



## LWDB One-Stop Advisory Council Agenda

May 21, 2020 – 1:00 p.m.

Zoom

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1. Welcome: Tisha Cannizzo (1:00 p.m.)
  2. Workforce Center Opening: George Marko and Erica Ramos (1:05 pm)
    - A. In-person services
    - B. Virtual Career Services
    - C. Virtual Job Fair
  3. Partner Referral Form: Denise Houston (1:15 p.m.) (pp. 2)
  4. Demand Occupation List: Denise Houston (pp. 3-4)
  5. Kansas Unemployment Insurance Update: Nicole Struckoff (1:25 p.m.) (pp. 5-6)
  6. Strategic Planning Update: Keith Lawing (1:35 p.m.)
  7. Advisory Council Partner Updates: Tisha Cannizzo (1:40 p.m.)  
*Time is reserved on the agenda for Council partners to provide updates and share news and activities that impact the workforce system.*
  8. Consent Agenda: Tisha Cannizzo (1:55 p.m.)  
*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 4/30/20 (pp. 7-10)  
***Recommended Action: Approve consent agenda as presented.***
  9. Announcements
  10. Adjourn: Tisha Cannizzo (2:00 p.m.)

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## Partner Referral Form

Referring Agency: \_\_\_\_\_ Referring Staff Name: \_\_\_\_\_

Referring Staff Phone: \_\_\_\_\_ Referring Staff Email: \_\_\_\_\_

Customer Name: \_\_\_\_\_ DOB: \_\_\_\_\_ Last 4 of SSN: \_\_\_\_\_

Participant ID (Workforce Center use only): \_\_\_\_\_

Best time to contact (range of time and days): \_\_\_\_\_

Preferred method of contact: Phone- \_\_\_\_\_ Email- \_\_\_\_\_ Video call (service)- \_\_\_\_\_

The following information is necessary to refer the customer to the most appropriate program. Please complete it as thoroughly as possible. If referring to a specific program, note it in "Additional comments" section.

Customer is receiving: ☐ SNAP ☐ TANF Customer is a: ☐ Veteran ☐ Eligible Spouse ☐ N/A

☐ Employed ☐ Unemployed Has been laid off? ☐ Yes ☐ No

Receiving unemployment benefits: ☐ Yes ☐ No

Most recent place of employment: \_\_\_\_\_

Last date of employment: \_\_\_\_\_

Requesting training assistance: ☐ Yes ☐ No If yes, school preference: \_\_\_\_\_

In what training program? \_\_\_\_\_

If customer is 16-24, check all that apply:

☐ Homeless ☐ Runaway ☐ Dropout ☐ Disabled ☐ English Language Learner

☐ Pregnant or Parenting ☐ Offender ☐ Currently or previously a foster child

Additional comments: \_\_\_\_\_

Receiving Partner Use Only		
Date received: _____	Date assigned: _____	Staff Assigned: _____

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## Occupations/Industries Approved For Training in Local Area IV PY19

