### Missouri (MO) WIOA Matrix

#### Employment First StateMentoring Program (EFSLMP)

Division of Developmental Disabilities has a statewide employment initiative, Employment First, for working age citizens with disabilities. Employment services include job preparation, job discovery, and community employment in a competitive integrated work setting that may include ongoing supports. The Division of Behavioral Health provides employment services to individuals with mental illnesses, histories of substance abuse, and/or criminal backgrounds. Clinical and vocational employment services are integrated through state-wide partnerships to help individuals who are interested in employment participate in the competitive labor market with the appropriate level of supports and services to be successful. RSB will continue to partner and collaborate with DMH programs in the delivery of employment services. (Pages 232-233) Title IV

#### Customized Employment

MVR’s workforce development activities are designed to assist individuals with disabilities in obtaining, maintaining, or advancing in competitive integrated employment. These activities include assessments, vocational guidance and counseling, job preparation activities, which can include disability awareness, resume writing, interviewing skills. Additionally, MVR provides eligible individuals with training (OJT, apprenticeships, customized employment, funding for community colleges and universities). (Page 44) Title I

RSB has developed relationships with several employers across the state communicating directly with HR staff on employment needs, identifying customized employment opportunities, and providing disability/blindness awareness and sensitivity training. Outreach activities have resulted in competitive integrated employment outcomes and work experience opportunities, both paid and unpaid, for youth and students with disabilities and adult clients. (Page 45) Title I

- **SE Services** -- The nature of the service itself requires an individualized approach based on the needs of an eligible individual. SE services are ongoing support services, including customized employment, and other appropriate services needed to support an individual with a most significant disability to achieve and maintain competitive integrated employment. Services are provided by CRPs. MVR can provide up to 24 months of community-based job training. (Pages 188-189) Title IV

The supported employment program ensures that individuals with the most significant disabilities, including youth with the most significant disabilities, are afforded a full opportunity to prepare for, obtain, maintain, advance in, or re-enter competitive integrated employment, including supported or customized employment. RSB’s employment outcomes for supported employment is recorded at 1.5% of total closures for FFY 2015. Of the individuals that exited the
Missouri (MO) WIOA Matrix

Program and received supported employment services during FFY 2015, 80 percent were successfully employed in competitive jobs. These individuals averaged $9.77 per hour and worked an average of 30 hours per week. (Page 249) Title IV

Rehabilitation Services for the Blind (RSB) offers assessment, job development, task analysis, and time—limited individual and group job coaching leading to supported employment through 12 formal contracts with supported employment service providers. Other services available to clients with a goal of supported employment are the same as those available to clients receiving services under Title I. The supported employment program ensures that individuals with the most significant disabilities, including youth with the most significant disabilities, are afforded a full opportunity to prepare for, obtain, maintain, advance in, or re—enter competitive integrated employment, including supported or customized employment. Extended services may be provided to youth with the most significant disabilities for a period not to exceed four years. (Page 262) Title IV

