

WORKFORCE CENTERS

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Local Workforce Development Board (LWDB)

Executive Committee Meeting Minutes

October 14, 2020 – 11:30 AM

1. **Welcome and Introductions**

The LWDB Executive Committee assembled via ZOOM. Chair Gabe Schlickau welcomed Committee members and called the meeting to order.

2. **Receipt of CARES Act Funds from Sedgwick County – Addendum to Agenda**

An email was sent to all LWDB members on October 13, 2020 regarding the addition of this item to the meeting agenda. The Workforce Alliance (WA) along with the other Local Area Workforce Boards submitted a proposal to the state to receive CARES Act funds to mitigate expenses from the COVID-19 situation. Funds were received and used to purchase personal protection equipment (PPE) supplies and equipment along with computers and equipment to assist staff to work in a virtual environment. The WA also requested CARES Act funds from Sedgwick County to support workforce center operations and to assist companies with skills training projects resulting from the impact of COVID-19. The County approved the request and require a formal receipt of funds, which will support operations by providing additional laptop computers and DocuSign software to staff that are now working from home and providing virtual services to job seekers and employers and provide training funds for a number of companies that the WA had previously reached out to previously and determined a need for some short-term skills training to prevent layoffs, recall laid off workers or employ laid off workers. The funds must be spent by December 30th and the WA will continue to provide documentation to the county and the state to make sure that expenditures are qualified and will keep the Committee apprised of outcomes.

Kathy Jewett (Rod Blackburn) moved to approve formally receive CARES Act funds from Sedgwick County. Motion adopted.

3. **Workforce Alliance 2020-2022 Strategic Planning Update**

Stan Odenthal, The Odenthal Group, presented a final draft of the 2020-2022 Workforce Alliance (WA) strategic plan to the Committee for comment and review prior to presentation to the full board for adoption at its meeting on October 28, 2020 and highlighted some changes since the last draft was presented. The final report and its attachments, virtual stakeholder sessions report with slides and discussions as well as board and staff survey information were emailed to LWDB members, Chief Elected Officials Board (CEOB) and stakeholders on October 6, 2020. 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 WA 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 plan also includes information about the WA and the processes and methodology for creating the plan, including a timeline of the events and actions taken for developing the goals and tactics. Tactics 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, which will be completed and updated by staff, committees and board members throughout the life of the plan. The plan is a framework and will be used to make decisions about processes and remind the organization about what the focus should be. There will be a need for ongoing review and discussion of the framework to see what can be and has been accomplished. The objective is to take one tactic at a time and build a plan around it and define what the expectations are and assign timelines to them with the possibility of adding tactics

throughout the process. Board and staff will need to discuss the frequency and process for reviewing and updating the framework. The next Executive Committee meeting will focus on the strategic plan implementation process.

Gabe Schlickau suggested that an inventory be taken of the current status of goals in order to set a baseline for moving forward and for assisting in measuring success. Other suggestions made by staff and board members included: sending surveys to staff twice a year to get feedback on goal progress, adding specific goal and tactic-oriented items to the agenda for meetings that are relevant to a specific committee, possible break down of goals and assignments to task forces/work groups/community partnerships, creating a visual on a scale of how staff feels they are doing on goals, having current information available at each meeting, but not necessarily on the agenda for every meeting and assigning specific goals to group, committee or task force and report back.

Staff requested that if Committee members agreed on the plan, that it be recommended to the full board for its approval at its meeting later this month.

Tony Naylor (Kathy Jewett) moved to approve the 2020-2022 Workforce Alliance Strategic Plan as presented and recommend adoption by the full LWDB. Motion adopted.

4. **External Monitoring Report**

The Workforce Alliance contracts with third party vendor, Regier, Carr and Monroe, LLP (RCM) to conduct monitoring of operations and programs. The Chief Elected Officials Board (CEOB) and the LWDB agreed to implement an external monitoring contract to provide an additional firewall to limit potential conflicts of interest. RCM completed its first monitoring and issued its first report in September 2020 and this report was presented to the Committee by Laura Lehmer and Sara Blew with RCM. The report summarizes RCM procedures and what was reviewed as a follow up to the findings issued in Workforce Alliance's initial internal monitoring report on these services in 2018. RCM reviewed a sample of client files for compliance and interviewed customers and staff and some findings and recommendations were noted. Most of the findings were related to eligibility and documentation issues. RCM has been contracted to provide these reports twice a year; the next scheduled report will be completed in January 2021. Staff are committed to preparing a plan to improve these areas of concern and will provide follow up to the Committee. Rod Blackburn and Matt Peterson complimented staff on their commitment to serving staff with all of the extensive requirements in place and decreases to WIOA funding.

Kathy Jewett (Matt Peterson) moved to direct staff to take appropriate corrective action to address areas of concern from the external monitoring report. Motion adopted.

5. **Operations Updates**

A. **Regional Economic Impact Report / Workforce Center Operation**

A regional workforce and economic impact update report was presented to the Committee. The region continues to be affected by the impact of the 737 Max production disruption and now with COVID affecting airline travel. Current unemployment figures, layoff tracking, upcoming job fairs and workers being served through Trade Adjustment Assistance (TAA) and Dislocated Worker (DW) programs for which enrollment have risen substantially over the last month serving laid-off workers. Pat Jonas suggested that this report needs to be seen by decision makers to influence allocations that continue to decrease each year. Staff explained that allocations are based on a formula that is set in advance and lags in relation to the direct need and are not reflected in current allocations. The government does try to make up for this lag somewhat by offering emergency grants for training, which the WA has applied for and received. The WA has engaged lawmakers to change the formulas, which are flawed and are not reflective of the current employment conditions.

