MISSION

The MET Center is a strategic partnership created to stimulate the economic self-sufficiency of individuals living in low-income communities of the St. Louis Region.

The Center seeks to accomplish this mission by delivering focused, comprehensive, and accessible job training, placement, assessment, career development services and transportation services.

We serve the underemployed, unemployed, and displaced workers, leading to sustainable work and a competitive regional economy.

- Centrally Located Near the MetroLink
- Comprehensive Skill-Based Training
- Focused Individual Employment Planning
- Accessible Career Development and Placement Services
- Personal Financial Education/Transportation Services
12 Programs & Services
13 Collaborative Partners
Open Enrollment
Employment Training

Placement & Retention
Financial Literacy & Education
Tax Preparation
COLLABORATIVE PARTNERS

- St. Louis County Government
- St. Louis County WIB
- Better Family Life, Inc. (CBO)
- Greater St. Louis Works (RCGA)
- St. Louis City WIB (SLATE)
- St. Louis Community College (STLCC)
- Manufacturing Training Alliance (MTA)
- Construction Prep Center
- East-West Gateway Council of Governments
- Special School District (SSD)
- St. Louis Public Schools
- Annie E. Casey Foundation (AECF)
- Family and Workforce Centers of America (FWCA)
SUPPORTIVE SERVICES

• Financial Education & Asset Building Services
• Home Buyers Education & Investment Services
• Tax Services (Vita Site)
• Transportation Services (MWA)
• Health and Wellness Education (Clinical)
• Teen Pregnancy Prevention Program (TPP)
• MET Mobility Center
• Dr. J’s Family Weight Loss
• Healthy Relationship Education/Responsible Fatherhood
• Individual and Group Counseling Services (Clinical)
MET CENTER/CWF
FLOW OF SERVICES

Customer

Recruiting Orientation

Eligibility for financial Assistance, client services, ITAs

Program Enrollment (Bundling of Services begins here)

Adult Education Literacy

Transportation, Job Search, Mobility, Counseling Services

Services

Bundling & Sequencing

Work Readiness Training
Financial Literacy and Asset Building - 4 Weeks
Bundling & Sequencing of Service

Skill Based Training Programs
Business Services
B.O.A.T. (STLCC)
MIIS (STLCC)
BTT (STLCC)
Transportation
Diesel (STLCC)
Career Pathways to Employers (FWCA)
Construction
CPC
Manufacturing
HVAC (MTA)
Energy Auditor (MTA)
Healthcare
LPN (SSD)
Science & Technology (FWCA)
Distance Learning (FWCA)

Educational Programs

Financial Services / Asset Building

Employment Services

Graduates from all programs can immediately obtain employment

Missouri One Stop Career Center (NGCC) – Placement Services

Supportive services (Based on Funding)

MET Mobility Center Counseling
Job Search
Tax Prep
Financial Literacy
Housing Counseling
Legal Services
Teen Pregnancy Prevention

Placement & Retention

Employer Specific Orientation for Job Seeker

CWF PATHWAY
CWF PROCESS FLOW

CWF—MET Center St. Louis
Funnel Process
7-1-06 – 7-31-12

Intake/Recruitment
Assessment/Orientation
15832

Assessments (Individual Plans)
15832
1. IEP: Case Manager
2. ITP: Case Manager
3. IFP: Financial Literacy Coach

Individuals Receiving Services (Enrollments)
Each enrollment requires CWF Snapshot Form

Employment Career and Education Service
6181
- Job Readiness Training
- Skilled Training
- ABE/GED/ESL
- Career Counseling

Work Support Service
14221
- Applying for DWD/FSD/SS benefits
- Screening for Benefits
- Participating in income / tax prep services
- Missouri Career Center Services

Financial Services & Asset Building
5153
- Attending Financial Literacy Classes
- Participating in On-On-One Financial counseling
- Applying for a Credit Score

Bundling of Services
14221 (90%) of All Customers Received Bundled Services

Performance Measures
(Placement/Retention/Advancements)

Employment & Career Advancement
5378
- Became employed
- Achieved 3, 6, 12 month retentions
- Achieved Career/Life Advancements
- Completed ABE/GED/ESL
- Completed Job Readiness
- Completed Skilled Training

Work Support
11993
- Receiving Public Benefits
- Received Transportation Services
- Received Tax Refund
- Received EITC

Financial Stability and Asset Building
652
- Obtain credit report
- Correct errors on credit report
- Improve credit score
- Savings Account
- Retirement Account
- Drivers License • Car
- Saving for down payment on home
- Purchased home
EFFECTIVENESS OF BUNDLING AND SEQUENCING SERVICES

- Bundling Leads to Long-Term Engagement
  - Increase in participant contact frequency
  - Multiple partners collaboration and resource integration

- Sequencing Leads to Effectiveness of Services
  - Recruitment, orientation, assessment, incomes support [training, employment, retention, continuing financial education and asset building]
  - Specific sequencing is designed to optimize customers’ utilization of services

- Increase in Customer Retention
- Increase in Participants Wages
ACCOMPLISHMENTS

• Since 2006, **15,832** unduplicated residents have requested Employment and Training services from The MET Center. As of July 31, 2012, the following outcomes have been achieved through our CWF initiative:
  – **15,832** Assessments completed
  – **2,848** Skill Training
  – **4,459** Job Search
  – **5,153** Receiving financial literacy services
  – **5,375** Placed in employment
  – $9.00 per hour average wage

• 2011 Estimated Economic Impact: **$34M**
  
  (1825 placed into employment at $9/hr. by 40 hrs./wk by 52 wks/yr = $34M)

• Partnered With Saint Louis Community Credit Union to implement Behavioral Economics and offer financial products to participants

• **Workforce Service Integration Model Expanded to One Stop Career Centers in St. Louis County in 2011. Over 18,000 customers served monthly.**

• **Increased in Participants Wages** (Post training wages are higher)

• **Strategic partnership reduced total cost** (by minimizing duplication of services)

• **Publications:** “A Bottom-up Definition of Self-sufficiency” (Hong, Sheriff, 2009)
CHALLENGES

- Managing Data Integration from multiple data sources (double data entry)
- Expanding financial education services to all MET Programs (most programs do not pay for financial literacy)
- Building out 5th & 6th floors (construction underway for the 6th floor)
- Researching resources to establish café & banking products
QUESTIONS