



Tab 7

Job Centers of the Future Update

Coordinating Board for Higher Education
September 13, 2023

BACKGROUND

The Job Centers of the Future (JCF) initiative compared Missouri to the 14 Midwestern states on key workforce development data elements, workforce strategies, and policies. The information and strategies were used to inform the JCF taskforce on areas of improvement for Missouri and other ideas to possibly implement in the public workforce system.

The JCF taskforce has initiated various process improvements for the public workforce system. Key accomplishments include the developing and implementing the Wagner-Peyser Standardization process, completed ahead of schedule in calendar year 2022. The goal is to serve 100,000 Missourians by December 2023, providing services such as resume, job search, and application assistance, and interview coaching.

As JCF evolved, increasing access to workforce services has been a focus, including offering virtual services and creating more service delivery points through the local workforce development boards. Increasing access also requires standardized training in key case management areas. A Case Management taskforce has been underway, developing materials and providing training statewide to Job Center staff.

CURRENT STATUS

To further the goals of JCF, referred to also as Job Center Connect, the Case Management task force is currently providing training for employer services. Additionally, in an effort to create standard training for OWD Job Center staff, OWD is pursuing the development of a Workforce Specialist registered apprenticeship program. Training will result in Certified Workforce Development Specialists, ensuring that all OWD staff receiving quality, consistent training and understand how to work with individuals accessing Job Center services to ensure success in their professional journeys.

To provide easier access to Job Center services, OWD are in discussions with a few colleges regarding having a presence on campuses. In June, OWD joined SEMO at their Catapult location, which services as an affiliate job center and is open to the public 5 days per week.

NEXT STEPS

OWD will continue developing and providing training under the Case Management Taskforce as needs are identified. Plan is to complete the registration process for the Workforce Development Specialist registered apprenticeship program by October 2023.

RECOMMENDATION

This is an informational item.

ATTACHMENTS

- None