

WORKFORCE CENTERS

of South Central Kansas

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Local Workforce Development Board (LWDB)

Executive Committee Meeting Agenda

ZOOM Meeting Join from PC, Mac, Linux, iOS or Android:

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Meeting ID: 857 5444 3628

Passcode: 550193

Wednesday, October 14, 2020 • 11:30 a.m. – 1:00 p.m.

1. Welcome and Introductions: Gabe Schlickau (11:30)
2. Strategic Planning Update: Stan Odenthal, The Odenthal Group (11:35)
A final draft of the 2020-2022 Workforce Alliance strategic plan will be presented to the Committee for comment and review prior to presentation to the full board at its meeting on October 28, 2020 for adoption.
Recommended Action: *Approve the 2020-2-22 Workforce Alliance Strategic Plan and recommend adoption by the full LWDB.*
3. External Monitoring Report: Regier, Carr and Monroe, LLP (12:00) (pp. 2-17)
The Workforce Alliance contracts with a third party vendor to conduct monitoring of operations and programs.
Recommended Action: *Take appropriate action.*
4. Operations Updates (12:15)
 - A. Regional Economic Impact Report / Workforce Center Operations: Amanda Duncan/George Marko (pp. 18-26)
An update will be provided on the effects related to the Coronavirus on Workforce Center operations and services and on the economic impact to the region.
Recommended Action: *Receive and file.*
 - B. Community Outreach and Awareness: Keith Lawing/Amanda Duncan (pp. 27-28)
The Workforce Alliance has developed a partnership with KWCH for reporting employment and workforce issues. A report on digital media outcomes will be also be provided.
Recommended Action: *Receive and file.*
 - C. Workforce Alliance Procurements for 2021: Chad Pettera (pp. 29-30)
The Workforce Alliance is releasing a number of Request for Proposals (RFPs) to support operations in 2021.
Recommended Action: *Authorize release of RFPs and direct the LWDB Board Chair to appoint taskforces to review bids received.*
5. Consent Agenda and Committee Reports: Gabe Schlickau (12:45)
 - A. Approval of Meeting Minutes for September 9, 2020 (pp. 31-34)
 - B. U.S. Department of Labor Monitoring Review (pp. 35-36)
 - C. Program Year 2020 (PY20) Budget Update (p. 37)
 - D. Workforce Innovation & Opportunity Act (WIOA) Youth Report (p. 38)
 - E. LWDB/Workforce Center Calendar of Events 2021 (p. 39)**Recommended Action:** *Approve the consent agenda as presented.*
6. Adjourn: Gabe Schlickau (1:00)

*The next LWDB Executive Committee Meeting is scheduled for
Wednesday, November 18, 2020 at 11:30 a.m.*

Item

External Monitoring Report- Regier, Carr and Monroe, LLP (RCM)

Background

The CEOB and the LWDB agreed to implement an external monitoring contract to provide an additional firewall to limit potential conflicts of interest. A competitive procurement process was completed and the CEOB and LWDB agreed to enter into a contract with RCM for program monitoring. RCM completed its first monitoring and issued its first report in September 2020. RCM will conduct a presentation to review the report the meeting.

Analysis

The attached report summarizes RCM procedures and what was reviewed and follow up to the findings issued in Workforce Alliance’s initial report on these services in 2018.

Finding #1- Customers Received Basic Career Services that went beyond informational without eligibility being conducted. This was also noted in the review conducted in 2018, staff will have to complete a corrective action plan to fix this continued finding.

Finding #2- Documentation was in the notes that clients were non-compliant with selective services and yet they were still provided with Workforce Information and Opportunity Act (WIOA) funded Basic Career Services.

The next scheduled report will be completed in January 2021.

Recommended Action

Take appropriate action

Workforce Alliance of South Central Kansas, Inc.

Wichita, Kansas

Report on Agreed-Upon Procedures

July – December 2019



Workforce Alliance of South Central Kansas, Inc.

Wichita, Kansas

Report on Agreed-Upon Procedures

July – December 2019

Independent Accountant's Report
on Applying Agreed-Upon Procedures

To Management
Workforce Alliance of South Central Kansas, Inc.

We have performed the procedures enumerated in the attached supplement report, on the delivery of job seeker/participant services in accordance with the Comprehensive Monitoring Guide (CMG) Objective 1.E. for the period of July to December 31, 2019. Workforce Alliance of South Central Kansas, Inc.'s management is responsible for the delivery of job seeker/participant services in accordance with the Comprehensive Monitoring Guide (CMG) Objective 1.E.

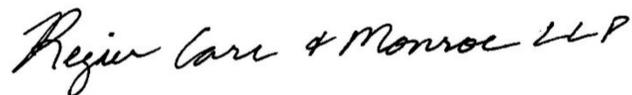
Workforce Alliance of South Central Kansas, Inc.'s management has agreed to and acknowledged that the procedures performed are appropriate to meet the intended purpose of determining their compliance with the Comprehensive Monitoring Guide (CMG) Objective 1.E. for the period of July to December 31, 2019. This report may not be suitable for any other purpose. The procedures performed may not address all the items of interest to a user of this report and may not meet the needs of all users of this report and, as such, users are responsible for determining whether the procedures performed are appropriate for their purposes.

Our procedures and associated findings are described in the attached supplement report.

We were engaged by management of Workforce Alliance of South Central Kansas, Inc. to perform this agreed-upon procedures engagement and conducted our engagement in accordance with attestation standards established by the AICPA. We were not engaged to and did not conduct an examination or review, the objective of which would be the expression of an opinion or conclusion, respectively, on the delivery of job seeker/participant services in accordance with the Comprehensive Monitoring Guide (CMG) Objective 1.E. for the six-month period ended December 31, 2019. Accordingly, we do not express such an opinion or conclusion. If we had performed additional procedures, other matters might have come to our attention that would have been reported to you.

We are required to be independent of Workforce Alliance of South Central Kansas, Inc. and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements related to our agreed-upon procedures engagement.

This report is intended solely for the information and use of management of Workforce Alliance of South Central Kansas, Inc. and is not intended to be and should not be used by anyone other than these specified parties.



September 30, 2020
Wichita, Kansas

**Supplemental to Report on Agreed Upon Procedures
Workforce Alliance of South Central Kansas, Inc.
Agreed Upon Procedures and Findings**

Indicator 1.e.1: Service Delivery

1. We read program literature to determine what services are available and relevant referral methods. Some of the more prominent information read in relation to the applicable programs included the following:
 - Training and Employment Guidance Letters (TEGL) 03-15 & 19-16
 - Career Center Services / Apprenticeship / WORKReady! Brochures & Flyers
 - Path to Employment Success Flyer
 - Levels of Service Protocol
 - Referral to Other Programs/Partner Referral Protocol
 - Tracking Partner Referrals Protocol
 - Partner Referral Guidelines

2. We inquired of program staff/case manager of how they ensure the full range of services is offered to clients.

No exceptions were noted during interviews. Staff discuss the "Path to Employment Success" with clients which includes a variety of services offered. Case managers appear to focus on the training opportunities with clients.

3. We performed a walkthrough of the customer flow to verify that the process promotes access to the full array of services available through the grant. We determined if walkthrough procedures are consistent with personnel responses and policies and procedures.

We discussed the customer flow with a staff member. Staff did not mention the other opportunities available if a client doesn't have a high school diploma or GED such as the occupational skills training that can be done in conjunction with training.

Indicator 1.e.2: Priority of Service

4. We read program literature to determine priority of service and how priority populations were established and obtained a listing of the priority service populations which were consistent with the policies and procedures. Some of the more prominent information read in relation to the applicable programs included the following:
 - Training and Employment Guidance Letters (TEGL) 19-16
 - Priority of Service for Veterans and Eligible Spouses Protocol
 - Priority of Service for Veterans and Eligible Spouses Policy
 - Priority of Service Policy
 - Priority of Service Supporting Documentation Protocol
 - Adult Program Priority of Service Verification Forms

5. We interviewed program staff/case manager to determine how priority service populations are served.

No exceptions were noted during interviews. Staff inquire whether clients are veterans or spouses of veterans upon check-in. The Adult Program has an additional checklist that is used to determine other priorities of service individuals may be eligible for.

**Supplemental to Report on Agreed Upon Procedures
Workforce Alliance of South Central Kansas, Inc.
Agreed Upon Procedures and Findings**

6. We calculated the percentages of the populations served below based on reports generated by the client of all participants served during July through December 2019 under the Adult and Dislocated Worker programs. Some clients meet multiple priority of services, so each priority is compared to the total served individually and not in the aggregate.

Summary for the AUP report

Priority of Service	Adult		DW		Total Served	
	Served	% Served	Served	% Served	Served	% Served
Total Served	895	100%	208	100%	1103	100%
Eligible Veterans	120	13%	40	19%	160	15%
Individuals with a Disability	171	19%	16	8%	187	17%
Incumbent Workers	0	0%	0	0%	0	0%
Unemployed Individuals	680	76%	196	94%	876	79%
Employment Barriers:						
Displaced Homemakers	0	0%	0	0%	0	0%
Low-Income Individuals	541	60%	22	11%	563	51%
Older individuals	337	38%	67	32%	404	37%
Ex-offenders	143	16%	6	3%	149	14%
Homeless individuals or runaway youth	33	4%	2	1%	35	3%
Current or former foster care youth	0	0%	0	0%	0	0%
English language learners, individuals with low levels of literacy or facing substantial cultural barriers	71	8%	0	0%	71	6%
Eligible migrant and seasonal farmworkers	2	0%	0	0%	2	0%
Exhausting TANF within 2 years (Part A Title IV of the Social Security Act)	15	2%	4	2%	19	2%
Single parents (Including single pregnant women)	284	32%	31	15%	315	29%
Long-term unemployed (27 or more consecutive weeks)	257	29%	27	13%	284	26%

Indicator 1.e.3: Eligibility

7. We read the eligibility requirements, including the data collection requirements, outlined in the Funding Opportunity Announcement (FOA) and grant terms and conditions as well as the organization's policies and protocols related to eligibility.
8. We interviewed program staff/case manager to determine how each eligibility requirement is documented.

No exceptions were noted during interviews. Documentation is obtained by client attestation and from client provided documents. Documentation is maintained electronically unless there are conflicts of interest.

