

**WORKFORCE CENTERS**  
of South Central Kansas  
**KANSASWORKS.COM**

**Local Workforce Development Board (LWDB)**  
**Executive Committee Meeting Minutes**  
February 13, 2019 – 11:30 AM

**1. Welcome and Introductions**

Gabe Schlickau welcomed Committee Members, confirmed attendance and called the meeting to order.

**2. One-Stop Operator Report**

With the implementation of WIOA, Eckerd Connects was contracted as the One-Stop operator for Local Area IV. Tisha Cannizzo with Eckerd Connects will provide regular updates to the Committee and LWDB members on actions taken to meet the roles and responsibilities of the contract:

- Administer and oversee the Integrated Service Delivery Plan,
- Coordinate partner services and activities to encourage efficiency and customer service
- Develop and provide staff development opportunities for the one stop partners
- Assist in the development of policies and processes to support the LWDB
- Ensure Workforce Alliance One Stops are certified as required by the US Department of Labor
- Ensure access to career, training and employment services
- Ensure access to data, information and analysis for the local labor market
- Coordinate with core leadership initiatives and activities
- Provide access to Eckerd Connects online training material that has been offered to the Workforce Center for their use.

The Eckerd contract has been in place for a year and a half and ends in June; it can be extended.  
*Report was received, filed and attached to the minutes.*

**3. El Dorado Workforce Center Lease**

The lease for the Butler Workforce Center in El Dorado expires on December 31, 2019 and has no available extensions. The El Dorado Workforce Center has been at its current location at 524 N. Main for over four years. Workforce Alliance (WA) leases approximately 2,433 square feet and pays \$4,472.66 in rent monthly. Staff is currently evaluating space needs and is developing an RFP for release. Anticipated time line would be to release the RFP in early March and close in April. A taskforce will need to be appointed by the Board Chair for review of proposals. Rod Blackburn, Jennifer Hughes, John Weber and Kathy Jewett volunteered to be on the task force.

*Jennifer Hughes (Mark Conway) moved to authorize the Board Chair to appoint the evaluation taskforce. Motion adopted.*

**4. Procurement Updates**

The WA released three RFP's in December that closed on February 1, 2019. Those items are for Website Services, Visitor Management System, and Office Copiers. The WA is also preparing to release two additional RFP's in the coming weeks; one for leased space in El Dorado and one for adaptive equipment.

Website Development, Hosting and Maintenance RFP received six proposals. The request was for a public site and a site accessible only to staff and partners. Proposals were received from CivicPlus, High Touch Technologies, Nye and Associates, Pat Davis Design Group, Pen Publishing and RSM. All proposals met the initial qualifications and were forwarded to a taskforce of staff for evaluation. The taskforce participated in presentations by the proposers on February 8, 2019 and proposals were

evaluated. The taskforce has recommended entering into an agreement with Pen Publishing for website design, hosting, and maintenance. The timeline for a new website to launch is June 30, 2019.

An RFP was released to procure a Customer Check-In Management System. The RFP request was for an online system the public can access and request to check-in or setup an appointment and view current wait times for specific services. The RFP closed on February 1, 2019 and two proposals were received: Waitwhile and High Touch Technologies. A taskforce of staff evaluated the proposals and participated in presentations by the proposers. The Waitwhile proposal provided for a two week installation time and the flexibility to make changes as needed had an evaluation ranking of 678 while the High Touch proposal would need to be created and did not offer that flexibility had an evaluation ranking of 377. The taskforce has recommended entering into an agreement with Waitwhile for a Visitor Check-In Management System. The timeline for launch is March 29, 2019.

An RFP for office copiers was released and closed February 1, 2019; four proposals were received: Digital Office Systems, SumnerOne, 360 Document Solutions and ImageQUEST. Staff is still evaluating the proposals and will bring a recommendation to the committee in the near future.

WA staff is leading a procurement for the Kansas Association of Workforce Boards (KAWB) to update the adaptive equipment at the Workforce Centers (16) across Kansas. The Kansas Department of Commerce has agreed to cover the cost of the procurement, with the hope that the Kansas Department of Children and Families Vocational Rehabilitation will reimburse the costs as part of their required infrastructure costs. Area I recently updated all their equipment and will not be participating in the KAWB procurement. The RFP will be available in a week or two and will close in March. The RFP will be evaluated by the KAWB members and it is estimated the cost will be \$3,000 to \$4,000 for each location.

*Jennifer Hughes (Kathy Jewett) moved to authorize the President and CEO to enter into contracts with Pen Publishing for Website Services and Waitwhile for a Visitor Check In Management System. Motion adopted.*

## **5. Kansas Department of Commerce Monitoring Report**

The Kansas Department of Commerce's (KDC) Regulatory Compliance Division conducted a desk and on-site monitoring review of Local Area IV's financial and administrative operations. The monitoring visit was conducted in September of last year. The Monitoring Report was received on February 1, 2019 and it contained 17 findings. Most of the findings were in regard to the bylaws, local government representation on the Chief Elected Officials Board (CEOB), local government Chief Elected Officials Agreement, designations, statutorily required duties and internal controls. Keith Lawing presented the report to Committee members.

