



LWDB One-Stop Advisory Council Agenda
April 30, 2020 - 11:30 a.m.
Zoom

1. Welcome: Tisha Cannizzo (11:30 a.m.)
2. Workforce Center Operations/Workforce and Economic Impact: Keith Lawing/Amanda Duncan (11:35 am)
3. Kansas Unemployment Insurance Update: Nicole Struckoff (11:45 am)
4. Workforce Center Virtual Services: George Marko and Erica Ramos (11:55) (pp. 2)
5. Strategic Planning Update: Keith Lawing (12:05 pm) (pp. 3)
6. Opportunities for Workforce System Collaboration: Tisha Cannizzo (12:10 p.m.)
 - A. Quick Reference Guide to Services (pp. 4-6)
 - B. Review of February meeting and Next Steps (pp. 7-9)
7. Training Provider Update: Denise Houston (12:20 pm)
8. Infrastructure Costs and Participant Counts: Chad Pettera (12:40 pm) (pp. 10-12)
9. Advisory Council Partner Updates: Tisha Cannizzo (12:45 pm)
Time is reserved on the agenda for Council partners to provide updates and share news and activities that impact the workforce system.
10. Consent Agenda: Tisha Cannizzo (1:00 pm)
Members of the Committee may request discussion on any of the action items at the meeting or the items may be accepted as presented in a single motion.
 - A. Meeting Minutes from 2/6/20 (pp. 7-9)
Recommended Action: Approve consent agenda as presented.
11. Announcements
12. Adjourn: Tisha Cannizzo (1:00 pm)

Item

KDOL UI Triage Center and KANSASWORKS Chat Summary

KDOL UI Triage Staff:

- Since starting a last week (April 9th), the Amazon Connect front line/triage call center has taken 14,880 phone calls. About 13,500 of those have been handled by the basic/FAQs agents, and about 1,500 went to the Technical Assistance agents.
- With the Amazon agents coming online, KDOL has gone from serving an average of 1,600 Kansans per day to an average of 4,800 Kansans per day!
- In addition, while the number of unique callers has increased (from an average of 22,000 per day to an average of 29,000 per day), the total call volume has decreased, meaning fewer people are making repeated calls into the system without being able to have their issue addressed.

KW Chat Agents:

- Since 03/24/2020, total of 1,872 Chats, 50% were UI related questions, 45% KW related questions and 5% Employer Questions.
- KW Chat Agents had an 81% Average Satisfaction rating, most of the unsatisfactory rating came from not being able to answer UI questions.



THE ODENTHAL GROUP, LLC



Dear Workforce Partners:

The Workforce Alliance Local Workforce Development Board has embarked upon a planning process that will lead to the creation of a new two-year strategic plan. This plan will help guide the projects, operations, and initiatives of the board. It will also help us better create new programs, enhance our services to customers, and improve our existing partnerships.

As part of this planning process, we have partnered with [The Odenthal Group](#) to help facilitate a number of virtual conversations. It is important that we hear from all of our stakeholders, workforce partners, and board members. Through your participation, input, unique perspective, and enthusiasm, we hope to create a plan that is truly reflective of the collective impact we know we can have in the future.

Each session will be limited to 12 individuals in order to facilitate more in-depth conversation and will be approximately 1 hours and 30 minutes in length.

The following topics and times have been scheduled for these conversations:

Schedule:

Topic One: Planning for the Future During this Economic Crisis

- [April 27th at 1:00 p.m.](#)
- [April 28th at 4:00 p.m.](#)
- [April 29th at 8:30 a.m.](#)

Topic Two: The Youth Program and Youth Employment Project

- [May 4th at 1:00 p.m.](#)
- [May 5th at 4:00 p.m.](#)
- [May 6th at 8:30 a.m.](#)

Topic Three: Funding and Operations (flexible topic)

- [May 18th at 1:00 p.m.](#)
- [May 19th at 8:30 a.m.](#)
- [May 20th at 4:00 p.m.](#)

To register for individual sessions, click on the link for that session. For assistance in registration or questions, please contact Shirley Lindhorst at slindhorst@workforce-ks.com or Stan Odenthal at stan@odenthalgroup.com.

