

# On-the-Job Training

## Practices and Procedures Manual

Adult, Dislocated Worker, Youth, and Show-Me Heroes

Missouri Department of Higher Education and Workforce  
Development

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## INTRODUCTION TO ON-THE-JOB TRAINING

On-the-Job Training (OJT) is a work-based training service that provides participants with knowledge-upgrade and skills-upgrade training necessary to enable full performance of a job.

OJT also serves as an employer service, as it provides a wage reimbursement to the employer to help offset the extraordinary costs of providing training and supervision to the under skilled worker.

The program:

1. Provides Local Workforce Development Boards (Local WDBs) with an excellent tool to assist in achieving training and placement goals for WIOA customers.
2. Establishes minimum Missouri standards for federally funded OJT Programs.
3. Encourages Local WDBs to develop local protocols and policies for outreach.
4. Supports efforts by Local WDBs to establish minimum standards, such as wages and industry types, for company eligibility while avoiding unnecessary or cumbersome restrictions.

OJT is made available under the following funding programs:

- Workforce Innovation and Opportunity Act (WIOA) Adult and Dislocated Worker formula funds;
- WIOA National Dislocated Worker Grants, as applicable per grant allowable activities;
- WIOA Youth formula funds;
- Show-Me Heroes (SMH); or
- Trade Adjustment Assistance (TAA)

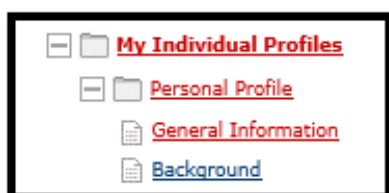
The intent of this manual is to assist workforce staff in completing all necessary requirements to execute OJT as accurately and correctly as possible. Other details, such as case management basics and best practices will also be provided.

## INITIAL JOB CENTER PROCESS

Generally speaking, potential OJT participants will be identified through the delivery of normal staff-assisted services, such as RESEA appointments, workshop attendance, request for résumé assistance, or even a direct request to talk to someone about OJT. These individuals will express some need, whether directly or indirectly, for additional services to obtain employment.

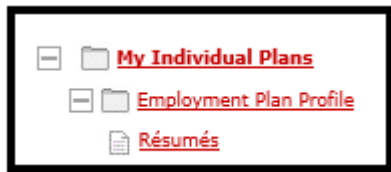
Before OJT eligibility can be pursued, the potential participant will need to complete a variety of steps, which includes self-service actions and staff-assisted actions. The steps include:

1. Individual creates and/or updates his/her MoJobs Individual profile, to include updating the General Information and Background sections.



This creation and/or update can occur anywhere a person has access to the internet by simply logging in to the MoJobs labor exchange system. As a result, the individual can be directed to complete this before a scheduled appointment, or while using the computer located on the resource floor.

2. Individual creates and/or updates his/her MoJobs résumé.



The creation and/or update of a résumé can also occur anywhere a person has access to the internet.

3. Following local One-Stop Operator procedures, individual must have an active Wagner-Peyser (WP) enrollment. The WP enrollment must be active before moving on to services provided through the WIOA.
4. Individual receives a referral to WIOA or TAA services, following the local office's procedures, this may include setting up an appointment for the individual to meet with appropriate staff as needed.

At this point, the participant is now in the hands of the appropriate WIOA or TAA partner staff. From here, the individual must be determined for 1) funding eligibility and 2) training services eligibility.

## REVERSE REFERRAL

Often times, as a result of successful marketing by the Business Services Team at the local level, a company identifies a potential OJT participant first. In these cases, the individual lacks skills the employer requires upfront and is in need of OJT. The company must first refer the individual to the Job Center for eligibility determination **prior to beginning the hiring process**. Any individual hired prior to the eligibility determination is not eligible for the federally funded OJT program. Individuals who are a result of a reverse referral are required to go through the steps listed in the Initial Job Center Process section of this Manual.

## FUNDING ELIGIBILITY AND DOCUMENTATION REQUIREMENTS

### WIOA Adult/Dislocated Worker

Funding eligibility guidelines for WIOA Adult and Dislocated Worker (DW) participants are found in the latest OWD Issuance Adult and Dislocated Worker Technical Assistance Guide (TAG). This issuance will provide all the documentation that is required for eligibility purposes under either funding stream.

Eligibility for Adult or Dislocated Worker must be established through the use of the WIOA Application found in the DWD's electronic case management system.

- **Adult** eligibility must be marked with an **Adult Eligibility Date**, on or before the OJT start date.

A screenshot of a form field. The label 'Adult Eligibility:' is followed by a checked checkbox. Below it, the label 'Adult Eligibility Date:' is followed by a text input field containing '04/09/2018', a dropdown menu showing '(mm/dd/yyyy)', and a 'Today' button with a calendar icon.

- **Dislocated Worker** eligibility must be marked with a **Dislocated Worker Eligibility Date**, on or before the OJT start date.

**Dislocated Worker Eligibility:**

**Dislocated Worker Eligibility Date:**  (mm/dd/yyyy) Today

- Dislocated Workers, including those enrolled into a National Dislocated Worker Grant (NDWG), must also be asked if they have recently been to an Employment Transition Team (ETT) meeting (Missouri’s term for Rapid Response), as a result of a company layoff. If so, this information should be recorded on the Employment Tab of the Dislocated Worker application, with the respective employer event number recorded. All fields below must be recorded:

**Attended a Group Orientation (Rapid Response):**  Yes  No

**Most Recent Date Attended Rapid Response Service**  Today

[Find Rapid Response Event](#)

**Rapid Response Event Number**

- You can use the ‘Find Rapid Response Event’ lookup table to search for the corresponding Rapid Response Event Number. Use the search field ‘Company Name’ to easily locate the company associated with the individual’s layoff. If multiple dates are listed for the individual’s employer, select the best fit for the separation.
- An individual’s most recent Rapid Response service date can be determined by observing the date associated with the event number in the look up table or by looking up the individual’s Case Notes and finding the ETT Meeting Service case note.

**NOTE:** These details are imperative for Rapid Response reporting for the State of Missouri, as performance is based upon how many eligible participants were served through either the WIOA DW, WIOA NDWG, or TAA programs. See the ETT Manual for additional information regarding required procedures to ensure performance measures are reported for Rapid Response services.

- Upon completion of the eligibility application, the system will indicate if all eligibility requirements have been met or why the application does not indicate eligibility.

Program	Eligible	Priority	Calculated Exception/Limitation	Reason(s) Not Eligible	Action
Adult	Undetermined			No Adult Eligibility Date.	<input type="checkbox"/> Inactive
Dislocated Worker	Yes				<input type="checkbox"/> Inactive

- Common troubleshooting ideas include issues with the selective service or veteran’s information, originally marking the application to save a partial application and the verify documentation

have not been recorded, or simply that the data entry does not support actual eligibility for the program selected at start.

