

WORKFORCE CENTERS

of South Central Kansas

KANSASWORKS.COM

Local Workforce Development Board (LWDB)

Executive Committee Meeting Agenda

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Wednesday, March 10, 2021 • 11:30 a.m. – 12:45 p.m.

1. Welcome and Introductions: Gabe Schlickau (11:30)
2. One-Stop Operations Task Force: Keith Lawing (11:35) (pp. 2-18)
A task force was appointed to review bids for a One-Stop operator and to conduct a certification review for the Wichita Workforce Center.
 - A. One-Stop Operator
Recommended action: Approve entering into a contract for One Stop Operator services to the CEOB and approve staff to conduct final negotiations with Eckerd Connects
 - B. Certification of the Wichita Workforce Center
Recommended action: Approve the Certification of the Wichita Workforce Center.
3. Supportive Services and WERAP Partnership: Denise Houston / Amanda Duncan (11:50) (pp. 19-21)
There has been a significant increase in supportive service payments, and the Workforce Alliance is now a partner with the City of Wichita in a rent assistance program.
Recommended action: Approve the partnership with the City of Wichita.
4. Workforce Alliance Administrative Offices: Chad Pettera (12:05) (p. 22)
A Request for Proposals was released for administrative offices and staff have completed the review and analysis.
Recommended action: Authorize the President/CEO to enter into a lease for space at 300 W. Douglas.
5. 2021 Jobs FORE Youth Golf Tournament: Keith Lawing (12:10) (pp. 23-27)
An update will be provided on the 2021 Jobs FORE Youth Golf Tournament that is scheduled for September 30th.
Recommended action: Take appropriate action.
6. Workforce Alliance (WA) 2020-2022 Strategic Plan Implementation Update: Keith Lawing (12:15)
An update on the implementation of the 2020-2022 WA strategic goals will be provided.
Recommended action: Take appropriate action.
7. Consent Agenda and Committee Reports: Gabe Schlickau (12:30)
 - A. Approval of Meeting Minutes for February 10, 2021 (pp.28-30)
 - B. Program Year 2020 (PY20) Budget Update (p. 31)
 - C. One-Stop Operator Report (pp. 32-33)
 - D. On-the-Job Training Contracts (OJT) – Asher Enterprises and Superior Holding (pp. 34-35)
 - E. Regional Economic Impact Report
 - F. Workforce Center Operations (p. 36-39)**Recommended Action:** Approve the consent agenda as presented
8. Adjourn: Gabe Schlickau (12:45)

*The next LWDB Executive Committee Meeting is scheduled for
Wednesday, April 14, 2021 at 11:30 a.m.*

Item

One Stop Operations Task Force

Background

A task force was appointed and given the assignments to review bids from the Request for Proposals (RFP) for a One-Stop Operator and to conduct a certification review for the Wichita workforce Center. These have been completed and the Task Force has prepared recommendations to the Executive Committee.

The taskforce members included Rod Blackburn, Tony Naylor, Kerri Falletti, Commissioner Jim Howell, Melissa Musgrave, George Marko, and Erica Ramos.

Analysis**A. One-Stop Operator**

The Workforce Innovation and Opportunity Act (WIOA) regulations require the function of One Stop Operations to be competitively procured. The WA released its initial RFP back in 2016 and selected a One Stop Operator to begin services July 1, 2017. Eckerd Connects was that selection. The current contract with Eckerd Connects expires June 30, 2021. WA released a new RFP on November 19, 2020 and closed on January 18, 2021. Three proposals (Hightower Workforce Initiatives, In The Door, and Eckerd Connects) were received and reviewed by the One Stop Operators Taskforce.

The RFP for the One Stop Operator included the following parameters in the scope of service.

- Administers and oversees the Integrated Service Delivery Plan.
- Coordinate partner services and activities to encourage efficiency and customer service.
- Developing and providing staff development opportunities for the one stop partners and staff.
- Assist in the development of policies and processes to support the Workforce Alliance.
- Ensure Workforce Alliance One Stops are certified as required by the US Department of Labor.
- Ensure access to career, training, and employment services.
- Ensure access to data, information, and analysis for the programs operated through the one stop delivery system.
- Coordinate with core leadership initiatives and activities.