**Supplemental to Report on Agreed Upon Procedures
Workforce Alliance of South Central Kansas, Inc.
Agreed Upon Procedures and Findings**

9. We selected a statistically relevant sample of the case management services and basic career services to view participant files and verify the following:
- a. Required documentation has been maintained in the participant file.
 - b. Eligibility determination is reasonable based on the information in the participant file.
 - c. Eligibility is verified prior to providing services.

The results from the sample of 40 case files are as follows:

- Twelve clients were enrolled in the adult/dislocated worker program and had the proper documentation in the participant file, eligibility was reasonable and was verified prior to providing services.
- Three clients required self-attestation with the services provided. Proper signed documents and notes were maintained of the services provided.
- Eleven clients did not require self-attestation with the services provided. Proper notes were maintained of the services provided.
- Four clients required self-attestation with the services provided but self-attestation was not done.
- Two clients did not have sufficient notes on the date of service to determine if self-attestation should have been completed.
- Four clients were receiving veteran services and services performed would require self-attestation under the basic career services but was not required since the client was receiving veteran services.
- One client was receiving re-employment services and services performed would require self-attestation under the basic career services but was not required since the client was receiving re-employment services.
- One client was not enrolled in the adult/dislocated worker program during the time frame of testing. Client was enrolled in KHPOP; services ended in July 2019.
- Two clients were co-enrolled in the TAA program along with adult/dislocated worker program. The clients were selective service compliant, but no documentation was maintained.

Indicator 1.e.4: Assessments

10. We interviewed program staff/case manager to determine how each assessment is performed and the impact the participant service plan.

We noted assessments may be as simple as a conversation with the client and documenting needs in the case notes or more complex assessments related to further training. We discussed the customer flow with a staff member. Staff did not mention the other opportunities available if a client doesn't have a high school diploma or GED such as the occupational skills training that can be done in conjunction with training.

11. We viewed a sample of case files and verified assessments gauge participant capacity/aptitude and identified participant skills/interests.

Of the 40 case files, 32 clients did not receive services which required an assessment to be done. Seven clients had the proper assessments and results to continue with their IEP. One client did not return after the IEP was completed; therefore, an assessment was not given.

12. We viewed a sample of case files to determine if the assessment process is effective in matching participants with appropriate service options to achieve desired outcomes.

Of the 40 case files, 32 clients did not receive services which required an assessment to be done. Seven clients had the proper assessment results to achieve the desired outcomes. One client did not return after the IEP was completed; therefore, an assessment was not given.

**Supplemental to Report on Agreed Upon Procedures
Workforce Alliance of South Central Kansas, Inc.
Agreed Upon Procedures and Findings**

Indicator 1.e.5: Participant Service Plan

13. We read program literature and determined if a service plan was created for all participants, if the service plan was updated periodically for progress, and if written procedures addressed modifications.
14. We interviewed staff/case manager to determine whether participants were involved in developing their own service plan and to what extent is the service plan is used to guide services.

No exceptions were noted during interviews. Personnel seemed aware of the policies/protocol that IEP's are required when clients are pursuing training opportunities. Staff address any barriers with the clients as necessary. The IEP's should be updated at least every 6 months.

15. Interview sample of participants to determine if they participated in developing their service plan, if they are aware of their employment goals, and how the service plan can help them reach those goals.

As stated in #16 below, of the 40 sampled case files, 9 clients had an IEP completed. We attempted to contact the 9 clients by phone to ask them the questions above. Results are as follows:

- One client was pleased with the services and was involved in the process of the IEP.
 - One client was involved in the process. However, she wanted training and claimed it was never offered to her.
 - One client was involved with the IEP process and was pleased with the experience except for when the Organization switched employees responsible for her case. Contact each month stopped when the change occurred.
 - One client was not willing to speak with us.
 - Five of the clients could not be reached.
16. We selected a statistically relevant sample of the case management services and basic career services to view participant files and verify the following:
 - a. Participant service plans were included in the participant file
 - b. The participant service plan reflected the needs identified through the assessment process.
 - c. The assessment was discussed with the participant and was involved with developing the participant service plan.
 - d. The participant service plan included both short-term and long-term goals.
 - e. The goals align with the participant performance outcomes identified in the grant (i.e., employed, measurable skills gain, employment retention, credential attainment).
 - f. The case notes document that there is ongoing contact between the case manager and the participant, that the participant's progress is being tracked, and that the service plan is updated when any change in circumstances, goals, or planned activities and services occurs.
 - g. Any extended lapses in service are explained.

Of the 40 case files, 31 clients did not require an IEP. Seven clients satisfied all of the above criteria. Two clients did not have monthly contact / contact attempts documented in the notes; however, items a-e listed above were documented correctly.

**Supplemental to Report on Agreed Upon Procedures
Workforce Alliance of South Central Kansas, Inc.
Agreed Upon Procedures and Findings**

Indicator 1.e.6: Supportive Services

17. We read program literature and determined supportive services are an allowable cost and how the Organization worked with partners to provide those services. Some of the more prominent information read in relation to the applicable services included the following:
- Adult Supportive Services Policy
 - Adult Needs Related Payments Policy
 - Dislocated Worker Supportive Services Policy
 - Dislocated Worker Needs Related Payments Policy
18. We selected a statistically relevant sample of the case management services to view participant files and verify the following:
- a. Participants who need supportive services were being offered services.
 - b. Supportive services that were provided were done in accordance with FOA guidance and the grant recipient's policies and procedures.
 - c. The case notes and participant files identify the barriers that may prevent the participant from participating in and successfully completing the service plan.
 - d. Evidence that supportive services were provided in accordance with both the plan and the grant recipient's policies and procedures.

Of the 40 case files, 36 clients did not need nor received supportive services. Four clients received supportive services and items a-d listed above were followed.

Indicator 1.e.7: Training Services

19. We read program literature governing training services and obtained an understanding of how the training services are determined, provided, and utilized to meet participant goals. Some of the more prominent information read in relation to the applicable services included the following:
- WIOA Work Based Training Policy
 - Adult and Dislocated Worker Training Policy
 - Adult and Dislocated Worker Transitional Jobs Policy
 - Training Protocol
20. We interviewed program staff/case manager to determine how training determinations are made.
- Staff was knowledgeable of the requirements before a client enters training. If a client does not complete training, books and/or tools should be returned and partial refund of tuition should be requested, if applicable. Staff did not appear to be know these procedures.
21. We selected a statistically relevant sample of the case management services to view participant files and verify the following:
- a. Participants are involved in training program selection.
 - b. Training is appropriate for the participant to meet employment goals.
 - c. Training is being completed timely and delays are explained.

Of the 40 case files, 36 clients did not receive training services. Of the 4 clients that received training services, items a-c listed above were followed.

**Supplemental to Report on Agreed Upon Procedures
Workforce Alliance of South Central Kansas, Inc.
Agreed Upon Procedures and Findings**

Indicator 1.e.8: Placement

22. We read program literature to determine employment placement requirements and goals.
23. We interviewed program staff/case manager to determine employment placement strategy.

No exceptions were noted during interviews. Staff encourage clients to look at job availability prior to training. After training, staff assist with resume tailoring and job searches for clients to obtain desired placement.

Indicator 1.e.9: Follow-up Services

24. We read program literature to determine the extent of follow up procedures. Some of the more prominent information read in relation to the applicable services included the following:
 - WIOA Adult and Dislocated Worker Follow-up Protocol
 - Contact Protocol for Case Manage Customers
 - Closure of Services Protocol - Case Manager to Exit Specialist

25. We interviewed program staff/case manager to verify if the extent of follow up procedures is consistent with policies.

Staff interviewed knew that follow-up should occur once a month for a year after training completion or employment.

26. We selected a statistically relevant sample of the case management services to view participant files and verify the following:
 - Documentation of the follow-up procedures is consistent with policies.

Of the 40 case files, 35 clients didn't require follow up services. Three clients were provided follow up procedures consistent with the policies. Two clients did not receive follow up procedures after their completed training and employment.

Basic Career Services

27. We performed a walkthrough of procedures for basic career services.

We did a walkthrough of a client's file with a staff member. We discussed what the client came in for and how the staff member assisted the client. The services provided would require self-attestation to be done and the staff member did not have the client complete it. During the interview, the staff member recognized that self-attestation should have been done and was not. Staff appeared knowledgeable about when self-attestation should be completed.

Two staff members were selected for interviews on the basic career services. We discussed the services offered and at what point self-attestation would be required to be done. Both staff appeared knowledgeable and no exceptions were noted during the interviews.

**Supplemental to Report on Agreed Upon Procedures
Workforce Alliance of South Central Kansas, Inc.
Agreed Upon Procedures and Findings**

Internal Monitor

28. We viewed the internal monitor workpapers and reperformed certain procedures to ensure consistency with the internal monitoring reports.

We selected 3 clients from the latest monitoring reports to reperform the procedures of the internal monitor. Of the 3 clients selected, 2 clients were provided services which required self-attestation, but self-attestation was not completed before the services were provided. One client was not provided with services that required self-attestation. Findings were consistent with internal monitor's report.

Follow up

29. We followed up and viewed actions taken on the previous monitoring report.

The immediate past monitoring report for the adult program was dated November 9, 2018. We discussed the findings with management and noted their resolutions for the findings.

WIOA Adult Program Eligibility Finding 1:

Finding: Program Eligibility – Staff assisted beyond informational activities prior to the eligibility for these services having been completed.

Client Resolution: Management has conducted trainings and team meetings with staff to address these issues. The organization has a bubble chart of what services are available without self-attestation and what services require self-attestation. They also focused on when the client should be referred to the individualized career service.

Current Status: During testing for the period July through December 2019, we did not find any clients receiving services before eligibility was approved except those noted in Basic Career Service Finding 1 below.

WIOA Adult Program Eligibility Finding 2:

Finding: Eligibility Approval – Immediate eligibility approvals are not being done.

Client Resolution: The organization has a dedicated person who reviews the clients' eligibility within 24 hours. Supervisors serve as backup when the staff person is out of the office.

Current Status: During testing for the period July through December 2019, eligibility approvals were done within the next couple days of the interview and data collection process.

WIOA Adult Program Eligibility Finding 3:

Finding: Data Validation – A large number of inconsistencies between information that was recorded in KansasWorks demographics versus what was recorded in the case notes.

Client Resolution: Management has held trainings with staff to teach how these inconsistencies can lead to false reporting. Management has created templates for staff to utilize in their notes to create consistency.