July 1, 2019 to June 30, 2020

<u>Industry</u>	<u>Occupations</u>
Advanced Manufacturing Advanced Materials Aerospace*	Aviation Maintenance Technology/ A&P (Aircraft Mechanics) Avionics CAD/CAM & CATIA Composite Fabrication & Repair Computer Controlled Machine Tool Operator (CNC) Diesel Mechanics Electrician Engineering (Aerospace/Chemical/Electrical/Industrial/Mechanical) Heat Treating Equipment Setters, Operators & Tenders, Metal and Plastic Heavy Equipment Operator Industrial Equipment Operator Industrial Maintenance Technician Machine Tool Operator-Metal and Plastic Manufacturing or Production Technicians Non-Destructive Testing (NDT) or Inspection Operations Management Technical Certification Quality Control or Inspection (O*NET –Quality Control Analyst) Robotics Technician Sheet Metal Workers Supply Chain Managers Tool and Die Maker Tooling Transportation Equipment (Heavy and Tractor Trailer Truck Drivers) Welders, Cutters, Solderers, and Brazers
Agriculture*	Biological Technicians Farm Equipment Mechanics and Service Technicians Natural Sciences Managers Refuse and Recyclable Material Collectors Soil and Plant Scientists Zoologists and Wildlife Biologists
Construction	Carpentry HVAC
Data Services Information Technology*	Computer and Information System Managers (IM System Managers) Computer User Support Specialists Cyber Security (Information Security Analysts) Network and Computer System Administrators Software Applications Software Developers Software Engineers Web Developer
Educational Services	Teacher (ONET codes 25-2012 through 25-2054)
Health Care*	Acute Coding/Medical Billing (Billing, Posting, and Rate Clerks) Administration/Management (Medical and Health Service Managers) American Health Information Management Association Certified Coding Specialist Certified Nurse Aide (CNA)-Only as part of a career pathway

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“Equal Opportunity Employer/Program - Auxiliary aids and services are available upon request to individuals with disabilities. Any individual with a disability may request accommodations by contacting the Disability Resource Coordinator at the Workforce Centers, 316-771-6800, TDD: 711 or 1-800-766-3777, (admin@workforce-ks.com).”

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Health Care*	Certified Medication Aide (CMA) Dental Assistant/Hygienist Health Information Technology (HIT) Home Health Aide (HHA)- Only as part of a career pathway Licensed Practical Nurse (LPN) Medical Assistant Medical Laboratory Technician Medical Records Technician Medical Technology BS Occupational Therapy Assistant Pharmacy Technician/Pharmacy Aid Phlebotomist Physical Therapy Assistant (PTA) Radiology Technician/Sonography Registered Nurse (RN) Respiratory Therapist Surgical Technologist
Hospitality	Chefs and Head Cooks
K-12 CTE	All Certifications and Credentials included on the KANSAS SB 155 approved list are included on the Kansas Local Area IV WIOA Approved Training List for Youth Program only.
Oil/Gas/Energy*	Chemist Equipment Operator Geologist Geophysical Data Technician Industrial Controls Inspection Instrumentation Radiographer
On-the-Job Training	All occupations with demonstrated self-sufficient wages will be approved for OJT if employer has active contract with the Workforce Alliance.
Public Safety	Emergency Medical Technicians and Paramedics Probation Officers and Correctional Treatment Specialists Police and Sheriff's Patrol Officers
Registered Apprenticeship	All Occupations and Related Technical Instruction for Apprenticeship Programs that have been registered with the Kansas State Office of Apprenticeship for the South Central Region are included on the Kansas Local Area IV WIOA Approved Training List. RA's must also meet Local Area IV self-sufficient wage requirements.
Retail	For participants in the WIOA Youth program only.
Social Services	Social Worker
Transportation and Logistics*	CDL

\*Industry corresponds to a Career Pathway. Career Pathways allow job seekers, students, and parents to explore educational requirements and career opportunities in prevalent industry clusters within the region. For more information, visit [www.greaterwichtapartnership.org/about\\_us/regional\\_growth\\_plan](http://www.greaterwichtapartnership.org/about_us/regional_growth_plan)

As we enter Phase 1 of Governor Kelly's Executive Order to reopen Kansas, we know many employers will be asking employees to come back to work. The Kansas Department of Labor (KDOL) is committed to ensuring the health, safety and well-being of all workers, employers, and the public as we all make this transition.

Claimants and employers alike have many questions about how unemployment insurance benefits will be impacted if an employee refuses to return to work. It is important for both to know the standards and process KDOL will be using to make those determinations.