Date: March 10, 2021

Submitted By: Keith Lawing

The Taskforce meet with each proposer for a presentation and a question and answer session. The evaluation consisted of many different evaluation criteria included in the RFP. Below is a table summarizing the points awarded by the taskforce and the budget of the proposal.

	Eckerd Connects	Hightower Workforce Initiatives	In The Door
Total Points	1072	885	983
Total Budget	\$335,847	\$380,970	\$333,789
Preferred Proposer	X		

The Taskforce is recommending negotiating with Eckerd Connects, with the goal of setting some new goals and expectations.

The LWDB will continue to be responsible for the following activities: Career Services, Administration, Monitoring, Fiscal Agent, Communications, Business Development.

Recommended Action:

Approve entering into a contract for One Stop Operator services to the CEOB and approve staff to conduct final negotiations with Eckerd Connects

B. Certification of the Wichita Workforce Center

The Kansas One-Stop Workforce Centers are the entryway to the state's workforce system and to access the resources and services designed to assist individuals in acquiring the skills needed for meaningful employment and self-sufficiency. The Workforce Centers are also the portal for businesses to access the talent pipeline that meets their workforce needs and fuels economic growth. Workforce Center partners are required to collaborate to support a seamless, customer focused service delivery network.

WIOA requires at least one comprehensive (full service) center in each local workforce region state and directs local partners to collaborate in developing and implementing a one-stop delivery system designed to meet the unique needs of the both job seekers and employers, and that resources are leveraged for maximum efficiency. The success of the workforce system depends on the principals Local Workforce Development Boards and their partners use to guide planning and operations. Workforce center effectiveness, customer satisfaction, accessibility and continuous improvement are all vital pieces to overall success.

Date: March 10, 2021

Submitted By: Keith Lawing

An assessment tool has been developed that is consistent with State policy to conduct an analysis to determine qualifications to meet Certification standards. The One-Stop Operations Task Force met and went through the Certification Review Form with Workforce Center leadership staff. The Task Force recommends that the Wichita Workforce Center be approved for Certification. The Certification Review Form is attached.

Recommended Action:

Approve the Certification of the Wichita Workforce Center.

Strategic Goals Supported

These activities support the following Strategic goal of the Local Workforce Development Board:

- Meet or exceed the negotiated performance of WIOA Title I programs to maximize community impact



Certification Review Form

Local Area IV		Date: March 2, 2021
Review Team Lead: Tisha Cannizzo, Eckerd Connects		
Phone: 316-771-6701		E-mail: tcannizzo@workforce-ks.com
Location Reviewed: Wichita Workforce Center		Address: 2021 N. Amidon Suite 1100 Wichita, Ks 67203
Location Type: Full-Service Affiliate		
Hours of Operation: In-person or Virtual - Monday- Thursday 7:00am to 6:00pm and Friday 9:00am to 12:00pm		
<p>Review Team Members:</p> <p>Rod Blackburn Tony Naylor Kerri Falletti Commissioner Jim Howell Melissa Musgrave George Marko Erica Ramos</p>		
<p>Comments:</p> <p>This program is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities.</p> <p>This workforce product was funded by a grant awarded by the U.S. Department of Labor's Employment and Training Administration (DOLETA). The product was created by the contracting agency and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This product is copyrighted by the institution that created it. Internal use by an organization and/or personal use by an individual for non-commercial purposes is permissible. All other uses require the prior authorization of the copyright owner.</p>		

I. Introduction:

The Kansas One-Stop Centers are the entryway to the state's workforce system and to access the resources and services designed to assist individuals in acquiring the skills needed for meaningful employment and self-sufficiency. These centers are also the portal for businesses to access the talent pipeline that meets their workforce needs and fuels economic growth. Workforce system partners are required to collaborate to support a seamless, customer focused service delivery network.

The Workforce Innovation and Opportunity Act (WIOA) requires state and local partners to collaborate in developing and implementing a one-stop delivery system where service delivery is designed to meet the unique needs of the customer, resources are leveraged for maximum efficiency and continuous improvement is the hallmark.

The success of the workforce system depends on the principals Local Workforce Development Boards and their partners use to guide planning and operations. Workforce center effectiveness, customer satisfaction, accessibility and continuous improvement are all vital pieces to overall success.