In 2013, the Workforce Alliance Inc. (WA) modified its governing structure to create a smaller Board of Directors focused on leveraging resources and aligning services to create a more significant community impact from the annual allocations from the Workforce Investment Act (WIA). The intent was to have the Local Workforce Board focus on its statutory obligations of operating the WIA programs and the workforce centers in the region, and for the WA Inc. Board to focus on generating non-WIA resources as part of the same organization. With the adoption of the Workforce Innovation and Opportunity Act in 2014 (WIOA) that replaced WIA, the governing structure of the Workforce Alliance was monitored by the KDC and concerns were presented that the organization was out of compliance with WIOA. The interpretation by the compliance monitors is the Workforce Board is a separate organization from WA Inc. and the structure created a procurement issue in terms of staff support for the Workforce Board. In order to complete the implementation of WIOA and to remain in compliance with the rules and regulations, an amendment to the bylaws and the articles of incorporation for the WA was completed in consultation with KDC Chief Legal Counsel.

Prior to adoption, WA staff reviewed the revised bylaws and amended incorporation documents with chief legal counsel for the KDC; however in the February 1 monitoring report, it was determined

that the revised bylaws refer to the Workforce Alliance of South Central Kansas, Inc. and LWDB as two separate entities. This was not the intent, and WA staff are confused as to what seems to be conflicting messages. In regard to the CEOB, the review indicates that its board must invite municipalities to be members; those municipalities that would choose to serve on the CEOB would have to accept liability for any possible misspending of WIOA funds just as the counties do currently.

Staff is performing research and consulting with WA legal advisors and KDC officials and are currently preparing a formal response to this report and will dispute many of the findings. Staff will continue to keep the Committee updated and share the written response with the Committee before it is sent to KDC.

#### **6. Youth Employment Project (YEP) 2019 Update**

Staff provided an update on the progress and outcomes so far in 2019 for the Youth Employment Project (YEP). YEP is a program run by the Workforce Alliance (WA) under the Helping Youth Prepare for Employment (HYPE) Network, a collaboration of community partners including the WA, the City of Wichita, the Greater Wichita YMCA, Wichita State University, USD 259 and other school districts throughout the region. High school students have participated in a logo contest for the new brand; first place will receive \$500 and second place \$100. The winner will be announced at the Wichita Regional Chamber of Commerce Chairman's Lunch on February 20. Other changes to the program will be announced at the luncheon. Two youth ambassadors will be selected to help promote the HYPE and a new program for 14 to 15 years old will be implemented. The WA has obtained additional funding for YEP from the City of Wichita and Sedgwick County and is applying for a youth apprenticeship grant through the National Fund for Workforce Solutions.

*Report was received and filed.*

#### **7. Consent Agenda and Committee Reports**

Minutes from the September 12, 2018 and November 14, 2018 conference call meeting, Workforce Center Operations Update for July, PY18 Budget Report, WIOA Programs performance reports, confirmation of actions taken at the LWDB meeting on January 23, 2019, On-the-Job Training Contracts for Kuhn Mechanical, Martsolf Enterprises and Trinity Precision presented to the Committee for review and/or approval.

The POP Committee reviews WIOA Programs Reports at all of their meetings. The only measure that Local Area IV is not meeting is that of Youth Program Credential Attainment due to changes introduced by WIOA that require the participant be employed upon earning the credential. Staff presented a corrective action plan to POP Committee at its January 3, 2019 meeting and it was approved.

After the January 23<sup>rd</sup>, 2019 LWDB meeting, it was determined that a quorum was not present. Actions proposed at that meeting were presented to the Executive Committee for final approval.

*Rod Blackburn (Jennifer Hughes) moved to approve the Consent Agenda as presented. Tony Naylor, Wichita Electrical Training Center abstained from the vote. Motion adopted.*

#### **8. Other Business**

- The Wichita Workforce Center was chosen to host the Wichita Regional Chamber's Taking Care of Business, "How to Deal with Difficult People and Resolve Conflict" on February 28<sup>th</sup>. The WA will be provided a list of attendees prior to the event and will tailor a brief presentation on WA services to that audience. Some WA staff will also be participating in the seminar. There are sponsorships available for this event for board members.
- Kathy Jewett is a National Association of Workforce Board member and the 3<sup>rd</sup> quarter meeting of that board will be in Wichita in July. This will provide an excellent opportunity to showcase

workforce center services and programs in the area as well as the many partnerships within the community. Representative Ron Estes will participate during part of the visit.

- February is Career and Technical Education (CTE) month and USD 259 has highlighted this in the February issue of their CTE Update. Copies of the issue were distributed to the Committee.

**9. Adjourn (1:00)**

LWDB Executive Committee Members

Gabe Schlickau, Chair

Jennifer Hughes, Vice Chair

Rod Blackburn

Mark Conway

Michele Gifford

Kathy Jewett

Patrick Jonas

Tony Naylor

John Weber

Staff/Guests

Keith Lawing

Tisha Cannizzo

Amanda Duncan

Denise Houston

Shirley Lindhorst

Chad Pettera

Ty Issa, LWDB Community Impact Committee

April 10, 2019

Submitted By: Tisha Cannizzo, One Stop Operator, Eckerd Connects

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**Item**

## One Stop Operator Report - March

**A. Administers and oversees the Integrated Service Delivery Plan**

1. The Director of Integrated Employment Services and One Stop Operator are reviewing the Integrated Service Delivery Plan to see where edits need to be made and/or adjustments to Center policies. This will be an on-going process of review and research of practices in other Workforce Centers.

