readiness Certificate®

act.org/workforce

Based on ACT WorkKeys foundational skills assessments

The ACT NCRC is based on ACT WorkKeys research-based work skills assessments. To earn an ACT NCRC, an examinee must successfully complete three ACT WorkKeys assessments: Applied Mathematics, Locating Information, and Reading for Information.

These assessments measure a range of essential work skills, including the ability to:

- Perform basic mathematic operations relevant to the workplace
- Read and understand documents commonly found in the workplace
- Find information presented in common workplace graphics
- Set up and solve complex work-related math problems
- Determine the relevance of written information to work-related tasks
- Apply information derived from graphics to work-related problems

Four levels of proficiency

The ACT NCRC is awarded at four levels, based on the scores achieved on the component assessments.

- **Platinum:** Scores of Level 6 or higher on all three exams
- **Gold:** Scores of Level 5 or higher on all three exams
- **Silver:** Scores of Level 4 or higher on all three exams
- **Bronze:** Scores of Level 3 or higher on all three exams

ACT NCRC levels correspond to the skill requirements of ACT-profiled jobs in the ACT JobPro® database.

- **Platinum** indicates the skills required for approximately 99% of profiled jobs
- **Gold** indicates the skills required for at least 93% of profiled jobs
- **Silver** indicates the skills required for at least 69% of profiled jobs
- **Bronze** indicates the skills required for at least 17% of profiled jobs

Benefits of the ACT NCRC

- **Job seekers and incumbents:** A valuable work skills credential with the potential to improve career outcomes
- **Employers and human resources professionals:** A trusted indicator that, in combination with other selection tools, can improve hiring, training, or promotion decisions
- **Students and educators:** A credential that helps students succeed in a variety of career pathways
- **Workforce developers:** A tool that helps displaced workers reenter the job market
- **Economic developers:** Evidence of a skilled workforce that helps attract business and industry to states and local communities
- **Industry associations:** A foundation for industry- and occupation-specific stackable credentials
- **Policymakers and legislators:** A component of policy and legislative solutions to the nation's economic and educational challenges

For more information about the ACT National Career Readiness Certificate, go to act.org/workforce.



Workforce Innovation and Opportunity Act (WIOA)



In today's economy, lifelong learning is essential to stay current and marketable to employers. Services offered within the Workforce Innovation and Opportunity Act (WIOA) can assist you in upgrading your skills and marketability to employers. WIOA training is for occupations that are in-demand and are directly linked to employment opportunities in the local area. Individuals who **do not possess a marketable skill** may be trained in order to enter the workforce and earn a livable wage.

WIOA Services include:

Occupational Skills Training— Occupational Skills Training provides the technical skills and competencies required to perform a specific occupation through the acquisition of a degree or certificate. A list of potential WIOA eligible training providers is available through MoSCORES on jobs.mo.gov.

On-the-Job Training (OJT) - The OJT program provides an opportunity to learn new skills while working for a public or private employer. Employers who hire and train WIOA eligible individuals may be reimbursed up to one-half of the employee's wages during the period of training. OJT participants are paid at the same rates, including benefits and periodic increases, as similar employees.

Work Experience Training— Work Experience Service provides exposure to the world of work in a meaningful, supervised work environment at approved non-profit and public agencies within Jefferson and Franklin Counties for a predetermined period of time. WIOA eligible individuals will be paid through the program as they develop good work habits and basic work skills. Work Experience programs may be combined with other WIOA programs to maximize hiring potential.

Adult Education and Literacy (AEL) - The AEL programs at East Central College and Jefferson College provide classes to improve a student's skills in basic math, reading, writing, social studies and science. Classes are designed to prepare students to pass the High School Equivalency Test (HiSET), improve WorkKeys and college placement scores.

Who May Be Eligible for WIOA Training?

Dislocated Workers—Individuals who have been laid off or terminated, received, eligible for, or exhausted unemployment insurance (UI), and are unlikely to return to the same type of work. This includes veterans who have been honorably discharged, their unemployed or under-employed spouses and active-duty service members.

Adult Workers—Individuals age 18 and up who are receiving public assistance such as SNAP (food stamps) or TANF or who meet minimum income guidelines for the area.