Workforce Area IV Quick Reference Guide
Contact for Services during Covid – 19 Pandemic

Updated 4/27/20

Organization	Get information	Contact Staff	Programs being Processed
Workforce Center	<ul style="list-style-type: none"> workforce-ks.com/operations-updates Immediate jobs posted on front window of Workforce Center and website updates page Facebook.com/WorkforceCenter Twitter.com/workforcecenter 	<ul style="list-style-type: none"> Messages left at 316-771-6800 will be responded to or forwarded to program staff for response workforce-ks.com/operations-updates gives direct email links for specific programs Kansasworks.com chat function 	<p>Job Seekers</p> <ul style="list-style-type: none"> TAA – Spirit, DB Schenker (and leased workers), Learjet (and leased workers), Cox Machine, Atlas Group, Axiom Dislocated Worker – training programs for laid off workers WIOA Youth - taking program referrals, completing enrollments and providing active case management to youth who have digital capacity RESEA – requirements have been waived <p>Employers</p> <ul style="list-style-type: none"> Rapid Response – packets can be dropped off at companies to provide for laid off workers Immediate position openings are posted on the front door of the Workforce Center, www.workforce-ks.com/ operations-updates Kansasworks.com – Jobs are continuing to be posted. Job seekers can search for “COVID-19 Essential Jobs” to find immediate job openings.
Job Corp	flintheills.jobcorps.gov	Admissions Counselor, Kathy Schale Schale.Kathy@jobcorps.org 785-770-7302	<ul style="list-style-type: none"> Accepting applications
American Indian Council	Facebook/Messenger American Indian Council Wichita	Available 8-4:30 M-F 316-771-6776 ncastellanos@indiancouncil.net	
Unemployment	Getkansasbenefits.gov getkansasbenefits.gov/FAQs.aspx Twitter.com/KansasDOL Facebook.com/KansasDOL	Employers with questions can email KDOL.UITAX@ks.gov	<p>Employers</p> <ul style="list-style-type: none"> Spreadsheet filing for mass layoffs kansasemployer.gov/ uitax/Tax/LayoffSelect.aspx Shared Work programs dol.ks.gov/employers/shared-work-program Employers who pays sick pay, visit link below. The site has been updated with additional resources and FAQs. dol.gov/agencies/whd/pandemic

United Way	<ul style="list-style-type: none"> • Unitedwayplains.org • 211kansas.org • Call 2-1-1 		<ul style="list-style-type: none"> • assisting the SG Co Health Dept by screening people to see if they are eligible for COVID-19 testing • 211 is operating 24/7 for all of Kansas • volunteer center has information about volunteering during this time
SER Corp	Facebook - Sercorp Sarah	Carolyn at cbenitez@sercorp.com 316-264-5372 Sarah at sguardado@sercorp.com 316-516-0720	<ul style="list-style-type: none"> • NFJP is taking applications through email • providing emergency services, including help with rent, food and health services, to participants currently in training.
DCF	dcf.ks.gov/COVID19	<ul style="list-style-type: none"> • Wichita Office (SG Co): 316-337-3000 • El Dorado Office (Butler & Greenwood Co): 316-321-4200 • Winfield Office (Cowley, Elk, Harper, and Sumner Co): 620-221-6400 • Pratt Office (Barber, Kingman, and Pratt Co): 620-672-9391 • For Vocational Rehabilitation call 316-617-1639 and mail paperwork to 2601 Oliver Wichita, KS 67210 	<p>DCF Public Assistance (TANF cash assistance, SNAP Food Assistance, and Child Care)</p> <ul style="list-style-type: none"> • Clients can call the offices to report any changes or ask questions. • There are drop boxes located outside of each service center, as well as applications available to be picked up. • Some policies around interviews or verifications could be waived. <p>DCF Employment Services</p> <ul style="list-style-type: none"> • Career Navigators are working remotely and will be checking on their clients. • Program Administrators have complete access to files and are able to issue payments to help clients overcome barriers. <p>DCF Vocational Rehabilitation</p> <ul style="list-style-type: none"> • Staff are taking applications, determining eligibilities, developing consumer plans, authorizing and paying for services and making referrals by phone and email.
Cowley College	cowley.edu/covid-19	adulted@cowley.edu 620-441-5335	<ul style="list-style-type: none"> • Call or email for questions about adult education, GED and ESL programs.
Butler Community College	butlercc.edu		
NexStep Alliance	facebook.com/nexstepalliance nexstepalliance.org Goodwillks.org	316-677-1150 NexStep is staffed and answering phones, but closed to the in-person public.	<ul style="list-style-type: none"> • Adult Education Programs are moving forward virtually • GED Programs are offered virtually • ESL Programs will be offered virtually soon • The Mobile Digital Skills lab will be offering virtual workshops in the near future