II. One-Stop Center Certification:

WIOA requires at least one comprehensive (full service) center in each local workforce region. Affiliate or satellite centers may also provide access to workforce system services. A comprehensive center is one in which job seekers and employers can access the programs, services and activities of all required one-stop partners. A comprehensive center must have at least one Title I staff person physically present and provide, during regular business hours:

- Career services;
- Access to training services;
- Access to employment and training activities under sec. 134(d) of WIOA;
- Access to employment and training activities carried out by required one-stop partners; and
- Workforce and labor market information.

Affiliate sites are defined as those that offer the programs, services and activities of one or more of the one-stop partners. An affiliate site does not need to provide access to every required one-stop partner program.

Comprehensive centers must be certified by the Chief Elected Officials Board (CEOB) and a Local Certification Team will be established by the Local Workforce Development Board (LWDB) to carry out the work of certifying the Comprehensive center. Affiliate centers may also be certified by the Local Certification Team, at the discretion of the LWDB.

III. Review Process:

Local Certification Review Teams shall conduct an objective, comprehensive review of each center which includes:

- Staff Interviews that determines their knowledge of all WIOA core partner programs and services, State and local policies and procedures, contribution to performance, and awareness of accessibility requirements and available adaptive technologies;
 - Review Teams must interview the Center Functional Leaders: the One Stop Operator and Regional Operations Manager for the Department of Commerce

- One Stop Operator will survey 20% of the front line staff, randomly selected to include a blend of state and WIOA partner staff and present findings to Certification Team
- Review of customer satisfaction survey data; and
- Assessment of the Kansas One-Stop Certification Criteria.

As a group, the Review Team shall determine if a Center has sufficiently met the certification criteria. Teams will utilize this document and it shall serve as the written determination. Determinations must be submitted to the LWDB within 30 days of the review.

The checklists below are to be used by Local Certification Teams to help determine the extent to which certification criteria is met.

IV. Required Programs/Partners:

- Indicate in the column named “on-site” those programs/partners currently located on site in the facility and note average hours per week.
- Indicate in the column named “off-site electronic connection” those programs/partners that are off site, but their career services are made available through an electronic connection.
- Indicate in the column named “off-site other” those programs/partners that are off-site, but an agreement is in place to provide their basic career services via another manner, such as referral. Indicate what manner is utilized.

Required Program/Partner	On-Site (average hours per week)	Off-Site Electronic Connection	Off-Site Other (explain)
WIOA Title I Adult	48 hours		
WIOA Title I Dislocated Worker	48 hours		
WIOA Title I Youth	48 hours		
Job Corps	40		
YouthBuild	Closest location Enid, OK or KCK		
Adult Education and Literacy Title II	BCCC provides GED courses on site		
Wagner-Peyser Title III	48 hours		
Migrant Seasonal Farm Worker Programs	KDC- 40 hours	Ser Inc.- Partner Referral Form	
Vocational Rehabilitation Title IV		Partner Referral Form	
Rehabilitative Services for the Blind Title IV		Partner Referral Form	
Senior Community Service Employment Program Title V	40 hours		
Temporary Assistance to Needy Families (TANF)		Partner Referral Form	

Career and Technical Education (CTE)		Referral to education/training providers	
Veterans Employment Services	48 hours		
Trade Adjustment Assistance	48 hours		
Housing and Urban Development Employment and Training		Partner Referral Form	
Unemployment Compensation	UI rep on site on special occasion	www.getbenefits.gov	specific phone line for WFC staff to get answers
Community Development Block Grant Employment and Training		Partner Referral Form	
Second Chance Act			Shared position with KDC in correctional facilities and outreach

V. Services Checklist:

Use the “on-site” column to indicate which basic career, individualized and training services are currently available on-site for job seeking customers.

Basic Career Services	On- site	Basic Career Services	On- site	Basic Career Services	On- site
Initial assessment of skill levels, aptitudes, abilities and supportive service needs	X	Orientation to the information and other services available through the one-stop system	X	Eligibility determinations	X
Labor Exchange services, including job search, placement and career counseling	X	Recruitment and other business services on behalf of employers, including referral to specialized business services other than those offered through the one-stop system	X	Referrals to and coordination of activities with other programs and services within the workforce system	X