Current Status: During testing for the period July through December 2019, there were no discrepancies found in the 40 case files.

**Supplemental to Report on Agreed Upon Procedures
Workforce Alliance of South Central Kansas, Inc.
Agreed Upon Procedures and Findings**

Basic Career Center Services Finding 1:

Finding: Eligibility – Customers received Basic Career Services funded by WIOA that went beyond those that are just informational in nature without ever being submitted for WIOA Adult Program eligibility.

Client Resolution: Management has conducted trainings and team meetings with staff to address these issues. The organization has a bubble chart of the services that are available without self-attestation and those services that require self-attestation. The organization has focused training on eligibility and re-educating staff on the services available without self-attestation and when self-attestation would be required.

Current Status: During testing for the period July through December 2019, 4 clients were found that received Basic Career Services funded by WIOA that went beyond those that are just information in nature without ever being submitted for WIOA Adult Program eligibility. See #9 above.

Basic Career Center Services Finding 2:

Finding: Selective Service – Documentation was in the notes that clients were non-compliant with selective services and yet they were still provided with WIOA funded Basic Career Services for which they were ineligible.

Client Resolution: Management has conducted trainings with staff to discuss protocols on selective service. The organization has performed training on resources available to be in compliance with selective services prior to completing a client's eligibility.

Current Status: During testing for the period July through December 2019, 2 files did not have the selective service documentation, but they were selective service compliant. See #9 above.

EL DORADO	PO BOX 847	EL DORADO, KS 67042-0847	316-321-1150
McALESTER	101 S. 2ND. STE. B	McALESTER, OK 74501-5345	918-426-1234
TUCSON	4801 E. BROADWAY BLVD., STE. 501	TUCSON, AZ 85711-3648	520-624-8229
TULSA	4200 E. SKELLY DR., STE. 560	TULSA, OK 74135-3209	918-494-8700
WAGONER	611-D W. CHEROKEE ST.	WAGONER, OK 74467-4618	918-485-5531
WICHITA	300 W. DOUGLAS AVE., STE. 900	WICHITA, KS 67202-2914	316-264-2335

To Management
Workforce Alliance of South Central Kansas, Inc.
300 West Douglas, 8th floor
Wichita, Kansas 67202

In connection with our agreed-upon procedures performed and related findings for the period of July to December 2019, Regier Carr and Monroe, L.L.P. recommends the following:

1. Training in the following areas could be provided:
 - a. Case Notes - Some notes were vague in relation to what services were provided to the client, see Attachment A. We recommend descriptive case notes.
 - b. Client Assessments - We recommend that staff evaluate if the assessments are consistent with the client's desires.
 - c. Self-Attestation - Some instances were noted from when self-attestation should have been completed. We recommend training for Basic Career Service staff in relation to self-attestation requirements.
2. The WaitWhile list did not consistently match the services that were actually provided to the client in the case notes. We recommend consistency between applications to clarify services that are rendered to each client.
3. We noted in one client file that a prescreen was completed, and the client was provided an application for an employer. However, no services were opened in KansasWorks. We recommend that services be reviewed to ensure compliance with policies and protocols.
4. There are some clients that use the Basis Career Services on multiple occasions. A policy could be implemented to ensure a case manager is assigned after a certain number of visits to the organization.

Examples of notes that were documented well are listed in Attachment B.

We appreciate the opportunity to work with you. If you have any questions, please do not hesitate to call.

September 30, 2020
Wichita, Kansas

Attachment A

1. If the WP assisted with completing an online resume, then self-attestation should have been done which it wasn't. Client already had a resume though so if WP was just helping with job searching, the notes should say that.

Customer Name: [REDACTED]
Staff Name: [REDACTED]
Agency: [REDACTED]
Case Detail Page: Add Notes Page
Contact Type: In Person
Reference Date: 09/16/2019
Descriptor: WFI, IA
Date: 09/16/2019
Notes: 9/16/2019 Face to Face Contact [REDACTED] met with [REDACTED] to work on online resumes Orientation & KansasWorks/Career Intake Assessment & Resources/Services provided: • Referral was submitted in M-Files for: N/A • The following resources and services were discussed/provided for [REDACTED] Job Search Assistance- Provided Job Search Resources and or Tips for Successful Job Search WORK HISTORY: [REDACTED] is currently Unemployed [REDACTED] was most recently employed at [REDACTED] as a CNC Machinist from 05/2007 to 09/2019 earning \$19.55 per hour, working 40 hours per week. Employment ended due to Resignation Unemployment Benefits Status: Not a UI claimant PLAN OF ACTION: After updating the KW account, WP assisted [REDACTED] with job searching and completing an online resume. Follow up appointment scheduled for Click here to enter a date. [REDACTED] Workforce Professional

2. Case notes should be clear as to what type of help was given on the resume. If general rules about formatting, structure and content is provided then no self-attestation but if WP is giving detailed advice then self-attestation should be done.

Customer Name: [REDACTED]
Staff Name: [REDACTED]
Agency: [REDACTED]
Case Detail Page: Add Notes Page
Contact Type: In Person
Reference Date: 07/23/2019
Descriptor: wfi, job search
Date: 07/23/2019
Notes: 7/23/2019 Face to Face Contact [REDACTED] met with [REDACTED] to do a job search Orientation & KansasWorks/Career Intake Assessment & Resources/Services provided: • Referral was submitted in M-Files for: N/A • The following resources and services were discussed/provided for [REDACTED]: Initial Assessment- Created or Updated KansasWorks Job Seeker Account General Resume Assistance- Provided General Information and/or Tipsheets on Resume Do's and Don't/Tips for a Winning Resume WORK HISTORY: [REDACTED] is currently Unemployed [REDACTED] was most recently employed at [REDACTED] as a picker from 12/18 to 1/19 earning \$15.60 per hour, working 60 hours per week. Employment ended due to Lay Off (it was a seasonal job) Unemployment Benefits Status: Not a UI claimant PLAN OF ACTION: [REDACTED] signed up for a KW account while she was waiting to see a WP. I took a look at [REDACTED] resume which was not bad. I made a few recommendations that might improve it. I showed her how to do job searches on KW. We also talked about the adult program She wanted some time to think about her options. She sat an appointment for next week, and I think she might stop by the job fair on the 25th. Follow up appointment scheduled for 7/30/2019 [REDACTED]

Attachment B

1. A good example of notes when self-attestation was done before customized services were performed is below.

Customer Name: ██████████
Staff Name: ██████████
Agency: ██████
Case Detail Page: Add Notes Page
Contact Type: In Person
Reference Date: 07/09/2019
Descriptor: Basic Career Services/Resume assistance
Date: 07/10/2019
Notes: 07/09/2019 ██████████ met with ██████████ for updating account and general resume assistance ORIENTATION & KANSASWORKS (KW)/CAREER INTAKE ASSESSMENT & RESOURCES/SERVICES PROVIDED: • The following resources and services were discussed/provided for the ██████████; Initial Assessment- Created or Updated KansasWorks Job Seeker Account Job Search Assistance- Provided Job Search Resources and or Tips for Successful Job Search Completed Basic Career Services Eligibility and Submitted the CSS and EEO via M-Files. Grievance and Complaint Policy Reviewed and Offered to the customer. Customized Resume Assistance- Provided specific suggestions for the client on their resume including formatting and content WORK HISTORY: WP assisted ██████████ with Resume and job search. She is a homeless person looking to move away from pet grooming. She will return with resume worksheet and we will build resume and begin job search ██████████ Workforce Professional

2. A good example of case notes that illustrate the resources and services discussed with the client. The notes were clear that the client was there for his adult enrollment and gave specific work history notes as well as a plan of action.

Customer Name: ██████████
Staff Name: ██████████
Agency: ██████
Case Detail Page: Add Notes Page
Contact Type: In Person
Reference Date: 08/21/2019
Descriptor: resume assistance
Date: 08/22/2019
Notes: 8/22/2019 Face to Face Contact ██████████ met with ██████████ to complete his adult enrollment. Orientation & KansasWorks/Career Intake Assessment & Resources/Services provided: • Referral was submitted in M-Files for: N/A • The following resources and services were discussed/provided for ██████████ Initial Assessment- Created or Updated KansasWorks Job Seeker Account Completed Basic Career Services Eligibility and Submitted the CSS and EEO via M-Files. Grievance and Complaint Policy Reviewed and Offered to the customer. WORK HISTORY: ██████████ is currently Employed ██████████ works at Top Notch as a builder. He started in April 2019 and makes 10.00 an hour working 40 hours a week. PLAN OF ACTION: ██████████ need help building a resume, so after getting his self-attestation I helped him create a solid resume. ██████████



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

**Workforce Alliance of South Central Kansas
Employment/Workforce Economic Impact Update
10-1-2020**

Beginning in January of 2020, the Wichita region started to experience a significant economic impact due to the pause on production by Boeing of the 737 Max. There are dozens of companies in this area on the Boeing 737 Max supply chain, including Spirit AeroSystems, the largest employer in the state of Kansas.

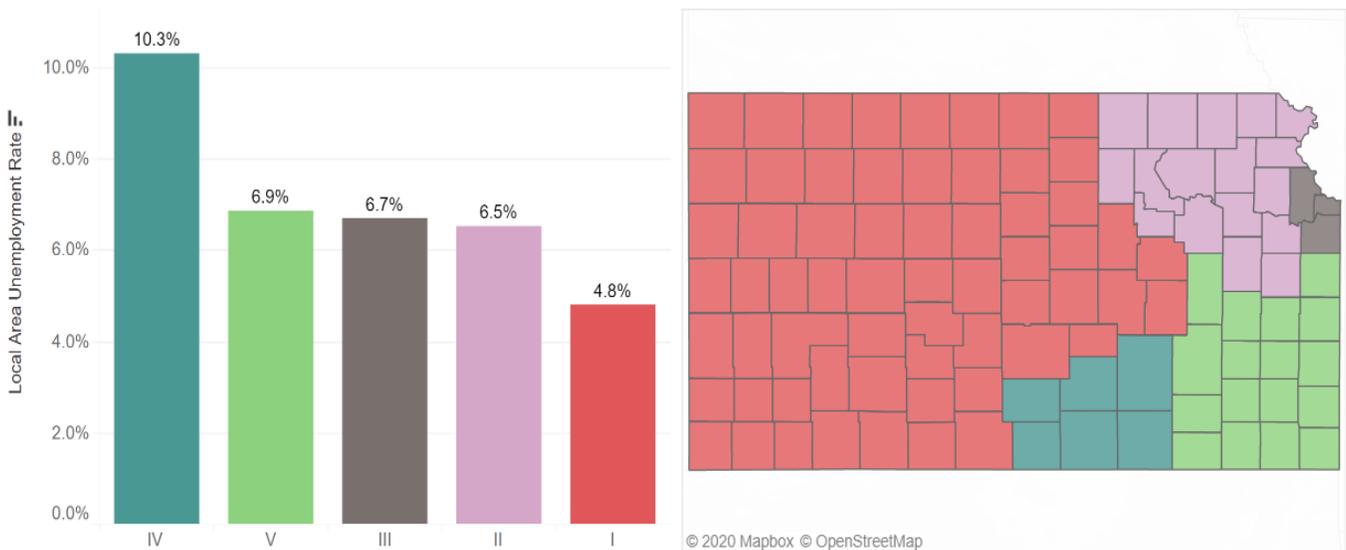
As the effect of the 737 Max was settling in, the crisis from COVID-19 started to hit the region in March. Due to the mix of industry sectors, it is likely the spread of COVID-19 in the United State and around the world will have a long-lasting impact on the economy in South Central Kansas.