- Questions regarding eligibility should first be directed to the immediate local contact, whether that is the supervisor, Functional Leader, etc., and following local policy when further assistance is needed.

### **Show-Me Heroes**

The Show-Me Heroes (SMH) Program was enacted in House Bill number 1680 by the 96th General Assembly, located in RSMo Section 620.515. The SMH Program allows for the development of the OJT service for a veteran or the spouse of a veteran who meets **Dislocated Worker** eligibility.

The Veteran must

- Meet the Federal definition of a Veteran (Title 38 USC code Chapter 42);
- Cannot have a dishonorable discharge; and
- Must not be over five years from the date of discharge from active duty.

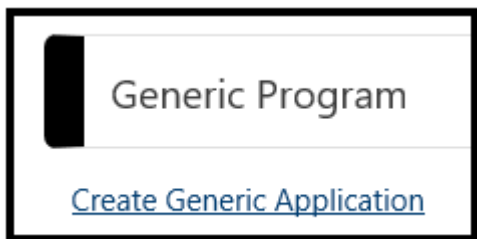
The Military Service Member must:

- Be a member of the Reserve Component of the US Armed Forces (Missouri National Guard, Army Reserve, Marine Corps Reserve, Air Force Reserve, Navy Reserve, or Coast Guard Reserve); and
- Be a Service Member that was deployed for at least 4 months; and
- Must not be over five years from date of discharge from a deployment.

The Spouse of a Veteran or Military Service Member must:

- Be unemployed; and
- The spouse of a member of the active duty U.S. military personnel; or
- The spouse of a member of the Active or Reserve Component of the U.S. Armed Forces (National Guard/ Reserve/Active Duty) where (a) the service member must have been deployed for at least four months; and (b) the service member must not be over five years from date of discharge from a deployment.

Eligibility for the Show-Me Heroes Program must be established through the use of the Generic Application found in the OWD's electronic case management system. To begin the Generic Application, click the 'Create Generic Application' link.



On the 'Start Page' tab of the Generic Application, staff must record that the participant meets program eligibility for the 'SHJ-Show Me Hero – OJT' program.

\* Meets Program Eligibility:

Exit Wizard

- None Selected
- 555 -Generic Summer Program
- HBB -H-1B
- SHJ -Show Me Hero - OJT
- SJL -2018 Summer Jobs League
- SJP -2017 Summer Jobs League

On the 'Application Questions' tab of the Generic Application, staff must verify eligibility for the program by determining that the individual meets one of the three questions listed. Additionally, the eligibility must be verified and documented.

**Show Me Hero**

Please complete the following questions to determine eligibility for the Show Me Hero - OJT program. Are you one of the following:

\*The Spouse of a active duty military personnel who separated from the military within the last 12 months?  Yes  No  
 [ [Verify](#) | [Upload](#) | [Link](#) ]



\*Are you a member of the National Guard or a Reservist who was deployed for at least four months and returned from the deployment within the last twelve months?  Yes  No  
 [ [Verify](#) | [Upload](#) | [Link](#) ]

\*Are you a Veteran who served in the military within the last 365 days?  Yes  No  
 [ [Verify](#) | [Upload](#) | [Link](#) ]

\*Has the application been certified as eligible for Dislocated Worker?

Upon completion of the application, the following service must be recorded to the Generic Application:

- 1) 305-Show-Me Heroes – OJT (tied to the Show Me Hero-OJT customer group) – *when staff complete the Show Me Hero OJT Generic Application, they will need to record this service on the Generic Application.*

Status	Activity / Provider	WZ	Funding / Grant
	<a href="#">305 - Show-Me Heroes - OJT</a> No Provider Information		Show-Me Heroes - OJT

Any individual whose OJT will be funded under the SMH program, requires co-enrollment into the WIOA Dislocated Worker program, which includes eligibility documentation per the latest OWD Issuance, Adult & Dislocated Worker TAG. To execute the co-enrollment, a WIOA Dislocated Worker application and enrollment

must be completed, following the same steps as a normal WIOA Dislocated Worker. Upon completion of the application, the following services must be recorded to the WIOA Application, as they occur:

- 1) 306-Eligible for Show-Me Heroes OJT (tied to the Dislocated Worker customer group) – *staff will need to record this service on the WIOA application to indicate they have done a full Eligibility that includes the WIOA Application and the Generic Application. This service must be recorded before staff can enter a client into the 307-Show-Me Heroes OJT Service.*
- 2) 307-Show-Me Heroes OJT (tied to the Dislocated Worker customer group) – *staff will need to record this service when the client is participating in the Show-Me Heroes OJT program. **Note:** Staff are not to record the 301-OJT service for SMH participants; the 307-SMH OJT service must be used in these instances only.*

Status	Activity / Provider	WZ	Funding / Grant
	<a href="#">306 - Eligible for Show-Me Heroes OJT</a> CONVERSION LWIA 08		Dislocated Worker
	<a href="#">307 - Show-Me Heroes OJT</a> CONVERSION LWIA 08		Dislocated Worker

When entering the training level 305 and 307 OJT services on the two applications, staff must ensure the Occupational Training Code listed on each service matches the O\*NET Code listed on the Training Outline and Job Description, Form DWD-PO-214. Otherwise, this will be considered an issue during annual Programmatic Monitoring Review performed by OWD’s Quality Assurance Unit.

### WIOA Youth

Funding eligibility guidelines for WIOA Youth eligible participants are found in the latest OWD Issuance for Youth Program Eligibility and Documentation Technical Assistance Guide. This issuance will provide all the documentation that is required for eligibility and documentation requirements for the Youth program, as well as additional training eligibility.

Eligibility for Youth must be established through the use of the WIOA Application found in the OWD’s electronic case management system.

**Youth** eligibility must be marked with a Youth Eligibility Date, falling on or before the OJT start date.

<b>Youth Eligibility:</b>	<input checked="" type="checkbox"/>
<b>Youth Eligibility Date:</b>	05/31/2017

Upon completion of the eligibility application, the system will indicate if all eligibility requirements have been met or why the application does not indicate eligibility.



Program	Eligible	Priority	Calculated Exception/Limitation	Reason(s) Not Eligible	Action
Adult	Yes	LI			<input type="checkbox"/> Inactive
Dislocated Worker	No			No DW Eligibility Date.	<input type="checkbox"/> Inactive
Youth	Yes, Out-of-school				<input type="checkbox"/> Inactive

WIOA allows OJT as a Work Experience for enrolled Youth. OJT agreements are to be limited with an employer to the duration necessary for the participant to become competent in the skills required to perform the position.

