



**Local Workforce Development Board (LWDB)
One-Stop Advisory Council (OSAC)
Meeting Minutes
April 4, 2019**

1. Welcome and Introductions (11:35 am)

Tisha Cannizzo welcomed attendees, asked for self-introductions, and called the meeting to order.

2. WIOA Implementation (11:36 am)

Chad Pettera provided reports on the previous fiscal year & current fiscal year for the partners to review. It was noted that a job fair credit was missing from Butler Community College's cost sharing total; additionally, the cost for mailing flyers for the manufacturing job fair was missing from the Department of Labor's cost sharing total. Those will be added to future reports.

Cannizzo reminded the partners to submit their reporting forms each month.

3. WIF Funded Computer Lab (11:37 am)

Denise Houston explained that the Workforce Centers (WFC) had been approved to spend additional funds from the Workforce Innovation Fund grant that had been previously awarded. These funds will purchase supplies including Google Chromebooks for a new lab in the Wichita WFC, Google Chromebooks for use in the outer county offices, technology to enable remote facilitation of workshops between WFCs and potentially with partners, and other accessibility supplies. A Customer Centered Design team will also be formed and customer/partner focus groups will be held to ensure the WFCs are meeting the needs of the region. Focus groups will be formed and the lab should be set up between now and October. Keith Lawing reiterated the inclusion of partners in this new endeavor and urged the partners to get involved in the focus groups and to provide feedback regarding needs that might be met with these new supplies.

4. Customer Service Kiosk (11:50 am)

Erica Ramos described the new customer service survey kiosks that the Kansas Department of Commerce will be installing at the WFCs. Kiosks will include iPads on stands in conspicuous areas around the WFC to collect customer's input about their visit. The kiosks will help provide consistency in customer feedback across the state. It may be able to integrate with the new check-in system at the Wichita WFC. Cannizzo will be responsible for responding to customers who request a call back about their survey; it was suggested that Ramos provide the survey questions to Cannizzo and the partners in an effort to tailor them to the center or area.

Ramos also provided an overview of the recent customer listening sessions. 6 registered customers attended and facilitators were able to pull customers from the public computer area to fill out the session. The session was conducted by Wichita State University; preliminary reports are positive.

5. Interview/Resume Program: "Practice Makes Progress" (12:01 pm)

Amanda Hill provided an update on the Practice Makes Progress program at the Wichita WFC. Held the 1st & 3rd Friday of the month from 9:30 am to 11:00 am, resume reviews and mock

interviews are provided. The reviews and interviews are staffed by volunteers (4 per session). The next mock interview session is sold out. The flexibility of the program was emphasized: there have been requests for phone interviews from Kingman High School as well as the possibility of Skype interviews. Cindy Morris indicated that she had assisted with a phone interview and found it very rewarding.

Volunteers are still needed. Lawing reiterated that this was a way for local businesses to get a snapshot of the types of people in the potential employee pool and a way to get involved in shaping the workforce. It was suggested Hill reach out the Wichita Independent Business Association and possibly the local Chambers of Commerce.

6. Advisory Council Partner Updates (12:17 pm)

Partners were invited to provide updates on projects or needs in their organizations:

- American Indian Council
 - In the 2019 Spring semester, AIC assisted 8 customers with tuition and books for training.
 - Reminded the partners that Nicole Castellanos with AIC covers 22 counties in Kansas and can assist with technical & GED training costs with incentives available. Supportive services, including eye exams, eye glasses, work clothes & shoes, tools, and bus passes are also available. To take part, customers must be a federally recognized tribal member.
- Butler Community College
 - Working on renewal funding.
 - Dealing with a push from the Kansas Board of Regents to provide employer classes on-site.
 - Recently held KAEA conference.
- Cowley Community College
 - Working on funding renewal and developing Career Pathways including the A-OK pathway. Hoping that this will open doors in the fall for a partnership with KanPak for electrical training.
 - Wellington class is finishing soon.
 - Looking to hire an instructor for Hutchinson Correctional Facility.
- Department of Commerce
 - Kanas *WorkReady!* Certificate name is changing. The contract with ACT, the administrator of the exam, was renewed with an agreement to call the exam “ACT WorkKeys NCRC.” The certificate, which will now be available electronically to the customers but not provided at the exam, will have the seal of Kansas and Governor Kelly’s signature. Customers will still receive their summary report after their exam, but it will take 10 days to print certificate or receive the certificate number.
- Department of Labor (Unemployment)
 - DOL website now has instructional videos for customers and businesses. The Facebook page also has helpful, up-to-date information.
 - Emphasized the importance of identifying misclassified workers; if partners believe one of their customers has been misclassified, customers should be referred to DOL.
 - DOL is also helping fight against human trafficking by auditing employers who are suspected of trafficking. For training, partners should reach out to Jennifer Montgomery in the State Attorney General’s office.
 - UI training will be onsite at the Wichita Workforce Center April 26th.
- Goodwill/NexStep Alliance
 - Have hired a new transition coordinator.

- Chris Stanyer will be sitting on a panel for Google in Washington, DC.
- KS Senate Bill 199 (A-OK to Work) was approved by the Kansas House and Senate and is expected to be signed into law early next week. The program will hopefully have a January 2020 launch date. They are hoping to invite the Governor for a signing event.
- Workforce Alliance
 - Have filled the open staff position for the Wellington/Winfield WFCs.
 - Per a recent monitoring report, the Workforce Alliance is requiring all members of all LAWB committees to read and sign conflict of interest forms. These forms will be emailed out to all the partners; sign & return (email is fine).
 - April 25th is the Jobs FORE Youth Golf Tournament.
 - KWCH Channel 12 wants to help promote WFC activities. It has been proposed that they highlight how to access services, Adult Basic Education services, Practice Makes Progress program, Business Services and others. Hopefully, this will be a long term partnership that may include Local Area 1 as KWCH's viewership reaches western Kansas.
 - 5th Friday breakfast on assisting customers with criminal history was well attended.
 - Suggested partners be “message carriers” to employers for each other: if one partner needs a door opened with an employer and another partner already has a contact that employer, that partner can help open that door.
 - Partner collaboration meetings are held monthly on the 4th Wednesday of the month from 1:30 pm to 3:00 pm at the Wichita Workforce Center.
 - Considering having a “Step 2” meeting as many partners are returning month after month.
- Vocational Rehabilitation
 - Still have 8 vacancies for VR Counselors

7. Consent Agenda (1:03 pm)

Minutes from the 12/6/18 OSAC meeting, notes from 2/7/19 OSAC meeting, and February's Workforce Center Operations were presented for review. No changes were requested.
Peter Bodyk moved to approve the consent agenda as presented. Motion Adopted.

8. Announcements

A tour of Butler Community College Andover will follow adjournment.
 The next OSAC meeting is scheduled for Thursday, June 6th at the Wichita Workforce Center.

9. Adjourn (1:05)



Council Members

Jennifer Anderson
Peter Bodyk
Nicole Castellanos
Cindy Morris
Erica Ramos
Chris Stanyer
Sherry Watkins

Staff/Guests

Tisha Cannizzo
Amanda Hill
Denise Houston
Keith Lawing
George Marko
Chad Pettera
Janet Sutton