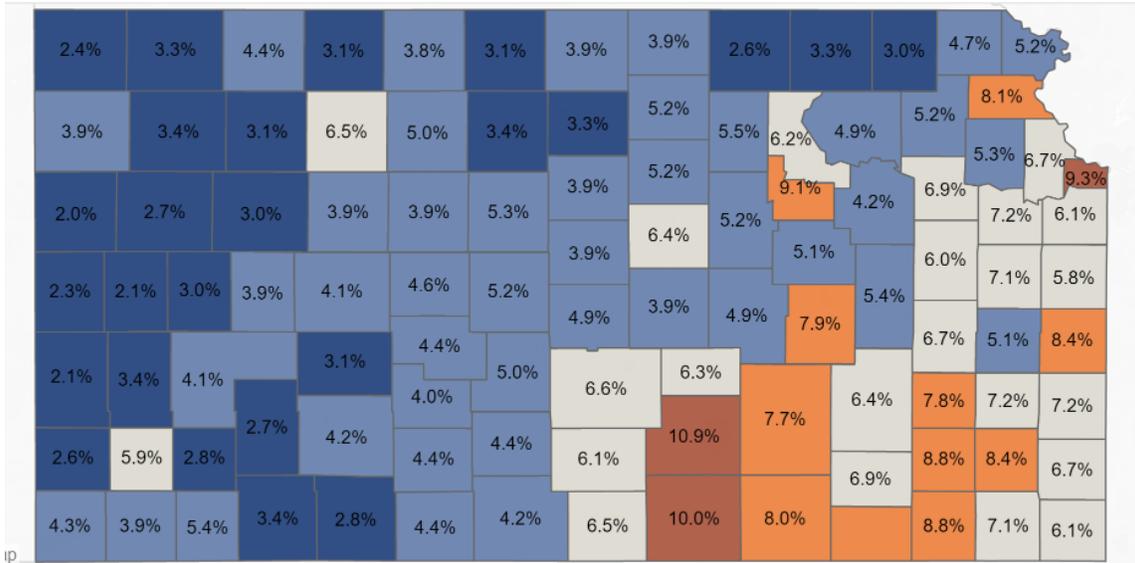
This report is designed to capture the data related to layoffs from both the 737 Max and COVID-19. It also tracks the activity of the Workforce Alliance (WA) in terms of Rapid Response services to employers, job fairs, and job seeker assistance.

The report will be updated on a regular basis and shared with WA Board members, Workforce Center partners and community stakeholders. If there are any questions, please contact Keith Lawing (keith@workforce-ks.com), or Amanda Duncan (amandaduncan@workforce-ks.com).

1. Unemployment

Statewide as of August 2020, the most recent data available, the unemployment rate in Kansas is 6.9%, and Local Area IV is 9.5%. Sedgwick (10.9%) and Sumner (10%) lead the state for county rate.





Labor market maps can be found at <https://public.tableau.com/profile/kdol#!/vizhome/KansasLaborForceUnemploymentRatesbyCounty/KansasLaborForceUnemploymentRates>

Unemployment Insurance claim data can be found at <https://klic.dol.ks.gov/gsipub/index.asp?docid=756>

2. Rapid Response for Layoffs/Furloughs
No additional WARN notices were received in September.

Layoff/Furlough Totals
12/1/2019 – 10/1/2020

Industry	Reason	Companies	Individuals
Aviation Manufacturing	737 Production	19	8,803
Non-Aviation	737 Production	5	934
Service/Retail (pre-COVID-19)	Economic	4	184
Healthcare (pre-COVID-19)	Economic	2	103
All Industries	COVID-19	959	48,561
Total		989	58,585

3. Job Fairs and Workshops
 - Job Fairs continue to be held online. Upcoming events include the Statewide Virtual Job Fairs
 - October 27-29, 2020
 - December 8-10, 2020



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

- Online workshops are available on the Workforce Center YouTube channel
- Multiple essential employers are hiring with jobs posted at <https://www.kansascommerce.gov/covid-19-response/covid-19-jobs-and-hiring-portal/>

4. Workforce Services

- 3290+ Unemployed workers have received Career Services
 - 545 dislocated workers have requested upskill/reskill training scholarships from the Workforce Center
 - 357 participants have enrolled in Workforce Programs
 - 207 participants have begun training
 - WA has obligated \$511,416.47 for dislocated worker training, \$396,392.46 has been paid to multiple schools for dislocated worker training to date.
 - 541 Individuals have been enrolled in the Trade Adjustment Assistance (TAA) program.
 - 155 have begun training through TAA

Item

Workforce Centers Operations Update

Background

On September 30th a staff member at the Wichita Workforce Center tested positive for COVID-19. Procedures were followed to trace contacts, make notifications and the facility was closed for deep cleaning. The decision was made to close the Workforce Centers to the public, offer services virtually and by phone, and have staff work from home to limit the risk of spreading COVID-19 for the remainder of the week. At this time, the Workforce Centers of South Central Kansas are providing services virtually and by phone with limited access to customers for group style engagement. This report summarizes operations the past few weeks.

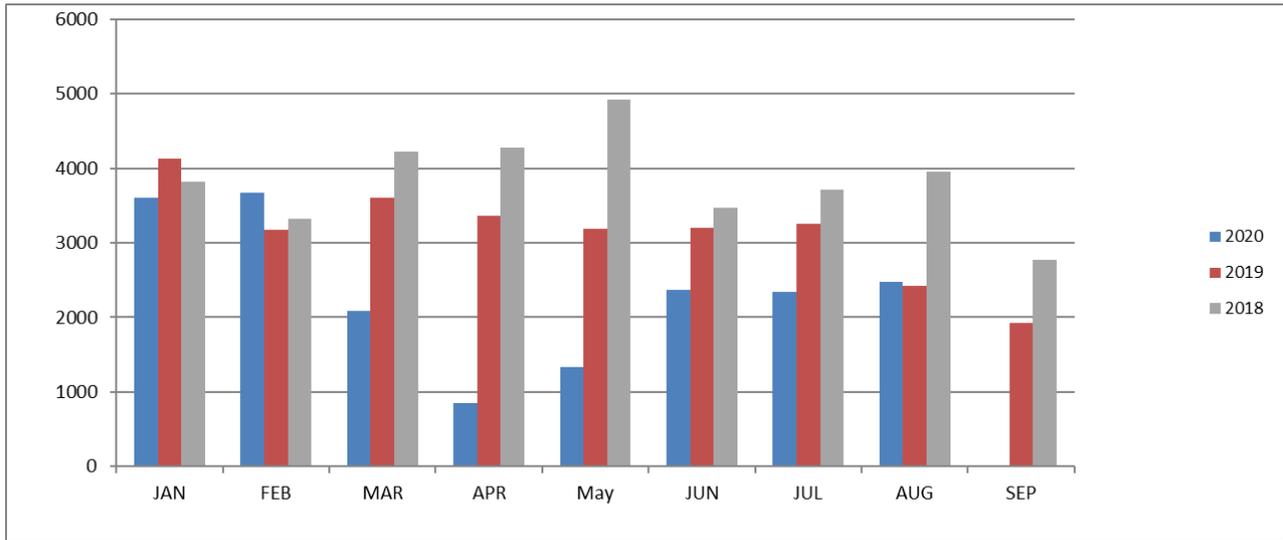
Analysis

The Centers saw 2,476 jobseekers for various services in the month of August. The charts below outline the traffic and breakdown the ways in which workforce center staff engaged with customers. In the month of August, the Workforce Centers connected with 745 jobseekers via the main phone line (316-771-6800). These conversations lead to 350 virtual services provided and 376 services by case managers specific to training services.

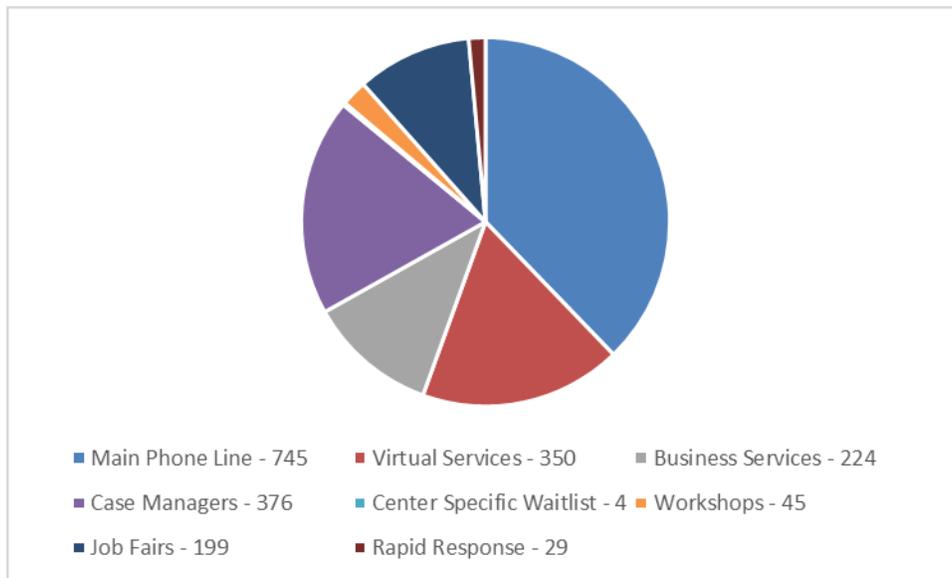
Starting September 14, limited in-person services were provided as part of operations. The Wichita Workforce Center will continue to allow access to customers for group programs such as Trade Adjustment Assistance (TAA) enrollments, Workkeys testing, and Imagine Academy. The center will also dedicate self-service times for jobseekers each Tuesday and Thursday between 12 pm and 4 pm. This will allow jobseekers to take advantage of our computer area for job search, utilize the fax machine, and/or make phone calls to Unemployment Insurance.