Workforce and labor market information, including information related to local and regional labor market areas, job vacancy listings in local area, skills necessary to obtain in-demand jobs, and non-traditional employment	X	Performance information and program cost information on eligible providers of training services	X	Information, in usable and understandable formats and languages, about how the local area is performing on local performance accountability measures	X
Information, in usable and understandable formats and languages, relating to the availability of supportive services or assistance and appropriate referrals to those services, such as TANF, SNAP, etc.		Information and meaningful assistance regarding filing claims for unemployment compensation (by telephone)	X	Assistance in establishing eligibility for programs of financial aid for training and education	X
Job Search workshop	X	Soft Skills workshop	X	Resume Preparation workshop	X
Interview Process workshop	X	Basic Computer Skills workshop	X	Microsoft Office Workshops	X
Individualized Career Services	On- site	Individualized Career Services	On- site	Individualized Career Services	On- site
Comprehensive and specialized assessments to identify barriers to employment and employment goals	X	Development of an Individual Employment Plan to identify employment goals, objectives and appropriate combination of services to achieve customer goals	X	Group Counseling	
Individual counseling	X	Career / Vocational planning	X	Short term pre-vocational services	X
Internships and Work Experience	X	Workforce preparation activities	X	Financial literacy services	X

Out of area job search and relocation assistance		English language acquisition and integrated education and training programs	X	Follow up services	X
Training Services	On- site	Training Services	On- site	Training Services	On- site
Occupational skills training, including training for non-traditional employment	X	Programs that combine workplace training with related instruction	X	Skill upgrading and retraining	X
Job readiness training	X	Customized training with commitment by an employer or group of employers to employ participants upon completion	X	Adult education and literacy activities	X
Entrepreneurial training (by request or contract)		On-the-Job Training	X	Transitional Jobs	
Business Services - Indicate which Business Services are available to employers.					On-Site
Labor Exchange activities and labor market information					X
Implementation of sector partnerships					X

VI. Certification Criteria Checklist

Attainment of One-Stop Center certification provides assurance to the public that Local Area IV Workforce Centers have achieved a high standard and maintains and improves upon that standard. The following are the criteria by which LWDBs shall assess and certify compliance with certification requirements as outlined in WIOA legislation.

The Local Certification Review Team shall assess and determine if the Workforce Center has met each criteria below by indicating Yes or No. Comments are required for each area of deficiency.

Workforce Center Effectiveness:	YES	NO
The Workforce Center has effectively integrated WIOA core partners and coordinated services among partner programs available to job seekers.	X	
Are core partners co-located, at least on a part time basis? If not co-located, what procedure is in place to ensure all partner programs are accessible and available? Are partners working collaboratively to ensure customers receive the most appropriate services?		

Comments: Adult/DW/Youth, Wagner Peyser, TAA, SCSEP, Job Corp, American Indian Council, JVSG and Adult Education are co-located at the Wichita Workforce Center. Conversations continue with Vocational Rehabilitation to encourage co-location. OSAC fosters an ongoing connection point for Core Partners.		
Improvement needed - Improved relationship and understanding of referral process with VR to include training of staff to make referrals to VR.		
The Workforce Center has effectively integrated WIOA core partners and coordinated services among partner programs available to employers.	X	
Are all core partners represented on the region business services team? Are business outreach efforts coordinated amongst partners to ensure non duplication? Are partners documenting employer contacts in the case management system, to the extent possible?		
Comments:. Currently Wagner-Peyser and WIOA programs have an integrated Business Team and utilize KANSASWORKS. Relationships need work from non-integrated core partners to improve a single point of contact and non-duplication of business outreach efforts.		
The Workforce Center effectively meets the needs of job seekers and employment needs of employers, measured by survey results and performance outcomes.	X	
Do employer and job seeker survey results indicate satisfaction? Are employers accessing services on repeat basis? What is the retention rate of OJT placements? Are job orders being successfully filled?		
Comments: Job Seeker Satisfaction Surveys are collected virtually and consistently reflect positive feedback. Periodic Business Services Surveys are used after job fairs and general satisfaction to gauge improvements needed in serving employers. PY19 the percentage of employers state-wide who were repeat customers was 41.28%. Approximately 67% of customers served through Area IV workforce centers stayed at their employer for 1 year.		
The Workforce Center reflects partnership among one-stop partner agencies. Services are provided in a consistent, integrated and coordinated fashion.	X	
Utilize observation and staff interviews, including core partner staff. Is there an indication that services are provided consistently and coordinated amongst partners, to the extent possible? Is there a local resource guide that includes each partner's available services?		
Comments: Partner Referral Guide identifies the partners, their services and referral processes. Core partners participate in the OSAC to discuss opportunities to make referrals. Improvements have been made to www.workforce-ks.com to make it simple for both external and internal customers to be able to access services simply and consistently.		
All customers are treated equally and without labels. Workforce Center staff are courteous, polite, responsive and helpful to job seekers and businesses that visit the center.	X	
Verify through observation within the center. Are customers being addressed by name? Are customers being publicly labeled as anything other than a Workforce Center Customer? Are customers being treated with respect and are staff responsive to their needs?		