<table>
<thead>
<tr>
<th>Braiding/Blending Resources</th>
</tr>
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<tbody>
<tr>
<td>Missouri partners are committed to developing new career pathways for youth and adults with barriers to employment including individuals with disabilities. Missouri’s core partner program leaders regularly meet to collaborate on braiding services for work-based learning and education funding. Through sector strategy regional business meetings and partner engagement, Missouri will work with employers to identify opportunities and services available to assist in eliminating employment barriers. (Page 58) Title I</td>
</tr>
<tr>
<td>Missouri is committed to finding connections between core partners, mandatory partners, and other partners in each region. Missouri’s core and mandatory partners will collaborate to share resources to create environments to foster partnering at the local level as well as maintain resource allocations that keep existing partnerships at the local level. Specific examples include: As part of their services to individuals with disabilities, VR may provide funding for post-secondary training. As partners seek to co-enroll their customers, this will provide opportunity for leveraging of these resources through braiding of both educational dollars, as well as supportive services to ensure the customer’s success. VR also provides guidance and counseling to the job seekers, to insure that access to comparable services funding is achieved, whether through partner agencies or through Federal funding, such as the Pell grant. (Page 82) Title I</td>
</tr>
<tr>
<td>MVR is working closely with all of the WIOA partners in order to provide the best services possible for consumers. MVR initiated the creation of a braiding services team, comprised of WIOA core partners and other entities that serve individuals with disabilities, to develop methods and strategies to support collaboration between partner agencies, promote greater understanding of the services provided by each agency, and discover methods to avoid duplication of services. Many teams, consisting of members from all of the partner programs, are meeting and developing methods to meet individuals’ needs. (Pages 205-206) Title IV</td>
</tr>
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</tbody>
</table>
other entities that serve individuals with disabilities, to develop methods and strategies to support collaboration between partner agencies, promote greater understanding of the services provided by each agency, and discover methods to avoid duplication of services. (Pages 208-209) Title IV

The Missouri workforce development system comprised of all core WIOA partners has developed a Memorandum of Understanding on the implementation of WIOA and creating the partnerships to begin developing common referrals, the braiding of services, and data sharing. These collaborative efforts will enhance access for individuals with disabilities and improve performance for all partners. Performance accountability measures under section 116 of WIOA are new to vocational rehabilitation and have not yet been measured. RSB met all required federal performance indicators during the past two years prior to WIOA. RSB will apply the same quality of service utilized in meeting those indicators to achieve the new performance measures and provide that level of quality while moving forward. (Page 254) Title IV

DEI/Disability Resource Coordinators
No disability specific information found regarding this element.

Financial Literacy/Economic Advancement
No disability specific information found regarding this element.

School to Work Transition
RSB has formal contract agreements with community rehabilitation providers to work with employers and assist clients with job search, job placement and customized employment opportunities. Other services include work-based learning experiences, task analysis, and job coaching when needed. RSB contracts with Alphapointe Association for the Blind for an eight-week Summer Transition Employment Program (STEP) providing competitive work experience to high school age youth. The goal is to provide each consumer with a foundation for the school-to-work transition, to enable each to practice personal independence through work and goal-setting experiences, and to afford an opportunity for community involvement. This program includes vocational exploration; identifying preferences, interests, and abilities with regard to work; and learning about work related behaviors and self-advocacy. Consumers participate in general orientation during the first week of the program. The remaining seven weeks they spend on the job. Short-term job coaching may be provided to assist in orienting the consumers to the particular job site. Consumers receive an hourly wage during their placement at a job site. Involvement in this program is intended to increase a consumer’s career awareness, build marketable vocational skills, and support a healthy self-image. (Pages 46-47) Title I

Missouri will improve the outcomes for out-of-school youth by ensuring the 14 elements allowed under WIOA are met through a braiding of partner resources which will best meet each individuals need. The 14 program elements will be available to OSY participants, and will be funded with WIOA title I youth funds or leveraged partner resources. An agreement will be established with the partner to offer the program element and ensure that the activity is connected and coordinated with the WIOA youth program. (Page 129) Title I
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Each local MVR district office will also participate in pre-employment transition coordination with the local education agency to include attending IEP meetings when invited, using conference calls and video conferences, when necessary; working with local workforce development entities and employers to develop work opportunities for students with disabilities; coordinating pre-employment transition services with transition services provided in accordance with IDEA; and, when invited, attending person-centered planning meetings for youth receiving services under Title IX of the Social Security Act. To effectively coordinate these services, MVR:

• conducted statewide training to include guidance regarding IEP participation for all MVR staff that serve students in Missouri high schools;

• worked in partnership with the Parent Advocacy Coalition Educational Rights Center to develop a video introducing VR services that can be shown at IEP meetings;

• conducted cross training on services to youth with local job center staff and MVR staff in Kansas City and St. Louis, the two largest metropolitan areas of the state;