The Workforce Centers in El Dorado and Wellington re-opened on September 14th. The offices have been operating 8 am to 5 pm Monday through Thursday, closed from noon to 1 pm for lunch, and closed on Fridays. However, they will be limiting in-person access with allowing customers to gain access to resource by appointment only with Tuesday and Thursday also dedicated to self-service access for customers. Virtual services will still be highly encouraged for all customers and staff to maintain the health and safety of all.

Total Customer Traffic 2020

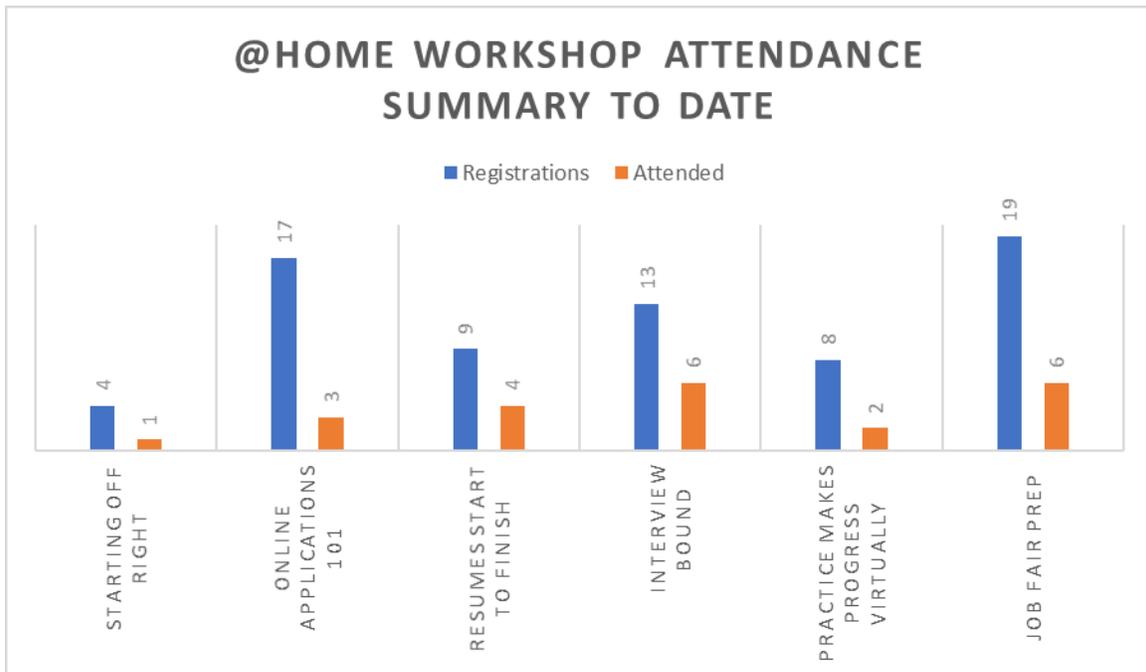


Office/Service Traffic Breakdown – August 2020



Virtual Workshops

In addition to a wide variety of YouTube content, the workforce centers have been hosting a series of @HOME workshops. This has given customers the ability to participate in a live manner over Zoom to learn or refresh their skills. Monthly, the workforce center has been offering five @HOME workshops. The workforce centers have seen an increase of registrations, however there has only been a small increase in actual participation. Participation in these workshops has ranged from two to six participants in the month of September. The below chart outlines the workshops and their attendance.

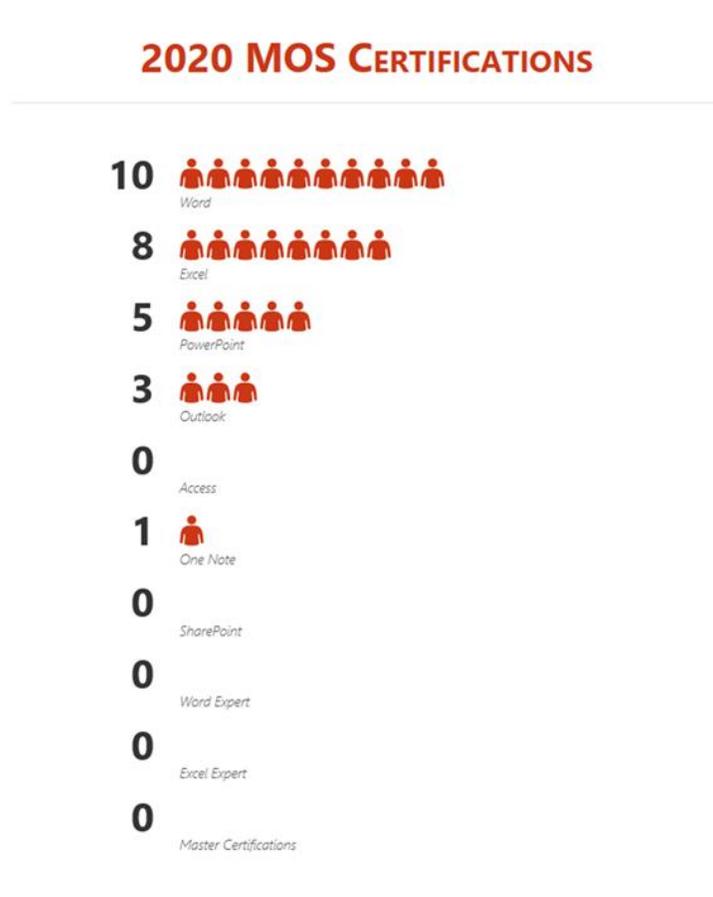


Imagine Academy

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. Three jobseekers have been awarded certificates so far during this pandemic thanks to the new online certification exam process. So far in 2020, there has been 39 individual active customers. 60 total individual customers who have requested to participate in Imagine Academy in which the program saw a total of 89 active customers for all of 2019. As of last week, the center had a participant that had a perfect score for the Word certification.

2020 Certification Exam Type	Total Certificates	2013			2016			2019 / 365		
		2013 attempt	2013 pass	2013 fail	2016 attempt	2016 pass	2016 fail	2019 attempt	2019 pass	2019 fail
Word	10	0	0	0	8	8	0	1	1	0
Excel	8	0	0	0	8	7	1	1	1	0
PowerPoint	5	0	0	0	5	5	0	0	0	0
Outlook	3	6	2	4	1	1	0	na	na	na
Access	0	0	0	0	0	0	0	0	0	0
One Note	1	1	1	0	na	na	na	na	na	na
SharePoint	0	0	0	0	na	na	na	na	na	na
Word Expert	0	0	0	0	0	0	0	0	0	0
Excel Expert	0	2	0	2	0	0	0	0	0	0
Master Certifications	0	2	0	2	0	0	0	0	0	0
Total	27	11	3	8	22	21	1	2	2	0

Years	Certification attempts	Passed certification exams	fail	Success Rate	Gained employment	emp gain related to cert(s)	promotion or wage gain	Wage gain related to cert(s)
2016 Totals	7	3	4	42.86%	unknown	na	unknown	na
2017 Totals	65	53	12	81.54%	unknown	na	unknown	na
2018 Totals	53	42	11	79.25%	unknown	na	unknown	na
2019 Totals	128	94	34	73.44%	22	0	0	0
2020 Totals	35	26	9	74.29%	6	3	0	0
All	288	218	70	75.69%	28	3	0	0



Business Report September 2020

Statewide Virtual Job Fairs

September concluded the 5th Statewide Virtual Job Fair. The event was once again held over a three-day time frame from September 22nd-24th. In addition to the Statewide virtual event, the Workforce Centers also conducted the Annual Get Hired Job Fair on September 8th-10th. This was also provided as a virtual event using the same platform used for Statewide events. Features of these events included individual virtual booths and public or private chat options with employers during designated times. Jobseekers also had the ability to upload their resumes to showcase to employers during their chats. Between the two events there were 35 employers that participated in the event and 262 jobseekers. Eight of the 35 employers participated in both events. The list below outlines the companies that participated in September.

September Virtual Job Fair Companies	
Allied Universal	Proseal Inc.
Berry Companies Inc.	Raceway Electric, LLC
Butler Community College	Randstad Onsite @ Johnson Controls
Creekstone Farms	Sedgwick County
Entercom Wichita	Silgan Dispensing
Foley Industries	Sinclair Broadcasting (Fox News)
Goodwill Industries of KS Inc.	Sonic Drive in
H&R Block	Southern Star Central Gas Pipeline
Hamilton Relay	Starkey, Inc.
Hampton Inn & Suites	The Arnold Group - Wichita
Ironworkers Local 24	The Arnold Group (Hutchinson/McPherson/Salina)
Ka-Comm., Inc.	United States Postal Service
KanEquip Inc.	Western Industries Plastic Products LLC
KETCH	Wichita Presbyterian Manor
MasterBrand Cabinets, Inc.	Wichita Public Schools
Newton Presbyterian Manor	Wildcat Companies
NORC at The University of Chicago	WSU Tech
Pratt Industries	

September 2020

179 – Pre-Employment Skills Assessments Administered

212 - Services to Employers

411 - Job Postings

13 – Employer Accounts Created

Recommended Action

Receive and File.

Item

Community Outreach and Awareness Activity

Background

A consistent topic of conversation during the strategic planning process has been on the need for increased public awareness and outreach about the Workforce Alliance (WA) and the employment and training services available from the Workforce Centers in the region. WA staff have a number of ongoing communication strategies underway that rely on social media and also look to leverage free media coverage whenever possible. To assist the Executive Committee in understanding the effectiveness of the awareness and outreach activities summary reports have been prepared on digital media tools and the Building You series on KWCH about jobs and the economy.

