



Citizen Journey

“Preparing for a Better Job”

**Missouri Leadership
Academy**

Class 14

Capstone Project

Meet the Team



Angela Doss

Department of Revenue



Amy Bryant

Department of Transportation



Brian Walters

Department of Labor and Industrial Relations



Paul Durr

Department of Conservation



Stacy Welling

Missouri National Guard



Kelly Ocheskey

Office of Administration General Services



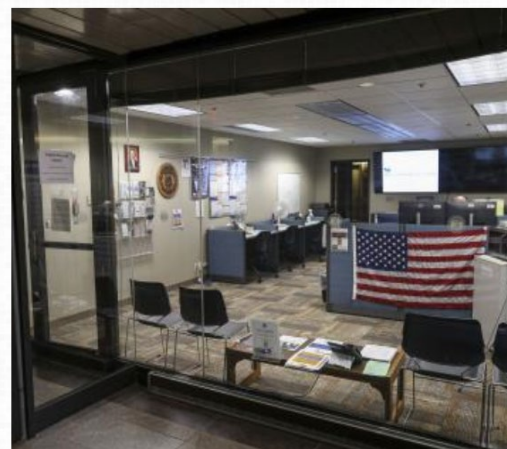
Problem Statement

How can we make employment and career advancement resources more readily available and easier to use?

Citizen Journey

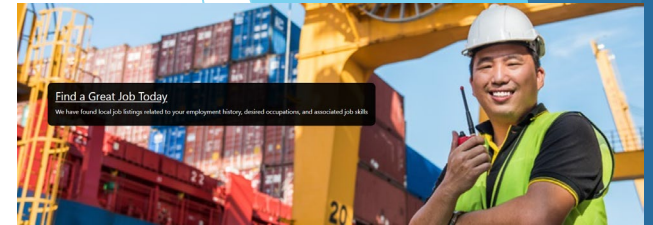
- How do I gain employment or advance my career?
- How do I receive support?
- How do I determine eligibility?

Discovery



Focus Area 1

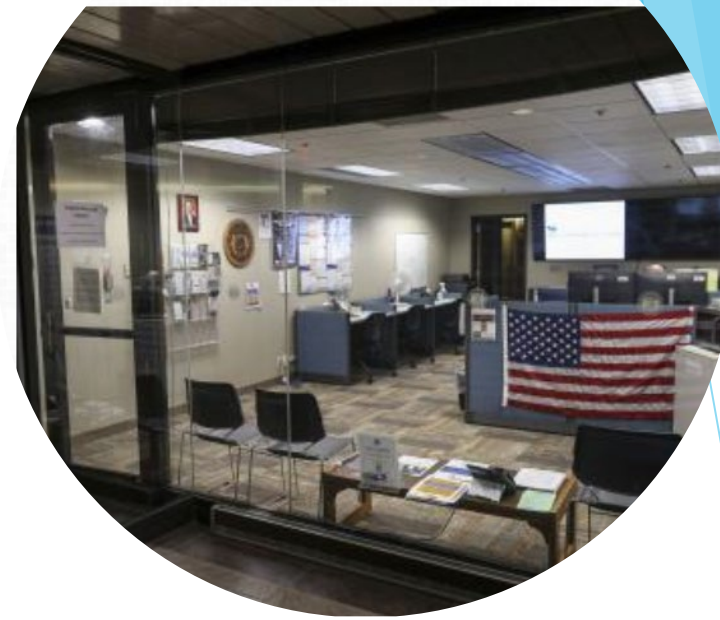
- How do I gain employment or advance my career?
 - Availability of employment
 - Reskilling/Upskilling-Opportunities for training
 - Continuing Education



On-the-Job Training

Focus Area 2

- How do I receive support?
 - Physical attendance at Job Center
 - All Inclusive (one-stop shop) portal
 - Virtual support options



Focus Area 3

- Determining Eligibility
 - Other State/Federal Aid is available (SNAP?)
 - Scholarships (Grants)



Current view
for the
landing page
jobs.mo.gov



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ETPL OFFICE HOURS

Have questions about editing an existing Eligible Training Provider List (ETPL) eligible program? Join Department staff for a presentation and Q&A about the ETPL. Live technical assistance will be available!

Scan the QR code or visit: <https://bit.ly/4o7pQib>



August 13, 2025
9:00 a.m. -
10:00 a.m.