For the use of OJT Work Experience, target Older Youth and Young Adults, recent graduates of post-secondary schools and training programs, and eligible veterans. It is State policy to exclude OJT from Work Experiences for Youth younger than age 18 and those without a high school diploma or its equivalent.

An assessment of the Youth participant’s interests, skills, and abilities is required. Base the writing of the OJT Training Plan on the participant’s career and occupational goals, the Individual Service Strategy (ISS), and any prior Work Experience. Local WDBs are strongly encouraged to place Youth participants in OJT opportunities that are in high-growth industries identified by regional Labor Market Information. Staff must develop, implement, and monitor OJT employer agreements and training plans for Youth in accordance with the guidelines listed in this Manual.

Despite having a different funding source, OJT for Youth still utilize the same OJT forms as WIOA Adult and Dislocated Workers. Any additional information relating to Youth documentation can be found in the following Youth Issuances:

- OWD Issuance: Youth TAG
- OWD Issuance: WIOA Youth Program Framework and Design

### **Trade Adjustment Assistance**

The Trade Adjustment Assistance (TAA) Program is a federal entitlement program that assists U.S. workers who have lost or may lose their jobs as a result of foreign trade. This program seeks to provide Trade-affected workers with opportunities to obtain the skills, credentials, resources, and support necessary to become reemployed. The TAA program is administered by DWD’s merit staff, following TEGL 1-10.

TAA OJT still provides a 50% wage reimbursement during the designated training period, however, TAA OJT has a maximum length of 104 weeks, versus the 1,040 hours/6 month rule with regular WIOA and SMH OJT.

In the State of Missouri, the TAA program will be the primary source of assistance (funding) for adversely affected workers, as stated in the Governor’s Agreement regarding TAA. If an individual is seeking training services through WIOA but is eligible for services through TAA, TAA funding must be used first.

Due to the complexity of the operating guidelines, documentation, and eligibility requirements for TAA, all TAA OJTs must follow guidance listed in the TAA Operations Manual. All questions regarding TAA are to be directed to [DWDTradeActHelp@dhewd.mo.gov](mailto:DWDTradeActHelp@dhewd.mo.gov).

## TRAINING ELIGIBILITY CRITERIA

After basic funding eligibility is determined, an individual must also be determined eligible for *training services*. Under the WIOA and the implementing regulations, training services may be provided to Adult and Dislocated Workers, which includes SMH participants, who meet all five training eligibility criteria.

A One-Stop Operator/Partner must determine, after an interview, evaluation, or assessment, **and** career planning that the individual:

1. Is unlikely, or unable, to obtain or retain employment that leads to economic self-sufficiency or wages comparable to – or higher than – wages from previous employment through career services; *and*
2. Is in need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to – or higher than – wages from previous employment; *and*
3. Is in possession of the skills and qualifications to participate successfully in training services; *and*
4. Has selected a program of training services that is directly linked to the employment opportunities in the local area or the planning region, or in another area to which the individual is willing to commute or relocate; *and*
5. Is unable to obtain grant assistance from other sources to pay the costs of such training [including such sources as State-funded training funds, Trade Adjustment Assistance, and Federal Pell Grants established under Title IV of the Higher Education Act of 1965] or requires WIOA assistance *in addition* to other sources of grant assistance (including federal Pell Grants).

All of these eligibility requirements for training services **must** be met and documented before an individual can receive the OJT service. Staff must also document these requirements in Case Notes in the OWD's statewide electronic case management system.

The case file must contain a determination of need for an OJT service as determined through the interview, evaluation, or assessment, and career planning informed by local labor market information or through any other career service received. Explanations must include a clear description of the information, such as MERIC or Bureau of Labor Statistics (BLS) labor market information to prove the training chosen by the participant is linked to an employment opportunity.

## PARTICIPANT REQUIREMENTS

### Assessments

As mentioned in previous sections, staff must complete an appropriate **assessment** of participants chosen to participate in an OJT opportunity. Consider the skill requirements of the occupation, the academic and occupational skill level of the participant, and the participant's prior work experience prior to execution of the training plan, as these factors determine the length of the training plan.

The DWD's electronic case management system has a built in assessment, called the Objective Assessment Summary (OAS), which can be used for this piece. The OAS can be found under **Staff Profiles → Case Management Profile → Plan → Create Objective Assessment Summary**.

## **Employment Plan**

Staff must also work with the participant to develop an Employment Plan (EP). An EP is an individualized career service that the participant and the case manager/career planner develop jointly. The EP is an ongoing strategy to identify employment goals, achievement objectives, and the appropriate combination of services necessary to enable a participant to achieve their employment goals.

With regard to OJTs, staff should place the participant in an OJT opportunity that is consistent with the occupational goal of the participant's EP. The frontline workforce staff is responsible for updating the EP as necessary, such as when objectives are achieved or supportive services are needed.

The DWD's electronic case management system has a built in EP that allows staff to record the long-term goals, short-term goals, and objectives, as required. The EP can be found under **Staff Profiles → Case Management Profile → Plan → Create Individual Employment Plan/Service Strategy**.

Refer to the current OWD Issuance on Statewide Individual Employment Plan Development Policy for all guidance on EP requirements such as, specific requirements addressing short and long term goals, as well as the required documentation for addressing the identified skills gap.

After the participant **Assessment** and **EP** are completed, the workforce staff also must consider:

- Will the participant need to learn new skills for the OJT position, or does the participant currently possess those skills?
- Is OJT the best strategy for the participant to learn these new skills, or is occupational-skills training more suitable for the participant?
- Can the participant obtain the position without reimbursement to the employer? If so, a direct job placement is appropriate, and OJT is not allowable.

## **Mandatory Initial Case Note**

It is mandatory that any customer moved to participant status must have an Initial Case Note entered at the time of enrollment. This Initial Case Note must include information regarding: summary of eligibility, plan of activities to be offered, and how the plan will be implemented. Additionally, the Case Note is also a focal point for accountability to funding, so Supportive Services information must be included. As stated in the Case Note policy, this mandatory Initial Case Note must be entered for **all** active program participants at time of enrollment. Additional information regarding case notes can be found in the latest OWD Issuance on Case Note Policy.

## **Recording OJT-Related Services**

As services occur, staff must record such services by adding the respective service code to the WIOA record. Each service will be associated with a specific Customer Group, which will be chosen based off the funding source. The correct Customer Group must be recorded, if the designation is not available, most likely there is a problem with the actual application. Check the eligibility information to determine if the correct eligibility was determined at start.

