

**LWDB Program Operations and Performance Committee
Meeting Agenda**

Thursday, January 9, 2020 • 11:30 a.m.

300 W. Douglas Avenue, Suite 850 – R.H. Garvey Building

Conference call option or Zoom Room web meeting access is available upon request

1. **Welcome and Introductions:** Tony Naylor (11:30)
 2. **Workforce Innovation & Opportunity Act (WIOA) Performance Reports:** Denise Houston (11:35) (pp. 2-7)
Program Year 2019 Workforce Innovation and Opportunity Act (WIOA) performance outcomes will be presented.
Recommended action: *Take appropriate action.*
 3. **Kansas Workforce Investment and Opportunity Act (WIOA) State Plan** – Denise Houston (11:45) (p. 8)
The State of Kansas 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.
Recommended action: *Take appropriate action.*
 4. **Business Services Monitoring Report:** Chad Pettera (11:50) (pp. 9-43)
One of the responsibilities of the Workforce Alliance (WA) Local Workforce Development Board (LWDB) is to monitor program operations. The monitoring report for Business Services will be reviewed.
Recommended action: *Provide oversight and recommendations to staff.*
 5. **Additions to the Eligible Training Provider (ETP) List:** Denise Houston (12:05) (pp. 44-45)
Additions to the Eligible Training Provider List will be recommended to the Committee for approval.
Recommended action: *Approve the initial programs as presented.*
 6. **Consent Agenda:** Tony Naylor (12:15)
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 November 7, 2019 (pp. 46-48)
 - B. Workforce Center Operations (pp. 49-55)
 - C. One-Stop Operator Report (p. 56)
 - D. Workforce Alliance Strategic Planning (pp. 57-58)**Recommended Action:** *Approve the consent agenda as presented.*
 7. **Adjourn (12:45)**
-

*The next LWDB Program Operations and Performance Committee Meeting
is scheduled for 11:30 a.m. on Thursday, March 5, 2020.*

Item

Staff Reports

Background

Program Year 2019 performance is available for the first and second quarter.

Analysis

WIOA Adult, Dislocated Worker, and Youth (PY19)

Program Year 2019 began on July 1, 2019 and we have just completed the second quarter. The 3rd Quarter has just begun.

The Adult Program projected first quarter performance for LAIV is to meet the goal on Entered Employment 2nd Quarter, Entered Employment 4th Quarter, and Median Earnings. LAIV is projected to not meet the sanction level for Credential Rate. The Adult Program projected second quarter performance for LAIV is to meet the goal on Entered Employment 2nd Quarter, Entered Employment 4th Quarter, and Credential Rate. LAIV is projected to not meet the sanction level for and Median Earnings.

The Dislocated Worker Program projected first quarter performance is to exceed the goal for Entered Employment 2nd Quarter, Median Earnings, and Credential Rate. LAIV is projected to not meet the sanction level for Entered Employment 4th Quarter. The Dislocated Worker Program projected second quarter performance is to exceed the goal for Entered Employment 2nd Quarter and Median Earnings. LAIV is projected to meet the goal on Entered Employment 4th Quarter. LAIV is projected to not meet the sanction level for Credential Rate.

The Youth Program projected first quarter performance is to exceed the goal for Placement in Employment, Education, or Training 2nd Quarter. LAIV is projected to not meet the sanction level for Credential Rate and Placement in Employment, Education, or Training 4th Quarter. Median Earnings for the first quarter is currently \$3,009.76. The Youth Program projected second quarter performance is to exceed the goal for 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 2nd Quarter. Median Earnings for the second quarter is currently \$2,647.66.

Information on Measureable Skills Gains will be entered closer to the end of the program year.

Local Area IV is behind the State in projected annual performance. Local Area IV is projected to exceed the goal on 3 measures and not meet the sanction level on 8 measures. The State is projected to meet the goal on 2 measures, exceed the goal on 3 measures, and not meet the sanction level on 6 measures.

Wagner Peyser (PY19)

Local Area IV is projected to exceed the goal for Entered Employment 2nd Quarter, Entered Employment 4th Quarter, and Median Earnings in the second quarter.

Average Indicator Scores

WIOA added 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%. The examples below are illustrations of average indicator and average program scores:

	Adult Program	DW Program	Youth Program	Average Indicator Score
Employment 2 nd Quarter After Exit	79.12% →	88.24% →	101.49% →	89.62%
Employment 4 th Quarter After Exit	69.77% →	68.42% →	76.08% →	71.42%
Median Earnings	87.80% →	118% →	NA →	102.90%
Credential Rate	81.36% →	105.41% →	74.06% →	86.94%

	Adult Program	DW Program	Youth Program
Employment 2 nd Quarter After Exit	79.12% ↓	88.24% ↓	101.49% ↓
Employment 4 th Quarter After Exit	69.77% ↓	68.42% ↓	76.08% ↓
Median Earnings	87.80% ↓	118% ↓	NA ↓
Credential Rate	81.36% ↓	105.41% ↓	74.06% ↓
Average Program Score	79.51%	95.02%	83.88%

For Average Indicator Score for the 2nd quarter, Local Area IV is projected to meet the goal on Median Earnings and not meet the sanction level on Employment 2nd Quarter after Exit, Employment 4th Quarter after Exit, and Credential Rate.

For Average Program Score for the 2nd quarter, Local Area IV is projected to meet the sanction level for the Dislocated Worker Program, and not meet the sanction level for Adult and Youth programs.

January 9, 2020

Submitted By: Denise Houston

Strategic Goals Supported

This activity supports the following Strategic goals of the Local Workforce Development Board:

- Strengthen relationships with WIOA partners, community organizations and educational/training institutions to leverage resources and align services through the one-stop workforce centers (American Job Centers)

Recommended Action:

Take appropriate action.

**WIOA Programs
Program Year 2019
Performance Report of LA IV
as of 01/03/2020**

Adult	Goal Sanction	PY19 1st Qtr July 19 - Sept 19				PY19 2nd Qtr Oct 19 - Dec 19				PY19 3rd Qtr Jan 20 - Mar 20				PY19 4th Qtr Apr 20 - June 20				PY19 Annual Report July 19 - June 20				PY19 State / Annual Report July 19 - June 20				*Reporting Period			
		July 19 - Sept 19				Oct 19 - Dec 19				Jan 20 - Mar 20				Apr 20 - June 20				July 19 - June 20				July 19 - June 20				3rd Qtr= 01/01/19 to 03/31/19			
		75.41				75.70				N/A				N/A				62.27				55.66				Annual= 07/01/18 to 06/30/19			
Employment Rate (2nd Qtr. after Exit)	78.7%	75.41				75.70				N/A				N/A				62.27				55.66				Annual= 07/01/18 to 06/30/19			
Employment Rate (4th Qtr. after Exit)	76.6%	69.84				71.61				N/A				N/A				53.44				53.91				Annual= 07/01/18 to 09/30/18			
Earnings (Median Earnings 2nd Qtr. after Exit)	\$6,225.00	\$5,742.59				\$5,443.56				N/A				N/A				\$5,485.84				\$5,900.77				Annual= 01/01/18 to 12/31/18			
Credential Attainment (Within 4 Qtrs. after Exit)	67.4%	25.00				66.67				1				1				54.84				70.50				Annual= 07/01/18 to 09/30/18			
Measurable Skills Gain (Real Time Measure)	N/A	2.86				0.00				35												1				Annual= 01/01/20 to 03/31/20			
	N/A																	2.38				19.59				Annual= 07/01/19 to 06/30/20			

Dislocated Workers																													
Employment Rate (2nd Qtr. after Exit)	81.7%	88.46				86.67				N/A				N/A				72.09				55.56				3rd Qtr= 01/01/19 to 03/31/19			
	73.53%	26				30				N/A				N/A				86				270				Annual= 07/01/18 to 06/30/19			
Employment Rate (4th Qtr. after Exit)	80.2%	71.43				77.27				N/A				N/A				54.87				56.12				3rd Qtr= 07/01/18 to 09/30/18			
	72.18%	35				22				N/A				N/A				113				294				Annual= 01/01/18 to 12/31/18			
Earnings (Median Earnings 2nd Qtr. after Exit)	\$8,084.00	\$9,527.95				\$9,221.63				N/A				N/A				\$9,539.40				N/A				3rd Qtr= 01/01/19 to 03/31/19			
Credential Attainment (Within 4 Qtrs. after Exit)	69.0%	75.00				57.14				3				N/A				72.73				82.64				Annual= 07/01/18 to 06/30/19			
Measurable Skills Gain (Real Time Measure)	N/A	11.76				0.00				2				N/A				11.76				31.46				3rd Qtr= 01/01/20 to 03/31/20			
	N/A																					89				Annual= 07/01/19 to 06/30/20			

Youth																													
Education and Employment Rate (2nd Qtr. after Exit)	72.6%	78.95				57.14				N/A				N/A				73.68				55.58				3rd Qtr= 01/01/19 to 03/31/19			
	65.34%	19				14				N/A				N/A				38				439				Annual= 07/01/18 to 06/30/19			
Education and Employment Rate (4th Qtr. after Exit)	67.4%	55.00				76.00				N/A				N/A				51.28				55.72				3rd Qtr= 07/01/18 to 09/30/18			
	60.66%	20				25				N/A				N/A				78				481				Annual= 01/01/18 to 12/31/18			
Earnings (Median Earnings 2nd Qtr. after Exit)	N/A	\$3,009.76				\$2,647.66				N/A				N/A				\$3,009.76				\$3,530.42				3rd Qtr= 01/01/19 to 03/31/19			
Credential Attainment (Within 4 Qtrs. after Exit)	63.3%	26.67				40.91				4				N/A				46.88				57.95				3rd Qtr= 07/01/18 to 09/30/18			
Measurable Skills Gain (Real Time Measure)	N/A	0.00				0.00				0				N/A				0.00				16.30				Annual= 01/01/18 to 12/31/18			
	N/A																					270				3rd Qtr= 01/01/20 to 03/31/20			

Summary LA IV																													
Met Goal	Adult	3				2				1				1				1				1				4th Qtr			
	DW	3				2				1				1				1				1				DW			
Met Sanction	Adult	3				2				1				1				1				1				Youth			
Did Not Meet Sanction	Adult	1				2				2				2				2				2				Youth			

Summary Annual LA IV / State										Program to Date			
										Adult	DW	Youth	State
Met Goal											2	1	3
Met Sanction													2
Did Not Meet Sanction										4	2	2	6

**WIOA Programs
Program Year 2019
2nd Quarter Performance Report
Comparison of Local Areas as of 01/03/2020**

			LA IV South Central Kansas 6 Counties	LA I Western Kansas 62 Counties	LA II North East Kansas 17 Counties	LA III Kansas City Area 3 Counties	LA V South East Kansas 17 Counties	State
Adults	Report Period*	Goal						
		Sanction						
Employment Rate <i>(2nd Qtr. after Exit)</i>	10/01/18 to 12/31/18	78.7%						
		70.83%	75.41	90.00	85.71	67.10	70.25	74.35
Employment Rate <i>(4th Qtr. after Exit)</i>	04/01/18 to 06/30/18	76.6%						
		68.94%	69.84	93.33	71.43	65.35	68.50	70.48
Earnings <i>(Median Earnings 2nd Qtr. after Exit)</i>	10/01/18 to 12/31/18	\$6,225.00						
		\$5,602.50	\$5,742.59	\$7,800.00	\$8,214.22	\$6,139.23	\$5,619.55	\$5,975.07
Credential Attainment <i>(Within 4 Qtrs. after Exit)</i>	04/01/18 to 06/30/18	67.4%						
		60.66%	25.00	86.21	88.00	82.50	68.57	80.12
Measurable Skills Gain <i>(Real Time Measure)</i>	10/01/19 to 12/31/19	N/A						
		N/A	2.86	11.40	0.00	36.67	8.20	13.01

Dislocated Workers

Employment Rate (2nd Qtr. after Exit)	10/01/18 to 12/31/18	81.7%						
		73.53%	88.46	100.00	^^^	47.83	66.67	73.13
Employment Rate (4th Qtr. after Exit)	04/01/18 to 06/30/18	80.2%						
		72.18%	71.43	88.89	^^^	63.64	70.00	73.49
Earnings (Median Earnings 2nd Qtr. after Exit)	10/01/18 to 12/31/18	\$8,084.00						
		\$7,275.60	\$9,527.95	\$8,936.85	^^^	\$13,165.53	\$8,929.77	\$9,550.84
Credential Attainment (Within 4 Qtrs. after Exit)	04/01/18 to 06/30/18	69.0%						
		62.10%	75.00	83.33	^^^	94.44	100.00	86.05
Measurable Skills Gain (Real Time Measure)	10/01/19 to 12/31/19	N/A						
		N/A	11.76	19.05	^^^	35.71	0.00	20.90

Youth

Education and Employment Rate (2nd Qtr. after Exit)	10/01/18 to 12/31/18	72.6%						
		65.34%	78.95	100.00	86.67	76.60	52.00	73.04
Education and Employment Rate (4th Qtr. after Exit)	04/01/18 to 06/30/18	67.4%						
		60.66%	55.00	96.15	78.57	65.22	68.42	77.69
Earnings (Median Earnings 2nd Qtr. after Exit)	10/01/18 to 12/31/18	N/A						
		N/A	\$3,009.76	\$1,832.64	\$4,732.20	\$2,598.27	\$2,566.00	\$2,883.97
Credential Attainment (Within 4 Qtrs. after Exit)	04/01/18 to 06/30/18	63.3%						
		56.97%	26.67	82.35	78.26	61.54	66.67	65.56
Measurable Skills Gain (Real Time Measure)	10/01/19 to 12/31/19	N/A						
		N/A	0.00	15.25	1.45	8.16	15.15	8.12

Quarterly Summary - All 5 Local Areas / State

	LA IV			LA I			LA II		
	Adult	DW	Youth	Adult	DW	Youth	Adult	DW	Youth
Met Goal		3	1	4	4	3	3		3
Met Sanction	3						1		
Did Not Meet Sanction	1	1	2						

	LA III			LA V			State		
	Adult	DW	Youth	Adult	DW	Youth	Adult	DW	Youth
Met Goal	1	2	1	1	2	2	1	3	3
Met Sanction	1		2	1			3		
Did Not Meet Sanction	2	2		2	2	1		1	

The Kansas Department of Commerce accesses confidential databases to obtain additional wage data; therefore, the actual performance rating cannot be released, only whether the rating met,exceeded, or was below the goal or sanction level.