Youth—Individuals ages 16-24 who are a high school dropout or a graduate not enrolled in college. They may be pregnant or parenting, an individual with a disability, homeless or a foster child, in the adult/juvenile justice system or meet low-income guidelines for the area.



Adult Education Classes

Jefferson College Adult Education & Literacy (AEL) services includes High School Equivalency classes (formerly GED, now HiSET), English Language Learners (ELL), and an Adult Literacy Program.

Students must complete an orientation before beginning classes. Please contact us for more information and to sign up for an orientation.

(636) 481-3437 or jcael@jeffco.edu

Due to restrictions and CDC guidelines, students can only attend the classes in which they are enrolled; seating is limited.

Jefferson College – Hillsboro

Technology Center Building (TC) - Room, 305

Day and Evening Classes Available

Jefferson College – Arnold

Room 301

Day and Evening Classes Available

For more information, call (636) 481-3437

or

(636) 797-3000, ext. 3437

Adult Education Classes

The Adult Education and Literacy program at East Central College provides classes to improve a student's skills in math, reading, writing, social studies and science. All classes are provided FREE for students with books and material provided while in class. Instruction is designed to meet a person's needs with instructors who will work with students to reach their goals.

The classes are designed to prepare students to pass the High School Equivalency Test (HiSET) and improve WorkKeys and college placement scores. For more information call (636) 584-6533 or (844) ECC-4AEL (844-322-4235)

Multiple Locations

Crawford County

Sullivan (day/evening)

Cuba (evening)

Gasconade County

Hermann (evening)

Owensville (evening)

Maries County

Belle (day)

Franklin County

Pacific (evening)

St. Clair (evening)

Union (day/evening)

Washington (day/evening)

Phelps County

Rolla (day)

St. James

English Language Classes

English language classes provide students with reading, writing, listening and speaking skills to improve communication at home, in the workplace, with school and in the community. Instruction is also provided to help students pass the United States Citizenship test.

Franklin County

Union (day/evening)

Washington (day)

Phelps County

Rolla(day/evening)

For more information, call (636) 584-6533

or

(844) ECC-4AEL (844-322-4235)



DIVISION OF EMPLOYMENT SECURITY



UINTERACT
uinteract.labor.mo.gov

What You Will Need

- Your Social Security Number
- Gross earnings for the week including vacation, holiday, or WARN pay
- Name, address, and dates of employment for each employer for whom you've worked in the last 18 months
- Banking information including routing and account number (optional)

Weeks begin on Sunday and end on Saturday. File your weekly request for payment through UInteract as early as Sunday.

If you work during a week for which you request a payment, you must report gross earnings for the work you performed, even if you have not yet been paid. Gross earnings are the amount of wages earned before taxes.

Three Easy Steps to Filing for Unemployment

1 Create Your User ID and Password

- Create an account by clicking on Create One on the login screen
- Enter your SSN, name, and birth date
(The information you enter must match that contained in Division records.)
- Create your User ID and Password, select your Security Questions and Answers
- When complete, you will receive *Successful Registration Confirmation* screen

2 Login and File Your Unemployment Claim

- Enter your User ID and Password on the login screen
- Click on Unemployment Claim, then File Unemployment Claim, and follow the prompts
- When complete, you will receive a printable *Claim Confirmation*

3 File Weekly Request for Payment After Each Week Has Ended

- Log in to UInteract
- Select Weekly Request for Payment
- Follow the prompts until you receive your *Weekly Request for Payment Confirmation*

*IMPORTANT: If needed, call 573-751-9040 for assistance in the translation and understanding of the information in this document.
¡IMPORTANTE! Si es necesario, llame al 573-751-9040 para asistencia en la traducción y entendimiento de la información en este documento.
Missouri Division of Employment Security is an equal opportunity employer/program. Auxiliary aids and services
are available upon request to individuals with disabilities. TDD/TTY: 800-735-2966 Relay Missouri: 711*

JOB CENTER SERVICES



FREE Initial assessment that identifies your strengths, abilities, and areas for development.



Take a WorkKeys test and obtain a National Career Readiness Certificate®.



Use career exploration tools to discover occupations.