Except as stated in the SMH Funding Eligibility and Documentation Requirements section of this manual, regular Adult and Dislocated Worker OJT services to be recorded, at minimum, are:

- 180 series-Supportive Services, if and when they occur
- 205-Full Development of IEP
- 213-Comprehensive Assessment
- 301-On-The-Job Training (for Adult/Dislocated Worker OJT)
- 428-Youth On-The-Job Training Opportunities (for Youth OJT)

When entering the respective training level service, staff must ensure the Occupational Training Code listed on the service matches the O\*NET code listed on the Training Outline and Job Description, Form PO-214. Otherwise, this will be considered an *issue* during annual Programmatic Monitoring Reviews performed by DWD's Quality Assurance Unit.

Services must record the correct actual start date and correct actual end date.

Staff should not wait to close services until a final OJT invoice is paid, as this may take over a month before the invoice is received from the employer. It is suggested that staff check in with the employer once the anticipated training end date has been met in order to record accurate end dates.

**NOTE:** Not having the correct dates associated with training services will result in a Data Element Validation failure, which is part of an annual review performed by OWD's Quality Assurance Unit.

Other services may be provided to the participant during their participation in WIOA activities. A full list of service codes and their definitions are available in the latest OWD Issuance on Activity Codes.

### **Recording OJT Service Outcomes**

When a participant completes the OJT activity, use one of the following OJT Training Service outcomes:

- Non-OJT Related Employment;
- OJT Related Employment;
- Retained by OJT Employer; and/or
- OJT-Did Not Complete.

It is important to select the correct OJT Training Service outcome because the outcome will effect Local and State Performance Measures.

**NOTE:** Be aware that there are other selectable options in the statewide electronic case management system that are not to be used for OJT program participants. **Only the outcomes listed in the bulleted list above are acceptable entries for OJT Program participants** in the statewide electronic management system.

### **OJT & Job Orders**

OJT agreements are often developed with employers who are using the local Job Center for recruitment assistance, in which case, the employer should have an open job order in the MoJobs system. Any OJT participant placed with an employer as part of a recruitment service to the employer, must have a referral to

the job order. The referral status of the job order should be updated to reflect 'Hired' once the agreement has been established and the individual has been hired.

The easiest way to update the job order referral status is to assist the employer record where the job order is posted and follow the steps below.

1. Click 'Applicants'.
2. Check the applicant that needs to be marked as hired.
3. Click 'Status' at the bottom of the list.
4. Under 'Applicant's Recruitment Stage' select the 'Yes' radio button and record the start date in all required fields.
5. Click 'Save Status' at the bottom of the page.

Job Title	Employer Job Status	On-line Status	System Status	Created	Inactive After	Views	Applicants	Action
Equipment Operator/Laborer	Open and available	offline	Open and available	4/13/2018	6/12/2018	0	2	<a href="#">Copy</a> <a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Search by Job Criteria</a> <a href="#">Pre-fill Advanced Resume Search</a> <a href="#">Applicants</a>

Name and Location	Last 4 SSN	Education Level	Desired Salary	Applicant Status	Your Rating	Skills Matched	General Req's	Specialized Req's	Action	Select
Tribute, Troy Of Jefferson City, MO United States - Veteran	0409	High School Diploma	N/A	Not Specified	Not Rated	0%	75%	#2	<a href="#">Details</a> <a href="#">Staff Résumé</a> <a href="#">How Do they Measure Up</a>	<input checked="" type="checkbox"/>

#3 [Contact Rate Status](#)  
[Print](#)  
[Map](#)  
[Print](#)  
[Résumés](#)  
[Export](#)

Rows  ▾

### Applicant's Recruitment Stage

Below are various recruiting stages. Please indicate the stages, if any, that you have completed below and may generate additional prompts for your input.

#4

Scheduled Interview:  Not Specified  Yes  No  Today

Interviewed:  Not Specified  Yes  No  Today

Hired:  Not Specified  Yes  No  Today

Notified of Non Hire:  Not Specified  Yes  No  Today

### Applicant Summary

The Applicant's Current Status has been set by your choices above. Please complete any remaining information.

Applicant's Current Status:

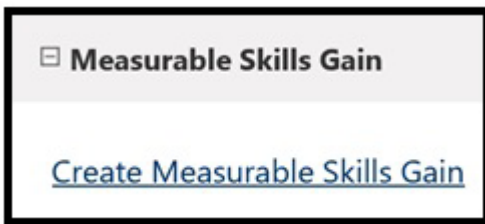
\* Hired (Job Started):  Today

## Measurable Skills Gains

Measurable skills gain is one of the six core measures tracked and reported to the federal government for WIOA performance purposes. This indicator measures the interim progress of participants enrolled in education and training services for a specified reporting period.

OJT participants could have a measurable skills gain during their participation, meeting the definition of a gain through the report of satisfactory, or better, progress towards established milestones. Documentation from either the midpoint or endpoint monitoring process will provide the determination of a Measurable Skill Gain.

If a Measurable Skills Gain is achieved, it must be recorded on the WIOA Application, under the Measurable Skills Gain header.



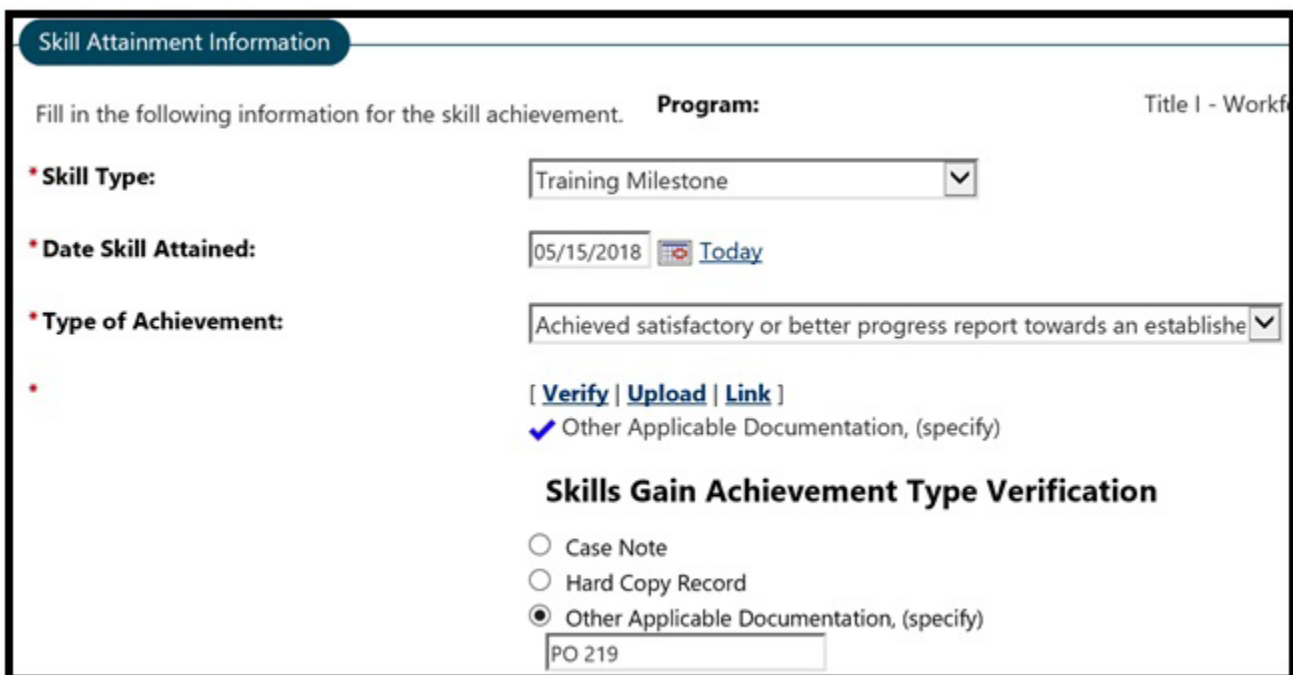
To document the gain in this section, staff must choose the following:

Skill Type: Training Milestone

Type of Achievement: Achieved satisfactory or better progress report towards an established OJT training milestone, not previously recorded.

Verify: Other, PO-219

**NOTE:** The monitoring must indicate that a measurable skills gain was achieved. Simply performing monitoring does not warrant documentation and verification of a gain.



**Skill Attainment Information**

Fill in the following information for the skill achievement. **Program:** Title I - Workf

\* **Skill Type:** Training Milestone

\* **Date Skill Attained:** 05/15/2018 Today

\* **Type of Achievement:** Achieved satisfactory or better progress report towards an establishe

[ [Verify](#) | [Upload](#) | [Link](#) ]

Other Applicable Documentation, (specify)

**Skills Gain Achievement Type Verification**

Case Note

Hard Copy Record

Other Applicable Documentation, (specify)

PO 219

## **Supportive Services**

WIOA defines Supportive Services as services necessary to enable an individual to participate in activities authorized by WIOA Title I. Supportive Services particularly should be used to assist an individual participant who has a barrier to employment, but they must be available to all eligible participants in WIOA Title I activities.

As a reminder, all Supportive services must be documented in Case Notes and include, at minimum, all of the following:

- The type of Supportive Service paid;
- The amount for the Supportive Service;
- The timeframe or duration for which the Supportive Service was paid;
- The justification of need for the Supportive Service; and
- Documentation of the lack of availability of alternatives or other community resources.

Refer to the current OWD Issuance regarding Supportive Services for guidance on the allowance, approval, payment of, and documentation of Supportive Services authorized by WIOA.

## **Equal Opportunity and Complaint and Grievance Notification**

WIOA regulations require that participants receive notification of the right to pursue complaints or grievances related to Equal Opportunity issues or programmatic delivery of programs and services. To ensure that the OJT participant has been properly notified and provided with a copy of his/her rights and responsibilities, OWD requires a signed attestation. Form EO-15 must be used by all Local WDBs for this information, marking the OJT participant as a **participant** in the correct corresponding section. The participant will retain pages 1 and 2, while page 3 is maintained in the participant's file.

Refer to the latest OWD Issuance regarding Equal Opportunity and WIOA Complaints and Grievances for full operating guidance.

## **OJT & REGISTERED APPRENTICESHIPS**

OJT agreements may be entered into with Registered Apprenticeship program sponsors or participating employers in Registered Apprenticeship programs for the OJT portion of the Registered Apprenticeship program consistent with 20 CFR 680.700. Depending on the length of the Registered Apprenticeship training program and State and Local WDB OJT policies, these funds may cover some or all of the duration of the registered apprenticeship.

When a Registered Apprenticeship is supported through an OJT agreement, all program eligibility, documentation, duration, and paperwork still apply. There are two Apprenticeship services available in MoJobs; depending on how the RA activity is supported will determine which service to use. Each service and its respective definition is below.

- 310-Apprenticeship-Non Approved Provider: Program Registered under the National Apprenticeship Act as a "Registered Apprenticeship". Record this service when supporting RA activity with an OJT agreement only.



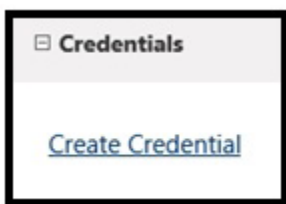
- 314-Apprenticeship-Approved Provider List ITA: Program registered under the National Apprenticeship Act as a “Registered Apprenticeship”. Record this service when supporting the related instruction component of a RA activity through ITA contract or when supporting the RA activity through an ITA contract and an OJT agreement jointly, as allowable by 2 CFR 680.750 and TEGL 19-16.

Registered Apprenticeships have core components associated with this training method that are accounted for in performance measures, which includes a wage increase (measurable skill gain), employment, and a credential (credential attainment). Every apprentice who completes their Registered Apprenticeship training will automatically receive a credential from the U.S. Department of Labor, other credentials may also be received as a result of how the Registered Apprenticeship program was developed.



Even though the OJT agreement may not last the entire duration of the Registered Apprenticeship training, a credential can still be recorded up to a year after exit. When supporting a Registered Apprenticeship training program with an OJT agreement, all of these details are to be captured and recorded in the MoJobs system.

To record a credential in the MoJobs system, locate the Credentials section under the WIOA Application and follow the prompts to complete the entry.



The following information should be recorded for the Credential Information:

1. Credential Received: Occupational Skills Certificate or Credential
2. Credential Verification: Choose what documentation is available to support receiving the credential
3. Date Credential Received: Record the date listed
4. Associated to Activity: Select ‘Search Activities’ and record that the credential is tied to the correct Apprenticeship service.



**Credential Information**

\* Credential Received:  ▾

Other Credential:

Credential Verification: [ [Verify](#) | [Upload](#) | [Link](#) ]

\* Date Credential Received:  (mm/dd/yyyy) [Today](#)

Associate to Training/Activity record: [ [Search Activites/Services](#) ]

Activities List ×

Activity	Provider	Service/Course	Actual Begin Date	Projected End Date	Actual End Date	Completion Status	Action
314 – Apprenticeship	Charlotte Test Provider	Training Service	02/21/2018	05/21/2018	02/26/2018	Successful Completion	<a href="#">Select</a>
213 – Comprehensive Assessment	Conversion LWA 09	MORAP2018	02/16/2018	02/16/2018	02/16/2018	Successful Completion	<a href="#">Select</a>

For additional information regarding Registered Apprenticeships, please direct any questions to [apprenticeship@dhewd.mo.gov](mailto:apprenticeship@dhewd.mo.gov).