^^^ No data showing in the quarter yet even though it is within the current reporting period.

* Reporting Period = Participants who exited during the time frame indicated will count in performance measures

**Wagner-Peyser
Program Year 2019
Performance Report of LAIV
as of 01/03/2020**

Job Service	Goal		PY19 1st Qtr July 19 - Sept 19		PY19 2nd Qtr Oct 19 - Dec 19		PY19 3rd Qtr Jan 20 - Mar 20		PY19 4th Qtr Apr 20 - June 20		*Reporting Period
	Sanction										
Employment Rate (2nd Qtr. after Exit)	67.9%		1782		1563						3rd Qtr= 01/01/19 to 03/31/19
	61.11%	70.55%	2526	74.36%	2102						Annual= 07/01/18 to 06/30/19
Employment Rate (4th Qtr. after Exit)	68.2%		2157		1924						3rd Qtr= 07/01/18 to 09/30/18
	61.38%	74.97%	2877	70.53%	2728						Annual= 01/01/18 to 12/31/18
Earnings (Median Earnings 2nd Qtr. after Exit)	\$4,701.00										3rd Qtr= 01/01/19 to 03/31/19
	\$4,230.90	\$5,638.79	N/A	\$6,189.33	N/A			N/A		N/A	Annual= 07/01/18 to 06/30/19

Wagner-Peyser	Goal		PY19 Annual Report July 19 - June 20		PY19 State / Annual Report July 19 - June 20		PY19 *Reporting Period	
	Sanction							
Employment Rate (2nd Qtr. after Exit)	67.9%		5034		12325		3rd Qtr= 01/01/19 to 03/31/19	
	61.11%	55.43%	9082	52.10%	23655		Annual= 07/01/18 to 06/30/19	
Employment Rate (4th Qtr. after Exit)	68.2%		5760		13365		3rd Qtr= 07/01/18 to 09/30/18	
	61.38%	56.10%	10267	52.08%	25663		Annual= 01/01/18 to 12/31/18	
Earnings (Median Earnings 2nd Qtr. after Exit)	\$4,701.00						3rd Qtr= 01/01/19 to 03/31/19	
	\$4,230.90	\$6,186.84	N/A	\$5,628.07	N/A		Annual= 07/01/18 to 06/30/19	

Summary LA IV	Quarterly Local Area IV			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Met Goal	3	3		
Met Sanction				
Did Not Meet Sanction				

Summary Annual LA IV / State	Program to Date	
	LAIV	State
Met Goal	1	1
Met Sanction		
Did Not Meet Sanction	2	2

***** The Kansas Department of Commerce accesses confidential databases to obtain additional wage data; therefore, the actual performance rating cannot be released, only whether the rating met, exceeded, or was below the goal or sanction level

* Reporting Period = Participants who exited during the time frame indicated will count in performance measures

Item

Upcoming State Plan Activities

Background

The Workforce Innovation and Opportunity Act (WIOA) requires each State have a State Plan and update the State Plan every four years. The State of Kansas' current State Plan will expire on June 30, 2020. The State of Kansas has updated the State Plan and it is currently posted for public comment. The public comment period will close on January 17, 2020.

Analysis

Part 676 of the WIOA Final Regulations sets forth the requirements for the State Plan. 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 of Kansas 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 indicated below:
 - Trade Adjustment Assistance Programs
 - Jobs for Veterans State Grants Programs
 - Senior Community Service Employment Programs

The current State Plan and the proposed State Plan posted for comment can be found at <https://ksworksstateboard.org/state-plans/>. Starting at section 676.140, the WIOA final regulations set forth the requirements for the development, content, and approval of a Combined State Plan.

In the coming months, the State Workforce Board will review any public comments, finalize, and approve the plan to be sent to the appropriate Secretary's for review and approval.

Supports Strategic Goal:

- Strengthen relationships with WIOA partners, community organizations and educational/training institutions to leverage resources and align services through the one-stop workforce centers (American Job Centers)

Recommended Action

Take appropriate action.

Item

WIOA Monitoring Reports

Background

The POP Committee continues to review internal monitoring reports. Reports to date include Career Center Operations, KHPOP, SCSEP and WIOA Youth. During the Fall of 2019 WA Staff reviewed the Business Team Operations. During the review staff noted several best practice and areas of concern. Staff published the report to management in December of 2019. Plans for 2020 monitoring include revisiting the reports of 2019 to update the committee on changes.

Report

Best Practices and Areas of Recognition

1. Targeted On-the-Job Trainings (OJTs)
2. Sending staff to business networking events
3. Conducting Registered Apprenticeship (RA) informational meetings
4. Beginning to develop a referral process for jobseekers to Business Services Representatives (BSRs)
5. Strategic Development and Use of Career Pathways and Sector Strategies
6. Recruitment of local business leaders and HR Professionals to assist with Resume Reviews and Mock Interviews
7. Number of job fairs
8. Business Outreach efforts for HYPE

Areas of Concern

1. The Business Team is lacking adequate training resources and guidance
2. The provision of outer county business services has identified gaps and inaccuracies
3. Business Team outcomes and performance measures are not being adequately tracked or communicated

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 forth coming in February as new staff is brought on board in January.

Supports Workforce Alliance Strategic Goal:

Strengthen relationships with WIOA partners, community organizations and educational/training institutions to leverage resources and align services through the one-stop workforce centers.

Recommended Action

Provide oversight and recommendations to staff.



*Serving Employers and Job Seekers in
Butler, Cowley, Harper, Kingman, Sedgwick & Sumner Counties*

January 6, 2020

To: Workforce Centers of South Central Kansas

From: Workforce Alliance Monitoring and Oversight Team

RE: Workforce Innovation and Opportunity Act (WIOA) Business Services Monitoring Summary

The Workforce Alliance Monitoring and Oversight Team conducted comprehensive reviews of the provision of business services through WIOA during the months of July-September 2019. A total of 15 business customers provided feedback, and members of the Business Team management and staff were interviewed to assess compliance with policies and regulations; please reference the Attachments for further information on these feedback forms, the interviews and all other outside documents referenced in this report. Following is a summary of the monitoring results and a description of recognized areas of excellence and best practices, as well as any items identified as requiring further attention along with the Monitor's subsequent recommendations for improvement.

Best Practices and Areas of Recognition

WIOA sec. 134(a)(3)(A)(i) requires the development of innovative programs and strategies to meet the need of all employers in an area, both large and small. The Business Team Management identified the following local strategies that have been developed in Local Area IV:

- Targeted On-the-Job Trainings (OJTs)
- Sending staff to business networking events
- Conducting Registered Apprenticeship (RA) informational meetings
- Beginning to develop a referral process for jobseekers to Business Services Representatives (BSRs)

The Local Area IV Plan spells out a detailed plan for utilizing career pathways and sector strategies in coordination with partner agencies. Many of these strategies have been enacted and are continuing to be adapted and developed to further enhance business engagement and partnerships. Members of senior management have successfully sought out the involvement of leaders in the local business community to inform sector strategies in relevant and effective manners, and should continue to expand these relationships.



*Serving Employers and Job Seekers in
Butler, Cowley, Harper, Kingman, Sedgwick & Sumner Counties*

Some other highlights of current practices in the delivery of local business services are:

1. The successful recruitment of local business leaders and HR professionals to assist with jobseeker resume reviews and mock interviews is recognized as a best practice and should continue to be further developed and expanded.
2. The number of active job fairs and the employers involved in these processes is also impressive and in alignment with the vision of WIOA.
3. The partnerships between local employers, training providers and the Workforce Center to create targeted OJTs and RAs is also a best practice and an area for further potential growth.
4. The outreach efforts and results of the Helping Youth Prepare for Employment (HYPE) collaborative is also commendable and should be viewed as a best practice.

Areas of Concern

The Monitor conducted interviews of Business Services Team management and staff and reviewed the KansasWorks data management system to evaluate the provision of services in accordance with the rules and regulations of WIOA. Please see [Attachment A](#) for further details of this interview process. There were several concerns identified as requiring attention; the most pressing issues identified by the Monitor are detailed below.

1. The Business Team is lacking adequate training resources and guidance

At this point in time, no clear and effective training manual was able to be identified by the staff of the Business Team. Some BSRs had pieces of manuals that they had been provided over the past several years, but not all staff had even this much, and the manuals were not consistent or always accurate. The only Business Team staff training manual found on the shared drive was a draft that had been started several years prior and never completed. A limited number of local policies and protocols regarding the provision of business services were identified, but many necessary ones do not exist at this time.

Local Area IV's Memorandum of Understanding (MOU), which went into effect July 1, 2018, includes the following requirement: *"a business services protocol will be established and training provided to all One Stop Partners participating in the provision of services to employers on the KansasWorks system."*

As a result of the lack of clear local guidance, staff were entering services and case notes into KansasWorks in an entirely different manner than each other and thus business services were often not being accurately reported. There were inconsistencies identified across many other functions as well, with management staff frequently not even being able to identify which employers were being served by which staff. Management staff identified some performance



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issues with a few current staff members, but appeared unable to effectively address these issues due to not having written protocols in place with which to uphold any set standards. Management staff was unable to clearly identify reports used for adequately tracking staff performance and services provided.

It was also noted that BSRs are expected to meet specific quotas in their 2019 team goals, but are frequently pulled to assist other teams with the provision of services not directly related to their job duties, thus preventing them from having enough time to complete their actual assigned duties. While the Monitoring Team appreciates that the BSRs are terrific team players, this seems like a system that could set them up for failure in their own positions and potentially result in some unfair employee performance evaluations.

It should be a priority of management to finish and release a Business Team staff training manual, and identify and create the missing policies and protocols for this department. Creating a workable document and then making additions, adjustments and modifications as needed would provide an adequate starting point for all staff and then allow for continuous improvements to be made as additional needs are identified. These resources and trainings should be routinely shared with our partner staff to ensure best practices in the delivery of business services, as well as compliance with federal regulations in accordance with the Local Area Plan and MOU.

BSRs should be provided with adequate time to complete their assigned job duties or have their job descriptions modified to reflect the work they are actually asked to perform. This should allow for employee performance evaluations to be more fair and equitable.

2. The provision of outer county business services has identified gaps and inaccuracies

Interviews conducted by the Monitoring Team of businesses in the local area ([Attachment B](#)) and a review of documentation in KansasWorks indicated that the business services being provided in the outer counties were inconsistent with those being provided in Sedgwick County. Multiple businesses in the outer counties expressed concern over the veracity of service reports and job postings in KansasWorks and requested corrections be made as a result of speaking with the Monitoring Team. Some even requested that alternate staff be assigned to work with them rather than their currently assigned BSR. An audit of the service records in KansasWorks also revealed a group of about 5 jobseekers who had referrals for an inordinately large number of job openings at a variety of companies in the county, suggesting that these were not entered correctly; inaccurate tracking of referrals and services effectually ends up padding the numbers and invalidating reports. Due to the imprecise nature of service and data tracking currently being done, all reporting data is questionable.

Management staff should begin conducting their own monitoring of business team activities in the outer counties and make adjustments to best meet the needs of area employers and the team.



*Serving Employers and Job Seekers in
Butler, Cowley, Harper, Kingman, Sedgwick & Sumner Counties*

Staff evaluations and performance tracking need to be greatly improved and increased so that problems can be quickly identified and addressed.