ETPL Office Hours

Registered Apprenticeship Info Session

Virtual Learning at Your Fingertips

Opt in to Text Messages from Missouri Job Centers



Job Seekers

Not sure how to get started with your job search? Whether you're looking for a new career, are ready to start your first job, or have lost your job, we offer products and services to you at no cost.

- File an unemployment claim
 - Learn how to file online using UInteract
- Find a Job on MoJobs
- Find a Job Skills Workshop
- Explore Training & Education Options
- Get a Skills Assessment using Talify
- Find a Missouri Job Center or call 1-888-728-JOBS (5627)
- 211 Resource Directory
- Trade Adjustment Assistance Resources
- Apprenticeship Missouri



Employers

Need to fill positions with qualified workers? We're here to help you connect with skilled job seekers. Job-matching services, hiring and recruiting events, customized training assistance, and other business services are all offered at no cost to you.

- Post a Job on MoJobs
- Business Support Unit /Employment Transition Team (ETT)
- Recruitment
- Incentives
- Business Resources
- Apprenticeship Missouri
- Worker Adjustment and Retraining Notification (WARN)
 - WARN Log CY 2025

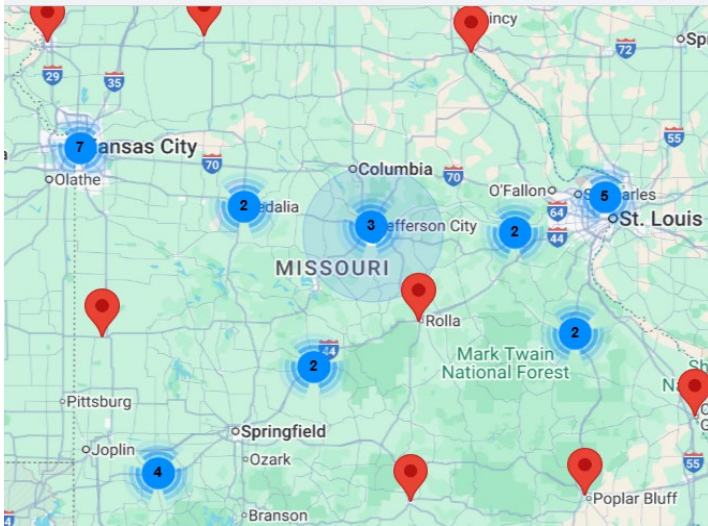


Community

Missouri's Workforce System is comprised of the Office of Workforce Development, state and local workforce boards, and numerous partner agencies that promote business recruitment, expansion, and retention.


- Missouri Workforce System
- Certified Work Ready Communities
- Missouri Workforce Development Board
- Workforce Innovation and Opportunity Act
- Sector Strategies
- Missouri Eligible Training Provider List (ETPL)
- OWD SMS Short Code Terms of Service

Visit your local Job Center



Exploring Careers?

It is important to find a job and career pathway that fits your interests and strengths while providing a reasonable living. See Missouri's [Top Jobs](#) for a quick look at in-demand occupations.

[Missouri Connections](#)  can assist with in-depth career research. This site has interest assessments and details about different occupations, such as common work activities, working conditions, and the skills needed to be successful.

You can also visit your local [Job Center](#) to learn more about local career options.



How to Pay for Training and Education?

Training assistance may be available to those who are unemployed or underemployed, seeking employment in high-growth occupations or seeking employment in high-demand occupations.


Assistance is also available for eligible individuals to complete formal educational programs. Examples of formal educational programs include: basic math and reading, GED or high school equivalency preparation, English as a Second Language, training for industry-recognized credentials, or an associate or bachelor's degree.

To learn more about these options, visit your local [Job Center](#).




Startseite > For people coming from other countries

For people coming from other countries




Working in Germany: step by step

You are interested in working or undergoing a vocational training programme in Germany? We explain what you need to do.




Learning German

Start your German language course. Find important information on integration courses.




Job Board

Get online, get started and find your next job in our career portal - the Job Board.




Recognition of Qualifications

Have your foreign qualifications recognised.




Consultation and Job Placement

We'll answer all your questions on how to start a job in Germany.




Admission to the German labour market

Get information on the requirements for entering the



Seasonal work in Germany


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Resources for

Find career, training and job search resources just for you.

55+ Workers	Young Adults	Justice-Impacted Job Seekers	Veterans	Employers
New Graduates	People with Disabilities	Military Spouses	Career Changers	Career Advisors


How-to Guides

[How to find career ideas](#)
Career assessments to help you find your best career fit.

