

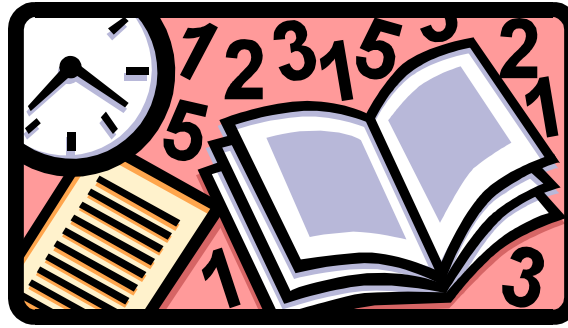
CORE SERVICES are available to everyone accessing a One-Stop Center. Listed below are a few of the Core Services offered:

ORIENTATION is provided to all interested customers on a regular basis. The purpose of orientation is to acquaint customers with the various programs available and their requirements. Emphasis is on work-related information and program services.

JOB SEARCH AND PLACEMENT The goal is to assist customers with the earliest possible entry into unsubsidized employment for those who are job ready or who wish to go to work without additional or training services. Many customers are able to obtain employment through these services at a low cost or no cost. Assistance with resume development, career counseling, out of area job search, interview preparation are also provided. Self-help activities in resource rooms include Missouri WORKS! America's Job Bank, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, and Internet access.

WORK PREPAREDNESS WORKSHOPS are available one-on-one or in a group setting and are designed to assist individuals in understanding and meeting employer expectations. This workshop focuses on keeping the job once it is obtained. Also provided, is information on self-confidence, budgeting, stress and time management, as these topics relate to job retention.

“Climbing the ladder to success”



INTENSIVE SERVICES are provided to customers to assist them in completing an educational program or to secure and hold employment. Intensive Services include:

INDIVIDUALIZED COUNSELING AND CAREER PLANNING is provided by Workforce Development staff and works toward educational training completion and/or employment.

CASE MANAGEMENT deals with family and individual problems that may hinder employment success. This includes employer intervention services once the customer has gained employment.

SUPPORTIVE SERVICES provides in-kind or cash assistance, or by arrangement with another human service agency to enable participation of an individual eligible for training under the Workforce Investment Act. Services include, but are not limited to, childcare and transportation assistance. All supportive service must be necessary to participate in activities approved under the Workforce Investment Act.

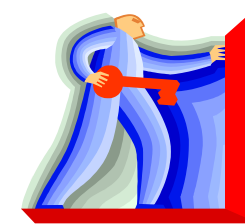
MENTORING SERVICES for youth customers through current local mentoring programs or by a volunteer adult mentor recruited by the Workforce Development staff. Mentors are caring adults committed to providing such opportunities as continued support, encouragement, role model examples, and leadership development in safe places and structured activities.

TUTORING AND STUDY SKILLS TRAINING will be provided to all youth that demonstrate a need in an education or work-based activity. This activity is designed to strengthen academic and occupational learning.

LEADERSHIP DEVELOPMENT ACTIVITIES Can be provided to any youth and consist of peer-centered activities during non-school hours to foster positive social behavior to address attitudinal development, self-esteem building, and issues of cultural diversity. This may include community services and volunteer work activities.

WORK EXPERIENCE provides work experience to those individuals who are new to the work force, as well as those who have been out of the labor market for a length of time. This program informs participants of up-to-date job SEEKING and job KEEPING techniques. Participants receive labor market information containing employment projections and area of high growth. Also included is information about non-traditional employment for women.

MISSOURI DISLOCATED WORKER Clearly, **Missouri is at work** to serve workers who are laid off because of business closures or cutbacks. Rapid Response begins by contacting the company to explain services that can be provided to the workers. A meeting is scheduled to introduce all of the opportunities that are available to them, and get a feel for what the workers need. A plan is developed to assist those employees to reenter the workforce.



WELFARE-TO-WORK Programs are designed to assist those individuals willing to take the opportunity to receive work experience, job training, and educational training to move toward self-sufficiency

while moving off the payroll of Division of Family Services. Along with training and employment activities, supportive services are provided on an as needed basis to assist customers with family needs and work related expenses. All supportive service payments are provided to ensure that the participating working customers stay employed.

Training Activities include the following:

BASIC EDUCATION is for individuals who are interested in obtaining their GED. Classes are held locally at the Adult Learning Center. The center provides individual tutoring and computer-assisted instruction. This allows customers to learn at their own pace.

CLASSROOM OCCUPATIONAL TRAINING provides specific education training. Through this service, the customer can enroll in an appropriate educational program with an approved training provider and learn the skills necessary to qualify for specialized occupations. Assistance with tuition, books, and fees are provided while customers attend school. The Classroom Occupational Training Program is available for customers that are 18 years of age or older.

ON-THE-JOB TRAINING lets customers earn while they learn. This program allows employers to train workers to do the job the way they want it done. Customers are provided with quality training and our staff works with both the customer and the employer. Reimbursement is provided to the employer for up to 50% of customer wages to offset the training cost. Customers receive occupational skills training on the job and full-time employment after training is completed. This program is available for participants 18 years of age or older.



INTERNSHIP PROGRAMS are available to develop the knowledge, attitude and occupational skills necessary to be successful in the world of work in conjunction with attending high school or GED.

Ozark Action Inc., Workforce Development Center provides a wide range of services, funded by the federal Workforce Investment Act (WIA) of 1998. We serve individuals by providing employment and training services which result in long-term career placement. Ozark Action, Inc. serves individuals in Douglas, Howell, Oregon, Ozark, Texas, and Wright counties.

Satellite offices are as follows:

Douglas County
Courthouse
Ava, MO
(417) 683-5018

Howell County
109 N Oak St
Mtn View, MO
(417) 934-2870

Oregon County
Head Start Center
Thayer, MO
(417) 264-2215

Texas County
Beside the Division
Of Family Services
Houston, MO
(417) 967-2036
(417) 967-2990

Wright County
614 E. State
Mtn. Grove, MO
(417) 926-5570

Howell County
710 E Main
West Plains, MO
(417) 256-6147

Howell County
901 E Mains St
Willow Springs, Mo
(417) 469-1660

Oregon County
Courthouse
Alton, MO
(417) 778-7470

Ozark County
18 Court Square
Gainesville, MO
(417) 679-4559

Wright County
Courthouse Annex
Hartville MO
(417) 741-6285

The goal of the Ozark Action, Inc. Workforce Development Center is to assist customers in meeting their educational or occupational goals. We work closely with area business and industry to ensure that the interest and skills developed will meet current and future labor market needs.

WORKFORCE DEVELOPMENT CENTER



Workforce Investment Area
10
South Central Region

Ozark Action, Inc.
Workforce Development Center
710 E Main
West Plains, MO 65775

(417) 256-6147
1-800-521-8678