3. Business Team outcomes and performance measures are not being adequately tracked or communicated

WIOA requires that performance measures be tracked and reported to demonstrate effectiveness in serving employers. States are required to choose 2 out of 3 federally described measures and then may also choose a third optional measure. The following are the federally described measures from which to choose:

- Retention with the same employer in the 2nd quarter and the 4th quarter
- Repeat Business Customers
- Employer Penetration

Kansas has chosen the first two of those options and not assigned a state measure at this time. The management team for Business Services provided the Monitoring Team with their identified goals for 2019; please reference [Attachment C](#). The team goals do not appear to effectively align with the required WIOA performance goals for effectiveness in serving employers. Furthermore, standards for adequately tracking the outcomes locally do not appear to have been established at this time. While the state uses KansasWorks to track employment outcomes and retention through recorded business contacts, a local process for ensuring that BSRs accurately track and enter this data is not in place. There is also a limitation on tracking employers who do not wish to fully register in KansasWorks and/or request services on a frequent basis. If an employer chooses not to complete the full enrollment process in KansasWorks, BSRs cannot enter services for them to track outcomes even when those services are being provided. If an employer with an account does not login to KansasWorks at least once every 90 days, their account closes and has to be reactivated at the state level before tracking can commence again. These factors also limit the accuracy of reporting performance measures.

Management staff should work with the Technical Assistance Team and the Monitoring Team to create effective local processes for tracking and recording the provision of business services, and the subsequent outcomes and effects on performance measures. Training should be provided to BSRs and all relevant staff on how to accurately document and track performance. Changes at the state level should be enacted to improve the accurate tracking of services in KansasWorks and then communicated to staff in a timely fashion; all changes should be routinely assessed for their impact on local tracking and performance. Training resources on the provision of Business Sector Strategies and best practices are available on WorkforceGPS; these should be reviewed and utilized by management and staff to further improve the delivery of services and any performance processes that are created.



*Serving Employers and Job Seekers in
Butler, Cowley, Harper, Kingman, Sedgwick & Sumner Counties*

Summary

There were several concerns identified by the Monitor in this report which will still require further attention. It is recommended that the swift development of training resources and staff manuals for the Business Services Team be completed and distributed so that some consistency can be established. All staff should familiarize themselves with the federal laws and the TEGLs regarding the delivery of WIOA business services and be aware of how to access resources for best serving area businesses and making appropriate job referrals. Staff are encouraged to contact the Technical Assistance Team or the Monitoring Team with any questions regarding the provision of business services and accurately tracking outcomes.

There were also several practices which were recognized as being progressive and highly effective; some could be identified as best practices to continue to build upon in the future. Work should be continued on collaborating with local businesses on delivering effective business services through sector strategies and coordinated efforts. Management should seek out promising practices in other areas and continue developing innovative strategies for local implementation. Any questions regarding this monitoring report should be directed to the Chief Operations Officer.

Recommendations

As a result of this monitoring process, the Technical Assistance Team and the Monitoring Team have been working in coordination with members of the Business Services Team on a training plan and the completion of a staff training manual. Unfortunately, this process has been slowed by some recent staffing changes and shortages. New forms and protocols are being created in coordination with the new Business Team supervisor and will be presented to staff as soon as they are available. Clarification needs to be provided on how business customers can best be served and the corresponding services entered into KansasWorks; there also needs to be clear guidance as to under what circumstances these services may be provided. Input should continue to be solicited from staff for further improvements and tools which might assist them in better performing their job duties and meeting performance goals in the future. Further trainings on the effective delivery of business services and sector strategies, as well as the tracking of outcomes and performance should be developed and provided.

The Program Monitors would like to make the following specific suggestions for addressing the identified issues in this monitoring report:

1. Finish developing the staff training manual and protocols on WIOA Business Services.
2. Solicit the assistance of LWDB members in developing effective and relevant training materials, policies and protocols for BSRs and other staff.
3. Provide trainings on the delivery of business services to Business Team and partner staff.



*Serving Employers and Job Seekers in
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4. Have management regularly monitor their staff and the provision of business services to address any inconsistencies and areas of needed additional training or guidance.
5. Continue soliciting routine feedback from employers in the area, and use their input to continuously improve service delivery.
6. Consider modifying the Business Team goals to align more closely with WIOA performance goals and expectations.
7. Management should develop effective methods for locally tracking outcomes and performance and ensuring their accurate entry into KansasWorks.
8. Conduct quarterly meetings between the Technical Assistance Team, the Monitoring Team and the Business Team to assess additional resources which might be needed, solicit ideas, streamline processes, and answer any questions.
9. Utilize the resources such as the Sector Strategies Organizational Self-Assessment ([Attachment D](#)) and the Business Engagement Self-Assessment Tool ([Attachment E](#)) provided by the Employment and Training Administration to assess the effectiveness of current practices and identify any potential methods for improvement.
10. A brief list of recommended additional policies:
 - a. Employer Contact Policy-specify the need for routine business contacts, what can and cannot be said or done in interactions, processing complaints, that all qualified applications must be submitted, that a specific employer process must be developed for each employer and updated regularly, discuss conflicts of interest that could arise specific to working with businesses
 - b. Local employer use policy (see KansasWorks Employer Use Policy)-need clarification on local responsibilities for meeting this state policy
11. A brief list of recommended additional protocols and procedures:
 - a. BSR service definitions and how to provide and record services appropriately
 - b. How to develop specific employer processes for individual employers (similar to an IEP) and update them routinely, to include the application submission process for each employer
 - c. A process for assigning BSRs to employers in KW so that other staff can identify the appropriate BSR contact for each company, include the Business Team hierarchy and any rules for the communication standards regarding specific employers (i.e. all contacts to this employer must be made through this specific BSR, or this specific BSR must be cc'd on all communications with this employer, etc.)
 - d. Performance tracking protocols
12. Sample policies and protocols are available from other states upon request

WIOA Business Engagement Employer Tool

Attachment A: Business Services Process Management Review

For LWDB completion

BUSINESS SERVICES	YES	NO	COMMENTS
How does the LWDB promote recruiting agreements?	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Is the LWDB involved in local or regional job fairs? If yes, how are they involved and what is the process?	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
How does the LWDB market and communicate, internally and externally, the workforce business proposition?	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
How does the LWDB evaluate its Business Services?	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Does the LWDB institutionalize and replicate proven outreach tactics (i.e., core processes, performance metrics)? If yes, how is this done?	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Did the LWDB build on an existing or establish a local industry-specific workforce business consortium in partnership with economic development organizations? If yes, what organizations were included?	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.

WIOA Business Engagement Employer Tool

Attachment A: Business Services Process Management Review

<p>Does the LWDB prioritize target industry clusters? If yes, how is this done?</p>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Click or tap here to enter text.</p>
<p>Does the LWDB provide a platform for the creation of, or technical input for, industry specific training programs? If yes, how is this done?</p>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Click or tap here to enter text.</p>
<p>Did the LWDB institutionalize local, regional and statewide “voice of the customer” business forums to keep abreast of current and emerging workforce needs (e.g. business-led initiatives)? If yes, how was this accomplished?</p>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Click or tap here to enter text.</p>
<p>Did the LWDB try to increase workforce awareness via visibility at target industry specific events? If yes, how was this accomplished?</p>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Click or tap here to enter text.</p>
<p>Does the LWDB showcase successful workforce/business partnerships at local economic development business events? If yes, how is this accomplished?</p>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Click or tap here to enter text.</p>

WIOA Business Engagement Employer Tool

Attachment A: Business Services Process Management Review

How does the LWDB monitor the status of OJT employees after the conclusion of OJT contracts to check for potential patterns of failure?	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
How does the LWDB track their business penetration rate and repeat interactions with employers?	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
What outreach materials does the LWDB use?	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
How does the LWDB target both large and small employers?	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Other comments: Click or tap here to enter text.			

Business Name (optional)	BSR	Name of Person Completing Form (optional)	Title (optional)	email address (optional)	Phone number (optional)	In the last six months, have you talked with a representative from the Workforce Center (WFC) about your business needs and concerns?	If yes, how was contact initiated?	This person may have visited you or contacted you by phone, and topics you might have discussed include worker recruitment; retention, skills, or training; general HR issues; economic development issues; financing issues; solutions for modifying
AJ's Services	Monica	Tom Pennycoff	Controller	tom@brickleventerprises.com	316-322-7478	No	Monitoring contact was first in some time	
Anonymous 1						Yes	I had to reach out to them	
Anonymous 2						No		
Anthony Public Library	Lacey	Eldon Younce	Director	anthonylib@gmail.com	620-842-5344 x2	no		has only worked with SCSEP
Augusta Chamber of Commerce	Monica	Sarah Hufkin	Director	augustachamberofcommerce@gmail.com	316-775-6339 or cell 316-706-5233	Yes	Email only. Monica emails her job fair info on occasion but has not been actively involved in anything related to Augusta except with the City of Augusta, she was helping to set up a job fair for them	
Belford Electric	Mary	John Belford		jb@belfordelectric.com		No	only requested info on RA programs, Diann sent it	
BUTLER HOME IMPROVEMENTS Days Inn & Suites	Monica	Russ Clements Ray Bhaktia	Owner Manager	rclements2009@yahoo.com raybhaktia2000@yahoo.com	3163238416 951-870-6902	Yes Yes	I had to reach out to them	Recruitment
DCF	Wiley	Lollita Tucker	HR Director, Wichita Region	lolita.tucker@ks.gov	316-337-6428	Yes		
El Dorado Chamber of Commerce	Monica	Jordan Buxton	Director	jordan.buxton@eldoradochamber.com	316-321-3150	Yes	I had to reach out to them	
Marble Products	Bryan	Bryan						
Mid Continent Controls	Wiley	Susan Gamble	Human Resources Manager			No	I had to reach out to them	N/A
Penwell Equipment Co	Monica	Jerry Penwell	owner	jpenwell@yahoo.com	316-377-3090	Yes		
The Buckeye Corporation	Monica	Sharon Funk	Manager	sfunk@buckeyecorp.com	316-321-6690	Yes	I had to reach out to them	
Union Tank	Monica	Wendy Ward	HR Manager	wendy.ward@utlx.com	3162572973	Yes	They contacted me	Recruitment

Business Name (optional)	How satisfied are you that this representative understood your business needs and concerns?	How satisfied are you with the time it took the representative to respond when you had a question or needed information?	Has anyone from the Workforce Center shown you how to find and use the Employer User Guide for KansasWorks?	If yes, how satisfied are you with the help that was provided?	In the last 6 months, have you spoken with a BSR about posting job openings or recruiting workers for your business?	If yes, how satisfied were you with the customer service you received from the BSR?	Have you posted one or more job openings on the KansasWorks (KW) web site in the last 6 months?	Did you post the job opening(s) by contacting the BSR and having them do it for you or by entering it yourself?	In general, do you feel that you had too many, about the right number, or too few applicants as a result of your KW job posting(s)?	Did you feel that the applicants referred by the BSR were qualified for your open positions?	Did you fill the last position that you posted on KW?	If yes, was the new hire a job applicant from KW?
AJ's Services			No		No	Not that we were aware of, but we are always hiring	BSR posted it	Too few				
Anonymous 1	Very satisfied	Very satisfied	No		Yes	Very satisfied	Yes	BSR posted it	Right number	Yes	Yes	Yes
Anonymous 2			Yes	Very satisfied	No		Yes	BSR posted it	Right number	Maybe	Yes	No
Anthony Public Library												
Augusta Chamber of Commerce	dissatisfied	dissatisfied	no		no		no					
Belford Electric												
BUTLER HOME IMPROVEMENTS Days Inn & Suites	Very satisfied	Very satisfied	Yes	Very satisfied	Yes	Very satisfied	Yes	I posted it	Right number	Maybe	No	No
DCF	Very satisfied	Very satisfied	No		Yes	Very satisfied	Yes	BSR posted it	Right number	Yes	Yes	No
El Dorado Chamber of Commerce	very dissatisfied	very dissatisfied	No		Yes	very dissatisfied	tried to	didn't get done				
Marble Products												
Mid Continent Controls	Satisfied	Satisfied	What is that?		No		Yes	I posted it	Too few		Yes	No
Penwell Equipment Co	Very satisfied	Very satisfied	No		No		Yes	I posted it	Too few	most of the applicants won't return my call	No	
The Buckeye Corporation	very dissatisfied	very dissatisfied	no		Yes	very dissatisfied	Yes	BSR posted it	too few	no	Yes	no
Union Tank	Very satisfied	Very satisfied	No		Yes	Very satisfied	Yes	BSR posted it	Right number	Maybe	Yes	No