• invited special education personnel to train new MVR counselors on transition services within the IEP;

• provided cross training with local CILs to include information regarding benefits planning; and

• is currently working in collaboration with DMH’s Division of Developmental Disabilities (DD) to provide cross training with MVR counselors and DD support coordinators regarding their respective services. (Pages 168-169) Title IV

MVR has a policy that outlines transition activities and services including the timely development and approval of an individualized plan for employment (IPE) for each eligible student prior to leaving high school. MVR will provide for the development of the IPE as early as possible during the transition planning process, but, at least, by the time the eligible student leaves the school setting. The IPE will include specific transition services or pre-employment transition services and supports needed for an eligible student with a disability or a youth with a disability, including youth with the most significant disabilities, to achieve an employment outcome or projected post-school employment outcome. An IPE is required to be developed in consideration of the IEP of a student with a disability under IDEA or a student’s Section 504 services. (Page 170) Title IV

The Cooperative Work Experience Program (COOP) agreement is an interagency state and local program between the Department of Elementary and Secondary Education (Special Education, MVR and Career Education); Rehabilitation Services for the Blind (RSB); and local school districts in the state of Missouri. The agreement is embedded in the state transition MOU and is available for all school districts. The purpose is to facilitate the coordination of transition services from school to post-secondary training and/or employment for students with disabilities.
Missouri (MO) WIOA Matrix
who participate in special education programs and are eligible to receive vocational rehabilitation services. The MOU outlines roles and responsibilities among participating agencies and school districts in the development of off-campus work experience programs. Through these programs, students with disabilities who are receiving services through an IEP can earn high school credit in accordance with Missouri high school graduation requirements for the number of hours they work in a paid competitive, integrated employment setting. Additionally, MVR continues to work collaboratively with providers and local school districts to meet transition needs of students. (Page 186) Title IV

The DESE Graduation Handbook and DESE Transition Agreement include three work-based learning experiences for students with disabilities on an IEP and are coordinated with special education. Students receive high school credit. These three experiences are the COOP Program, employer-based transition training/Project Search for students with most significant disabilities, and unpaid internships. (Page 194) Title IV

Supported employment services are available not only to individuals after leaving their secondary education program, but to students whose IEP and IPE include these services as part of their transition plan and whose school district signs a cooperative work experience program agreement with RSB. (Page 262) Title IV

Career Pathways
Missouri partners are committed to developing new career pathways for youth and adults with barriers to employment including individuals with disabilities. Missouri’s core partner program leaders regularly meet to collaborate on braiding services for work-based learning and education funding. Through sector strategy regional business meetings and partner engagement, Missouri will work with employers to identify opportunities and services available to assist in eliminating employment barriers. (Page 58) Title I

• In addition to training services, the Title I & Title IV partners have work based programs such as on-the-job training and work experience which offer the customers the opportunity to combine education, training and employment services. VR & Rehabilitation Services for the Blind supports career pathways by providing a variety of services to students, youth and adults with disabilities. Additional services may include assistive technology, case-management, and post-employment support to provide job retention. (Page 70) Title I

Each workforce area has a Business Services Team plan that guides outreach and services to businesses. Business Services Teams are made up of staff whose mission is to connect employers to a skilled workforce. To ensure an integrated service model, teams now include business representatives from Vocational Rehabilitation (VR), along with other combined partners who touch businesses. At a minimum, the members of the teams include Business Representatives and other Job Center staff assigned to business services, OJT Marketing Specialists, Local Veterans Employment Representatives, and VR Business Outreach Specialists. The design and makeup of each team varies slightly from region to region and may include a variety of other partners who work with businesses, such as local economic developers, educational agencies,
UMOS (Missouri’s 167 provider), Rehabilitative Services for the Blind Outreach Specialists and Family Support Division (FSD) TANF Outreach Specialists. Additionally, the Kansas City and Vicinity Region employs Disability Program Navigators, which are also included on their business services team. (Page 77) Title I