Top Questions

1. [What's a CareerOneStop user account?](#)
2. [What are some high-pay jobs?](#)

Top News



August 5, 2025
[Which industries are hiring?](#)

STATE OF ILLINOIS WORKFORCE PORTAL



Employer

Explore resources, connect with job seekers, and register to receive personalized services to help your business grow.

[Explore Resources >](#)[Set Up Virtual Job Fair >](#)

Job Seeker

Explore virtual job fairs, events, resources, and services. Subscribe to receive alerts about the latest info.

[Explore Resources >](#)[Layoff Assistance >](#)

Virtual Job Fair

Explore resources and opportunities, or get assistance setting up a virtual job fair for your business.

[Set Up Virtual Job Fair >](#)[Search Virtual Job Fairs >](#)

Training & Services

Find training programs and local work support services to develop skills for high-demand roles.

[Find Training >](#)[Find Local Services >](#)



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July 30, 2025
9:00 a.m. - 10:00 a.m.

ETPL Office Hours

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Job Seekers

Training and Certifications

Continuing Education

Employers

Community Partners

 Find a Job on MoJobs

 Post a Job on MoJobs

 Get the MoJobs Connect App

Job Seekers

Looking for a new career? You've come to the right place! From job sites filled with exciting new opportunities to resume support and interview tips and tricks, we are here to assist you in finding your next great adventure. Don't see what you are looking for? Click here to receive instant support from one of our qualified team members.

Find Your Next Job

Not sure how to get started with your job search? Whether you're looking for a new career, are ready to start your first job, or have lost your job, we offer products and services to you at no cost.

PLANNING

- [Plan your Career](#)
- [Prepare for the Job](#)
- [Get a Skills Assessment using Talify](#)
- [Missouri Connections](#)

MISSOURI'S TOP JOBS

- [Real-Time Job Summary](#)
- [STEM Occupations](#)
- [Top Jobs 2016-2026](#)
- [Workforce Research](#)
- [Regional Profiles](#)

JOB/CAREER SEARCH

- [Find a Job on MoJobs](#)
- [MO Careers - Missouri Career Opportunities](#)
- [LinkedIn](#)
- [Indeed](#)
- [211 Resource Directory](#)
- [Trade Adjustment Assistance Resources](#)
- [Apprenticeship Missouri](#)
- [Mo Heroes Connect](#)
- [QUEST Grant](#)
- [Find a Hiring Event](#)

Training and Certifications

Resume Development Interview Support

Perfect your resume and improve your interview skills to Increase your confidence and land that dream job!

- [Resume templates](#)
- [Resume dos and don'ts](#)
- [Interview tips and tricks](#)
- [Job Center details](#)

Continuing Education

Unemployment Resources

If you have lost your job, want to change careers, or are new to the job search, how do you decide where to start the job hunt? We're here to help!

- [File an unemployment claim](#)
- [Learn how to file online using UInteract](#)

Job Centers - Here to help!

Our Job Center team members are waiting to assist you in finding a job, introducing you to unemployment support resources, and can share useful information on training and certifications to lead to a new/better job, or even talk with you about continuing your education (and finding funding resources too!)

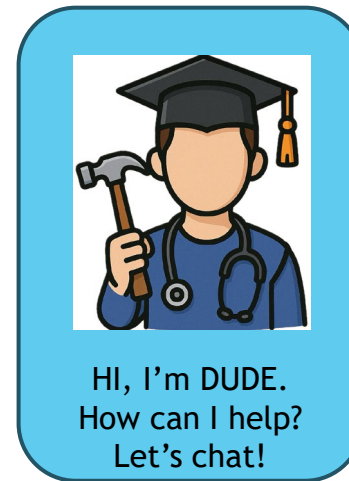
- [Job Centers – Full list](#)
- [Find a Hiring Event](#)
- [MoJobs Registered User – Login or Register](#)

Job Centers

- Providing clear definition of each Job Center type
 - Comprehensive
 - Affiliate
 - Access Point
- Know Before You Go
 - Tips and documents to take to prevent repeat visits

Modernize Public Service Chatbot Integration

- Leveraging new technology.
- Provide 24/7 customer service.
- Utilize the acquisition process completed by other agencies.
- Bridge the technological gap.
- Invest in the future of digital infrastructure.



Three Core Challenges

- Complex navigation
- Overuse of acronyms and jargon
- Limited real-time support

Recommendation

- A Streamlined Landing page
- Plain Language
- Further Exploration of Chatbot or AI Support



Questions