Business Name (optional)	If yes, did you report this to your BSR?	Over the last 6 months, about how often have you logged onto KW to review job seeker resumes to find applicants for a job opening?	If you reviewed resumes, how satisfied are you that the resumes you reviewed on KW gave you useful information about the job seekers? Did you find resumes that were a good match to your job posting(s)?	If you had a colleague who needed to post a job opening, would you recommend using KW?	What services were offered to your business by the BSR?	Are there any services you requested or needed which you did not receive?	How well has using WFC business services met your needs?	Are you aware that the WFC has money available to assist employers in finding and supporting workers in both traditional and non-traditional apprenticeship programs?
AJ's Services				Yes	Job Fair, applicant screening	more accurate job postings	Not very well	No
Anonymous 1	Yes	A few times		Yes		No	Very well	Yes
Anonymous 2		A few times		Yes			Very well	No
Anthony Public Library								
Augusta Chamber of Commerce						would like to be more involved with Workforce but don't know how to get this going		
Belford Electric								No, requested more info and Diann contacted him
BUTLER HOME IMPROVEMENTS Days Inn & Suites		Monthly		Yes			Very well	No
DCF								
EI Dorado Chamber of Commerce		none		yes		see actual form	Very well	No
Marble Products							Not very well	Yes
Mid Continent Controls		Monthly	Have not received qualified applicants using the KW site.	No	N/A	Would like to know in advance about job fairs without having to track them down.	Not very well	No
Penwell Equipment Co		none		yes		recruiting		No, I would be interested in that
The Buckeye Corporation				yes, but would advise caution	job posting, applicant screening	see actual form	not very well	
Union Tank		I didn't know I could do that	I review resumes manually - generally an ok fit	Yes			Very well	Yes

Business Name (optional)	In the last 12 months, have you requested and received labor market data or statistics, such as salary or wage information, workforce demographics, or unemployment data from Business Services Staff?	If yes, did this information meet your needs?	If you contacted a BSR for data or information, how satisfied are you with the time it took to respond to your telephone call or email?	Have you obtained any labor market data or statistics from one of the following methods?	How easy was it to find the data or statistics you needed?	What kinds of statistics have you received from the WFC?	How satisfied are you that the information was presented in a clear and understandable manner?	Did you use this information to make decisions about wages and salaries, for workforce or business planning, for preparing a report, or for some other purpose?	If not, what were the reasons you were unable to use the information?
AJ's Services	No								
Anonymous 1	No								
Anonymous 2	No			Independent research on internet	Somewhat easy	wages for a particular type of worker - glazier - in various areas of Kansas	Satisfied	another purpose - certified payroll reporting	
Anthony Public Library									
Augusta Chamber of Commerce									
Belford Electric									
BUTLER HOME IMPROVEMENTS	No								
Days Inn & Suites									
DCF	No								
EI Dorado Chamber of Commerce									
Marble Products									
Mid Continent Controls	No			Independent research on internet	Easy	None		No	We already have salary scales in place. This was more of a fact gathering exercise.
Penwell Equipment Co									
The Buckeye Corporation									
Union Tank	No								

Business Name (optional)	What other comments or suggestions do you have for us to improve the way in which we provide services to businesses?
AJ's Services	No one has recently reached out to us concerning job postings. Our listing was renewed 6/18/19 but none of us recall anyone reaching out to us on this update.
Anonymous 1	
Anonymous 2	
Anthony Public Library	
Augusta Chamber of Commerce	
Belford Electric	
BUTLER HOME IMPROVEMENTS Days Inn & Suites	
DCF	I have always had a very positive experience working with the Wichita Workforce Center and appreciate all of their help and support to find qualified applicants for my agency. Wiley deserves a raise! He is so great to work with.
EI Dorado Chamber of Commerce Marble Products	
Mid Continent Controls	Gather resumes from job fair attendees that are searchable by KS employers, so we're able to see the resumes even when we're not able to attend.
Penwell Equipment Co	I am looking for a couple of hands to help with a construction project. They could have minimal experience. I could train them.
The Buckeye Corporation	
Union Tank	I would like to receive this data - I just need to ask my rep.

2019 BIZ TEAM GOALS

Team Overall Goal: To increase our Employer's satisfaction by building stronger relationships

8 in person visits per month

- a. At least 2 with LVER

On site events - 2 per quarter / 8 per year

Hot jobs - 3 per month / 9 per quarter / 36 per year

- a. At Least \$14.00 an hour or
- i. Over 20 positions available
- b. Must be full time with benefits

Placements - 5 per month / 15 per quarter / 60 per year

Adult/DW OJT placements - a minimum of 5 placements or \$20,000 dollars spent per year

New Employer - 1 per month / 3 per quarter / 12 per year

- a. Newly added to KansasWorks or re-engaged after 3 years of inactivity
- b.

Networking Event - 1 per month / 3 per quarter / 12 per year

- a. BSR will need to report out either in a BT Meeting or by email if requested by supervisor

Skills Assessments (Prove It) - at least 4 companies actively participating per month

9. Prescreen & Applications - at least 4 companies with active jobs available through the WFCs

Kansas WorkReady! Assessment - proctor as needed

Support the overall Workforce Services function and mission by integrating with all Teams to achieve a sustain pipeline of qualified job seekers for placement.

- a. Including but not limited to helping with the queue when requested by Customer Service Coordinator or Supervisor



Sector Strategies Organizational Self-Assessment

Is your organization demand-driven and sector-focused?

About This Tool

This self-assessment tool is designed to help local and regional workforce organizations (and current sector partnerships) determine how well they are implementing full-scale sector strategies today and where they should prioritize future enhancements.

The 20-question assessment is organized along five broad capability areas:

- 1 | Data-Informed Decision Making**
Is your organization/partnership using rigorous data to make decisions about target industries and education and training investments?
- 2 | Industry Engagement**
How broad and deep is the involvement of targeted industry sector employers in designing and delivering programs and services?
- 3 | Sector-Based Service Delivery**
How well are you and your partners facilitating the delivery of workforce solutions that are responsive to the needs of workers and the targeted industry sector(s)?
- 4 | Sustainability & Continuous Improvement**
How well is your organization able to measure sector strategy outcomes? Are you positioned to financially sustain sector work over time?
- 5 | Organizational Capacity and Alignment**
Does your organization have the personnel, policies, vision, and resources in place to continually support sector strategy outcomes?

The capability areas, as described in the assessment, should be viewed as aspirational. They represent the capabilities that an organization that is interested in launching or advancing a full-scale sector strategy should seek to attain. It is rare that an organization would excel in all areas.





ETA Sector Strategies Technical Assistance Initiative Self-Assessment

How to Take the Assessment

It is recommended that multiple individuals from the same organization (or from the same sector partnership) take the assessment and come together to discuss findings. Upon completion of the assessment, consider the following questions:

- What areas represent our strengths? Why?
- What areas represent learning opportunities?
- Is there important sector-related work that we are not doing? If so, what?
- Do we have different points of view within our organization about our self-assessment scoring? What can we learn from the different perspectives?
- What are our priorities for the next year?

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Before taking the assessment, please answer the following question:

Is your organization currently leading or part of any active sector partnerships? If yes, which industries are you targeting?



ETA Sector Strategies Technical Assistance Initiative Self-Assessment

Sector Strategies Organizational Self-Assessment

Data-Informed Decision Making		Is your organization/partnership using rigorous data to make decisions about target industries and education and training investments?					
Elements of a high-performing sector-focused organization		If you think your organization rates as a “5” (see ratings key below) you consider it to have the following in place:					
1 Understanding of the region’s most important industry sector(s) through use of rigorous economic, industry, and labor market data collection and analysis		<ul style="list-style-type: none">You use tools (e.g. location quotient analysis, traditional and real-time LMI), to regularly quantify your region’s most competitive and emerging industries.You have agreement across partners (e.g. economic development entities) about target industry sectors.You use LMI and target industry data that focuses on your <i>actual</i> regional economy (e.g. where labor and goods flow) rather than on only a WIB’s service delivery area or a county border).You have a formal process for an ongoing review of data and for making adjustments to target industry sectors.	1	2	3	4	5
			Action Items:				



ETA Sector Strategies Technical Assistance Initiative Self-Assessment

Elements of a high-performing sector-focused organization		If you think your organization rates as a “5” (see ratings key below) you consider it to have the following in place:					
2	Process in place to identify specific skill needs, level of demand, and area education and training program gaps within target industry sector(s)	<ul style="list-style-type: none">You regularly use both traditional and real-time data sources as well as focus groups and/or interviews with employers to identify growth occupations within target sectors and specific skill and hiring needs.You have a formal and continuous process involving education partners to work with employers to review labor market demand, and identify/validate workforce needs and specific KSAs of critical occupations.You have a formal process to identify gaps among existing regional education, training worker support, business services, and the needs of the target industry sector(s) employers.You have a clear grasp of the employment disparities (e.g. based on race, ethnicity, gender) and individual and systemic barriers to economic security faced by job seekers/workers in your region	1	2	3	4	5
		Action Items:					
3	Provision of data that is understandable and shared across partners to enable joint, collaborative decision-making	<ul style="list-style-type: none">You have up-to-date materials (i.e. reports, industry briefs) that clearly and compellingly identify regional target industry sectors and their workforce needs.You have the reputation, regionally, as a “go-to” source for target industry data and workforce needs.	1	2	3	4	5
		Action Items:					



ETA Sector Strategies Technical Assistance Initiative Self-Assessment

Industry Engagement		How broad and deep is the involvement of targeted industry sector(s) employers in designing and delivering programs and services?				
Elements of a high-performing sector-focused organization		If you think your organization rates as a "5" you consider it to have the following in place:				
4 Regional influence to bring key industry leaders to the table and understand the needs of their businesses	<ul style="list-style-type: none">You have relationships with business organizations within the target industry sector(s).You've developed criteria (e.g. high job quality, career paths, a great reputation among workers and job seekers) to identify which employers to focus on involving and supporting through use of sector partnership resources.You have the ability to easily identify and convene a network of large and small employers (and key decision-makers from those employers) within the sector(s), or credible relationships with business organizations that will include you in their meetings and conversations.	1	2	3	4	5
		Action Items:				
5 Industry as a strategic partner in designing and executing services and programs	<ul style="list-style-type: none">You have specific vehicles for soliciting ongoing workforce needs from industry partners (not just during periodic meetings or surveys).You have industry partners that help define program strategy and goals, identify necessary skills, competencies, and resources to support education (e.g., equipment, instructors, internships), and, where appropriate, hire qualified students who complete programs.	1	2	3	4	5
		Action Items:				

ETA Sector Strategies Technical Assistance Initiative Self-Assessment



		1	2	3	4	5
6 Capability to take on the sector partnership intermediary role if required	<ul style="list-style-type: none"> When necessary, you can play the intermediary role, including guiding the partnership; managing its work; maintaining strong relationships with employers; maintaining an up-to-date understanding of employer needs and opportunities; and guiding efforts to evaluate and make improvements to a sector partnership. You have credibility with the target industry sector(s) and entrepreneurial attitude to guide sector partnerships where employers want to take it. 	<i>Action Items:</i>				
Sector-Based Service Delivery						
<i>How effectively are you and your partners facilitating the development and delivery of workforce opportunities that are responsive to the needs of an entire targeted industry?</i>						
<i>Elements of a high-performing sector-focused organization</i>						
7 Capability to fill the industry's near-term workforce needs	<ul style="list-style-type: none"> You've had success in working with education partners through a sector strategy to develop responsive curriculum/courses for target sectors to provide immediate access to customized training and certification programs as needed. You've had success in providing systematic support to employer needs—across an entire industry—in business outreach, hiring services, retention programs, etc. Your organization (e.g. WIB, AJC) has the agility and flexibility to develop new programs rapidly in response to target industry workforce needs. 	<i>Action Items:</i>				

1 = Not at all | 2 = Making progress but a long way to go | 3 = Have some of this, sometimes | 4 = Yes, in place now | 5 = Not only in place but we are excelling

ETA Sector Strategies Technical Assistance Initiative Self-Assessment



Elements of a high-performing sector-focused organization		If you think your organization rates as a “5” (see ratings key below) you consider it to have the following in place:				
8 Capability to meet the industry’s longer-term pipeline needs across a range of skill levels	<ul style="list-style-type: none">You have an up-to-date inventory of regional education and training programs relevant to the targeted industry sector(s) in order to determine assets and gaps.You can facilitate area educational units (e.g. K-12, adult education, community colleges, career & technology institutions, universities) to work together in response to targeted industry sector(s) to address identified regional long-term workforce needs at all educational levels.You have experience and the ability to influence target sector(s) employers to develop, incorporate, and/or expand industry-recognized credentials.	1	2	3	4	5
		Action Items:				
9 Ability to overcome barriers for lower-wage workers in order to facilitate employment and career advancement within the targeted sector(s)	<ul style="list-style-type: none">You’ve identified barriers to work that are individual and systemic in nature (e.g. lack of work experience, substance abuse, transportation, child care), created solutions, and brought about industry-wide changes that support them as standard practices.You’ve worked across an industry on career advancement solutions (e.g. tuition assistance, enhanced credentialing structure, on-the-job coaching) to encourage worker mobility.	1	2	3	4	5
		Action Items:				



