



**Local Workforce Development Board (LWDB)
One-Stop Advisory Council (OSAC)
Meeting Minutes
February 4, 2021**

1. Welcome and Call to Order (11:34 am)

Tisha Cannizzo welcomed attendees and called the meeting to order. She informed the group that she would be updating and adding people to the membership roster then invited each individual to introduce themselves.

2. Workforce Center Operations (11:41 am)

George Marko, of the Workforce Alliance, provided a summary of the information included in the packet. He shared that the Workforce Center (WFC) has increased services and the number of people served to over 1800 job seekers in December. The majority of the services were provided virtually; in fact, Trade Adjustment Assistance (TAA) and Dislocated Worker group enrollments have been fully virtualized as well. Most of the services being provided are through the main WFC phone line and most of the questions are about Unemployment Insurance.

In November, the WFC in partnership with the Greater Wichita Partnership launched the “Get Trained Get Paid” campaign to highlight the training programs available to laid off workers. For a month there was a marketing push (billboards, social media, etc.) which resulted in many information sessions. The WFC has also introduced @Home Workshops which are live workshops administered through Zoom. Currently, there are six workshops offered; recorded workshops are still being developed and are available on the WFC’s YouTube channel. With regard to Business Services at the WFC, the focus for the past year has been on Virtual Job Fairs. There were 24 employers and 120 jobseekers at the December virtual fair. Job Seeker attendance at the job fairs has been comparable to that of the in-person fairs before the pandemic shut down. The Business Team posted 589 jobs in December, more than usual, so there is still demand for employees. Flyers for the upcoming Virtual Job Fairs and @Home Workshops were included in the packet.

Chris Stanyer from NexStep Alliance asked about the preferences of job seekers accessing training: are they requesting training in their current industry or planning to move to a new one? Marko explained that in the Career Center many of the customers are looking for similar jobs to those from which they were laid off, and he asked Erica Ramos (KS Department of Commerce) and Denise Houston (Workforce Alliance) to provide additional information from the training programs. Houston explained that most customers in the Dislocated Worker program were looking for short-term training for certificates like CDL, CNA, etc. and some longer term upskilling in the aviation industry. Ramos said that TAA was seeing similar requests from customers.

3. Kansas Unemployment Insurance (UI) Update (11:53 am)

Laurel Searle, with Kansas Department of Labor (KDOL), updated the group on the anti-fraud measures being implemented. She reiterated that unemployment fraud is happening nationwide and fraudsters are illegally gathering personal identifiable information (PII) from Kansans and filing fraudulent UI claims in other states. KDOL has implemented

fraud mitigation efforts this week including the Okta system which requires claimants to register and go through identity verification in order to file a claim. Over half a million false claims were thwarted in the first 24 hours of implementing the system. KDOL has released a user guide to help customers who are still having problems verifying their identities. It is available at the benefits login page. At this time, if a claimant tries to file over the phone, they will still be required to register in the Okta system and verify their identity.

1099s were mailed out recently. If a customer received a 1099 and did not receive benefits or the benefit total is wrong, they need to fill out a protest: complete an unsworn declarations saying it was fraudulent and then a corrected 1099 will be sent.

KDOL is attempting to implement the Federal Pandemic Assistance (FPA), Pandemic Emergency Unemployment Compensation (PEUC) & Pandemic Unemployment Assistance (PUA) benefits programs. FPA began payments last week: \$300 plus regular UI; customers who qualify will receive back pay with that as well. IT challenges are making deployment for updates difficult, so no timeline for when all the programs will be up and running is available.

KDOL is re-implementing RESEA program; they are currently working on the forms. Claimants were not required to search for work during the beginning of the pandemic. However, the waiver has expired and they should all be searching for employment now.