Non-WIOA Partners			
Kansas Department of Commerce	Wendy.Inzunza@ks.gov	Wendy Inzunza - State Monitor Advocate Wendy.inzunza@ks.gov 316-613-1804	Assisting Migrant and Seasonal Farmworkers of Kansas to connect to: <ul style="list-style-type: none"> • Supportive Services • Workforce Services • Employment Related Complaint Assistance
Census 2020	2020census.gov/en.html	844-330-2020	
KDHE – WIC	kansaswic.org/families		WIC renewed and applications accepted through 5/31 by phone and email
HOT (Homeless Outreach Team for Wichita PD)		(316) 854-3013	Will meet with individuals outside and will help them get the resources they need. Will not transport or enter buildings during this time
Comcare		Support Line - 316/660-1111 Crisis Hotline - 316-660-7500	<ul style="list-style-type: none"> • The Support Line is available for individuals with increased mental health symptoms and is open 7 a.m.-7 p.m. Monday through Friday. • For a mental health crisis, call COMCARE's 24-hour crisis hotline.
Miracles, Inc.		316-303-9520	<ul style="list-style-type: none"> • Drug/Alcohol Assessments • Outpatient Substance Use Disorder Treatment for women/women with children • Inpatient Substance Abuse Treatment for women/women with children • Housing services & Sober Living for adult women/Shelter Plus Care
Senior Services, Inc.	seniorservicesofwichita.org	cheriew@seniorservicesofwichita.org	<ul style="list-style-type: none"> • Senior Employment Program is still taking applications for folks 55 and over • Hopes to reopen by June when applications can be taken in person at 9 am to 3 pm Monday through Friday



**Local Workforce Development Board (LWDB)
One-Stop Advisory Council (OSAC)
Meeting Minutes
February 6, 2020**

1. Welcome and Introductions (11:35 am)

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

2. Rapid Response for Laid Off Workers (11:36 am)

Amanda Duncan from the Workforce Alliance provided a summary of special services provided to the workers affected by the recent Spirit AeroSystems lay-offs. Several rapid response meetings were held 1/27 and 1/28 to provide the 2000 dislocated production workers information on Unemployment Insurance, training, and other workforce services available to them. Resource fairs were held in conjunction with each of the meetings; representatives from utility companies, education partners, and other community organizations attended. Additional Rapid Response meetings are planned as the layoffs require; some may be closed while others will be open to anyone who has been laid off. Duncan also shared that the Workforce Center has added several job fairs including fairs targeted to specific types of dislocated workers (production, administrative, etc.)

A total of 4600 total layoffs are planned or have already occurred. However, it is not projected to be a long-term layoff; many workers are focused on short-term employment as a stop-gap between lay off and call back.