ETA Sector Strategies Technical Assistance Initiative Self-Assessment

Elements of a high-performing sector-focused organization		If you think your organization rates as a "5" (see ratings key below) you consider it to have the following in place:				
10 Experience with and capability to develop effective, employer-validated career pathways in support of the target sector(s)	<ul style="list-style-type: none">With partners, you have experience with mapping and designing modularized curricula and career pathways across a range of skill needs (entry-level to advanced) to serve target industries.You've had success in designing education and training pathways that enable students and adults to move seamlessly between academic and career technical programs, to and from work, and to achieve advanced credentials.	1	2	3	4	5
		<i>Action Items:</i>				
11 Experience with and capability to design and implement, with employers, work-based learning models in targeted sector(s)	<ul style="list-style-type: none">You have experience building and funding—on an industry level—models such as:<ul style="list-style-type: none">✓ On-the-job training✓ Cooperative education✓ Paid internships✓ Pre-apprenticeship or Registered Apprenticeship programs	1	2	3	4	5
		<i>Action Items:</i>				



ETA Sector Strategies Technical Assistance Initiative Self-Assessment

Elements of a high-performing sector-focused organization		If you think your organization rates as a "5" (see ratings key below) you consider it to have the following in place:				
12 Partnerships with the right regional organizations to deliver comprehensive solutions in response to target industry sector(s) needs—while minimizing the duplication of services	<ul style="list-style-type: none">You have dynamic alliances (including clearly defined roles) with the following organizations in executing sector strategies:<ul style="list-style-type: none">✓ K-12, community colleges, adult education programs, private training providers, labor unions, and universities: To align curricula to career pathways and provide a bridge from secondary, pre-GED, and post-secondary education to a career.✓ Local industry associations, chambers of commerce, and economic development agencies: To identify target industry sectors, convene industry, and jointly address regional growth strategies.✓ Community-based organizations: To reach populations that are currently underrepresented in the target sector(s) and allow CBO services to be effectively integrated into sector-based strategies.	1	2	3	4	5
		<i>Action Items:</i>				
13 Willingness and ability to respond to non-workforce needs directly related to the industry's economic development or growth opportunities	<ul style="list-style-type: none">You are open and have the capacity to engage sector partners to address non-workforce issues with employers (e.g. access to technology and innovations, streamlining suppliers or supply chains, transportation and logistics issues) depending on industry sector(s) needs.	1	2	3	4	5
		<i>Action Items:</i>				

ETA Sector Strategies Technical Assistance Initiative

Self-Assessment



Sustainability & Continuous Improvement		Is your organization able to measure sector strategy outcomes and sustain sector work over time?				
Elements of a high-performing sector-focused organization		If you think your organization rates as a "5" (see ratings key below) you consider it to have the following in place:				
14 Ability to "build the buzz" about the value of sector partnerships as a means to continuously secure stakeholder buy-in	<ul style="list-style-type: none">You have marketing material developed to promote existing sector partnerships.You have close connections with area media to build awareness about partnership goals and community support.	1	2	3	4	5
		Action Items:				
15 Sector partnership measures of success identified and tracked with continuous improvement processes built in	<ul style="list-style-type: none">You have a common agreed-upon dashboard of success indicators (i.e. consensus around sector partnership "outcomes"), determined in part by indicators needed to bring about systems changes.Your measures reflect services to business.You have a process in place for collecting and analyzing data, and using metrics to make future adjustments.Your board, executive committee, or program committee routinely reviews sector partnership metrics.	1	2	3	4	5
		Action Items:				

1 = Not at all | 2 = Making progress but a long way to go | 3 = Have some of this, sometimes | 4 = Yes, in place now | 5 = Not only in place but we are excelling



ETA Sector Strategies Technical Assistance Initiative Self-Assessment

Elements of a high-performing sector-focused organization		If you think your organization rates as a “5” (see ratings key below) you consider it to have the following in place:					
16	Sustainable funding source(s) to establish and expand sector partnerships	<ul style="list-style-type: none">You have an understanding of available funding sources (e.g. grants, foundation support, repurposed program funds, discretionary funds, industry support), and a commitment to identify emerging sources that could support sector initiatives.You develop strategies for sustainability and pursue them from the beginning of sector partnership operations.You have a willingness to be innovative in finding, braiding, and utilizing resources to support sector partnerships (including public, philanthropic, and private sector resources).You’ve had success in obtaining funding from multiple sources that pays for the intermediary roles, services, systems change strategies, and other costs of the sector initiative.The business community contributes resources to the partnerships.	1	2	3	4	5
			Action Items:				
Organizational Capacity & Alignment		Does your organization have the personnel, policies, vision, and resources in place to support sector strategy outcomes?					
17	Organizational commitment to bring partners to a shared vision	<ul style="list-style-type: none">You’ve had success in collectively developing, with your partners (e.g. economic development, higher education), a shared vision around target industry growth and economic security for workers.You have the capacity to serve in a sector partnership intermediary role when required (i.e. as the neutral and credible party/convenor brokering relationships among sector partners).for the intermediary roles, services, systems change strategies, and other costs of the sector initiative.The business community contributes resources to the partnerships.	1	2	3	4	5
			Action Items:				

1 = Not at all	2 = Making progress but a long way to go	3 = Have some of this, sometimes	4 = Yes, in place now	5 = Not only in place but we are excelling
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ETA Sector Strategies Technical Assistance Initiative Self-Assessment

Elements of a high-performing sector-focused organization		If you think your organization rates as a "5" (see ratings key below) you consider it to have the following in place:				
		1	2	3	4	5
18 Organizational culture that promotes a demand-driven approach within a sectors framework		<ul style="list-style-type: none"> You have the leadership (executives, board) that understands the importance of and prioritizes a focus on serving employers for the purposes of aligning the workforce system to target sector needs. Your organization has a strategic plan/vision that emphasizes the organization's role in driving regional economic security and industry growth through sector partnerships. 				
		<i>Action Items:</i>				
19 Organizational structure (administrative policy, committee structure) that supports industry engagement within a sectors framework		<ul style="list-style-type: none"> You have staff member(s) with explicit roles to examine, across businesses, broader industry workforce trends for the purpose of executing sector strategies. Your organization's board/oversight group includes private sector representatives that reflects the target industry mix. You have an administrative structure that promotes and supports sector strategies (e.g. organizational or committee structure oversees sector initiatives). You have administrative policies that support sector strategies (e.g. sector partnership concepts are explicitly built into organization's policy goals; American Job Center has a policy to prioritize services for target industry employers). 				
		<i>Action Items:</i>				

1 = Not at all | 2 = Making progress but a long way to go | 3 = Have some of this, sometimes | 4 = Yes, in place now | 5 = Not only in place but we are excelling



ETA Sector Strategies Technical Assistance Initiative Self-Assessment

Elements of a high-performing sector-focused organization		If you think your organization rates as a “5” (see ratings key below) you consider it to have the following in place:				
20 Staff have expertise about current target industries and have opportunities to hone knowledge as targets change	<ul style="list-style-type: none">• Your staff has ample opportunities to attend targeted industry-related professional development events for the purposes of staying fresh on technologies, growth trends, and workforce needs.• Your staff understands the industry sector’s language, pain points, high-leverage opportunities, and culture, and they respect the industry sector’s culture.• All staff members, regardless of position, understand why a sector strategy approach makes sense, and their role within it.	1	2	3	4	5
		Action Items:				

Integrated Business Services



Self-Assessment

Introduction

Most communities understand the importance of providing a more coordinated set of talent development solutions for their business. Yet so many still struggle with effectively integrating business services across workforce, education, and economic development. As a result, we're still approaching businesses and their talent needs in silos and only reaching a small share of them. This tool challenges states and local areas to ask themselves: *Can we be more responsive to businesses as a collective unit and how can we change what we do to make it happen?*

The self-assessment is made up of a number of *indicators* that, together, begin to demonstrate what a "high-performing" integrated business services system may look like. Most importantly, this tool is designed as a framework to focus the conversation that states and local areas should be having as they address this challenge.

Directions:

1. Work as a team to complete the self-assessment. For each of the factors in the sections that follow, select a rating from 1-5 that reflects your/team's perspective on where your region stands. Each team member may choose to complete the assessment individually and then convene to compare answers. Or, you may decide to complete it as a team together.
2. Leave plenty of time to engage in an honest discussion about each *indicator* (bulleted statements on the left), and to provide thoughtful strategies for addressing challenges (the box on the right to write your notes).

NOTE: *if you are representing a state you might decide to take this assessment from the perspective of: are you providing the support/guidance needed for your local and regional areas to succeed in the following indicators.*

Team Name:

Description: a self-assessment to help states and regions drill down deep into how integrated and effective their business services are currently, and where enhancements can be made.

♦ VISION ♦

1. A state/regional vision exists for coordinated and aligned business engagement/services
2. The vision is inclusive of all partners that play a role in the regional talent pipeline from economic development, education, and workforce development. This includes core and key system partners from vocational rehabilitation and adult education to veteran's services and TANF.
3. The notion of shared business client ownership and accountability is institutionalized across agencies/programs. Key to this: partners buy into the notion that working collectively expands the breadth of services offered to business which is a positive for all

Notes & Overall Rating (see key below)

① ② ③ ④ ⑤ ♦ Where/How could this be strengthened?

↑ RATE:

↓ EXPLAIN HERE:



Overall Ratings: Fill in the bubbles that best describe your level of partnership, 1 – 5.

① = "Not at all" | ⑤ = "We're high-flying"

♦ DEMAND PLANNING ♦

1. We have access to quality regionalized labor market information (LMI)
2. All of our key business reps have a clear understanding of the region's overall business and economic climate, including key industries, business lifecycles, workforce trends and needs
3. Partners use *shared* LMI data as they approach and work with business—there is consensus among partners on key target industries, critical occupations, etc.
4. Business intelligence—or tracking business engagement activity—is managed across key partners through a Customer Relationship Management (or related) system. Partners have access to this information and know how to use it (including understanding confidentiality responsibilities)
5. Business outreach representatives (across partners) share intelligence and coordinate and strategize follow-up. May include an organized business services team comprised of knowledgeable partners with ability to connect businesses to a full range of partner services

Notes & Overall Rating (see key below)

① ② ③ ④ ⑤ Where/How could this be strengthened?

↑ RATE:



↓ EXPLAIN HERE:

♦ ENGAGING WITH BUSINESSES & DELIVERING SOLUTIONS ♦

1. Roles and responsibilities, as it relates to business engagement and follow up, are understood and embraced by all partners. Coordination planning across partners occurs regularly.
2. Our business outreach reps have the skills in building meaningful partnerships with businesses, both individually and in the context of multi-business industry partnerships. Includes ability to work with businesses to effectively validate and dig deep on talent needs
3. Outreach representatives are adept at collecting key business needs/information when meeting with business, maximizing their contact and providing partners with referrals for the sake of all-encompassing solutions. Because we do this, it minimizes touchpoints with business limiting their “visit fatigue”
4. We have an understanding, from working with key businesses, the natural progression/mobility of workers in all targeted industries/occupations (i.e. career ladders/lattices)
5. We have trust with businesses and key target industries—and an understanding of how to leverage resources—to build innovative business-focused programs/services including: work-based learning, apprenticeships, and other recruitment, hiring, training, and transition services.
6. Our coordinated business services represent “the whole” when in front of business. Follow up regularly includes bringing in the partner/resources to address the solution.

Notes & Overall Rating (see key below)

① ② ③ ④ ⑤ ♦ Where/How could this be strengthened?

↑ RATE:

↓ EXPLAIN HERE:



♦ OUTREACH & COMMUNICATION ♦

1. There is an adopted shared message for communicating to the business community the vision and strengths of the state's/region's integrated business services system
2. Services being presented to businesses—from across partners—are not siloed or menu-driven, but focus on delivering solutions to expressed business needs
3. Messaging centers around concepts important to businesses including how these services will impact profitability and productivity
4. There is a consolidated brand and it is embraced by all partners serving businesses

Notes & Overall Rating (see key below)

① ② ③ ④ ⑤ ♦ Where/How could this be strengthened?

↑ RATE:

↓ EXPLAIN HERE:



Overall Ratings: Fill in the bubbles that best describe your level of partnership, 1 – 5.

① = "Not at all" | ⑤ = "We're high-flying"

♦ SUSTAINABILITY & CONTINUOUS IMPROVEMENT ♦

1. Coordinated cross-partnership measures (i.e. quantifiable goals that likely go beyond WIOA measures) have been developed around engaging and serving businesses
2. A regional structure is in place (e.g. cross-partner committees, dedicated teams) to guide, implement and sustain this work
3. An effective staffing structure exists to support both industry sector partnerships (i.e. regional industry-wide business engagement) and the day-to-day business outreach operations. For some this may mean the use of 'industry navigators' to support industry-wide work
4. Cross-agency training is in place to ensure all partners are aware of the solutions inherent in this type of approach
5. Leadership buy-in exists across partnerships for demand-driven, coordinated services and shared performance goals & outcomes

Notes & Overall Rating (see key below)

① ② ③ ④ ⑤ ♦ Where/How could this be strengthened?