**B. Coordinate partner services and activities to encourage efficiency and customer service**

1. The One Stop Operator coordinates the following meetings with internal staff:
  - a. Think Tank Meetings – Center supervisors who meet biweekly. Consistent topics include team updates and career center/front desk/phone coverage. In March we discussed 1) a change to notices about document updates that was easier for staff to understand, 2) an opportunity to showcase the Workforce Center through Shocker Studios and 3) providing input on language for the new check-in system through WaitWhile.
  - b. Center Leadership Meetings – These meetings occur in the off weeks of Think Tank and include the Director of Integrated Employment Services, Director of Training and the Dept. of Commerce Regional Operations Manager. Topics in March included 1) scheduling Work Keys for Spirit, 2) staffing challenges of Career Center, 3) input on the Friday morning staff meeting schedule, 4) sensitivity of asking for SSNs at the front desk and 5) an interpreting service, called Language Line, that can be used immediately over the phone or by video.
2. One Stop Advisory Council – This is a meeting of core WIOA partners that meet every other month. A meeting was not held in March.
3. Partner Collaboration Meetings – This is a monthly opportunity for community partners to have a tour of the Workforce Center and meet with Center supervisors to learn about the services we offer. Attendance at this meeting has been growing steadily over the last year. Some participants are asking to come back every month to bring colleagues and to continue conversations with Workforce and other partners. This month's meeting included 10 representatives of different partners and that felt like capacity. Additional participants would decrease the ability for each organization to share or time to network. The meeting always ends with the exchange of business cards.
4. 5<sup>th</sup> Friday Breakfast – Our most recent 5<sup>th</sup> Friday Breakfast was on March 29, on the topic of “Providing Hope to Previously Incarcerated Individuals”. We had a record 62 partners registered to hear from experts who work with ex-offenders to overcome barriers like housing, transportation, employment and addictions. The increase in attendance at this event seems to coincide with the development and gradual growth of an email distribution list of partners as well as the increase in participation in the Partner Collaboration meeting.

**C. Developing and providing staff development opportunities for the one stop partners**

1. Friday Morning Meetings – Time is set aside every Friday morning at 8-9 am for the full Center staff to meet, currently following the schedule as planned by the One Stop Operator:
  - a. 1<sup>st</sup> Friday – Field Trips to partner organizations. Staff visited HealthCore Clinic in March. HealthCore Clinic provides physical, behavioral and dental health care services to patients who are insured as well as uninsured, on a sliding fee scale. They offer pharmacy and diagnostic tests on-site. As a commitment to integrated health care, providers meet every morning to review their appointment schedule and discuss all areas of each patient's health care needs. HealthCore is an approved provider for refugees so

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their staff represent over 20 different languages to be able to fully communicate with patients about their health.

- b. 2<sup>nd</sup> Friday – This date is being left open to share updates of programs, introduce new staff, and just generally communicate with staff about changes. In March, we hosted a breakfast to celebrate success stories and recent successful events like the Construction and State-Wide job fairs and YEP activities.
- c. 3<sup>rd</sup> Friday – This Friday is going to be set aside to allow work groups and CCD (Customer Center Design) groups time to meet to work on special projects.
- d. 4<sup>th</sup> Friday – Workforce Alliance and the Department of Commerce Agency meetings

**D. Assist in the development of policies and processes to support the LWDB**

1. A group of 7 have begun meeting to discuss training as a whole. We will start with New Hire Training but will include ongoing/refresher training, required annual training, team specific training for those who move to different teams and those who have been promoted to supervisory positions.

**E. Ensure Workforce Alliance One Stops are certified as required by the US Department of Labor**

1. The Wichita three affiliate centers were certified in the summer of 2018. The few findings will be incorporated into the ongoing training.

**F. Ensure access to career, training and employment services**

1. The One Stop Operator will be making a concerted effort over the next several months to spend time with each team, beginning with check-in and then Career Services, to observe and better understand the processes and challenges faced by each team. After which, a plan for ongoing review will be developed. As part of the Training Team, she will also be involved in presentations made by supervisors about their training plans.

**G. Ensure access to data, information and analysis for the local labor market**

1. The One Stop Operator will work with the Workforce Alliance staff to determine ways to share and explain data with staff, partners, customers and other stake-holders to be most useful.

**H. Coordinate with core leadership initiatives and activities**

1. The One Stop Operator attempts to communicate through Senior Staff Leadership, Center Leadership and Think Tank meetings of any changes, updates on activities and to request feedback on ideas

**I. Provide access to Eckerd U and instruction.**

1. The One Stop Operator will work with the Center Leadership Team and the new Training Team to identify material to use and the best way to track staff completion.

**Recommended Action**

Receive and file.