3. Workforce Center Google Lab (11:51 am)

Janet Sutton from the Workforce Alliance provided information about the new Google product lab and workshops that will be offered. The lab was made possible by an extension of the Workforce Innovation Fund and includes 16 Chromebooks, a Jamboard, and 4 Pixelbooks. The equipment will be used to offer 4 new workshops using Google Applied Digital Skills curriculum with plans to offer workshops remotely through partnerships with the library system and NexStep Alliance. Workshops will be twice weekly on Wednesdays and Fridays beginning February 19th.

4. State WIOA Plan and Local Area Follow Up (11:59 am)

Denise Houston from the Workforce Alliance provided an update on the status of the new State Plan and the resulting update to the Local Plan. The State closed the public comment period for the plan 1/17/2020 and is now evaluating the comments. They will next submit the plan to the State Workforce Board and once approved, will submit it to the appropriate secretary. Kansas chose to submit a combined plan, which means that it includes goals and plans for the WIOA Adult, Dislocated Worker, and Youth programs, Wagner Peysner Employment Services, Adult Education, Vocational Rehabilitation, Trade Adjustment Assistance, Jobs for Veterans State Grants, and Senior Community Service Employment Program.

The Local Plan is informed by the State Plan; instructions for forming the Local Plan should be received by March or April. It will include changes to partner MOUs and infrastructure

agreements. Partners will need to submit participant counts to Chad Pettera for budget planning and negotiations.

5. Workforce System Mapping (12:05 pm)

Cannizzo reviewed the previous meetings notes on how the group's purpose and how it can work together more effectively. The following ideas for implementation were discussed:

- Understand System Policies
 - Create a digital calculator for Area IV that would allow anyone to input the needs of a client and the system would generate a list of suggestions based on the program eligibilities mapped out in the system.
 - Create an email group to share regular updates
 - Cross-training for the region
 - Create training, similar to the WIF trainings, and record each program so that new staff could review it. Must be updated annually. Possibly host the live training as part of the Workforce in-service trainings.
- Improving Partnerships
 - Host regular networking events where there are structured discussion topics. Similar to the 5th Friday Breakfast from Nov. 2018. Must be at a time that partner staff can participate. Conduct in other counties of area besides SG.
 - Co-locate partner offices in the Workforce Center. Would it be possible for agencies to have a regular, limited schedule of providing services out of the Workforce Center as a trial period before it's permanently written into the MOU?
 - Utilize video conferencing to bring in a partner when meeting with a client.

6. Advisory Council Partner Updates (12:56 pm)

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

- Butler Community College
 - KAEA conference is April 1st and will feature Josh Davies' "Bring Your A Game." Conference is from 10-4; there are 5-6 seats still open. If interested, please email Sherry Watkins
- Goodwill/NexStep Alliance
 - The A-OK to Work bill was pushed back to July 1st as it must be up for public comment for an appropriate amount of time.
 - Goodwill will be at "Day at the Statehouse"

7. Consent Agenda (1:00 pm)

Minutes from the December 5th OSAC meeting were presented for review. No changes were requested

Carolyn Benitez (Peter Bodyk) moved to approve the consent agenda as presented. Motion adopted.

8. Announcements

The next OSAC meeting is scheduled for Thursday, April 2, 2020 at the Wichita Workforce Center