↑ RATE:

↓ EXPLAIN HERE:



Item

The following additions are recommended for the Eligible Training Provider (ETP) List.

Background

All programs on the Eligible Training Provider List must be approved by the Committee.

Analysis

Pending Initial Programs

Staff recommends approving the following:

- Butler Community College: 6 initial programs
 - Mass Communication-Journalism (AAS)
 - Mass Communication-Radio/TV (AAS)
 - Mass Communication-Sports Media (AAS)
 - Pre-Physical Therapy (AAS)
 - Pre-Physical Assistant (AAS)
 - Sports Management (AS)

Supports Strategic Goals

- Strengthen relationships with WIOA partners, community organizations and educational/training institutions to leverage resources and align services through the one-stop workforce centers (American Job Centers)

Recommended Action

Approve the initial programs as presented.

WIOA Eligible Training Provider
Programs Information
January 2020

Provider Name	Program Name	Occupation/ Industry in Area IV	Length of Training	Approximate Cost Per Credit Hour In State	Approximate Total Program Cost	Type of Attainment	\$ Per Hr.	Recommended Action
<i>Pending Initial Programs</i>								
Butler Community College	Mass Communication- Journalism AAS	NA	⁶¹ Credit/Curriculu m Hours	\$132.20	\$8,064.00	Associate Degree	\$16.81	Approve
Butler Community College	Mass Communication- Radio/TV AAS	NA	⁶¹ Credit/Curriculu m Hours	\$132.20	\$8,064.00	Associate Degree	\$16.07	Approve
Butler Community College	Mass Communication- Sports Media AAS	NA	⁶⁰ Credit/Curriculu m Hours	\$132.38	\$7,943.00	Associate Degree	\$16.81	Approve
Butler Community College	Pre-Physical Therapy AAS	Healthcare	⁶³ Credit/Curriculu m Hours	\$131.84	\$8,306.00	Associate Degree	\$41.60	Approve
Butler Community College	Pre-Physician Assistant AAS	Healthcare	⁶² Credit/Curriculu m Hours	\$132.02	\$8,185.00	Associate Degree	\$49.58	Approve
Butler Community College	Sports Management AS	NA	⁶¹ Credit/Curriculu m Hours	\$135.74	\$8,280.00	Associate Degree	\$33.63	Approve

LWDB Program Operations and Performance (POP) Committee Meeting Minutes

November 6, 2019

1. Welcome and Introductions

Co-Chair Robyn Heinz welcomed Committee members and asked for self-introductions.

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

WIOA Program Year 2018 (PY18) information is final and Program Year 2019 (PY19) performance is available for the first and second quarter.

Adult Program annual performance for LAIV met the goal on Entered Employment 2nd Quarter and Entered Employment 4th Quarter; exceeded the goal for Credential Rate and did not meet the sanction level for Median Earnings. Dislocated Worker Program annual performance met the goal for Entered Employment 4th Quarter and exceeded the goal for Entered Employment 2nd Quarter, Median Earnings, and Credential Rate. Youth Program annual performance exceeded the goal for Placement in Employment, Education, or Training 2nd Quarter and Placement in Employment, Education, or Training 4th Quarter and did not meet the sanction level for Credential Rate. LAIV has struggled with the sanction level for Credential Rate the past few years. LA IV exceeded the goal for all three Wagner Peyer measures in PY18. The State met or exceeded all measures for the Dislocated Worker and Youth programs, met the goal for Adult Entered Employment 2nd Quarter, exceeded the goal for Adult Entered Employment 4th Quarter and Credential Rate and did not meet the sanction level for Adult Median Earnings.

WIOA Program Year 2019 began on July 1, 2019 and first quarter performance was reported to the Committee. The numbers are preliminary, but indicate areas of focus for staff to address moving forward.

Report was received and filed.

3. WIOA Youth Program Operations

With the adoption of WIOA in 2014, a number of performance measurements were changed as well as guidelines for the youth program. The most significant of these for the Workforce Alliance (WA) was a change to serve 75% of out of school youth as opposed to 70% in school youth, and adding a work experience requirement to operations. A number of changes were implemented; however, performance in the youth program is below expectations and the number of youth being served has decreased. A specific area of concern in performance is the youth credential rate, which has not met expected outcomes for the last two years.

A site visit to Local Area III (LA III) in the Kansas City area was conducted to examine their Youth Program operations. Similarities and differences were reviewed including the fact that LA III youth move through the program more quickly (8 to 10 months), services are bundled to accelerate credential attainment and there is a better use of suitability tools to assist in aligning goals of youth participants. Changes are being considered such as focusing on employment goals as opposed to education goals as this appears to be the intent of Congress in the changes under WIOA (work experience component), targeting older youth or so called Opportunity Youth in the 19 to 24 age range with barriers such as coming out of foster care, juvenile justice and lack of work experience. Steve Porter asked if youth apprenticeship is a way to expand employment goals of the program.

Lawing responded that it could and may be a way to combine employment and education goals.

Monica Stewart asked if focusing on employment goals would create other issues in regard to performance. Staff responded that education goals would continue to be addressed.

Peterson was appreciative of the visit to LA III and asked if there were other areas similar to Wichita that might be consulted/visited for information and ideas. Lawing responded that the

Workforce Alliance is a member of the Midwest Urban Consortium and that there are several peer communities

Most Committee members agreed that marketing of opportunity youth (ages 19-24) is important as many employers equate youth with children not young adults. They also agree with increasing contact opportunities with juvenile justice and suggested that county commissioners be included in this effort. Staff suggested the possibility of hosting a lunch and inviting judges, Chief Elected Official Board, commissioners and other juvenile justice contacts for networking and to raise awareness of programs and services. Another option being considered is leveraging the WIOA youth program participants with the Youth Employment Project (YEP) and Helping Youth Prepare for Employment (HYPE) programs to increase the options for employment outside of summer and to get more employers to hire WIOA youth.

These topics will also be addressed by the Youth Employment Task Force created by the WA Local Workforce Development Board (LWDB).

The Committee provided input, oversight, suggestions and recommendations to staff to present to the Executive Committee.

4. Pre-Employment Transition Services (Pre-ETS)

The WA has operated a contract with Kansas Department of Children and Families (DCF), Vocational Rehabilitation for PRE-ETS, a program designed to provide early job exploration, counseling and other services to help young people with disabilities prepare for employment and self-reliance and making the transition from secondary to post-secondary education/training and competitive employment. The program is funded outside of WIOA Title I funds. Participants spend an average of 18 months in the program and the wages are fixed. Most of the referrals received are from the school districts. There has been problem with receiving referrals and it has been difficult to serve rural areas where many of the referrals are made. The program has a difficult time breaking even and the WA cannot fund the program with WIOA dollars. Peterson asked if there was a possibility that the Committee would be asked in the future to approve the continuance of this program and if so, a breakdown of participants by year would be helpful. Staff will provide this information to the Committee.

Report was received and filed.

5. Workforce Alliance Task Forces

At the October 23, 2019 WA LWDB meeting, two task forces were created.

The Youth Employment Task Force will review the results from the 2019 Helping Youth Prepare for Employment (HYPE) project, the WA's Youth Employment Project (YEP) strategies, WIOA youth operations and the partnership with DCF to implement Pre-ETS.

An RFI task force will review the responses to the RFI on employment services in Cowley and Sumner Counties. The WA has offices in Winfield and Wellington, however the number of employers and job seekers served is low due to the limited part-time staffing for these offices and high turnover of staff working from these locations. The purpose of the RFI is to seek options on how the WA can better serve these two counties. Two responses were received, one from Cowley Community College and one from the Sumner County Economic Development Council.

Both task forces will provide recommendations to the LWDB at its January 22, 2020 meeting. A list of the task forces' membership was provided to the Committee.

Report was received and filed.

6. Consent Agenda and Committee Reports

Meeting Minutes from January 3, 2019 and March 7, 2019, Meeting Notes from May 2, 2019 and September 26, 2019 as well as the Workforce Center Operations/One-Stop Operator report for

September and the Helping Youth Prepare for Employment (HYPE) were presented to the Committee for review.

Kerri Falletti (Matt Peterson) moved to approve the consent agenda as present. Motion approved.

7. Announcements

Registered Apprenticeship Week is the week of November 11th. The Wichita City Council will adopt a proclamation celebrating Registered Apprenticeship on November 12th, the WA will host a Registered Apprenticeship Information & Resource Fair on November 12th at the Wichita Workforce Center, and the Plumbers and Pipefitters and Sheet Metal Workers will host open houses.

8. Adjournment

The meeting was adjourned at 11:45.

Present Committee & Board Members

Robyn Heinz, Co-Chair
Justin Albert
Andrew Chance
Kerri Falletti
Matt Peterson
Erica Ramos

Ex-Officio Members

John Cressler
Steve Porter
Monica Stewart

Staff/Guests

Stacy Cotten
Keith Lawing
Shirley Lindhorst
Chad Pettera
Tisha Cannizzo, Eckerd Connects