## OJT EMPLOYER ELIGIBILITY REQUIREMENTS

### Determining Employer Eligibility

OJT is provided under an agreement with an employer in the public, private non-profit, or private sector. Not only does the participant have to meet eligibility requirements, but the employer and the position but meet specific requirements, as well.

OJT Training Agreements **are not** entitlements. Local WDBs should use OJT to develop long-term employment opportunities by identifying priority employers.

Every OJT employer must affirm enrollment and participation in the E-Verify federal work authorization program; this affirmation is part of the OJT Agreement.

A pre-agreement evaluation of the employer’s performance must be completed using the criteria listed below:

- *Pre-award review* – WIOA Section 181 and the regulations at 20 CFR 683.260 prohibit the use of OJT funds for a training position at a business that has recently relocated if that physical relocation resulted in the loss of employment for any employee of that business. In such a case, the position must be in

place for at least 120 days at the business' new location before it is eligible for OJT. A pre-award review is required to verify that a business claims to be "new" or "expanding" is not, in actuality, relocating. Document all pre-award reviews and include names under which the company does business; the name, title, and address of the company official certifying the information; and whether assistance is sought in connection with past or impending job losses at other facilities, including a review of whether Worker Adjustment and Retraining Notification (WARN) notices relating to the employer have been filed. The review may include consultation with labor organizations and others in the affected LWDA.

- It is State policy that the employer must have:
  - Recalled – or attempted to recall, in good faith – all employees who entered active layoff or participated in the Missouri Shared Work Unemployment Compensation Program within the past 365 days in the local labor market area; and
  - Not given notice of layoff to any employees from the same position or any substantially equivalent position.
- The training must not displace current employees.
- The company must have regulations that address safety and health issues.
- Appropriate supervision and training must be provided for all participants.
- Training must not duplicate a service already available through other programs of the Missouri Department of Economic Development, including the Skilled Workforce Missouri Program.
- WIOA stipulates,<sup>1</sup> the regulations reinforce,<sup>2</sup> and State policy concurs, that the local OJT coordinator must **discard employers that consistently fail to retain** OJT participants. The local OJT coordinator must not create an OJT program agreement with an employer who has previously exhibited a pattern<sup>3</sup> of failing to provide OJT participants with continued long-term employment as regular employees with wages, benefits, and working conditions. A participant's situation must be equivalent to that of regular employees who have worked a similar length of time and are doing the same type of work.
- The position must not be seasonal employment.
- The wages and benefits should be appropriate based on O\*NET State and National Wage Tables.
- The employer must pay its employer wage taxes.
- The position must be a full-time position, defined as 32 or more hours per week.
- Training must not impair any existing agreements for services or collective bargaining agreements.
- Training Agreements cannot be for temporary or intermittent employment, or for employment in an occupation for a fee.

The pre-award determination must be documented in the DWD's statewide electronic case management system under the applicable Employer record's case notes.

### **Employer OJT Services and Other Case Management Requirements**

In order to showcase services provided to employers for the new WIOA Effectiveness in Serving Employers performance measure, employer services must be recorded, as appropriate. The following services will apply to employers with regard to the OJT program and are to be recorded once the service is received.

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<sup>1</sup> WIOA sec. 194(4); 29 U.S.C. 3254(4).

<sup>2</sup> 20 CFR 680.700(b), as proposed.

<sup>3</sup> The law specifically includes past OJT performance under the Workforce Investment Act of 1998 as well as contemporary performance under WIOA.

E18-Work Based Learning Marketing - *Services provided to employers involving outreach and marketing of all Work Based Learning opportunities, to include OJT, Apprenticeships, Transitional Jobs, and Incumbent Worker Training.*

E12-Work Based Learning Contract/Monitoring Visit - *Contact with an employer regarding any Work Based Learning contract (OJT, Apprenticeship, Transitional Jobs). Examples include, establishing a training plan, monitoring visits, and follow up services.*

Additionally, case notes must be recorded to the employer's record, following the current OWD Issuance regarding Case Notes. In order to record services and case notes, every employer served, regardless of the provision of marketing/outreach services or an OJT agreement, must be registered in the OWD's case management system. All new employer accounts must be established using the primary contact at the location and will be vetted by the OWD's Technical Support Unit (TSU). For additional information regarding creating a new employer in the MoJobs, refer to the current Wagner-Peyser Manual or contact TSU at 866-506-0251.

## **REQUIRED PAPERWORK FOR THE OJT PROGRAM**

Once the participant and the employer have both met eligibility determinations, and all information has been appropriately documented, the OJT can be established. An OJT service is supported through the use of program specified paper documentation, which records employer attestation information, training plan information, results of monitoring throughout the OJT service, and so on.

OWD strongly recommends that its forms for OJT program management, listed at the end of this guide, be utilized for agreements and program management. If forms with local identifiers or headers are used, they **must** include all information required on the current corresponding OWD form. The form used should record information in the same format as required on the OWD form.

Each OJT must be supported using the following OJT-related documentation:

- OJT Training Program Agreement
- OJT Training Outline and Job Description
- OJT Monthly Progress Report/Invoice
- OJT Monitoring Report
- OJT Supplemental Agreement, as applicable

### **OJT Program Agreement (DWD-PO-213)**

The OJT Program Agreement allows for the discussion of all things required under WIOA.

As part of establishing a program agreement, an employer orientation must be completed with each employer and/or employer representative to discuss the training provisions, general assurances, training plans (including the attainment of skills), program monitoring, and invoicing procedures.

In the orientation, staff must discuss WIOA's nondiscrimination requirements. Equal Opportunity for all participants is without regard to race, color, religion, sex, national origin, age, disability, political affiliation, belief, or state as a participant in the OJT program. The employer and/or employer representative must also be made aware of programmatic complaint and grievance rights and responsibilities under WIOA. To ensure

OJT employers have been properly notified and provided with a copy of their rights and responsibilities, OWD requires a signed attestation using the EO-15 form, which identifies the OJT employer as a “recipient”. For additional information please see the latest guidance provided in the OWD Issuance regarding Equal Opportunity and WIOA Complaint and Grievances.

OJT participants cannot be employed in the construction, operation, or maintenance of a facility primarily devoted to sectarian instruction or religious worship. The Local WDB must have a policy in place to handle employer disputes, nepotism, and agreement-modification requests.