**If an individual is considered high-risk for COVID-19, or lives with someone who is considered high-risk for COVID-19 and refuses to return to work, the individual may not be disqualified for benefits.**

The Center for Disease Control has put out guidance identifying persons at higher risk for severe illness from COVID-19. KDOL will use this guidance in conjunction with guidance that may be provided by the Kansas Department of Health and Environment to identify categories of high-risk individuals. These categories are subject to change as guidance from these organizations evolves. KDOL will consider different factors such as whether the employer has made reasonable accommodations for suitable work, such as allowing telework. We will also examine if the work environment has necessary safety measures in place for COVID-19. Employers must also act in accordance with, but not limited to, Governor Kelly's Executive Order 20-29 and guidelines from the Occupational Safety and Health Administration (OSHA), the Center for Disease Control, and the Kansas Department of Labor. Phases 1 and 2 of Governor Kelly's Executive Order direct telework when possible.

**If an individual is not considered high-risk for COVID-19, or does not reside with someone considered high-risk for COVID-19 and refuses to return to work, the individual may be disqualified for benefits.**

A claimant who refuses to apply for suitable work, refuses to return to work, or otherwise refuses an offer of suitable employment, without good cause, may be disqualified for unemployment insurance benefits. Claimants are required to report whether or not they refused work during the week claimed during the weekly claims process.\* Employers can report job refusals by submitting a job refusal form available at <https://www.dol.ks.gov/docs/default-source/ui-benefits-forms/k-ben-3118-a.pdf> via email to [UICC.JobRefusals@ks.gov](mailto:UICC.JobRefusals@ks.gov).

**Decisions about whether or not someone is disqualified for unemployment insurance benefits due to failing to return to work will be decided on a case-by-case basis.**

Both claimants and employers should complete and return all forms received from KDOL as quickly as possible. This ensures a timely review of the claim by KDOL and reduces erroneous decisions.

In making this determination, KDOL will consider whether a bona fide offer of employment was made and refused, whether that employment was suitable, and whether the claimant had good cause for refusing the offer.

In considering whether there was an offer of work, KDOL will review whether specific information was provided regarding the position. Details such as duties, starting pay, and hours, must be conveyed to the claimant; however, if the claimant prevents the employer from providing those details by refusing the job or referral before they could be conveyed, a disqualification can still be imposed.

**KDOL must then consider whether the employment offered was suitable.**

Factors considered include whether the claimant has the skills, training, experience and capabilities to perform the work offered. Consideration also includes the claimant's prospects of finding work, the number of jobs available in the claimant's chosen occupation, the number of people unemployed in that occupation, and the length of time the claimant has been unemployed. If the work offered is not the claimant's normal profession, then considerations will include whether training will be offered to the claimant, and whether the job meets federal/state/local standards in terms of wages, hours or other conditions of the work. In light of COVID-19, KDOL will also consider whether the employer is taking appropriate measures to safeguard employee health and safety by providing personal protective equipment, practicing social distancing, disinfecting and cleaning practices, and following all Federal, State, and local guidelines.

**Finally, KDOL will consider whether the claimant had good cause to refuse suitable work.**

"Good cause" is not defined in K.S.A. 44-706(c). However, consideration of "good cause" may include whether the claimant's reason for refusing the offer of suitable work was of such nature that would impel a reasonable, not supersensitive, individual exercising ordinary common sense to refuse the work. Consideration will also be given as to whether the claimant showed good faith, which includes the presence of a genuine desire to work, when refusing the work.

Claimants who accept part-time work may still be eligible to receive benefits. Claimants who return to work and continue to file weekly claims are required to report their earnings as they are earned; not when they are paid.\*

**After all of these relevant factors are considered, a Notice of Determination will be mailed to both parties.**

If either the claimant or the employer disagrees with the examiner's determination, that party may appeal at their own expense in increasing level of appellate review: The Kansas Department of Labor Office of Appeals, Employment Security Board of Review, State District Court and beyond.