Analysis

The Workforce Centers use websites and social media platforms to interact, inform, and educate the public on upcoming events and workforce development resources. The primary tools are Facebook, Twitter, YouTube, Kansasworks.com and the WA website. The attached report summarizes traffic and overall interaction by platform for 2020.

Last month KWCH launched [Building You](#), an ongoing series that includes a daily job highlighted at the 4 pm newscast that is also featured on the KWCH website with a link on how to access the job postings and other available jobs through the Workforce Center and Kansasworks.com. The Job of the Day segment also appears on the KWCH morning newscast the following day.

In addition, every Wednesday KWCH runs a feature story about jobs and the economy. The WA is helping to provide ideas and content for these features. WA staff view this as an opportunity to enhance the services currently provided to employers and to highlight area businesses that are posting jobs through the Workforce Center on KWCH. Depending on the flow of the news, there is a good chance the weekly feature story will also appear on the newscast at 5, 6 and 10 pm. Lily Wu is the lead reporter. She visited the Workforce Center and interviewed laid off workers attending a Trade Adjustment Assistance (TAA) orientation session, and WA leadership on current economic conditions that was the first Building You feature story. Addition feature stories are linked below:

Building You Feature Stories

- 9/7/20 [Workforce Center hosts virtual job fair](#)
- 9/9/20 [Workforce Center encourages unemployed to start job search](#)
- 9/16/20 [Laid-off workers apply for TAA Program](#)
- 9/23/20 [Hundreds of vacancies in local healthcare industry](#)

A list of the daily jobs that have appeared on Building You is listed below for September. WA staff are working to follow up with the employers to determine outcomes from the daily job postings that have appeared on KWCH. Additionally, each job posting is listed on the WA social media pages, which has increased impressions and interactions across the board.

Building You Job of the Day

Date	Job	Employer
9/7/20	Deposit Processing Specialist	Equity Bank
9/8/20	Route Sales Manager	Interstate Batteries of South Central Kansas
9/9/20	Health Plan Group Services Rep	Medova Healthcare Financial Group
9/10/20	Emergency Services Call Taker	Sedgwick County
9/11/20	Custodial Manager	Wichita State University
9/14/20	Detention Deputy	Butler County Detention Facility
9/15/20	Mechanic II - Fleet	City of Wichita
9/16/20	Dental Assistant	Erickson & Gill Dentistry
9/17/20	Senior Software Developer	KeyCentrix
9/18/20	Accounts Payable Supervisor	Presbyterian Manors of Mid-America
9/21/20	Office Manager	AgEagle Aerial Systems, Inc.
9/22/20	Fleet Mechanic Journeyman	Evergy
9/23/20	Underwriter	Fidelity Bank
9/24/20	Sanitizer (FT/Nights)	Pepsi Beverages Company
9/25/20	Production Maintenance Technician	BG Products, Inc.

Recommended Action

Receive and file.

Item

Request for Proposals (RFP)

Background

There are a number of RFP's currently open that taskforces will be reviewing in the near future, and the Workforce Alliance (WA) will need to prepare several RFP's for the next program year.

Analysis

Currently Open RFPs:

Workforce Innovation and Opportunity Act (WIOA) Youth Elements RFP- An RFP for WIOA Youth elements is currently open and closes October 21, 2021. This RFP was released August, 31, 2020 and staff held an orientation on September 16, 2020 and a pre-proposals conference on October 7, 2020. A taskforce will need to be established to evaluate the proposals. The plan is to bring recommendations to the Executive Committee on November 18, 2020. The goal is to have new WIOA Youth Elements Contractors in place by January 2, 2021.

WIOA Service Provider for Cowley County- The RFP was released on September 14, 2020 and closes October 15, 2020. Staff hosted a pre-proposal conference on September 23, 2020. A taskforce was created earlier in the year to examine the service delivery model in Cowley County and will be asked to assist in reviewing proposals received. The plan is to have a contract in place for Cowley services effective January 2, 2021.

Upcoming RFPs:

Leased Space for Administration Offices- The current lease term at the Garvey Center expires on June 30, 2021. The lease does have options to extend the lease for two additional annual terms. Current rent costs \$107,951.28 for an annual period. The current leased space is approximately 12,724 square feet. Since COVID, staff has been working a mix of remote (at home) and onsite. Staff feels that a combination of onsite and offsite work could continue and help reduce facilities costs. A plan is being developed to release an RFP for between two to four thousand square feet, that would allow for a few offices for staff and conference room(s) for meetings. This RFP would be released but would not require the LWDB to relocate its administrative offices. Options include the following.

- Exercise option to extend lease for current space.
- Do not secure a new location, do not extend current lease and have staff administrative staff continue to work remotely and from offices at the other Workforce Centers.
- Select new office space for administrative offices that will lower annual operating costs.

One Stop Operator- The Local Workforce Development Board (LWDB) and Chief Elected Officials Board (CEOB) must release a new RFP for the One Stop Operator. The current contract with Eckerd Connects expires 6/30/2021 and there are no extensions available. WA staff feel the current scope is effective and plans to release an RFP with the following areas for the one stop operator to focus:

- A. Administer and Oversee the Integrated Service Delivery Plan
- B. Coordinate Partner Services and Activities
- C. Develop and Provide Staff Development
- D. Assist in the Development of Policies and Processes to Support the LWDB
- E. Ensure Workforce Centers are Certified
- F. Ensure Access to Career, Training, and Employment Services
- G. Ensure Access to Data, Information, and Analysis of Labor Market Data
- H. Coordinate with Core Leadership Initiatives and Activities
- I. Provide Access to Staff Development Services

To assist with reviewing the proposals received from these RFPs staff are suggesting the WA chair appoint task forces made up of Board members and key stakeholders and partners. It is expected that these assignments can be completed in one or two meetings.

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

Authorize release of RFPs and direct the LWDB Board Chair to appoint taskforces to review bids received.

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Local Workforce Development Board (LWDB)

Executive Committee Meeting Minutes

September 9, 2020 – 11:30 AM

1. **Welcome and Introductions**

The LWDB Executive Committee assembled via ZOOM. Vice Chair Melissa Musgrave welcomed Committee members and called the meeting to order.

2. **Regional Economic Impact Update / Workforce Center Operations**

A regional workforce and economic impact update report was presented to the Committee. The region continues to be affected by the lingering impact of the 737 Max production disruption and now with COVID affecting airline travel. The current COVID health crisis has added to the situation with over 50,000 layoffs since the beginning of the crisis; many have returned to work and the situation has improved over time but there still is a question as to what businesses and industries may permanently close. The Workforce Alliance continues to provide Rapid Response meetings and information to Spirit Aerosystems employees affected by layoffs. A chart was provided to the Committee that shows the difference in layoffs during the current crisis compared to that of 8 to 9 years ago. There were 17,000 in a year a half the bulk of which were in aviation manufacturing. The current layoff situation is much larger and different. Staff are performing ongoing analysis and will bring the Committee more precise information and a breakdown by industry at the next meeting and to get an idea of what the situation will look like for the WA in the next calendar year. The Trade Adjustment Assistance (TAA) and Dislocated Worker (DW) programs have 175 participants enrolled in these training programs and enrollments are expected to continue to increase over time as job seekers become more aware of these training offerings.

Workforce Center services continue to be provided to customers by in-person appointment only and through virtual services at a high level. Small groups that cannot be assisted virtually such as Workkeys testing, TAA enrollments and Imagine Academy are being scheduled in the center at various times throughout the week. The Workforce Centers will begin allowing walk-in customers access for self-service use of technology and equipment such as computers, telephone and fax machine Tuesdays and Thursday between 12 and 4 to begin September 14, 2020 and this service will be reassessed to see how successful. Virtual videos and workshops offer a wide variety of content created by staff for YouTube and now have 30 videos for customers and 48 subscribers with over 1,200 views, which has proven valuable to customers. Staff have added virtual visits for more of a one on one approach for people that need to have one-on-one assistance. Live interactive workshops have begun and staff are trying to increase participation and awareness. The technology component of virtual assistance can be challenging depending on the job seeker's skill set. Staff will increase messaging to job seekers that engaging and navigating the virtual services being provided by the workforce center will assist them in gaining employment as those technical tools and skills may be expected by potential employers currently and post-COVID as employers attempt to reduce costs of recruitment and employment. The monthly statewide job fairs have had strong participation in the local area. Job seekers are becoming more comfortable with the technology and the virtual format. The job fair in July had 546 participants from the Wichita area. There has been a high level of job postings; the Workforce Centers posted over 300 jobs in the month of July. A list of employers that have participated in the job fairs will be sent out to board members. Other local areas in the state are not experiencing the same level of participation as the Wichita area. There are discussions with the Kansas Department of Commerce, that has purchased the license to the current platform to make the job fairs more focused and sector-based and some job seekers are finding the technology intimidating. Mastering virtual platforms is valuable since virtual job fairs will continue to be used post-COVID. Staff has and will continue to assist increasing confidence levels of employer and job seekers.

Jeff Longwell (Tony Naylor) moved to receive and file the Regional Economic Impact Update / Workforce Center Operations reports. Motion adopted.

3. Community Outreach and Awareness

The Workforce Alliance (WA) has developed a partnership with KWCH to promote a series of stories on local jobs and the economy as part of its “Building You” programming. The Committee was provided a copy of the proposal staff presented to KWCH. Lily Wu is the lead reporter and she has already visited the Workforce Center and interviewed laid off workers attending a Trade Adjustment Assistance (TAA) orientation session, and WA leadership on current economic conditions. Beginning this week, a job of the day from the Center’s daily “Hot” job list will be highlighted at the 4:00 pm newscast that will be featured on the KWCH website with a link on how to access the job postings and other available quality jobs through the Workforce Center and KansasWorks.com. In addition, on Wednesdays beginning on September 9, 2020, KWCH will highlight some element of jobs and the economy. The WA will help provide ideas and content for these features. The need for increased public awareness and outreach about the WA and the employment and training services available from the Workforce Centers in the region has been a consistent topic of conversation throughout the strategic planning process and WA staff view this as an opportunity to enhance the services currently provided to employers and hope to highlight area businesses that are posting jobs through the Workforce Center. Board members are encouraged to reach out to staff if they ideas for a story or have jobs they would like featured on these programs. Rod Blackburn stated that there has been a need for a media advocate since advertising is not possible and feels that Registered Apprenticeship would be an excellent area to focus on in order to promote awareness and increase engagement for that program. Melissa Musgrave suggested that KWCH stories be sent to board members to post to their own social media accounts and shared.