### **OJT Program Agreement Minimum Requirements**

If using a locally developed form, an OJT Program Agreement must include, at minimum:

- Employer contact information, including FEIN;
- Training operator contact information;
- Beginning and ending date of the OJT Program Agreement (of the Agreement; not the duration of a participant’s *training*, which may not exceed one year). The Program Agreement also may require an OJT Supplemental Agreement if the duration of the participant training extends beyond the original agreement dates (reimbursement will not be made for those hours unless a Supplemental Agreement is previously in place);
- The number of participants to be provided full-time employment under the OJT Program Agreement;
- The total fixed price of the OJT Program Training Agreement;
- Employer Attestation of Workforce Status and Electronic Time Management System;
- The concurrence of the Collective Bargaining Agent, if applicable;
- Authorized, dated signatures of the employer and the training operator;
- E-Verify enrollment documentation with an affidavit of work authorization;
- Legal Certifications regarding Debarment and Suspension in accordance with
- Uniform Guidance at 2 CFR 2998; and
- OJT Program Agreement General Assurances, which must include:
  - E-Verify confirmation;
  - References to labor standards;
  - Grievance procedures;
  - Compliance with all applicable business licensing and taxation
  - Provisions covering liability, sanctions, and debt repayment; and
  - The employer’s commitment to retain the participant(s) upon training completion.

### **On-the-Job Training Outline and Job Description (DWD-PO-214)**

The OJT Outline and Job Description form is used to identify the occupation, the skills, and the competencies for which the participant is training, as well as the length of time of the training. The OJT Outline and Job Description form, also referred to as the Training Plan, must establish a benchmark for the normal duration of time required for an average participant to become proficient in the occupation for which the training is to be provided. To determine the appropriate length of the training agreement, consider the skill requirements of the occupation, the academic and occupational skill level of the participant, prior work experience, and the participant’s EP.

Thoroughly document the Skills Gap Analysis at a level sufficient to justify expenditure of either the State or Federal funds.

Determine the position for which the participant will train, and then develop a Training Plan. The Training Plan will be a formal, written outline of structured job training. That training is to combine instruction in general employment competencies with occupationally specific skills that will enable the participant to work toward self-sufficiency. Use O\*NET and/or the company's job description as a basis to list skills or tasks. Keep each skill description concise and comprehensive, and make sure the individual tasks are measurable and observable.

Job descriptions must be consistent with the training being provided. Local WDBs must document that the proposed training is in the agreed-to occupation.

### **OJT Outline and Job Description Minimum Requirements**

On-the-Job Training Outline and Job Description Form must include:

- Name of participant;
- The statewide electronic case management system State ID and last four digits of Social Security number;
- Occupation for which training will be given;
- O\*NET Code;
- Specific Vocational Preparation (SVP) Level;
- Starting and ending dates of training (not the Program Agreement; any variance requires an OJT Supplemental Agreement.);
- Number of hours per week participant will work;
- Initial wage rate and scheduled raises (if any);
- OJT wage and the percentage of reimbursement;
- Maximum OJT-obligation amount;
- Name or job title of person responsible for training;
- A job description and training outline that clearly reflects what the participant will learn and the length of the purposed training;
- A list of specific skills or tasks the employer agrees to provide to the participant;
- Signature of participant and date; and
- Signature of employer/trainer and date.

An OJT Agreement with a participant's former employer is discouraged and **only allowable with prior approval** from the Business Services Team Lead and the OWD Work Based Learning Program Coordinator. The Training Plan and participant's statewide electronic case management system EP must additionally document that the OJT participant is training in an upgraded position.

The Training Plan and participant's record must additionally document short-term and long-term goals, and identify the skills gap between the participant's readiness and the occupation's requirements.

Training Plan reimbursement rates must not exceed 50 percent of the wage rate of the participant.

Additionally, the Governor may authorize an increase in the reimbursement rate for the OJT agreements funded through the statewide employment and training activities described in 20 CFR 682.210 of up to 75 percent. The Local WDB also may increase reimbursement rate for OJT agreements described in 20 CFR 680.320(a)(1) up to 75 percent, when taking into account the following factors:

- The characteristics of the participants, taking into consideration whether they are “individuals with barriers to employment” as defined in WIOA sec. 3(24);
- The size of the employer, with an emphasis on small businesses;
- The quality of employer-provided training and advancement opportunities; for example, if the OJT agreement is for an in-demand occupation and will lead to an industry-recognized credential; and
- Other factors the Governor or Local WDB may determine appropriate, which may include the number of employees participating, wage and benefit levels of the employees (both at present and after completion), and relation of the training to the competitiveness of the participant.

The Governor or a Local WDB must document the factors used when deciding to increase the wage reimbursement levels above 50 percent to 75 percent.

In determining the appropriate length of the Training Agreement, consider the skill requirements of the occupation, the academic and occupational skill level of the participant, prior work experience, and the participant’s EP. Base the participant’s length of training on the skills gap between the position and the OJT participant. **Training must not exceed 1,040 hours.**

The following is the conversion between the Specific Vocational Preparation (SVP) Level of the occupation and the maximum weeks of training allowed for an OJT participant. (An explanation of the various levels of SVP is available at [O\\*NET Online](#).)

<b><u>SVP Level</u></b>	<b><u>Maximum Duration of OJT</u></b>
1	Short demonstration only
2	Up to 1 month
3	Up to 3 months
4 and over	Up to 6 months = 1040 maximum hours of training

As mentioned in the section on “Determining Employer Eligibility,” OJT participants’ compensation and benefits must be at the same rates, including periodic increases, as that of trainees or employees in similar occupations for the same employer who possess similar training, experience, and skills. Such rates shall be in accordance with applicable law, but in no event less than the higher of the rate specified in Sec. 6(a)(1) of the Fair Labor Standards Act of 1938 [29 U.S.C. 206(a)(1)] or the applicable State (<https://labor.mo.gov/DLS/MinimumWage>) or local minimum wage law. [WIOA sec. 181(a)(1)(A)]; 29 U.S.C 3241(a)(1)(A). Rates shall not be less than the higher of the federal, State, or local minimum wage.

### **Invoicing (DWD-PO-220)**

Payments to employers for the OJT must comply with WIOA program guidelines and the Local WDB’s policies. Local WDBs must ensure that payments to employers compensate for the extraordinary costs associated with training and the costs associated with the lower productivity of participants. Employers are not required to document these extraordinary costs.