### Apprenticeship

Missouri Vocational Rehabilitation and Rehabilitation Services for the Blind may provide vocational rehabilitation services to potentially eligible students with disabilities and eligible individuals, including youth with disabilities, to assist in accessing programs leading to post secondary credentials. Services are designed to create opportunities for enrollment in comprehensive transition or postsecondary educational programs, including registered apprenticeship training programs, leading to industry-recognized certificates, credentials, licenses, and post-secondary degrees. Services for eligible participants may include access to training programs, disability related accommodations, and support services necessary for the successful participation and completion of the training activity. (Page 83) Title I

SB has formal contract agreements with community rehabilitation providers to work with employers and assist clients with job search, job placement and customized employment opportunities. Other services include work based learning experiences, task analysis, and job coaching when needed. RSB contracts with Alphapointe Association for the Blind for an eight—week Summer Transition Employment Program (STEP) providing competitive work experience to high—school age youth. The goal is to provide each consumer with a foundation for the school—to—work transition, to enable each to practice personal independence through work and goal—setting experiences, and to afford an opportunity for community involvement. This program includes vocational exploration; identifying preferences, interests, and abilities with regard to work; and learning about work related behaviors and self—advocacy. Consumers participate in general orientation during the first week of the program. The remaining seven weeks they spend on the job. Short—term job coaching may be provided to assist in orienting the consumers to the particular job site. Consumers receive an hourly wage during their placement at a job site. Involvement in this program is intended to increase a consumer’s career awareness, build marketable vocational skills, and support a healthy self—image. (Pages 231-232) Title IV

### Work Incentives and Benefits

Rehabilitation Services for the Blind is not in an order of selection. RSB projects that funding for the 2018 and 2019 FFY will meet the needs of all individuals who apply for services. Data sets include:

1. Recipients of Blind Pension (BP) and Supplemental Aid for the Blind (SAB);
2. Recipients of SSI/SSDI who also receive other benefits from the DSA;
3. Recipients of Vocational Rehabilitation Services for blind and visually impaired;
4. Recipients of Independent Living Rehabilitation/Independent Living for Older Blind;
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5. Recipients of Prevention of Blindness services (Page 242) Title IV

Employer/Business

Missouri has established a WIOA Employer Engagement Committee, made up of staff from all combined partner agencies, LWDB Directors, and the USDOL Office of Apprenticeship State Director. This committee has been established to provide guidance to regions, make recommendations to the WIOA State Steering Committee, and coordinate statewide meetings as needed to ensure continued partner collaboration. (Page 79) Title I

RSB works with employers through a variety of activities at the local level to identify competitive integrated employment and career exploration opportunities to facilitate the provision of VR services and transition services, including transition services for youth and pre—employment transition services. District offices engage in outreach activities meeting directly with employers to identify employment needs and educate employers about the services RSB can offer for existing and new employees. Each district office and the Prevention of Blindness program have a tonometer to screen for the early signs of glaucoma as a service to employers and to promote VR services. Outreach activities are extended to employer health fairs, job fairs, chamber of commerce events, and participating in local Workforce Development Boards. RSB has developed relationships with several employers across the state communicating directly with HR staff on employment needs, identify customized employment opportunities, and provide disability/blindness awareness and sensitivity training. Outreach activities have resulted in competitive integrated employment outcomes and work experience opportunities, both paid and unpaid, for youth and students with disabilities and adult clients. (Page 230) Title IV

Data Collection

Missouri VR will assess its performance based upon the WIOA common performance measures as well as agency goals and objectives. The VR executive leadership team along with district office management reviews performance data on a monthly basis to determine progress toward goals and opportunities for improvement. VR’s case services and financial services work in tandem evaluating performance data for short- and long-term decision making. In addition, VR’s statewide quality assurance team evaluates case management providing guidance on program performance. (Page 95) Title I

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No disability specific information found regarding this element.