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Comments: All customers are treated the same and without labels. Staff use the same set of questions for each customer entering the Workforce Centers. Staff use first names as much as possible. Only identifying label is with regards to veteran's preference in a staff database. All staff are expected to demonstrate high customer service levels at all times. These sentiments are also reflected in customer satisfaction surveys as well as staff surveys.		
The Workforce Center utilizes all available statewide products.	X	
Are customers informed of the various products during orientation sessions or individual sessions with staff? Do service reports indicate usage?		
Comments: KANSASWORKS.com is the primary tool used in the Wichita Workforce Center. Staff also utilize federal resources such as Career One Stop. Additionally, customers have access to Imagine Academy, Federal bonding and Work Opportunity Tax Credit. The local area pushes the WorkReady! Certificate.		
Employment plans are specifically designed to meet the unique needs of the individual customer and jointly developed with partners, when appropriate.	X	
Utilize staff interviews. Review a sampling of employment plans and service notes.		
Comments: Staff interview customers and customize plans to the person's unique skills, abilities, education, barriers, and needs. The use of integrated resource teams are utilized as needed or required by funding.		
Access to all partner programs is provided. Customer referrals to partner services are coordinated.	X	
Verify through observation and staff interviews. Does the center have written policies or procedures to address referrals? Is it addressed in the local plan or partner MOUs? Do staff appear to adhere to the policy?"		
Comments: Workforce-ks.com has been enhanced to make referrals seamlessly to Workforce Center programs. The Partner Referral Guide is available to staff to direct the process for making referrals to core and community partners.		
Training is provided to all line and supervisory staff to ensure universal access to programs and services, including training to ensure staff are both courteous and welcoming to all customers, including individuals with disabilities.	X	
Verify what training has been provided and when. Do staff interviews indicate they are knowledgeable of programs, services and resources? Observe staff interaction with customers, are they courteous and welcoming?		
Comments: Regular trainings are being offered on Wednesdays, which are being recorded and made available for staff who have been newly hired or need refreshers on the content. The Workforce Centers also close on non-observed federal holidays such as Presidents and Columbus Day for training on these subjects. Staff are curious and welcoming to all customers no matter the barrier. A training team was created to discuss all training needs, from new hire to supervisor training, to ensure a consistent training experience for all staff. Customer satisfaction surveys consistently show a regard for welcoming experience and customer respect.		

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All staff have an awareness of the region's Sector Strategies and Career Pathways initiative. Staff understand what that means in terms of providing services to customers.	X	
Utilize staff interviews. Verify with the Functional Leaders. Do staff know what the region's targeted sectors are? Have center staff participated in sector strategies meetings? Have they received information and/or training on sector strategies and career pathways? Do staff appear to understand career pathways and how to use pathway information assisting customers?		
Comments: Yes- however need to continue to train staff on both. In Demand Occupation list is updated annually with an understanding by the case management and career center staff. More training is needed to update new staff on the Career Pathways tool. Business Team is highly engaged in sector strategies and staff are assigned by industry to promote involvement and understanding of sector strategies and challenges.		
Staff clearly understands how to assess a customer's need and provide the appropriate services to address that need.	X	
Utilize Staff interviews and observation of customer/staff interaction. What kind of staff training has been provided? Do performance and customer surveys indicate needs are being met?		
Comments: Yes, staff utilize assessments to gather information on the customer's needs then recommended or provide services that align with needs and goals. Staff receives training at the beginning of employment and ongoing training when new resources, services, or protocols are available.		
Workforce Center Administration		
The selection of the Functional Leader was approved by both the LWDB and the Kansas Dept. of Commerce.	X	
Comments: Yes- The process was established in 2008 and continues. Workforce Alliance and Kansas Dept. of Commerce and partner programs conduct joint interviews and select leadership candidates collaboratively.		
There is regular and meaningful communication between the Functional leaders, partners, and the front-line Workforce Center staff about center operations, including regularly scheduled meeting attended by all staff.	X	
How often does the center hold all staff meetings? When was the last meeting? Do the Functional Leaders appear to communicate regularly and coordinate staffing? Do staff interviews indicate communication is occurring?		
Comments: Communication is at a high level most of the time, with constant opportunity for improvement. Functional Teams meet weekly or biweekly with leaders and integrated frontline staff. Weekly meetings are held Friday's from 8:00am to 9:00am. Senior Staff and Supervisory staff each meet twice a month.		
The Workforce Center staff supports the achievement of local levels of performance.	X	
Does the Center management and staff know and understand the WIOA performance measures? Has training been given? Does the Center management and staff understand their role in achieving performance?		
Comments: Improvement is needed. Case management staff regularly review performance measures but more training is needed for staff overall.		