9. Adjourn (1:01 pm)



Council Members

Jennifer Anderson

Carolyn Benitez

Peter Bodyk

Erin George

Erica Ramos

Chris Stanyer

Deb Weve

Sherry Watkins

Staff/Guests

Tisha Cannizzo

Stacy Cotten

Amanda Duncan

Denise Houston

Wendy Inzunza

George Marko

Janet Sutton

July 2019- June 2020					
KS LAIV One Stop Budget by Partner					
Budget Not Final - Missing Participant Counts					
Partner	Annual Costs	Paid YTD	InKind	Balance	
American Indian Council	\$ 8,413	\$ 5,974.29	\$ -	\$ 2,439	
Flint Hills Job Corps	\$ 12,635	\$ 6,115.86	\$ -	\$ 6,519	
Kansas Department of Commerce	\$ 236,352	\$ 57,926.96	\$ -	\$ 178,425	
Workforce Alliance	\$ 400,274	\$ 300,205.50	\$ -	\$ 100,069	
SER- Local	\$ 26	\$ -	\$ -	\$ 26	
SER- National	\$ 383	\$ 287.25	\$ -	\$ 96	
Kansas Dept of Labor	\$ 58,339	\$ -	\$ 3,274.70	\$ 55,064	
Butler Community College	\$ 5,918	\$ -	\$ -	\$ 5,918	
Cowley Community College	\$ 3,157	\$ -	\$ -	\$ 3,157	
WATC/Goodwill	\$ 2,463	\$ -	\$ -	\$ 2,463	
Kansas Dept of Child/Fam	\$ 8,718	\$ -	\$ -	\$ 8,718	
City of Wichita	\$ 1,632	\$ -	\$ -	\$ 1,632	
Total	\$ 738,310	\$ 370,510	\$ 3,275	\$ 364,525	

Missing Participant Counts for DCF, WSU Tech Carl Perkins, and Job Corps Using PY18 Numbers

July 2019- June 2020 In-Kind Services			
Partner	Activity	Date	Amount
Kansas Dept. of Labor	Mutiple	Various	\$3,275

July 2018- June 2019					
KS LAIV One Stop Budget by Partner					
Budget Not Final - Missing Participant Counts					
Partner	Annual Costs	Paid YTD	InKind	Balance	
American Indian Council	\$ 8,731	\$ 8,731.00	\$ -	\$(0)	
Flint Hills Job Corps	\$ 12,713	\$ 12,713.00	\$ -	\$(0)	
Kansas Department of Commerce	\$ 259,254	\$ 259,254.00	\$ -	\$ 0	
Workforce Alliance	\$ 386,192	\$ 386,195.00	\$ -	\$(3)	
SER- Local	\$ 32	\$ -	\$ -	\$ 32	
SER- National	\$ 4,086	\$ 4,086.00	\$ -	\$ 0	
Kansas Dept of Labor	\$ 56,062	\$ -	\$ -	\$ 56,062	
Butler Community College	\$ 1,756	\$ -	\$ 750.00	\$ 1,006	
Cowley Community College	\$ 605	\$ -	\$ -	\$ 605	
WATC/Goodwill	\$ 2,594	\$ -	\$ -	\$ 2,594	
Kansas Dept of Child/Fam	\$ 9,169	\$ -	\$ 500.00	\$ 8,669	
City of Wichita	\$ 802	\$ -	\$ 500.00	\$ 302	
Total	\$ 741,997	\$ 670,979	\$ 1,750	\$ 69,268	

July 2018- June 2019 In-Kind Services			
Partner	Activity	Date	Amount
Butler Community College	Assist with El Dorado Job Fair	11/29/2018	\$500
Butler Community College	YEP room rental at BCC	12/8/2019	\$250
City of Wichita	WFC Staff training	1/11/2019	\$500
NexStep/Goodwill/WSU Tech			
Kansas Dept. of Children & Families	WFC Staff training	7/6/2018	\$500

