

LWDB Program Operations and Performance (POP) Committee Meeting Minutes
January 9, 2020

1. Welcome and Introductions

Co-Chair Tony Naylor welcomed Committee members and asked for self-introductions.

2. Workforce Innovation & Opportunity Act (WIOA) Performance Reports

Program Year 2019 began on July 1, 2019; second quarter ended on December 31, 2019. Performance reports were presented to the Committee for review.

For WIOA Adult, Dislocated Worker, and Youth (PY19), Local Area IV (LAIV) is projected to not meet the sanction level for Adult Credential Attainment for the 1st quarter or Adult Median Earnings for the 2nd quarter. For Dislocated Worker Program, LAIV is projected to not meet the sanction level for Entered Employment for the 1st quarter or Credential Rate for the 2nd Quarter. For the Youth Program, LAIV is projected to not meet the sanction level for Credential Rate and Placement in Employment, Education, or Training 4th Quarter. LAIV is projected to not meet the sanction level for Credential Rate and Placement in Employment, Education, or Training for the 2nd Quarter. The WA has worked with the Committee over the last year to review strategies and possible program changes to improve performance for the Youth Program. Possible strategies include registered apprenticeship, on-the-job training and targeting the foster care population. Results of any changes implemented would take a year to be reflected in the performance data.

Local Area IV is behind the State in projected annual performance. Local Area IV is projected to exceed the goal on three measures and not meet the sanction level on eight measures. The State is projected to meet the goal on two measures, exceed the goal on three measures, and not meet the sanction level on six measures. Matt Peterson asked if not meeting the sanction level on eight out of 11 measures was a cause for alarm and staff responded that a more accurate picture of performance would emerge as the year progresses and there is no cause for concern at this point.

For Wagner Peyser (PY19), LAIV is projected to exceed the goal for Entered Employment 2nd Quarter, Entered Employment 4th Quarter, and Median Earnings in the second quarter.

Under WIOA, Average Indicator Scores were added to performance reporting, which are additional performance goals based on overall program performance and overall measure performance across programs. It is determined by looking at the overall performance of a specific program and the overall performance of a specific measure across program. The goal for each is 100% and the sanction level is 90%. Examples illustrating average indicator and average program scores were presented.

Committee members question whether the current standards are measuring program performance accurately as there are other factors that could affect performance such as community economic factors. *Report was received and filed.*

3. Kansas Workforce Investment and Opportunity Act (WIOA) State Plan

The Workforce Innovation and Opportunity Act (WIOA) requires each state have a State Plan, which is required to be updated every four years. The State of Kansas' current State Plan will expire on June 30, 2020. The State has released a draft of the revised WIOA State Plan for review and public comment: <https://ksworksstateboard.org/state-plans/>. The comment period ends on January 17, 2020. The State Plan serves as a four-year action plan to develop, align, and integrate the State's systems and provide a platform to achieve the State's vision and strategic and operational goals. States may choose to submit either a Unified or Combined State Plan. The State has chosen to submit a Combined State Plan, which includes the following:

- WIOA Adult, Dislocated Worker, Youth Programs
- Wagner-Peyser Act Employment Service Programs
- Adult Education and Family Literacy Act

- Vocational Rehabilitation Programs
- Optional Partner Programs:
 - Trade Adjustment Assistance Programs
 - Jobs for Veterans State Grants Programs
 - Senior Community Service Employment Programs

Staff is currently reviewing the State plan and has not identified any significant changes thus far. Some items of note are changes to branding of the workforce centers, Memorandum of Understandings (MOUs) with partner organizations and infrastructure cost-sharing agreements. Staff will provide recommendations for public comment to the Executive Committee at its January 15th meeting. The State Workforce Board will review public comments, finalize, and approve the plan to be submitted to federal government for implementation on July 1, 2020. Committee members are encouraged to review the State plan and provide suggestions for comment to staff. The Local Plan is also being review and will be sent out for comment.

Report was received and filed.