\*Cases in which claimants intentionally misstate or omit facts are considered fraudulent and may result in prosecution. Claimants will be required to pay back benefits deemed to have been overpaid. Overpayments that are due to fraud will be subject to penalties and interest.\*



**Local Workforce Development Board (LWDB)  
One-Stop Advisory Council (OSAC)  
Meeting Minutes  
April 30, 2020**

**1. Welcome and Introductions (11:34 am)**

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

**2. Workforce Center (WFC) Operations & Workforce & Economic Impact (11:34 am)**

Keith Lawing, of the Workforce Alliance, provided information about WFC operations including the approval of a TAA petition for the Spirit AeroSystems layoffs earlier in the year. The Workforce Alliance has applied for additional training funds and is looking forward to hearing about a determination soon. The WFC is getting ready to serve a larger influx of people for the next 6-12 months and are discussing delivering services digitally.

Amanda Duncan with the Workforce Alliance shared the KDOL summary of unemployment insurance weekly review. She also indicated that Rapid Response materials are available on the Workforce Centers website; the WFC is working with the state and employers to create video content for digital Rapid Response.

**3. Kansas Unemployment Insurance (UI) Update (11:42 am)**

Nicole Struckoff with Kansas Department of Labor provided an overview on current Unemployment operations. She shared that KDOL is working around the clock, has trained all of the departments to take UI intake calls, and hired 10 new people to assist with benefit calls. UI is experiencing record high claims; however, the trust fund balance for UI funds remains high. Deadlines for employer wage reports will not be extended.

She also discussed changes due to the CARES Act. The CARES Act expands UI to non-profits & self-employed people. DOL is working on getting systems in place to address those entities. The \$600 payments for claimants have gone out, but if the customer filed before April they may not have received their payment. No additional claims are required for the additional \$600; if a person is eligible, they get the money. KDOL is also working with employers who are calling back employees who do not want to return because of the \$600 payments as these people must be reported. Employers must call back employees to work in a "suitable" environment. Suitability will be decided by the governor; however, if an employer is providing a suitable environment for work and employees refuse work, the employee will be denied UI benefits.

**4. Workforce Center Virtual Services (11:52 am)**

George Marko with the Workforce Alliance reviewed the newly added virtual services for customers as well as discussed the specific plans for reopening the WFC to in-person meetings. The WFC has installed shields for face to face interactions, but is currently placing an emphasis on digital interactions. A virtual career center has been created on the WFC website to help meet customers no matter their situation (laid off, shut down, etc.). Customers can schedule virtual appointments for resume reviews, mock interviews, or to discuss training options. There are also links to job boards, general resume and interview

resources, and community resources. The virtual career center also includes a page for employer resources that includes information about the Small Business Association and Paycheck Protection Program programs. The WFC has also digitized workshops and created video content detailing resources available through the WFC. Next steps will be live digital workshops and reintegration of in-person services. Links to content will be available on the virtual career center soon. For now, they are available on YouTube.

Erica Ramos with the Kansas Department of Commerce shared information about RESEA staff's assistance with incoming UI questions. Staff have been answering basic FAQs from customers using the KDOL website. Ramos reviewed the information included in the meeting packet including the statistics on the number and type of calls.

**5. Strategic Planning Update (12:12 pm)**

Lawing shared information about the Workforce Centers strategic planning sessions that began earlier this year, but because of COVID-19 have changed venues. The time frame for completion has lengthened and will likely be completed by September. Zoom meetings have taken the place of in-person meetings; Lawing asked that partners and other stakeholders participate as much as possible in the meetings. There are three sessions scheduled over the course of a week allowing for flexibility of attendance and ideas are shared across sessions. July meetings will focus on establishing priorities and goals for the Centers.

**6. Opportunities for Workforce System Collaboration (12:22)**

Cannizzo reviewed the Quick Reference Guide for the partners' customer service activities during the Stay-at-Home order. She asked that she be kept updated on any changes as the SAH order is lifted and began to review the next-steps for partner collaborations. She requested input on how to better serve customers digitally and how we might consider pooling resources to better serve our mutual customers. Discussion was limited, and these items were tabled until operations settle down in the wake of COVID-19.