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The Workforce Center adheres to all applicable issuances, guidance, policies, protocols, and Centers Handbook?	X	
Are staff aware of relevant policies and protocols? Do they know where to access them? Does the center appear to be in compliance?		
Comments: The intranet has a comprehensive listing of documents that can be easily accessed by all staff. An email is sent every Friday that includes a listing and description of every document that has been updated or newly posted.		
Does the Workforce Center adhere to branding and utilize the official logos when necessary?	X	
Does the Workforce Center have appropriate signage outside the building? Does the Center utilize the proper logo on handouts, brochures, etc.?		
Comments: Yes		
Workforce Center staff utilize KANSASWORKS system to document all customer activities, job seeker and employer.	X	
Verify through observation and staff interviews. Review case management and employer contact summary reports.		
Comments: Staff utilize KANSASWORKS and document all activities for both job seeker and employer customers.		
Staff are provided with on-going training to ensure they have the knowledge necessary to serve customers. The Functional Leaders ensure staff attend mandatory training sessions.	X	
Review staff training calendar/schedule. What training have staff received in the past year? Do staff appear knowledgeable as they work with customers?		
Comments: Annual trainings occur on non-observed federal holidays such as Presidents and Columbus Day. Regularly scheduled trainings have been scheduled on Wednesdays for a variety of as needed topics. Weekly Friday morning staff meetings are also used for training when needed. A comprehensive spreadsheet has been created to track the training attendance for all staff.		
Partners have invested in the Workforce Center Operations, as outlined in the local Memorandum of Understanding.	X	
Review MOU. Does the MOU appear to be followed?		
Comments: Collocated partners follow the MOU, Integration Plan, and Centers Handbook but there is always a need for improvement and updating. Non-collocated partners follow the MOU other than reporting.		
Emergency evacuation procedures are in place and those procedures address the needs of individuals with disabilities, including mobility and sensory impairments.	X	
Review safety manual or other written safety guidelines. Does the center have a safety coordinator? Verify if staff understand emergency evacuation procedures, including assisting those with disabilities. Does the center hold evacuation or other safety drills?		
Comments: Centers Handbook outlines emergency plans, safety coordinators, and developing plans with customers with disabilities should an emergency occur. Annual drills are held. Maps and signage have been posted to assist with evacuation and designated shelters. Improvement should be made in training of the safety coordinators.		