Equal Opportunity and Nondiscrimination: Section 188

• Title IV: VR is actively participating with all local workforce boards and works closely with Missouri Job Centers to provide program accessibility, physical access to services, and assistive technology for people with disabilities. Strategy 2 -Create Sector Strategies (Page 69) Title I

Missouri has a committee to specifically focus on one-stop certification criteria. The committee has established the criteria for certification, including accessibility. This committee includes representatives from Vocational Rehabilitation, Rehabilitation Services for the Blind and the
### Missouri (MO) WIOA Matrix

Centers for Independent Living (CILs) who will assist with training and technical assistance to ensure accessibility of facilities, programs, services, technology and materials for individuals with disabilities. Accessibility criteria for certification includes the accessibility requirements contained with Section 188; policy review, adaptive technology equipment availability, emergency procedures, etc.

In order to better serve Missouri Job Center customers, the workforce partners are working with ODEP’s National Center on Leadership for the Employment and Economic Advancement of People with Disabilities (LEAD Center) for technical assistance. Training has been conducted by the VR, LEAD Center & DWSD with AJC staff. Through this collaboration, partners developed a statewide survey that was sent to gather information from job seekers on the social, environmental and physical accessibility of the Missouri Job Centers. Local areas are using this feedback as a guide to improve training and technical assistance for serving people with disabilities.

Each Workforce Development region has a dedicated Equal Opportunity officer, which comprises a statewide team, which includes VR staff. (Page 108) Title I

### Vets

Through a statewide network of job centers and partner organizations, Missouri Division of Workforce Development coordinates and aligns their partnership with the Department of Employment Security, Department of Elementary and Secondary Education, Missouri Vocational Rehabilitation, Rehabilitation Services for the Blind and the Department of Social Services Family Support Division. Together the partners provide a robust menu of vital reemployment and support services, including access to skill-building training, National Certification and Career Connections for jobs seekers, targeted programs for veterans, youth and the unemployed, and cost-saving human resource assistance and financial incentives for businesses. The partners braid workforce, education, and training activities with support services to meet the needs of our job seekers and employers. With 32 full-service centers as well as numerous satellite and affiliate locations statewide, Missouri Job Centers are the central point for WIOA core and one-stop partner services. (Pages 42-43) Title I

The Veteran services are of utmost importance. Missouri Job Centers have priority services for veterans, which will be served before all other customers. A veteran can request to see the Disabled Veterans Outreach Program (DVOP) staff or Local Veteran Employment Representative (LVER) at any time in the process to receive specialized services. (Page 43) Title I

The Career Skills Program assists transitioning veterans by providing an internship with a Missouri employer, which allows the service member to gain valuable civilian work experience prior to exiting active duty. (Page 85) Title I

The Disabled Veterans Outreach Program (DVOP) and Local Veterans’ Employment Representatives (LVERs) are fully integrated into the Missouri Job Centers as detailed by the DVOP/LVER agreement with the Secretary (Veterans State Plan). The role of the DVOP staff...
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will not be to supplant the Wagner-Peyser responsibilities for providing priority of service to veterans, but to assist veterans with significant barriers to employment (SBE) to overcome their barriers or mitigate their barriers so the veteran is job ready through case management. Once the veteran is job ready the LVER will work with employers to create employment opportunities for the job ready veterans. DVOP/LVER will not be assigned duties that violate Title 38. DVOP will share case management for veterans enrolled in WIOA and other programs with the providers of those programs.

The Jobs for Veterans State Grant (JVSG) requires compliance with Title 38, Chapters 41 and 42, in that all service delivery points of the grantee will provide veterans’ priority of service in the provision of all labor-exchange services, and specifically when making referrals for job openings and training opportunities.