Searle opened the floor for questions. Chad Pettera, with the Workforce Alliance, asked if Okta is mobile friendly. Searle replied that while an app is available, it should not be used; however, the website is mobile friendly though completing the process on a computer is recommended. Internet Explorer is the preferred browser for the system

Carolyn Benitez, with SER Corporation, asked about appeals. She has a customer who filed an appeal in December but has not heard anything. Searle explained that appeals are scheduled back to November 18th, so they likely have not gotten to that customer yet. There is no correspondence sent to confirm that the appeal was received; however, customers can call the Office of Appeals (785-296-1800) to confirm. Benitez asked if the customer wins their appeal, will they receive payment for the weeks they filed even if they have a job. Searle answered that yes the customer should receive payment for those weeks, as long as they continued to file their weekly claim.

Stanier asked about turnaround time for corrected 1099s; Searle did not have specific information about when the documents might be sent out. Until the system is up and running, they will not know for sure.

4. WIOA One-Stop Memorandum of Understanding (MOU) (12:13 pm)

Pettera reminded the partners that MOUs expire 6/20/2021, and as a result of the recent federal audits, they must include more specificity with regard to partner provision of services. Included in the packet is a service delivery grid; Pettera asked that each required partner provide feedback on the utility of the grid and email him and Cannizzo any concerns or problems by February 18th. He and Cannizzo will compile the information and send out a finalized grid by February 26th. The new MOUs, including the finalized service grid, will go out in March to be reviewed, signed, and in place by 7/1/2021. Pettera also added that

partners may bring up changes to the fee structure and allocation during the comment time. Career Center costs will have to be added to the budget, so partners should be prepared for that change.

5. WorkSource Spokane (12:24 pm)

Cannizzo explained that WorkSource Spokane will be discussing the changes they have made to their center around integration and one-stop operations at the Workforce Center's President's Day In-Service 2/15/21. She invited partners to join a session in hopes that the presentation will lead to additional discussion about strengthening partnerships. Cannizzo shared a video from WorkSource Spokane and reiterated the invitation. Keith Lawing, of the Workforce Alliance, clarified the intent of the presentation is not to mimic what is being done in Washington, but to spark thought about how the partners might work together differently and more successfully. Mark Calvin, with the Haysville Learning Café, added that he sees opportunity in the distance between the partners and will share his ideas about working together with Cannizzo.

6. Advisory Council Partner Updates (12:48 pm)

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

- Department for Children & Families
 - Pete Bodyk shared that Vocational Rehabilitation has 4 vacant counselor positions. Instead of a new director, there are two deputy directors of DCF. Dennis Ford is over Voc. Rehab and is looking to make adjustments to their board.
- Goodwill/NexStep Alliance
 - Stanyer shared that Goodwill has a new CEO, Laura Ritterbush, who will start in March. They have been working closely with the WFC on digital skills program. Finally, the organization received a sizable grant of unattached funds from McKenzie Scott; likely a committee will be formed to discuss how to utilize the money.
- Haysville Learning Café
 - Calvin shared that they have had an influx of students interested in accessing training through the Excel in CTE legislation; students have also been taking advantage of the YouTube workshops from the WFC.
- Workforce Alliance
 - Marko added that the WFC had partnered with Cowley College to expand WFC services in Cowley County. Staff started on January 22nd; will be housed at the Cowley College campus in Arkansas City.

7. Consent Agenda (12:56 pm)

Minutes from the October 1, 2020 OSAC meeting were presented for review. No discussion or changes were requested.

Sherry Watkins (Carolyn Benitez) moved to approve the consent agenda as presented. Motion adopted.

8. Announcements (12:57 pm)

Cannizzo reminded partners about the flyers in the packet. The next meeting is scheduled for Thursday, April 1, 2021 via Zoom

9. Adjourn (12:57 pm)



Council Members

Carolyn Benitez, SER Corporation
Peter Bodyk, DCF Voc. Rehab.
Mark Calvin, Haysville Learning Café
Erin George, DCF
Erica Ramos, KS Dept. Commerce
Laurel Searls for Nicole Struckhoff, KDOL Unemployment
Chris Stanyer, Goodwill/NexStep Alliance
Sherry Watkins, Butler Community College & Wichita Indochinese Ctr.
Deb Weve, Flint Hills Job Corps

Staff/Guests

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