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The Center abides by Veterans Preference and Priority of Service requirements.	X	
Observe the Welcome/Membership process. Are customers always asked if they are a veteran? How does the center know which customers are veterans? What policies and procedures are followed? Do staff seem aware of priority of service?		
Comments: Questions to address Veterans Preference are included in the sign-in and intake process. The sign-in system alerts staff of a veteran in que for services when regular on-site, walk-in services are operating. Policies and procedures are set to ensure the veteran has priority. Workforce Center has signage explaining Veteran's Priority of Service throughout the building. Staff are aware of priority of service to veterans.		
The Center ensures Priority of Service for Adult program participants.	X	
How is the center ensuring priority for eligible adult program participants? Are staff aware of this requirement? What procedures are in place to ensure priority for adult participants?		
Comments: Policies and procedures are in place. Staff training is provided for new hires and as new procedures are put into place.		
An inventory of partner agency services is available to all Workforce Center staff.	X	
Verify a written or electronic inventory listing is in place and readily available to all staff.		
Comments: Staff have the Partner Referral Guidelines available to them.		
Cost Sharing agreements are in place with all Workforce Center Partners ensuring the Center is maximizing resources, both financially and in-kind, to provide the best possible services to customers.	X	
The Workforce Center partners have a mutually agreed upon cost sharing process with procedures that ensure services are delivered efficiently and effectively. Verify cost sharing agreements are in place and they maximize resources.		
Comments: Cost sharing agreements are in place for all required partners, based on participant counts from the previous year. This includes both colocated and non-colocated partners.		
Customer Satisfaction		
The Workforce Center utilizes feedback from the required regional job seeker surveys to determine policy or process changes necessary to effectively serve and meet the needs of job seeking customers.	X	
Is Center management utilizing survey data? Are any policies and procedures in place? Are staff made aware of customer survey results? Have any changes been made, based on customer feedback?		
Comments: Center management utilizes data to share with teams and adjust services based on feedback. There is no local policy that directly addresses customer satisfaction surveys.		
The Workforce Center utilizes feedback from the employer satisfaction surveys to determine policy or process changes necessary to effectively meet the needs of employers.	X	
Are the business team and Center management utilizing survey data? Are any policies and procedures in place? Are business services staff aware of employer survey results? Have any changes been made, based on customer feedback?		

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Comments: An employer satisfaction survey is sent regularly after major Job Fairs. An employer satisfaction survey was used to collect non-job fair information in the past. Business service staff develop relationships with employers and ask their employers regularly how services can be improved.		
The Workforce Center has a process to capture and respond to customer feedback and follows the Complaint and Grievance procedures. The Center documents customer concerns and complaints and uses that information to make any necessary changes within the Center or to identify training needs.	X	
Verify the center's process. Verify they are documenting complaints. Talk to the local EO officer and State EO officer, if needed. Do staff know how to assist a customer who has a complaint and do they know the difference between a program complaint and a discrimination complaint?		
Comments: Annual staff trainings are provided. A log is kept by the EEO Officer and is turned in to KDC quarterly.		
Physical Accessibility		
The Workforce Center is in compliance with all accessibility requirements under Federal Law. The Workforce Center meets the physical accessibility requirements of WIOA sec. 188, set forth in 29 CFR part 37.	X	
The Center demonstrates that requested and reasonable accommodations are provided for individuals with disabilities; Has made reasonable modifications to policies, practices and procedures to avoid discrimination and all staff have been trained and aware of those policies		
Comments: Wichita Workforce Center is compliant with physically accessibility requirements. More training is needed to ensure that all staff members are comfortable with assisting individuals with disabilities and English as a second language.		
Workshops are accessible to all customers. The Workforce Center has the ability to provide reasonable accommodations to ensure equal access.	X	
Is there evidence that accommodations are being made? Are workshops held in a room/area that is accessible? Are staff aware of accommodations that can be made for individuals with disabilities or language barriers?		
Comments: Reasonable accommodations are made with advance notice.		
The Workforce Center utilizes available resources, such as Rehabilitative Services for the Blind and Centers for Independent Living, to ensure accessibility.	X	
Are Center staff aware of resources? Has the center outreached to area resources to assist with training and consultation with accommodations? Are they utilizing resources?		
Comments: Training has been provided at in-services but more frequent and specific resources will be contacted to provide training.		
The Workforce Center provides required orientations that inform customers of all programs and services and ensures all services are available and offered, based on eligibility.	X	