A report on digital media outcomes was presented to the Committee and will be updated monthly and presented to the Committee at its meetings. The Workforce Centers use websites and social media platforms to interact, inform, and educate the public on upcoming events and workforce development resources. The primary tools are Facebook, Twitter, YouTube, KansasWorks.com and the WA website. The report summarized traffic and overall interaction by platform for 2020. YouTube analytics will be added to future reports. When KWCH posts links to WA stories, the WA will share the post on social media and place a hard link to the stories on the WA website.

Kathy Jewett (Jeff Longwell) moved to receive and file the Community Outreach and Awareness Activity report. Motion adopted.

4. Workforce Alliance 2020-2022 Strategic Planning Update

The Workforce Alliance (WA) Local Workforce Development Board (LWDB) adopts a strategic plan every two years and is in the final stages of that process for 2020 through 2022. Stan Odenthal. The Odenthal Group, the facilitator for creating the plan, presented a draft plan for the committee’s review and feedback. The draft includes information about the processes and engagement efforts that went into creating the plan. The final plan will have three different reports, the actual plan, virtual stakeholder sessions report with slides and discussions and then board and staff survey information. The six strategic plan goals that were identified through the virtual sessions, interviews and board feedback are: Meet or exceed the negotiated performance of WIOA Title I programs to maximize community impact, enhance youth employment opportunities by expanding partnerships with businesses, schools and other community organizations; increase the awareness of workforce programs and services throughout South Central Kansas; expand the community impact of the Workforce Alliance through higher levels of board member participation; continue to increase non-WIOA funding and proactively approach the employment and skills training challenges and opportunities of the future with energy and planning today. The draft also includes information about the Workforce Alliance and the processes and methodology for creating the plan, including a timeline

of the events and actions taken for developing the goals and plan. Tactics and milestones for each goal were outlined as well as an explanation of how the tactics will be implemented by determining timelines and measurements for each tactic that will be completed and updated by staff, committees and board members. Ultimately, the plan is a framework for conversation and making things happen over the next couple of years. Gabe Schlickau asked for clarification if the board are to take the defined goals and tactics and identify the measurements that will hold the organization accountable to them. Odenthal explained that the plan is a living framework for the board and its committees to continuously review and expand on throughout the life of the plan. The plan should be used to make decisions about processes and remind the organization about what the focus should be. Staff requested that if the Committee was in agreement on the draft plan, that it be recommend to the full board for its approval at its meeting in October.

Tony Naylor (Jeff Longwell) moved to approve the draft 2020-2022 Workforce Alliance strategic plan and recommend adoption of the strategic goals by the full LWDB. Motion adopted.

5. Consent Agenda and Committee Reports

The meeting minutes for June 10, 2020; the Program Year 2020 (PY20) Budget update; additions to the Eligible Training Provider (ETP) List from Butler Community College's Commercial Drivers License (CDL) Class A and CDL Class B, We Care Online's Medication Aide Update, WSU's Cad/Cam Laboratory, Wichita Technical Institute's Computer Technology and Network Administration and WSU Tech's Cloud Application Development (AAS and Technical Certificate), Computer Support Specialist (AAS and Technical Certificate), and Cybersecurity (AAS and Technical Certificate); an On-the-Job Training (OJT) Contract for the Eligible Training Provider List (ETP) with Rusty Eck Ford; Youth Training Contract with Heartland Welding and an update on Workforce Center Service Delivery in Sumner and Cowley County were presented to the Committee for review and/or approval. The proposed additions to the ETP list were reviewed by the LWDB Program Operations and Performance (POP) Committee at its meeting on September 3, 2020 and agreed to forward the list the LWDB Executive Committee for formal review and approval. Staff presented results of a new labor market tool from EMSI database to support approval of the youth contract with Heartland Welding. Staff will include more reports from this database in the future as supporting documentation for actions and to assist staff and board members in making workforce decisions. A possible workshop for board members on the new tool may be scheduled.

An update was provided to the Committee in regard to the delivery of workforce center services in Sumner and Cowley counties. The Executive Committee appointed a Cowley/Sumner County service delivery task force to review and analyze workforce center services in Cowley and Sumner County. A Request for Information (RFI) was released to determine options for service delivery models and partnerships for employment and training services. A response was received from Cowley Community College. The WA expanded its partnership with the Sumner County EDC to not only share space in Wellington, but to train their staff to help deliver job seeker services. Cowley Community College submitted a revised response to the RFI that included a partnership with Cowley First. The WA requested guidance from the Kansas Department of Commerce to enter into a pilot project with the College based on the proposal. It was determined that the WA must do a formal procurement and staff are in the process of developing a Request for Proposal (RFP). The goal is to have a partner/vendor identified in enough time to initiate an agreement that could begin January 1, 2021. The time frame for the project would be 18 months, and run through June 30, 2022. This item was reviewed by the LWDB POP Committee at its meeting on September 3, 2020 and the members present agreed to forward to the LWDB Executive Committee for review for formal support to release the RFP and recommend the Cowley/Sumner County Task Force be assigned to review proposals.

Jeff Longwell (Rod Blackburn) moved to approve the Consent Agenda as presented with the exception of Item D., On-the-Job Training Contact with Rusty Eck Ford, and vote on that item in a separate motion. Motion adopted. Kathy Jewett (Melissa Musgrave) moved to approve the On-the-Job

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*Training Contact with Rusty Eck Ford. Jeff Longwell, Rusty Eck Ford, abstained from the vote.
Motion Adopted.*

6. Other Discussion/Announcements

- A. Meeting notifications are currently being sent to board and committee members via email only with members then having to schedule the meetings on their own calendars. Members were asked for feedback on meeting notifications and the possibility of receiving Outlook meeting invitations in addition to the meeting notifications. Calendar meeting invitations for committee meetings would only be sent to members of a committee and not the full board. Invitations would be sent to all board members for the full board meetings. Members were positive about receiving calendar invitations in addition to the official email notifications.
- B. The WA recently completed a virtual monitoring visit from the U.S. Department of Labor. There will be some findings of a technical nature resulting from the monitoring, but no programmatic issues. A report will be received within next the 30 days and it will be shared with the Executive Committee.
- C. Chair Gabe Schlickau has accepted a position with CoBank and has left Meritrust Credit Union.
- D. Jennifer Hughes has accepted the position as human resources manager with Youngers and Sons Manufacturing in Viola.

7. Adjournment

The meeting was adjourned at 1:01 PM.

LWDB Executive Committee Members

Rod Blackburn
Jennifer Hughes
Kathy Jewett
Pat Jonas
Jeff Longwell
Melissa Musgrave, Vice Chair
Tony Naylor
Gabe Schlickau, Chair

Staff/Guests

Keith Lawing
Tisha Cannizzo, Eckerd Connects
Amanda Duncan
Denise Houston
Keith Lawing
Kristina Langrehr, LWDB
Shirley Lindhorst
George Marko
Alex Munoz, LWDB
Matt Peterson, LWDB
Chad Pettera
Laura Rainwater
Sally Stang, LWDB
Jeff Townsend, LWDB
Amy Williams, LWDB Community Impact Committee
Stan Odenthal, The Odenthal Group

Item

USDOL WIOA Key Provisions Review

Background

Local Area IV (LAIIV) had a Workforce Innovation and Opportunity Act (WIOA) Key Provisions review in August from the US Department of Labor (DOL) Chicago Field Office. DOL issued a report in September that identified 10 findings to resolve. Most of these were not surprising and WA staff are confident they will be resolved. The findings and initial responses are summarized below. A formal response will be submitted by October 16.

Analysis

Finding #1- The Wichita Workforce Center is Non-Compliant. DOL did not feel all the required services are being provided through the comprehensive one-stop center. DOL cited Temporary Assistance for Needy Families (TANF), Vocational Rehabilitation (VR), and National Farmworker Jobs Program (NFJP). TANF was opted out by the Governor, staff feels that finding is not relevant, and will follow up accordingly. Staff feels that services could be better provided concerning VR and NFJP, and the One Stop Advisory Committee will begin to have those discussions.

Finding #2- Non-Compliant Memoranda of Understanding (MOU). DOL cited as not having MOU's with VR, TANF, Senior Community Service Employment Program (SCSEP), Trade Adjustment Assistance (TAA), and Unemployment Insurance (UI). WA does not agree with the finding regarding TANF, TAA, and UI. Staff has been working with VR to get the MOU signed, and it is nearly completed.

The MOU for WIOA Title I was missing signatures, those are on file, and will be provided to DOL.

DOL did not agree that the design of the local area one stop delivery system was very well described in the MOU or the locations of services. This will be addressed with the next round of MOU's that will have to be completed prior to July 1, 2021.

The MOU contains a lot of boiler plate language and does not adequately document how services are provided through the one stop delivery system by each partner. This will be addressed with the next round of MOU's that will have to be completed prior to July 1, 2021.

The MOU did not reference when the MOU Cost Sharing would be reconciled. This will be addressed with the next round of MOU's that will have to be completed prior to July 1, 2021.

Finding #3- Non-Compliant One-Stop Operator Procurement. DOL issued guidance through an FAQ on their website dated May 3, 2017 stating the RFP's must list a funding range for RFP's.

WA released the One Stop Operator RFP on November 17, 2016, prior to the FAQ being published. DOL is allowing WA to fix this when new procurement is initiated in early 2021.

Finding #4- The LWDB is functioning without a Budget. Staff will resubmit the current budget to DOL.

Finding #5- Single Entity Performing Multiple Roles in the Absence to Required Agreements. WA has been working on this issue for a long time, and has not made much progress with the Kansas Department of Commerce (KDC) in addressing this issue. WA will be requesting technical assistance from KDC and DOL to determine what next steps and agreements need to be established to satisfy the firewall issues related to WIOA and single entity providing multiple roles.

Finding #6- Non-compliant local WDB Monitoring and Oversight. WA has been providing program monitoring, but needs to expand the monitoring to other aspects and will also need to review the contract for Monitoring Services to examine expanding the scope to further reduce conflicts of interest. WA must also do a better job of following up and resolving monitoring findings. WA will also have to review and update its Monitoring Policy to ensure it is in full compliance with WIOA and the State Monitoring Policy.