Local service delivery points are monitored to ensure that programs provide the required priority of service to veterans. Whenever necessary, corrective action plans will be developed and appropriate technical assistance concerning priority of service to veterans will be provided. The agreement reached between Veterans’ Employment and Training and the State will be the governing agreement for veterans’ services within the Missouri Job Centers where funding is used to provide services to the state’s veteran customers. (Pages 107-108) Title I

Show Me Heroes (SMH) is work-based learning activity that provides OJT to veterans. Transitional jobs are reserved for those chronically unemployed and provide real life work experience when it is greatly needed to be successful in the workplace. The Incumbent Worker training policy allows local Boards the flexibility to provide Incumbent Worker Training to employers when needed. (Page 123) Title I

MVR has a memorandum of understanding (MOU) with the U.S. Department of Veterans Affairs Compensated Work Therapy Program (CWT). MVR and CWT are mutually committed to promoting and enhancing competitive employment opportunities for veterans, enabling every individual to reach his or her life’s potential. MVR and CWT work together in bringing enhanced employment opportunities to veterans with disabilities leading to greater individual and family economic stability and security. (Pages 166-167) Title IV

Mental Health

MVR has an MOU with DMH, the state agency responsible for providing services for individuals with developmental disabilities and mental health services, which covers DMH’s BH and DD divisions. The agreement outlines the collaboration on existing services, alignment of funding sources, information and data sharing, referrals and on-going development of services. DMH’s BH and MVR work together to increase access to evidence-based supported employment, also known as Individual Placement and Support (IPS), for adults with serious mental illnesses who are interested in improving their work lives. Missouri has 21 Community Mental Health/Treatment Centers (CMHCs) participating in this implementation collaborative. Ongoing technical assistance and fidelity reviews to the evidence-based practice are provided by a state trainer and a team consisting of MVR and DMH employees. The partnership between
**Missouri (MO) WIOA Matrix**

DMH and MVR includes a training format, offered to interested CMHCs statewide, on adopting IPS and on improving existing employment activities within treatment services. DMH and MVR implemented IPS for youth with serious mental illnesses in four current sites. (Page 176) Title IV

MVR will provide supported employment services to youth with the most significant disabilities for up to 24 months and will extend, if necessary, should these services be needed to achieve an employment outcome. These services may include: job coaching, job supports (both on and off the job), guidance and counseling, retention services, resources for benefits counseling, information and referral, and employer consultation.

MVR will continue to work closely with the Missouri Department of Social Services MOHealthNet Division and the Department of Mental Health (DMH) Behavioral Health and Developmental Disabilities (DD) divisions to ensure that youth with the most significant disabilities are receiving extended services. (Page 202) Title IV

DMH BH and MVR have been working to increase access to evidence-based supported employment, also known as IPS, for adults with serious mental illnesses who are interested in improving their work lives. Missouri has 21 Community Mental Health/Treatment Centers participating in this implementation collaborative. DMH and MVR are implementing IPS for youth with serious mental illnesses in four current sites.

To assist in determining the quality and effectiveness of SE services, MVR surveys its consumers. The 2017 Customer Satisfaction Survey results indicated that 98 percent of SE clients, who left services both successfully and unsuccessfully, felt MVR staff were available when needed and treated them with respect. (Page 211) Title IV

RSB will continue to work closely with the Missouri Department of Social Services MOHealthNet Division and the Department of Mental Health (DMH) Behavioral Health and Developmental Disabilities (DD) divisions to ensure that youth with the most significant disabilities are receiving extended services. Services may include job monitoring and assessment of employment stability, establishment of peer and natural support environments, and coordination of specific services necessary to assist the individual to maintain employment. RSB will work closely with the DMH DD division utilizing home and community-based waivers to increase supported employment and extended services for youth with the most significant disabilities. (Page 250) Title IV

**RTW/SAW**

No disability specific information found regarding this element.

*All enclosed information is cited directly from final state plan as of June 30, 2019*

Find your local state plans here:

https://www2.ed.gov/about/offices/list/osers/rsa/wioa/state-plans/index.html