**7. Training Provider Update (12:30 pm)**

Denise Houston with the Workforce Alliance discussed recent meetings with Eligible Training Providers to update them on training programs available and eligibility for each. The ETPs were also asked to provide information about how they're delivering services and when classes will begin. Connections were made with some schools that are not on the ETP list.

An overview of TAA was provided during this time as well. Tonya Carlson, the TAA Supervisor, shared that TAA is a federally funded program for laid off workers (laid off due to foreign trade) that has training opportunities (130 weeks of training not tied to the ETP list), wage subsidies, health care programs and more. There are currently 10 active TAA petitions in our area. Houston and Carlson have been collaborating on an updated Partner Referral Form to help create a "no wrong door" approach to referrals.

**8. Infrastructure Costs & Participant Counts (12:38 pm)**

Chad Pettera encouraged the partners to review the in-kind line on the provided budget to ensure all activities were counted. If any need to be added, partners should email the details to Pettera or Cannizzo. Some organizations are still lacking any participant counts; those are required for the upcoming budget. Pettera also shared that there will be a rent increase starting July 1.

## 9. Advisory Council Partner Updates (12:41 pm)

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

- Butler Community College
  - Currently teaching students remotely through June. About 1/3 of students have internet and technology, about another 1/3 use USPS mail materials, and about 1/3 have lost contact during this time. Currently, ABE is not accepting new students. They will begin accepting new students in July if they are able to with social distancing guidelines in place in the classroom. Face to face classes will begin in August in accordance with state and local recommendations.
- Cowley Community College
  - Have begun screening students before they are allowed on campus. No more than 3 or 4 students in a group. Summer classes will all be online.
- Flint Hills Job Corps
  - Starting May 11<sup>th</sup>, distance learning will begin until students can be back on campus. They will be sending out Chromebooks. They're still doing case management and taking applications.
- Goodwill/NexStep Alliance
  - ABE and ESL services are being offered virtually. The A-OK to Work bill has been renamed Pathway to Careers and should be finalized in June. There have been furloughs on the Goodwill side; hopefully the retail stores will be able to open again next week. The Learn IT program is going virtual as well, first in 10 minute sessions and then in total.
- KS Department for Children & Families
  - Economic & Employment employees are working staggered shifts and working to get laptops out to staff. Still processing requests for food, rent, and utility assistance. Trying to meeting basic customer needs.
  - TANF Employment Services are working remotely, checking in with customers, and processing payments.
  - Vocational Rehabilitation staff are working from home, assisting customers through phone and email if possible. Many customers are reluctant to do much because of the virus; they have seen a drop in referrals. Some contractors are having issues completing work; evaluations are backed up because of staffing issues.
- KS Department of Commerce
  - MSFW Monitor Advocate is working with partners to assist clients, making connections with the farm bureau, Department of Agriculture, health programs, and sharing WFC services with those folks.
- SER
  - Have been working alternating days in the office, but expect everyone to return on Monday. Have been serving customers via phone, email, and through the mail. Computers and internet access is a barrier for their participants. They are not currently recruiting or doing any kind of outreach, only working on exits and job placements. Working with KDOL to determine what outreach & recruiting will look like in the future.

## **10. Consent Agenda (1:00 pm)**

Minutes from the February 6th OSAC meeting were presented for review. No changes were requested

*Carolyn Benitez (Chris Stanyer) moved to approve the consent agenda as presented. Motion adopted.*

## **11. Announcements**

## **12. Adjourn (1:05 pm)**



### Council Members

Jennifer Anderson  
Carolyn Benitez  
Peter Bodyk  
Tonya Carlson  
Dustin Costello  
Erin George  
Wendy Inzunza  
Erica Ramos  
Chris Stanyer  
Nicole Struckoff  
Deb Weve  
Sherry Watkins

### Staff/Guests

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