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Workforce Center services continue to be provided to customers by limited in-person appointments and through virtual services. 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 began allowing walk-in customers access for self-service use of technology and equipment such as computers, telephone and fax machine on Tuesdays and Thursdays between 12 and 4. This operational model will continue through the end of October and be reassessed at that time. Customers are getting used to being assisted virtually and the number of customers served has increased. Business services has seen a decrease in the number of assessments and applications it processes. The possibility is being reviewed of seeing some customers in-person for assessments and applications during the tech times on Tuesday and Thursday afternoons when staff are scheduled to be in the center. Virtual videos and workshops offer a wide variety of content created by staff for YouTube and live interactive workshops have begun and staff are seeing a slight increase in participation. The monthly statewide virtual job fairs continue and there were two during the month of September; one was the annual Get Hired! job fair. Between the two job fairs, 35 employers and 260 job seekers attended. Other statewide virtual platforms are being researched for use in the future to make them more targeted for customers.

Report was received and filed.

B. Community Outreach and Awareness

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; this 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. The WA partnership with KWCH is 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. A list of stories and links to some feature stories as well as a list of the daily jobs that have appeared on Building You was presented to the Committee. Board members are encouraged to contact staff if they have a job or set of jobs that they would like to be highlighted from their organizations.

The monthly digital media outcomes report was presented to the Committee. 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. Strategic social media posts have been made on Facebook and Twitter to share out the KWCH job of the day and tagging the employers, City of Wichita, Sedgwick County, the mayor and Lily Wu with KWCH, which has greatly increased the traffic driven back to the WA website and increased the number of followers. The report summarizes traffic and overall interaction by platform for 2020. YouTube analytics have now been added to this report.

Report was received and filed.

C. Workforce Alliance Procurements for 2021

The WA has some RFP's currently open that taskforces will be reviewing in the near future and some RFP's that will be need to be prepared for the next program year.

An RFP for Workforce Innovation and Opportunity Act (WIOA) Youth Elements is currently open and closes October 21, 2021. The plan is to bring recommendations to the Executive Committee on November 18, 2020 with a goal of having new WIOA Youth Elements Contractors in place by January 2, 2021.

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An RFP for a WIOA Service Provider in Cowley County was released on September 14, 2020 and closes October 15, 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.

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. Since COVID, staff has been working a mix of remote (at home) and onsite. A combination of onsite and offsite work could provide an opportunity to reduce facilities costs. A plan is being developed to release an RFP that would allow for a few offices for staff and conference room(s) for meetings.

The LWDB and CEOB must release a new RFP for the One Stop Operator. The current contract with Eckerd Connects expires June 30, 2021; no extensions are available. WA staff feel the current scope of services is effective and plans to release an RFP.

To assist with reviewing the proposals received from these RFPs, staff are suggesting the WA chair appoint task forces made up of Board members, key stakeholders and partners.

Tony Naylor (Kathy Jewett) moved to authorize release of RFPs and direct the LWDB Board Chair to appoint taskforces to review bids received. Motion adopted.

6. Consent Agenda and Committee Reports

The meeting minutes for September 9, 2020, U.S. Department of Labor monitoring review; Program Year 2020 (PY20) budget update, WIOA Youth Program report and the LWDB/Workforce Center Calendar of Events 2021 were presented to the Committee for review and/or approval.

Local Area IV (LAIV) had a WIOA Key Provisions review in August from the U.S. Department of Labor (DOL) Chicago Field Office. DOL issued a report in September that identified 10 findings to resolve. Most of these findings were not surprising and WA staff are confident they will be resolved. The findings and initial responses were presented to the Committee for review and discussion. A formal response will be submitted by October 16, 2020.

Kathy Jewett (Rod Blackburn) moved to approve the Consent Agenda as presented. Motion adopted.

7. Other Discussion/Announcements

- A. The Workforce Centers are required to be recertified by the end of the year. Tisha Cannizzo, Eckerd Connects, the one-stop operator is taking the lead to coordinate.
- B. The next full board meeting for the LWDB is scheduled for October 28, 2020. One of the items on the agenda will be a report on outcomes from the 2020 Helping Youth Prepare for Employment (HYPE) and the Youth Employment Project (YEP).
- C. Next month, is Registered Apprenticeship Month and the WA will work with KWCH to promote and be reaching out to board members to assist.

8. Adjournment

The meeting was adjourned at 12:55 PM.

LWDB Executive Committee Members

Rod Blackburn
Michele Gifford
Commissioner Jim Howell
Jennifer Hughes
Kathy Jewett
Pat Jonas
Tony Naylor
Gabe Schlickau, Chair

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Staff/Guests

Keith Lawing

Tisha Cannizzo, Eckerd Connects

Amanda Duncan

Dawn Fanning

Janet Grace, Cowley College

Denise Houston

Keith Lawing

Shirley Lindhorst

George Marko

Matt Peterson, LWDB

Chad Pettera

Laura Rainwater

Erica Ramos, LWDB

Jeff Townsend, LWDB

Stan Odenthal, The Odenthal Group

Sarah Blew, Regier, Carr and Monroe, LLP

Laura Lehmer, Regier, Carr and Monroe, LLP