Missouri Division of Workforce Development	**Issued: October 1, 2013**
DWD Issuance 07-2013	**Effective: October 1, 2013**

Subject: **Alternate Service Access Points**

1. <u>Purpose</u>:   This Issuance is written to provide guidelines and resources to assist Local Workforce Investment Boards (LWIB) in establishing Alternate Service Access Points (Access Point) for the delivery of employment and training services.

2. <u>Background</u>:   Even as the consolidation of resources continues, the Division of Workforce Development (DWD) is strongly committed to providing workforce services to more people throughout the State. DWD is offering information and guidance to assist the LWIBs in establishing Access Points. Access Point agencies provide an alternate location where job seekers can access online employment services through jobs.mo.gov. Access Points may be established in local libraries and other community- and service-based organizations.

Missouri's Next Generation Career Center Essential Elements, DWD Issuance 02-2013, issued July 11, 2013, describes Access Points as follows:

> "DWD highly encourages the development of agreements with local libraries, schools, and other entities to create alternate service access points for Career Center customers. With the authorization of the local Workforce Investment Board (WIB), staff from any alternate entity may guide customers through the Membership process and validate the Date of Birth in order to create the Wagner-Peyser, WIA Adult Core, and possibly the Dislocated Worker Core enrollments. Having these enrollments provides access to the self-service products available on-line, thus minimizing travel requirements, and reducing traffic in the Career Centers."

The Department of Labor/Employment and Training Administration (DOL/ETA) issued Training and Employment Notice (TEN) 50-09, June 29, 2010: "Encouraging Partnerships between the Workforce Investment System and Public Libraries to Meet Career and Employment Needs." The TEN includes valuable guidance and resources to assist the public workforce system with establishing Access Points. (The link to the complete TEN is listed in the Reference section of this Issuance.) Highlights of the TEN include:

- The DOL/ETA entered into a partnership with the Institute of Museum and Library Services (IMLS), October 2009, and began collaborating to train library staff about in-person and virtual employment and training resources available through the public workforce system.
- DOL/ETA and IMLS offer many resources and examples of activities that may be undertaken to develop successful partnerships with public libraries, including an appendix of existing partnerships with states.

3. <u>Substance</u>: The following elements provide guidance to the LWIBs in establishing Access Points in their respective regions.

Establishing Access Point Agreements

The establishment of an agreement with an agency to provide individuals with access to jobs.mo.gov will be at the discretion of each LWIB. If the LWIB selects an agency to provide services, that agency must meet the requirements in Section 188 of the Workforce Investment Act (WIA) that require equal access to services for people with disabilities. (Links to Section 188 and ADA are listed in the Reference section of this Issuance.)

A variety of options, such as those listed below, may be utilized by the LWIB, to establish an agency as an Access Point:

- The LWIB may provide a computer or the agency's computer may be used to access jobs.mo.gov.
- The LWIB may provide training on the jobs.mo.gov site and other workforce services.
- Access Point agencies may assign staff to assist with jobs.mo.gov.
- The area close to the computer may contain identification that the computer is dedicated to job search activities only.
- Agency staff may be authorized by the LWIB to create WIA Adult Core enrollments in the Membership Screen of jobs.mo.gov.
- The LWIB may furnish staff periodically to provide services to customers.
- The LWIB may use a Memorandum of Understanding (MOU) to formalize the agreement with an Access Point agency.

The LWIB may request training assistance for the Access Point agency from DWD, or they may provide the training activities listed below, directly to the Access Point agency:

- Overview of the services available on jobs.mo.gov including job search assistance, career development tools, access to education and training, and other important resources.
- How to use the Career Ready 101 assessment and remediation tool and other self-service products.
- How to create a WIA Adult Core Enrollment in the Membership Screen in jobs.mo.gov. This activity will require the LWIB's authorization to access the Membership Screens and the successful completion of the DWD Confidentiality Test. (Please see DWD Issuance 02-2013: Missouri's Next Generation Career Center Essential Elements.)

Program Resources

To the extent possible, DWD will assist the LWIB with the following:

- Identifying surplus computer equipment for donation to LWIBs to support this effort.
- Tracking activity in Access Point locations.

Program resources, and examples of programs in other states, are listed in the **Attachment**.

4. Action: This Issuance is effective October 1, 2013, and is to be distributed to appropriate staff.

5. Contact: Kurtis "Ridge" Kennon at 573-522-4981 or ridge.kennon@ded.mo.gov.

6. Reference: DWD Issuance 02-2013, Issued and Effective July 11, 2013: https://worksmart.ded.mo.gov/includes/secure_file.cfm?ID=2937&menuID=6

Training and Employment Notice 50-09 (June 29, 2010): http://wdr.doleta.gov/directives/attach/TEN/ten2009/ten50-09acc.pdf

Appendix: Highlights of Existing Partnerships between the Public Workforce System and Public Libraries:
http://wdr.doleta.gov/directives/attach/TEN/ten2009/ten50-09a1.pdf
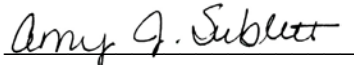
Workforce Investment Act, Section 188:
www.dol.gov/oasam/regs/statutes/sec188.htm

Americans with Disabilities Act of 1990 and ADA Amendments Act of 2008: www.ada.gov/pubs/ada.htm

7. <u>Rescissions</u>:   None

8. <u>Attachments</u>:   Resources for Establishing Alternate Service Access Points

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RESOURCES FOR ESTABLISHING ALTERNATE SERVICE ACCESS POINTS

The Institute of Museum and Library Services (IMLS) is the primary source of federal support for the nation's 123,000 libraries and 17,500 museums. IMLS's mission is to create strong libraries and museums that connect people to information and ideas. The Institute works at the national level and in coordination with state and local organizations to sustain heritage, culture, and knowledge; enhance learning and innovation; and support professional development. Learn more about the Institute's "Public Libraries and the Workforce": www.imls.gov/about/workforce.aspx.

WebJunction has helped more than 50,000 library staff build their job skills by partnering with state library agencies and other library service organizations to deliver cost-effective staff training and development programs. WebJunction's vision is to be the place where the library profession gathers to build the knowledge, skills, and the support it needs to power relevant, vibrant libraries. More information is available at WebJunction's Workforce Services: www.webjunction.org/explore-topics/workforce-resources.html

Department of Labor's Electronic Tool Guide (WebJunction):
www.webjunction.org/content/dam/WebJunction/Documents/webJunction/DOL_Electronic_Tools_Guide.pdf

Project COMPASS: Through two grants from the IMLS, WebJunction and the State Library of North Carolina (SLNC) launched Project Compass in support of public libraries' efforts to meet the urgent and growing needs of communities impacted by the economic downturn. For more information: www.webjunction.org/explore-topics/project-compass.html.

Workforce3one Webinar: Effective Partnerships between the Public Workforce System and Libraries: www.workforce3one.org/view/3001020331334308352/info

Missouri Agencies for Assistive Technology:
Missouri's Centers for Independent Living: http://mosilc.org/CIL.htm
Missouri Department of Vocational Rehabilitation Offices: http://dese.mo.gov/vr/vroffices.htm
Disability Resources: http://dese.mo.gov/vr/disabilityresources.htm