Use **jobs.mo.gov** to search for statewide employment opportunities and **mocareers.mo.gov** to search State jobs.



education
FREE

Job-seeking and Job Skills workshops.

Obtain information on filing for unemployment with the Missouri Department of Labor.



Information on

Education and Training assistance.

Access computers, printers, copiers, scanners, fax machine and phone to apply for job openings.



Obtain information on High School Equivalency certificate classes in the area.



Labor Market Information can be found on the MERIC website: **missourieconomy.org**

Additional resources for finding employment:

indeed.com | careerbuilder.com | monster.com | simplyhired.com



For additional information about Missouri Office of Workforce Development services, contact a Missouri Job Center near you. Locations and additional information are available at jobs.mo.gov or 1-888-728-JOBS (5627).

Introducing the **MoJobs Connect Mobile App.**



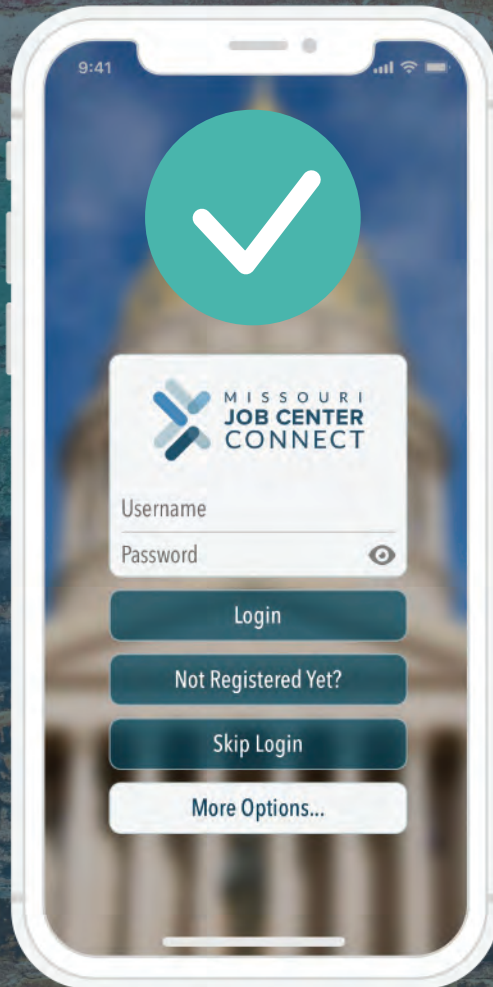
APPLY

Apply for jobs



UPDATES

Manage MoJobs message center



SEARCH

Search for jobs



LOCATION

Map jobs by current location

SOCIAL MEDIA

Share jobs on social media sites

RESUMES

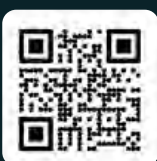
Create & edit resumes

WORKS OFFLINE

Access your MoJobs Account anytime, anywhere!

EVENTS

Sign in to events



Download the app for free.
Available on Android and Apple devices.



Resources

Missouri Economic Research and Information Center



<https://meric.mo.gov/>

MERIC is the research division of the Missouri Department of Higher Education and Workforce Development's Office of Performance & Strategy. We provide innovative analyses and assistance to policymakers and the public, including studies of the state's economic trends, targeted industries, and labor markets.

MERIC research also includes workforce region studies, spatial analyses, and comprehensive coverage of the state's industry and occupational data produced in cooperation with the U.S. Department of Labor.

MERIC has been recognized with 15 national awards for research excellence since it was formed in 2001.

MERIC Mission:

Working Together to Produce and Deliver High Quality Information for Better Decisions

O*NET OnLine

<https://www.onetonline.org/>

O*NET OnLine is designed to be intuitive. It's easy to navigate through the web site and easy to search the database. But because there are several different levels and types of information provided, it's helpful to get a sense of what each category of information is and how it can be used.

OnLine Help: Assistance for navigating, searching, and retrieving information from O*NET

What's New: Link to other O*NET products and tools

What is O*NET: Link to information about O*NET data, applications, and research

My Next Move: A web-based interactive tool for new job seekers, students, and other career explorers to learn more about their career options. Provides the **O*NET Interest Profiler**, a tool that offers customized career suggestions based on a person's interests and level of education and work experience.