Finding #7- Lack of Internal Controls around Dual Case Management System. WA must develop and issue a policy regarding co-enrollment and ensure services are consistent for all programs to ensure correct data and performance.

Finding #8- Non-Compliant Local Priority of Service Policy. WA must revise its Priority of Service Policy to remove priority categories from career services level of services and apply it at individualized career services level.

Finding #9- Lack of Documentation of Training Suitability. DOL felt in several files there was lacking assessment information to determine suitability for participants to participate in training services. WA is reviewing assessments and case notes and will conducting training for all staff.

Finding #10- Improper Eligibility Determination. In one case file DOL reviewed, they could not find supporting material for the eligibility criteria of “unlikely to return to previous occupation or industry”. WA staff reviewed the file and the support for the eligibility criteria and will be submitted to DOL. WA staff feels there is adequate documentation to resolve this finding.

Recommended Action

Receive and file

Workforce Alliance Consolidated Budget PY20

July 2020 - June 2021

Category	WIOA			Community Impact Funds			Consolidated		
	August Expenditures	YTD Expenditures	% Budget Remaining	August Expenditures	YTD Expenditures	% Budget Remaining	August Expenditures	YTD Expenditures	% Budget Remaining
Wages	\$ 1,006,113	\$ 1,46,976	85%	\$ 1,395,300	\$ 276,988	80%	\$ 2,401,413	\$ 423,964	82%
Fringe	\$ 270,535	\$ 38,503	86%	\$ 327,262	\$ 63,145	81%	\$ 597,797	\$ 101,648	83%
Facilities	\$ 195,455	\$ 81,541	58%	\$ 229,322	\$ 43,238	81%	\$ 424,777	\$ 124,779	71%
Contract/Pro Fees	\$ 118,954	\$ 33,210	72%	\$ 209,668	\$ 55,585	73%	\$ 328,622	\$ 88,795	73%
Supplies/Equipment	\$ 63,165	\$ (5,373)	109%	\$ 84,468	\$ 38,578	54%	\$ 147,633	\$ 33,205	78%
Outreach/Cap Building	\$ 40,523	\$ 2,136	95%	\$ 78,150	\$ 1,035	99%	\$ 118,673	\$ 3,171	97%
Travel/Conferences	\$ 28,680	\$ 2	100%	\$ 43,810	\$ 518	99%	\$ 72,490	\$ 70	99%
Grants Awarded	\$ 100,500	\$ -	100%	\$ 66,764	\$ -	100%	\$ 167,264	\$ -	100%
Staff Development	\$ 16,550	\$ 112	99%	\$ 16,340	\$ 180	99%	\$ 32,890	\$ 292	99%
Misc	\$ -	\$ -	0%	\$ -	\$ -	0%	\$ -	\$ -	0%
Work Experience	\$ 933,022	\$ 90,367	90%	\$ 631,543	\$ (120,000)	119%	\$ 1,564,565	\$ (29,633)	102%
On The Job Training	\$ 164,551	\$ -	-	\$ 323,000	\$ (2,715)	101%	\$ 487,551	\$ (2,715)	101%
Incentives	\$ 7,500	\$ 200	97%	\$ -	\$ 14,767	-	\$ 7,500	\$ 8,367	-100%
Occupational Training	\$ 644,414	\$ 10,177	98%	\$ 1,783,337	\$ (52,539)	103%	\$ 2,427,751	\$ (36,568)	102%
Supportive Services	\$ 23,000	\$ 800	93%	\$ 216,152	\$ 5,268	98%	\$ 239,152	\$ 4,472	97%
Total	\$ 3,612,962	\$ 405,283	89%	\$ 5,405,116	\$ 324,048	94%	\$ 9,018,079	\$ 729,331	92%

Analysis

Budget: The PY20 budget with expenditures through the end of the August 2020. The budget includes a breakdown between WIOA (LWDB budget) and non-WIOA Funding (Community Impact Funds) and combined totals.

The PY20 budget allocates 52% on direct client spending including classroom training, work experience, on-the-job training and supportive services. The direct client spending is at 24%, we are still processing year end accruals for KAMP. We are actively working with business and educational providers to get them to submit invoices timely. The budget has 92% remaining, which is impacted by the accruals waiting to convert to cash expenditures. Incentives are overspent due to changes in YEP/HYPE due to COVID. WA was not able to place youth in work experiences during the summer of 2020, so incentives were provided to youth that participated in the Camp HYPE. WA was able to secure additional funding to support the Camp Hype incentives from Textron, Spirit, International Brotherhood of Electrical Workers Local 271 and Ascension Via Christi.

Strategic Goals Supported

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

- 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

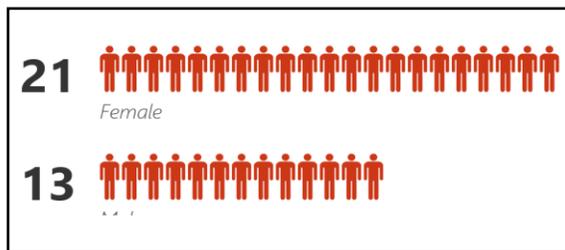
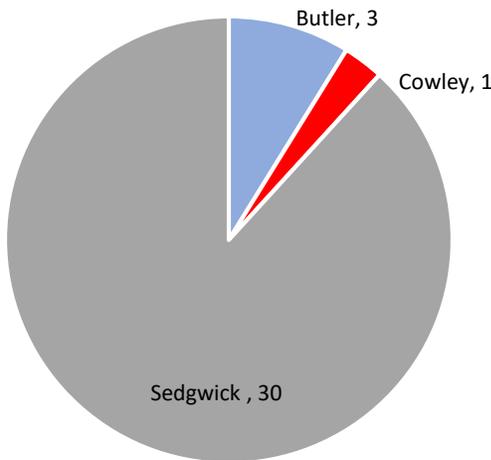
Recommended Action

Receive and file.

WIOA Youth Program 2020 Activity Report
 as of 7/1/2020

2020 Referrals	125
2020 Enrollments	22
2020 Exits	33
Active Participants on 7/1/20	34

Enrollment by County



- 2020 Referral Sources**
- Allied Health Career Training
 - Butler Adult Education
 - Brenda Trammel, LCPC
 - Cerebral Palsy Research Foundation
 - DCF (El Dorado, Wichita, TANF and Goals)
 - El Dorado Correctional Facility
 - Flint Hills Job Corps
 - Heartland Welding
 - JAG
 - KANSEL
 - KS Legal Services
 - LYFTE- KU Med Center
 - Mental Health Association
 - Nexstep Alliance
 - Project Search
 - Sedgwick County Corrections, Adult and Juvenile
 - St. Francis Ministries
 - Sunflower Counseling
 - Wichita Children's Home- Bridges Program
 - Wichita Technical Institute
 - Workforce Centers of South Central Kansas:
 - Internal Referrals, Phone, Walk-in, KW Chat
 - Butler Workforce Center
 - KHPOP
 - Reemployment Services RESEA
 - Sumner Workforce Center
 - Wichita Workforce Center

School Status

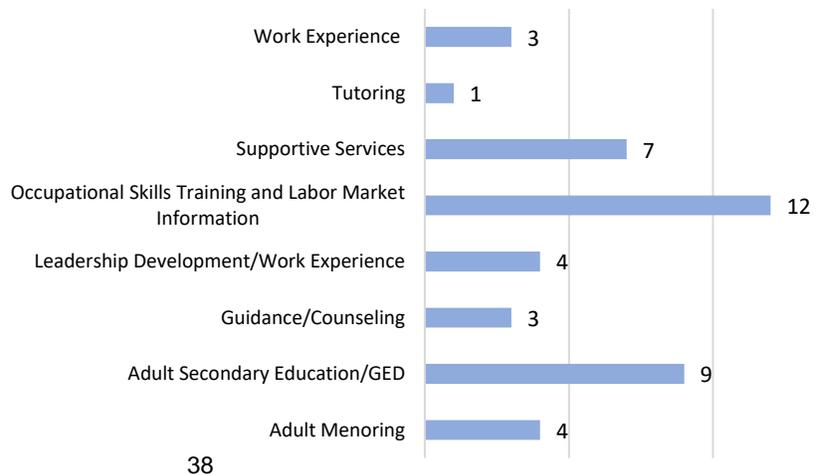


Supportive Services Provided



■ In School Youth ■ Out of School Youth

WIOA Youth Elements Provided





**Workforce Centers Calendar of Events
January-December 2021**

Local Workforce Development Board

10:00 a.m.

Wednesday, January 27, 2021

Wednesday, April 28, 2021

Wednesday, July 28, 2021

Wednesday, October 27, 2021

Executive Committee

11:30 a.m.

Wednesday, January 13, 2021

Wednesday, February 10, 2021

Wednesday, March 10, 2021

Wednesday, April 14, 2021

Wednesday May 12, 2021

Wednesday, June 9, 2021

Wednesday, July 14, 2021

Wednesday, August 11, 2021

Wednesday, September 8, 2021

Wednesday, October 13, 2021

Wednesday, November 10, 2021

Wednesday, December 8, 2021

**Program Operations and Performance
Committee**

11:30 a.m.

Thursday, January 7, 2021

Thursday, March 4, 2021

Thursday, May 6, 2021

Thursday, July 8, 2021 *

Thursday, September 2, 2021

Thursday, November 4, 2021

One Stop Advisory Council

11:30 a.m.

Thursday, February 4, 2021

Thursday, April 1, 2021

Thursday, June 3, 2021

Thursday, August 5, 2021

Thursday, October 7, 2021

Thursday, December 2, 2021

The following holidays will be observed by WA and State of Kansas Staff. The Workforce Centers will be closed on these days:

New Year's Day

Friday, January 1, 2021

Martin Luther King, Jr. Day

Monday, January 18, 2021

Memorial Day

Monday, May 31, 2021

Independence Day

Monday, July 5, 2021 (Observed)

Labor Day

Monday, September 6, 2021

Veterans Day

Thursday, November 11, 2021

Thanksgiving Day

Thursday, November 25 & Friday, November 26, 2021

Christmas

Friday, December 24, 2021

The following holidays will be in-service days for WA and State of Kansas Staff:

President's Day

Monday, February 15, 2021

Columbus Day

Monday, October 11, 2021

** Exceptions to Recurring Meeting Dates Due to Holidays*