4. Business Services Monitoring Report

One of the responsibilities of the Workforce Alliance (WA) Local Workforce Development Board (LWDB) is to monitor program operations. WA staff has been conducting an internal review of all of its programs and presenting reports to the Committee for review. Reports to date include Career Center Operations, Kansas Health Profession Opportunity Project (KHPOP), Senior Community Service Employment Program (SCSEP) and WIOA Youth. During the fall of 2019, WA staff reviewed Business Team Operations; the monitoring report for Business Services was presented to the Committee for review. Future plans for 2020 monitoring include revisiting the reports of 2019 to update the committee on changes that were made and the outcomes of those changes.

Results of the Business Team Operations monitoring identified the following best practices and areas of recognition: creating targeted On-the-Job Trainings (OJTs), actively attending business networking events, conducting Registered Apprenticeship (RA) informational meetings, developing a referral process for job seekers to Business Services Representatives (BSRs), implementing career pathways and sector strategies, recruiting local business leaders and human resource professionals to assist with resume reviews and mock interviews, scheduling a number of job fairs and providing outreach efforts for Helping Youth Prepare for Employment (HYPE). The monitoring also identified some areas of concern such as lack of adequate training resources and guidance, gaps and inaccuracies in providing business services to outer county businesses and inadequate tracking and communication of business team outcomes and performance measures. Internal monitoring of this program is not yet required, but will be in the future. There are very few areas that have created internal monitoring procedures for Business Services review; therefore, the staff has had to create one from scratch. Workforce Center staff have not had the opportunity to develop a formal plan on how to address the areas of concern noted in the report. Those plans will be forthcoming in February. A training manual is being developed to address some of the issues identified. The Committee was asked to provide oversight and recommendations to staff. Matt Peterson complimented staff for being proactive in conducting the review and in the excellent work being done. He advised that the creation of the training manual be considered a priority as well as a plan for keeping it updated. Committee members were encouraged to keep the WA updated on what their employment needs are.

Committee members provided input; report was received and filed.

5. Additions to the Eligible Training Provider (ETP) List

Additions to the ETP List were recommended to the Committee for approval. All programs on the ETP list must be approved by the Committee. All of the pending programs are provided by Butler

Community College: Mass Communication-Journalism, Mass Communication-Radio/TV, Mass Communication-Sports Media, Pre-Physical Therapy and Pre-Physician Assistant and Sports Management. All programs provide for a wage over the \$12.02 an hour self-sufficiency wage standard. These programs are not currently on the Demand Occupations List in Local Area IV (LA IV), but may be in demand in other Local Areas. Jim Means asked if it was known if a demand for these occupations existed in the other Local Areas; this information is unknown; however, approval by the Local Area is needed to add these programs to the ETP list and it is up to the individual Local Areas to determine if a program is added to their Demand Occupations List. Local Area IV can only provide training funds for the Pre-Physician Assistant and Pre-Physical Therapy programs at this time.

Kerri Falletti (Justin Albert) moved to approve the initial programs as presented. Motion approved.

6. Consent Agenda and Committee Reports

Meeting Minutes from November 6, 2019 as well as the Workforce Center Operations report, One-Stop Operator report and Workforce Alliance strategic planning update were presented to the Committee for review.

The Workforce Alliance (WA) Local Workforce Development Board (LWDB) adopts a strategic plan every two years and will engage in the strategic planning process in 2020. The strategic plan is used to guide the operations of the organization. A Request For Proposal (RFP) for facilitation services was released. Four proposals were received and recommendations will be made to the Executive Committee at its January 15th meeting. The Board will conduct a series of strategic planning sessions in 2020 that will focus on key topics to review progress and outcomes related to the goals, and update the strategic plan for the next two years. The goal is to adopt the new plan at the LWDB meeting on July 22, 2020.

Robyn Heinz (Kerri Falletti) moved to approve the consent agenda as present. Motion approved.

7. Adjournment

The meeting was adjourned at 12:20.

Present Committee & Board Members

Tony Naylor, Co-Chair

Robyn Heinz, Co-Chair

Justin Albert

Jon Cressler for Michelle Ruder

Kerri Falletti

Jim Means

Jessica Kilpatric

Matt Peterson

Steve Porter

Staff/Guests

Keith Lawing

Shirley Lindhorst

Denise Houston

George Marko

Chad Pettera

Tisha Cannizzo, Eckerd Connects