Hot Technologies: Search occupations using important technologies frequently included in employer job postings

An email link for your comments and suggestions for O*NET

A screenshot of the O*NET OnLine website. The page features a navigation bar with links for Help, Find Occupations, Advanced Search, Crosswalks, Share, and O*NET Sites. A search bar is located in the top right corner. The main content area includes a large banner for "Build your future with O*NET OnLine" with a background image of a construction crane. Below the banner are three main sections: "Occupation Search" with a search box, "Find Occupations" with a "Browse" button and a list of categories (Bright Outlook, Browse by O*NET Data, Military), and "Advanced Search" with a "Focus" button and a list of categories. To the right of these sections are several promotional boxes: "What's New?" with a "Learn More" button, "I want to be a..." with a "Find It Now" button, "ATTN: VETERANS" with a "Get Started" button, and "Hot Technologies" with a "Learn More" button. At the bottom of the page, there is a footer with a "Was this page helpful?" survey, social media sharing options, and a copyright notice: "O*NET OnLine is sponsored by the U.S. Department of Labor, Employment & Training Administration, and developed by the National Center for O*NET Development." A small number "3" is visible in the left margin of the page.

Free college courses!
Learn essential skills to find
employment or to elevate your career.

coursera



About **Coursera**

We're partnering with Coursera – the world's learning platform – to provide Missourians with a transformative learning experience that empowers citizens to gain skills and help them with career development.

Coursera can help **Missourians**:

- Learn in-demand skills in subjects like technology and business that prepare you for today's job opportunities
- Enjoy interactive learning experiences and be a part of Coursera's global learning community. Course videos, readings, and assignments are multi-language.
- Work at your own pace with Coursera's bite-sized sessions and self-paced learning model. You can download the Coursera mobile app to learn new skills anytime, anywhere.
- Earn university-accredited certifications from leading global institutions that can help boost your resume.

Get Access to **Coursera!**

1

Scan the QR code below and hit the "Apply Now" button to complete a short inquiry form.

2

A Virtual Learning Specialist will contact you to determine eligibility and get you enrolled.

3

Once enrolled, Coursera will send you an email within 2 business days. then you can register for free online courses.

4

Log into Coursera and complete courses at your own pace!



Scan to apply to **Coursera** or visit
<https://jobs.mo.gov/content/coursera>



LAUNCH YOUR TECH CAREER

The CompTIA Mentored Learning Program is a free program offering online instructor-led workshops that cover a technical computer curriculum geared toward IT industry-recognized CompTIA certifications.

COMPLETE ONE OF FOUR PROGRAMS TO LEARN THE SKILLS NECESSARY TO START OR ADVANCE YOUR CAREER!

- CompTIA A+
- CompTIA Network+
- CompTIA Security+
- CompTIA Project+

ABOUT

We've partnered with CompTIA, one of the world's largest nonprofit trade associations, to provide in-demand, on-demand information technology training to displaced workers in Missouri.

ELIGIBILITY

- Applicants must be at least 18 years old
- Have a high school diploma, GED or HiSet
- Must meet Missouri WIOA eligibility guidelines
- Access to a laptop/desktop computer
- Webcam capabilities and access to the Internet

PROGRAM BENEFITS

- Led by an official CompTIA instructor
- Real-time support
- Includes all the materials you need to study and pass the course
- Self-paced program

COURSES OFFERED FOR

12&16

WEEKS

Equal Opportunity **Missouri Office of Workforce Development** **Equal Opportunity Is the Law Notice**

It is against the law for this recipient of Federal financial assistance to discriminate on the following bases:

- Against any individual in the United States, on the basis of race, color, religion, sex (including pregnancy, childbirth, and related medical conditions, sex stereotyping, transgender status, and gender identity), national origin (including limited English proficiency), age, disability, or political affiliation or belief, or,
- against any beneficiary of, applicant to, or participant in programs financially assisted under Title I of the Workforce Innovation and Opportunity Act, on the basis of the individual's citizenship status or participation in any WIOA Title I-financially assisted program or activity.