July 2017- June 2018					
KS LAIV One Stop Budget by Partner					
Partner	Annual Costs	Paid YTD	InKind	Balance	
American Indian Council	\$ 8,461	\$ 7,965.72	\$ -	\$ 496	
Flint Hills Job Corps	\$ 12,326	\$ 13,251.03	\$ -	\$(925)	
Kansas Department of Commerce	\$ 252,772	\$ 244,504.08	\$ -	\$ 8,268	
Allied Health Training	\$ 14,066	\$ 14,065.70	\$ -	\$ -	
Workforce Alliance	\$ 378,192	\$ 370,267.59	\$ -	\$ 7,925	
SER- Local	\$ 32	\$ -	\$ 500.00	\$(468)	
SER- National	\$ 4,086	\$ 361.00	\$ -	\$ 3,725	
Kansas Dept of Labor	\$ 56,062	\$ -	\$ -	\$ 56,062	
Butler Community College	\$ 1,756	\$ -	\$ 500.00	\$ 1,256	
Cowley Community College	\$ 605	\$ -	\$ -	\$ 605	
WATC/Goodwill	\$ 2,594	\$ -	\$ 2,594.00	\$ 0	
Kansas Dept of Child/Fam	\$ 9,169	\$ -	\$ 200.00	\$ 8,969	
City of Wichita	\$ 802	\$ -	\$ 500.00	\$ 302	
Total	\$ 740,925	\$ 650,415	\$ 4,294	\$ 86,216	

July 2017- June 2018 In-Kind Services			
Partner	Activity	Date	Amount
SER-Local	Staff Training	9/29/2017	\$500
Butler Community College	Staff Training	10/9/2017	\$500
City of Wichita	Information Session	6/8/2018	\$500
NexStep/Goodwill/WATC	WorkKeys Session	Multiple	\$2,594
Kansas Dept of Children & Families	Job Fair Assistance	Oct-17	\$200

Workforce Center of South Central Kansas Monthly Reporting Form

Reporting Partner Organization	Contact Name
Contact Email	Reporting Month/Year

Partner Referral Instructions: Record the number of referrals you sent to each organization listed. If an individual was referred to multiple programs, tabulate them for each program.

Referred clients to these programs	# of indiv. referred
WIOA Adult, DW, Youth-Workforce Alliance	
Job Corps-Flint Hills Job Corps	
Native American Programs-American Indian Council	
National Farmworkers-SER Corporation of Kansas	
Veteran's Programs - Kansas Department of Commerce	
Wagner Peyser - Kansas Department of Commerce	
Senior Community Service Program-Workforce Alliance	
Senior Community Service Program-SER National	
Trade Adjustment Act-Kansas Department of Commerce	
Adult Education-Butler Community College	
Adult Education Cowley-Community College	
Adult Education-NexStep/WATC	
Adult Education-Wichita Indochinese Center	
Vocational Rehabilitation Kansas-DCF	
Carl D Perkins-Butler Community College	
Carl D Perkins-Cowley Community College	
Carl D Perkins-Wichita Area Technical College	
Community Services Block Grant-City of Wichita	
Community Services Block Grant-Mid Kansas Community Action	
Unemployment Insurance-Kansas Department of Labor	
Non-WIOA community partners	
Total Number of Referrals Made (may be more than the number of customers served if multiple referrals were made for each individual)	

Client Barrier Instructions: Record the number of barriers per individual. Each individual is recorded once, for each barrier they have, in the month they are served.

Barriers represented by the individuals identified above	# of individuals
Displaced Homemakers (someone who was taking care of family and lost income through divorce, death of a spouse, etc.)	
Low-Income Individuals (receiving SNAP, TANF, Supplemental Security Income, etc.)	
Indians, Alaska Natives, and Native Hawaiians	
Individuals with Disabilities	
Older Individuals (55+)	
Ex-Offenders	
Homeless Individuals	
Foster Care Individuals	
English Language Learners	
Migrant and Seasonal Farmworkers	
Single Parents	
Long-Term Unemployed (27 weeks or longer)	
Veterans	
Individuals within 2 years of Exhausting Lifetime Eligibility under Title IV of the Social Security Act	
Number of Barriers Served (could be more than the number of people served when individuals have more than one barrier)	

Infrastructure Cost Activity Reporting Instructions: Please identify any services/activities you've provided in the last month to offset infrastructure costs. Please provide as much detail as possible with regard to time invested, # of staff involved and # of customers served.

Infrastructure Activities/Services provided	Date	Cost