Item

Consent Agenda

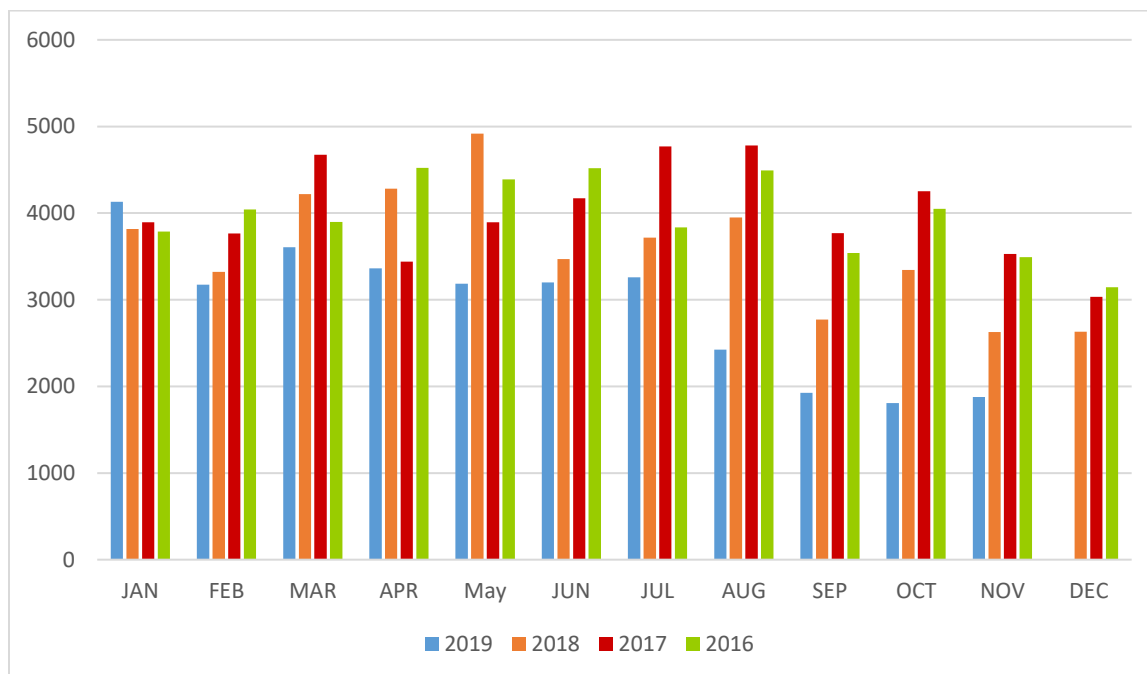
Background

Workforce Centers Operations Update

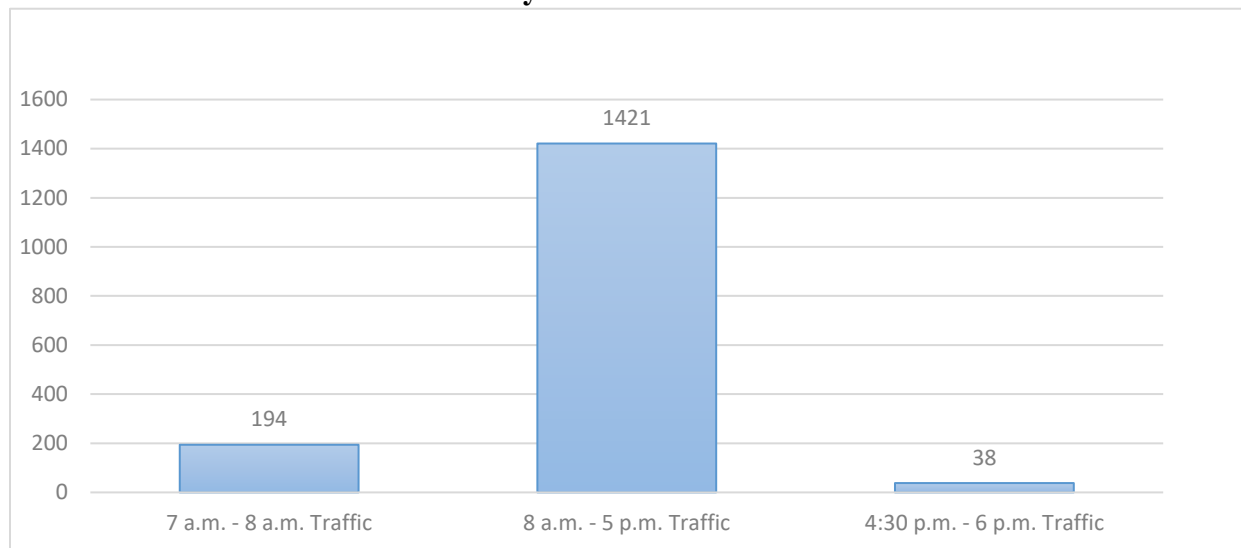
Analysis

Compared to 2018, the centers have decreased in traffic by 21% or 8,484 customers year to date. More notably, during the last quarter of 2019 we have observed a steep decline in center traffic. This has been contributed to many factors one of which is a steadily low unemployment rate. Customers that are employable are not utilizing the center as often for basic services, however we are seeing those customers that need more intensive one-on-one assistance to overcome multiple barriers. For example, those that are part of the My Re-Employment Program are attending their mandatory meeting but are not coming back as often. Many are reporting employment. Another piece that has changed since August has been the implementation of our new check-in system that has allowed us to be more accurate. However, it does report the numbers differently than our previous system by capturing individual customers per month, compared to our legacy system that calculated the number by individuals per day. Since its launch in August, WaitWhile has been a valuable tool for the center to seek out daily trends and determine services that are used most frequently from day to day and hour to hour. Lastly, we have witnessed a decline in the retail sector's typical seasonal hiring trends thus eliminating quality 4th quarter jobs that our area's jobseekers had always taken advantage of. Recently, Walmart cancelled a hiring event locally and indicated they felt they were fully staffed.

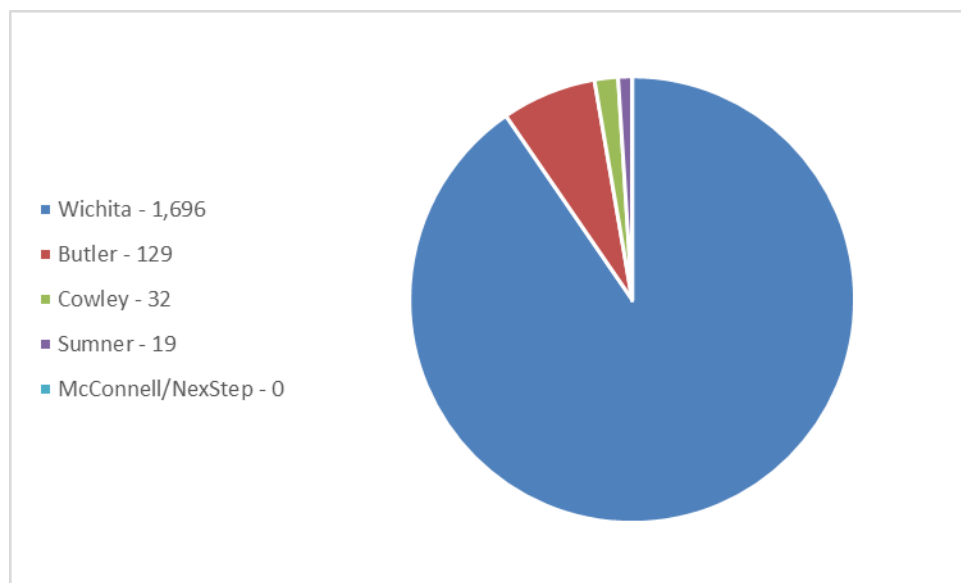
Total Customer Traffic November 2019



Traffic by Hours November 2019



Office Traffic Breakdown – November 2019



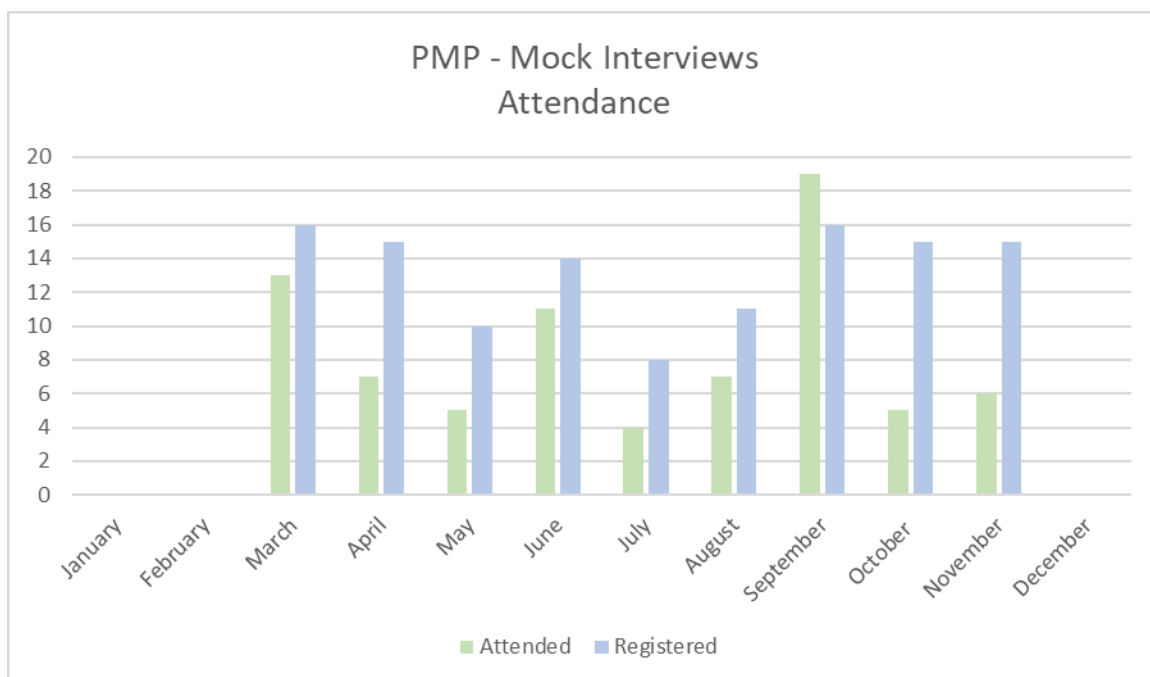
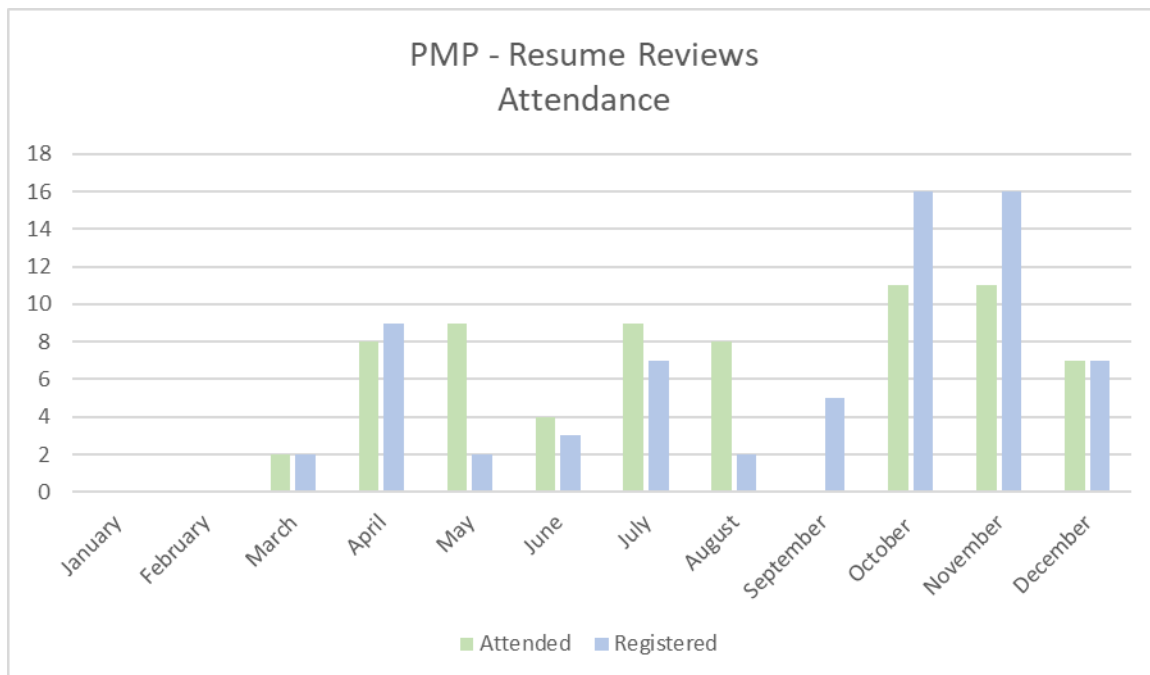
Practice Makes Progress

Since March 2019 when the PMP program was put into place, it has served 69 jobseekers for resume reviews and 77 jobseekers for mock interviews for a grand total of 147. The program has also been fortunate to have 25 industry professionals across 19 organization assist our jobseekers in these services. Specifically for November, the center saw 11 jobseekers for resume reviews and 6 for

January 9, 2020

Submitted By: George Marko

mock interviews. Attendance in this program still varies. Our employer partners have been more consistent but jobseeker participation continues to change from month to month.



January 9, 2020

Submitted By: George Marko

Imagine Academy

The Wichita Workforce Center administers these free certifications that focuses on the Microsoft Office Suite 2013 (Word, PowerPoint, Excel, Outlook, Access, OneNote, and SharePoint). Below are the current totals for Imagine Academy. Also to note is that the Workforce Center has had eight separate people who have received Master certifications thus far, and eight of those people have Expert certifications in Word and Excel.

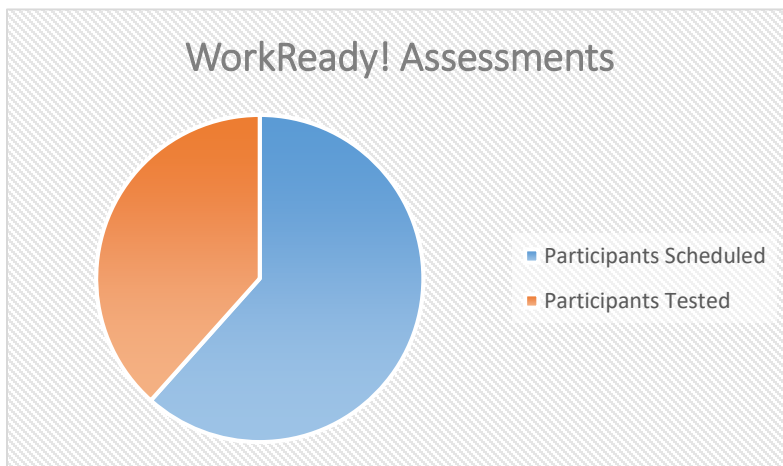
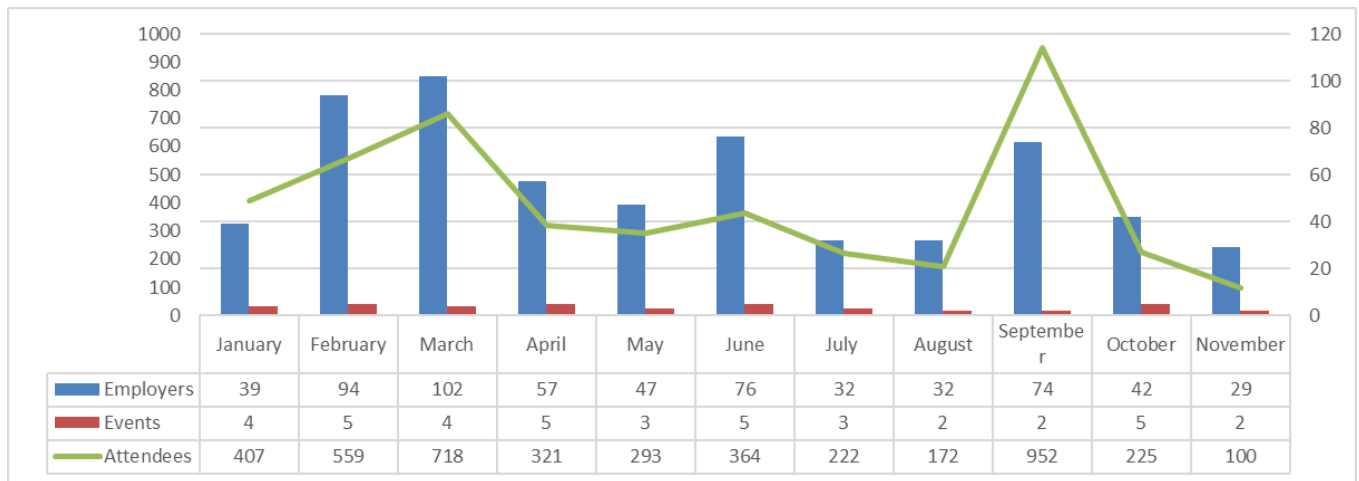
	Attempt	Pass	Fail	Success Rate	Gained Employment	Promotion or Wage Gain	Related to Cert(s)
2016 Totals	7	3	4	42.86%	unknown	unknown	unknown
2017 Totals	65	53	12	81.54%	unknown	unknown	unknown
2018 Totals	53	42	11	79.25%	unknown	unknown	unknown
2019 Total	128	94	34	73.44	22	0	10
All	253	192	61	75.89	22	0	10