OWD does require, however, that employers establish record-keeping and record-retention systems that adequately support OJT invoices. All records associated with payment to employers must be available to OWD monitors. The invoice system that determines reimbursement must clearly document the number of hours worked each day by the participant and the rate of pay for the period. Both the participant and the employer must sign the invoice, unless the participant signs documentation (timesheet/timecard) that the employer



attaches and reconciles to the invoice. In the event the participant is unable to sign a timesheet, outline attempts to secure a signature in Case Notes. If a company uses an electronic time-management system to capture attendance, and attests to its use in the Program Agreement, the participant's signature is not necessary.

Base payments to employers on scheduled raises and regular pay increases, if they occur. Any such raises must be documented within the OJT Supplemental Agreement (form DWD-PO-215) and must be in place prior to the reimbursement of the wage increase. Payments to employers cannot be based on higher wages due to overtime, shift differential, premium pay, other non-regular wages paid by the employer, or periods of time in which no training occurs (illness, holidays, plant downtime, or other events).

The form DWD-PO-220, "OJT Monthly Invoice," serves as an example of an invoice. Employers cannot pay OJT participants in cash.

### **Documentation Requirements**

Local WDBs are responsible for monitoring training, invoicing, and reimbursement systems on a pre-determined, systematic, and documented basis. Local WDBs must verify and document progress and provide technical assistance, as needed, to the employer and the participant.

All employers are required to maintain their own internal supporting documentation in accordance with the record retention requirements in Article 6 of the Program Agreement General Assurances (form DWD-PO-213).

### **Monitoring (DWD-PO-219 A&B)**

Monitoring of the OJT Training Agreement is the responsibility of the Training Operator (Local WDB). The duty may be assigned to another designated entity or individual, provided there is no conflict of interest. The monitoring will include participant training and corresponding employer payroll records. To ensure validity and propriety of the reimbursement amounts claimed, **on site monitoring** of OJT employers and other subrecipients is required.

For program compliance, on site monitoring of each participant must occur, at a minimum, **mid-training** and upon **completion**.

Document mid-point and end-point monitoring on the DWD-PO-219-Part B form during on site monitoring. Also document mid-point and end-point monitoring results in Case Notes.

End-point monitoring is to evaluate an employer's performance and to determine suitability for future agreements. DWD-PO-219-Part A is used to ascertain the following:

- Did the employer retain the completed OJT participants;
- Did monitoring identify training as poor or incomplete;
- Was there an increase or decrease in wages after training;
- Was the participant dismissed after training or during the follow-up period; and
- Were there any participant grievances?

The Local WDB or its designee must conduct sub-state monitoring of its programs, including employer fiscal records, as outlined in the Statewide Sub-state Monitoring Policy. OWD will monitor for program compliance

through the statewide electronic case management system and Local WDB financial records during the annual Programmatic/Financial Monitoring.

### **Supplemental Agreement (DWD-PO-215)**

Training plans and agreements include very specific dates to indicate how long the training service will last; the forms also document a fixed dollar amount to be paid over the course of the agreement. During the course of the OJT, a need may arise to modify the original agreement.

Reasons for modifying the agreement include adjusting the reimbursement amount to the employer due to a raise received or extending the date out for the training service to allow for full completion of hours as a result of holidays or other reasons. If such a situation occurs, the modification should be approved by the appropriate parties, and a Supplemental Agreement must be completed and signed.

The Supplemental Agreement must indicate the modification type, either Bilateral or Unilateral. A *Bilateral* modification is a change that impacts both parties, both the **Training Operator** and the **Employer**. A *Unilateral* modification is a change that impacts only one party.

## **FINANCIAL REPORTING**

Local WDBs should report OJT as a program cost on their monthly progress reports required by the [OWD Financial Manual](#) (page 58). Additionally, report OJT on a quarterly basis as a line item on the separate reporting tool provided by Financial Management.

## **OJT EMPLOYER OUTREACH STRATEGIES**

### **Outreach**

A sound outreach plan should be based on the premise that businesses will use an organization that serves their interests. Outreach efforts should begin with the Business Services Team and avoid duplicative efforts and administrative waste. Define outreach objectives locally to suit the area's employment conditions. Research labor market information using online resources, such as the Missouri Economic Research and Information Center ([MERIC](#)), [O\\*NET Online](#), and the North American Industry Classification System ([NAICS](#)).

OJT outreach can be a mix of direct and indirect methods. This can include face-to-face contacts with employers, mail-outs (introductory letters, notes of appreciation, newsletters), involvement with the Chamber of Commerce, press releases, networking with other agencies, and speaking to civic organizations.

Outreach strategies include:

- Researching companies before contact, and noting previous labor needs.
- Targeting high-growth and in-demand industries in the LWDA.
- Educating employers about how OJT can enhance their businesses, cut waste, skill up the workforce, reduce turnover, and increase profits.
- Projecting how OJT can save the company money.
- Offering the employer assistance with completing the required paperwork.



## QUESTIONS

Any questions regarding the execution of OJT, should first be directed to the appropriate contact person at the local level. Should additional assistance be needed, questions can be directed to the Work Based Learning Coordinator.

A current list of all OWD program contacts is available at <https://jobs.mo.gov/dwdcomms>.

## FORMS

All forms are available online at [jobs.mo.gov/dwdprograms](https://jobs.mo.gov/dwdprograms)

DWD-PO-213	On-the-Job Training Program Agreement
DWD-PO-214	On-the-Job Training Outline and Job Description
DWD-PO-215	On-the-Job Training Supplemental Agreement
DWD-PO-217	On-the-Job Training Eligibility Notification
DWD-PO-219	On-the-Job Training Monitoring Report; Part A (Employer), Part B (Participant)
DWD-PO-220	On-the-Job Training Monthly Progress Invoice

## RELATED ISSUANCES

- 09-2018: WIOA Youth Program Eligibility and Documentation TAG
- 08-2018: WIOA Adult and Dislocated Worker Eligibility and Documentation TAG
- 04-2018: Participant Activity Codes & Definitions
- 02-2017: Statewide Case Note Policy
- 13-2017: Statewide Supportive Services Policy
- 16-2017: Disseminating Notices For Equal Opportunity For EO and Complaint & Grievances
- 18-2017: Statewide Individual Employment Plan Development Policy
- 19-2017: Measurable Skills Gains Policy
- 21-2017: Statewide On-The-Job Training Policy And Guidelines
- 28-2017: Credential Attainment Policy
- 03-2015: WIOA Youth Program Framework And Design Policy

**NOTE:** The above list is not all inclusive; additional issuances, or otherwise updated issuances, may be applicable. All issuances can be found online at <https://jobs.mo.gov/dwdissuances>. Questions regarding issuances are to be directed to [dwdpolicy@dhewd.mo.gov](mailto:dwdpolicy@dhewd.mo.gov).