The recipient must not discriminate in any of the following areas:

- Deciding who will be admitted, or have access, to any WIOA Title I - financially assisted program or activity;
- providing opportunities in, or treating any person with regard to, such a program or activity; or
- making employment decisions in the administration of, or in connection with, such a program or activity.

Recipients of federal financial assistance must take reasonable steps to ensure that communications with individuals with disabilities are as effective as communications with others. This means that, upon request and at no cost to the individual, recipients are required to provide appropriate auxiliary aids and services to qualified individuals with disabilities.

WHAT TO DO IF YOU BELIEVE YOU HAVE EXPERIENCED DISCRIMINATION

If you think that you have been subjected to discrimination under a WIOA Title I-financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

Danielle Smith, State Equal Opportunity Officer

Missouri Department of Higher Education and Workforce Development - Office of Workforce Development
301 W. High Street
PO Box 1087
Jefferson City, MO 65102
danielle.smith@dhewd.mo.gov
Phone: (573) 751-2428 | Fax: (573) 751-4088
Missouri Relay Services at 711

The Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW., Room N-4123, Washington, DC 20210 or electronically as directed on the CRC Web site at www.dol.gov/crc.

If you file your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (see address above).

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you may file a complaint with CRC before receiving that Notice. However, you must file your CRC complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient).

If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

Program Complaints and Grievances Acknowledgement

WIOA regulations require each state to establish a procedure for grievances and program complaints received from participants being served by the workforce system. To seek a formal resolution, you must first file your complaint locally. This process is intended to allow for a resolution of the issue at the most local level. You must start the process by submitting your complaint within your local workforce system, either through your local One-Stop Job Center or local workforce development board. You have up to one year to file a grievance. The Office of Workforce Development encourages informal resolution prior to the filing of a written complaint. If the complainant is not satisfied with the attempt at informal resolution, he or she should be encouraged to complete a General WIOA Complaint Form.

The complainant should be allowed sufficient time and technical assistance to provide a complete and clearly written explanation on his or her complaint form. If the complainant is unable to write, staff may transcribe his or her words onto the form; staff shall take care not to alter the language of the complainant. When a written complaint is received, the employee taking the complaint should review it immediately to insure completeness. Care should be taken to assure the following information has been provided, especially if the complaint is not received on the General WIOA Complaint Form.

The grievance should include the following

1. Full name, telephone number and address of the person making the complaint;
2. Full name and address of the respondent; and
3. Statement of the facts (including dates) that constitutes the alleged violation(s)
4. A statement of how you would like the matter to be resolved (e.g. if the agency finds in your favor what you would like to see happen or to receive);
5. Any applicant, employee, participant, service provider, program recipient, or other interested party may file a complaint alleging a violation of local WIOA programs, agreements or LWB policies and activities.

You may file your grievance with the Local Workforce Board Grievance Officer at

NAME/TITLE Leanna Eckhoff/Equal Opportunity Officer

ADDRESS 1 3675 West Outer Rd, Suite 201

ADDRESS 2 Arnold, MO 63010

PHONE/FAX (636)524-8593

EMAIL Leanna.Eckhoff@jeff-frankjobs.com

Within 60 calendar days of filing your grievance, WIOA requires the local area to provide a formal hearing, if the issue is not resolved informally prior to the hearing. If you find the local hearing decision unsatisfactory, or if the local area does not respond to you in the allotted 60 days, you will have the opportunity to file a request for review by the State. At the State level, WIOA requires an opportunity for an informal resolution and hearing to be completed within 60 calendar days of the filing. If the State does not respond within the 60 days, or either party wants to appeal, WIOA allows for a formal appeal to the U.S. Department of Labor (DOL). Federal appeals must be made within 60 calendar days of the receipt of the decision being appealed. DOL will make a final decision no later than 120 days after receiving a formal appeal. DOL will only investigate grievances and complaints arising through the established procedures. WIOA does not allow for federal intervention until the formal procedure has been followed.

Retaliation: No OWD employee, recipient or sub-recipient may discharge, intimidate, retaliate, threaten, coerce or discriminate against any individual because the individual has filed a discrimination complaint or otherwise participated in the investigation of a discrimination complaint.