2019 Certification Exam Type	Attempt	Pass	Fail
Word 2013	22	21	1
Word 2016	2	2	0
Excel 2013	22	18	4
PowerPoint 2013	10	10	0
Outlook 2013	16	9	7
Access 2013	8	8	0
One Note 2013	2	2	0
SharePoint 2013	5	2	3
Word Expert 2013	14	8	6
Excel Expert 2013	14	6	8
Master Certifications 2013	13	8	5
Total	128	94	34

Business Report November 2019

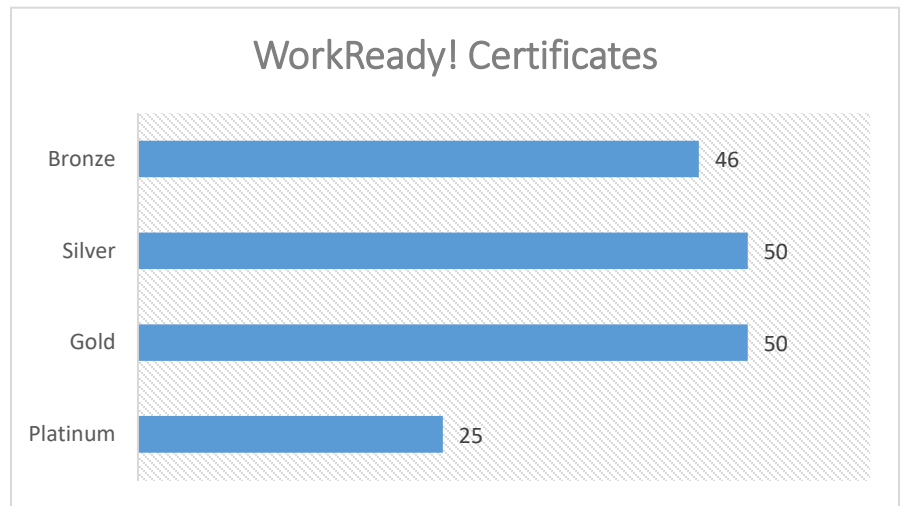
In November, the Business Services team conducted two job fairs that served 29 employers and provided opportunities to 100 jobseekers.

Total Job Fair Traffic 2019



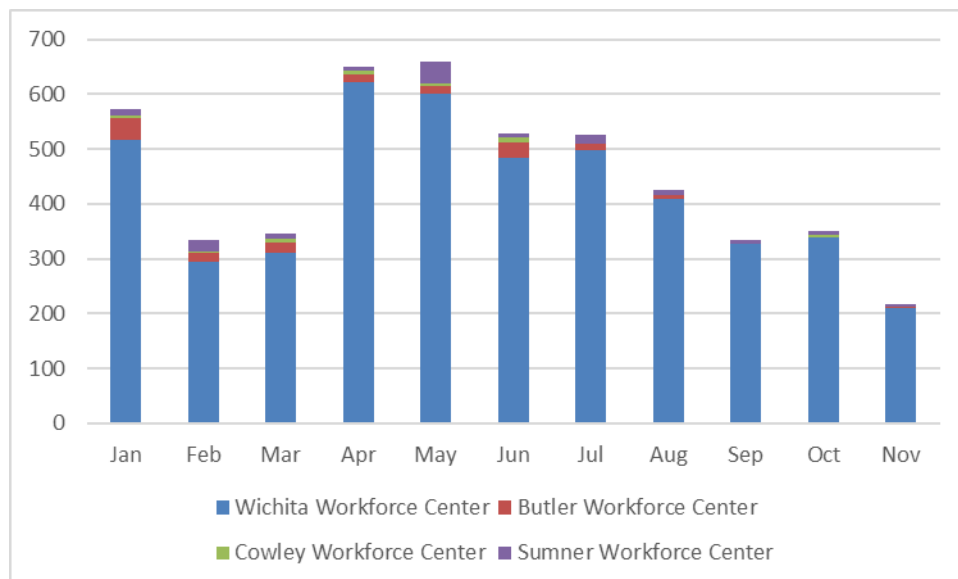
WorkReady! Testing November 2019
 23 - Testing Sessions
 62.3 % - % Attendance Rate

WorkReady! Certificates November 2019
171 - Certificates Awarded
91.4% - % Award Rate



November 2019
226 – Pre-Employment Skills Assessments Administered
90 - Prescreens & Applications Received
111 - Services to Employers
218 - Job Postings

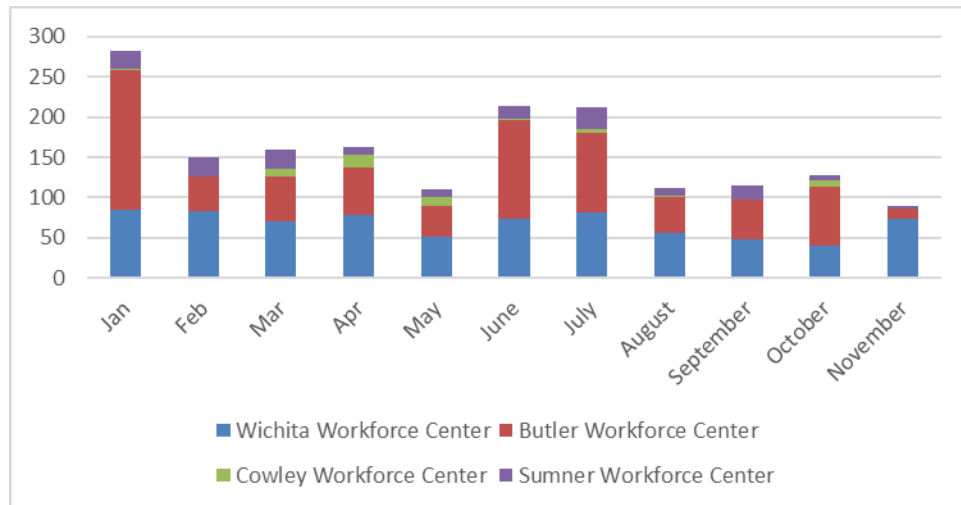
Job Postings by Office - 2019



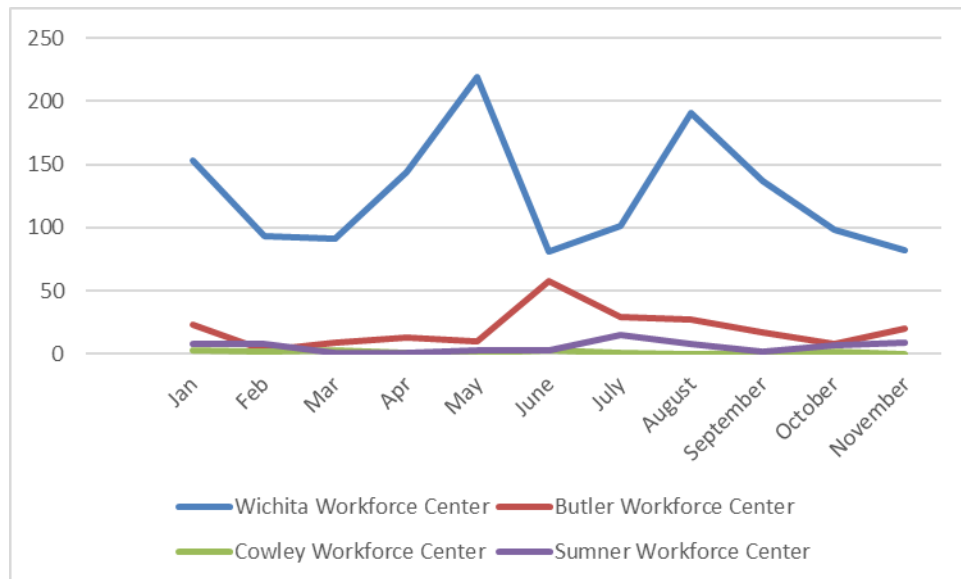
January 9, 2020

Submitted By: George Marko

Applications Completed by Office – 2019



Number of Services Provided to Employers by Office – 2019



Common Services include - Available One-Stop Services, Available Training Services, General Marketing Information, Job Fairs, Job Order Activities, Job Seeker Outreach Activities, Job Service Activities, Recruitment Assistance, Registered Apprenticeship, Strategic Planning Activities, and Rapid Response Assistance.

Recommended Action

Receive and File.

January 9, 2019

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

One Stop Operator Report – December**A. Administers and oversees the Integrated Service Delivery Plan**

1. Working with Keith Lawing, George Marko and Erica Ramos to evaluate our current staffing structure, work flow and how we serve customers to update the Integration Delivery Plan. This conversation has been really helpful to open dialogue about changes to our economy, funding availability and how we can best serve our customers, both the employer and the job seeker.

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

1. The One Stop Operator coordinates meetings with Center leadership and supervisory staff to encourage communication, identify training needs and overall activities of the Center.
2. One Stop Advisory Council – At our 12/5/19 we followed up on a conversation from our 10/3/19 meeting where we looked at services provided by each agency and discussed original goals for the council. We took time at the December meeting to review that content and discuss observations with regard to the original goals of a) Understanding system policies, b) Improving partnerships, c) Make things easier for customers and d) Sharing data and information – anecdotally and procedurally

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 a variety of staff learning/communication opportunities. In December we visited the Union Rescue Mission and heard from HumanKind, about their services, and Marriott, about the job pool they're hiring for before 1/9. These were some great opportunities to learn about services for the homeless and an opportunity for job seekers to get a start with a company who traditionally promotes from within.
2. We will host our Presidents Day In-Service in February, to which we will invite community partners.
3. The Training Team has been discussing the need for supervisor training for staff who have been promoted.

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

1. The Wichita and three affiliate centers were certified in the summer of 2018. A plan will be developed for recertification in 2020.

E. Ensure access to career, training and employment services

1. The One Stop Operator is reviewing customer evaluations and sharing results with supervisors to address concerns and recognize good customer service. Results are consistently very positive.

Month	Surveys Completed	Customers who requested follow-up	Customer Satisfaction (rating 1-5)	Likelihood to recommend our services (1-10)	% who achieved their goals for that visit
Wichita WFC					
August	96	71	4.75	9.35	96.88
September	135	97	4.82	9.63	99.26
October	180	128	4.71	9.35	97.78
November	237	94	4.68	9.43	97.46
December	268	102	4.75	9.57	98.51
Butler WFC					
November	19	8	4.72	9.5	100
December	9	2	5	10	100

January 9, 2020

Submitted By: Keith Lawing

Item

Workforce Alliance Strategic Plan

Background

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 current strategic plan is attached and is used to guide the operations of the organization.

Analysis

A Request For Proposal (RFP) for facilitation services has been released and can be accessed at https://workforce-ks.com/rfps/Strategic-Planning-Research-and-Development_155263.aspx.

As per past practice, 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.

The Program Operations and Performance Committee is being asked to make suggestions or recommendations on specific topics for the upcoming planning sessions.

Supports Strategic Goal:

- Strengthen relationships with WIOA partners, community organizations and educational/training institutions to leverage resources and align services through the one-stop workforce centers (American Job Centers)

Recommended Action

Take appropriate action

Workforce Alliance of South Central Kansas Vision, Mission, Strategies



Workforce Alliance Vision:

A growing regional economy through a skilled workforce

Workforce Alliance Mission:

Supporting and advancing a competitive workforce in South Central Kansas

2018-2020 Strategies and Plans

- Expand Youth Employment opportunities to help develop the workforce of the future
- Strengthen relationships with WIOA partners, community organizations and educational/training institutions to leverage resources and align services through the one-stop workforce centers (American Job Centers)
- Create and implement a more effective and comprehensive communication plan to increase public awareness about employment and training services, and skills needed for current and future careers in South Central Kansas
- Generate revenue to increase community impact of WIOA and Workforce Centers in South Central Kansas