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Are individual and group orientations inclusive of all programs and services available? Are customers being adequately informed? How are services being offered – is it a fair and equal process? Observe orientations and utilize staff interviews to determine. Review any orientation policies or procedures that are in place.		
Comments: All customers are offered the same information, during their first appointment, in a fair and equal process.		
Programmatic Accessibility		
The Workforce Center provides access to program information (flyers, brochures, etc.), including core partner programs.	X	
Are program flyers and brochures readily available to customers? Is information available for customers to pick up or do staff provide specific information, based on customer need? Do staff know where to access partner program information?		
Comments: Printed materials are displayed and available in the lobby or electronically to print for customers.		
The Local Equal Opportunity Officer periodically reviews policies and procedures regarding accessibility and equal opportunity and provides staff training and updates.	X	
Are local EO policies current and up to date? Verify the last time the EEO Officer reviewed/updated policies and procedures. Have staff received training? If so, is training provided on a regular basis and how are new employees trained?		
Comments: A review was completed in 2019. Staff are trained at point of hire and ongoing when a change is made and new policy or procedure is issued.		
The Workforce Center offers all customers, including those with disabilities, access to education and training, leading to industry recognized credentials.	X	
Review the region's training policy (outlined in local plan and/or other local policy documents). Utilize staff interviews. Review case management records. Are career pathways, apprenticeships or other strategies utilized to enable all customers to access training that enables them to compete in the workforce? Is labor market and job driven information provided to job seekers so they can make informed decisions?		
Comments: All customers receive the same access to services. Referrals are made to Vocational Rehabilitation, when needed for customers with disabilities.		
The Workforce Center provides maximum access to partner agency programs, which may include providing services outside normal business hours if the LWDB determines there is a need for an extension of service hours.	X	
Review local plan, MOUs with partner agencies, section 678-800 of WIOA Regulations and local policies/procedures. Is access reasonable and compliant with the region's local plan and policies?		
Comments: Yes, the Wichita Workforce Center does host events and services outside of normal business hours. Additionally, in 2016 a study was conducted and the hours of operation changed to better meet the needs of customers- Monday through Thursday the Wichita Workforce Center is open 11 hours 7am to 6pm to provide opportunities for all job seekers. The LWDB also invites partner organizations to become access points for information on job seeker services- many access points have evening hours.		

Issued

"Equal Opportunity Employer/Program - Auxiliary aids and services are available upon request to individuals with disabilities."

The hearing impaired may contact the Workforce Center by calling the Kansas Relay Center at 1-800-766-3777

The required Equal Opportunity tag line is included on all documents.	X	
Review flyers, forms, brochures and handouts that are given to customers.		
Comments: Yes- is included on all documents created in the Center.		
Continuous Improvement		
The Workforce Center evaluates the effectiveness of staff training through an internal evaluation process.	X	
Is a review process in place? Review any written policies/procedures. Is pre and/or post tests utilized to gauge training effectiveness?		
Comments: Evaluations are given after major training internally. During some training pre and post tests are given with homework to practice. There are currently no written policies.		
The Workforce Center has a plan to improve and maintain relationships with employers, particularly those in high demand occupations.	X	
Review the local plan and other practices and procedures. Has the Center participated in regional sector strategy efforts? Do staff appear to maintain effective working relationships with employers? Review employer contact reports.		
Comments: Sector strategies are in place to improve, grow, and maintain employer relationships.		
The Workforce Center staff understands the link between performance and customer satisfaction.	X	
Utilize staff interviews. Does Center management reinforce performance and customer satisfaction? Do staff appear to understand performance?		
Comments: Needs to improve- Customer satisfaction is understood but we need to do better on connecting to performance measures.		
The effectiveness of partner integration is assessed on a regular basis.	X	
Is there evidence the Center leadership assesses effectiveness? Are partners working together? Are Center meetings happening that include all partner agencies?		
Comments: Weekly all center meetings are held on Friday mornings. All integrated teams work as one team. Bi-monthly OSAC meetings have had discussion about coordinating services and were invited to participate in the Center in-service presentation by Spokane Workforce Center.		

Item

WIOA Dislocated Worker Supportive Services and Wichita Emergency Rental Assistance Program (WERAP)

Background

The Workforce Innovation & Opportunity Act (WIOA) Dislocated Worker program offers a variety of supportive services for participants. The purpose of supportive services is to enable participants to be successful in training or employment activities. The supportive services offered have been selected due to their limited availability in our community. The supportive services available are:

- Fuel assistance
- Bus passes
- Car repair
- Childcare assistance
- Employment related expenses
- Housing assistance (rent or mortgage)
- Utilities assistance (natural gas, electric, and water)
- Medical assistance

The Workforce Alliance entered into an agreement with the City of Wichita to support the Wichita Emergency Rental Assistance Program (WERAP) to assist Wichita residents struggling to cover rent and utility payments due to the COVID-19 pandemic. These resources will be leveraged into WIOA operations and help address the growing need for supportive services.

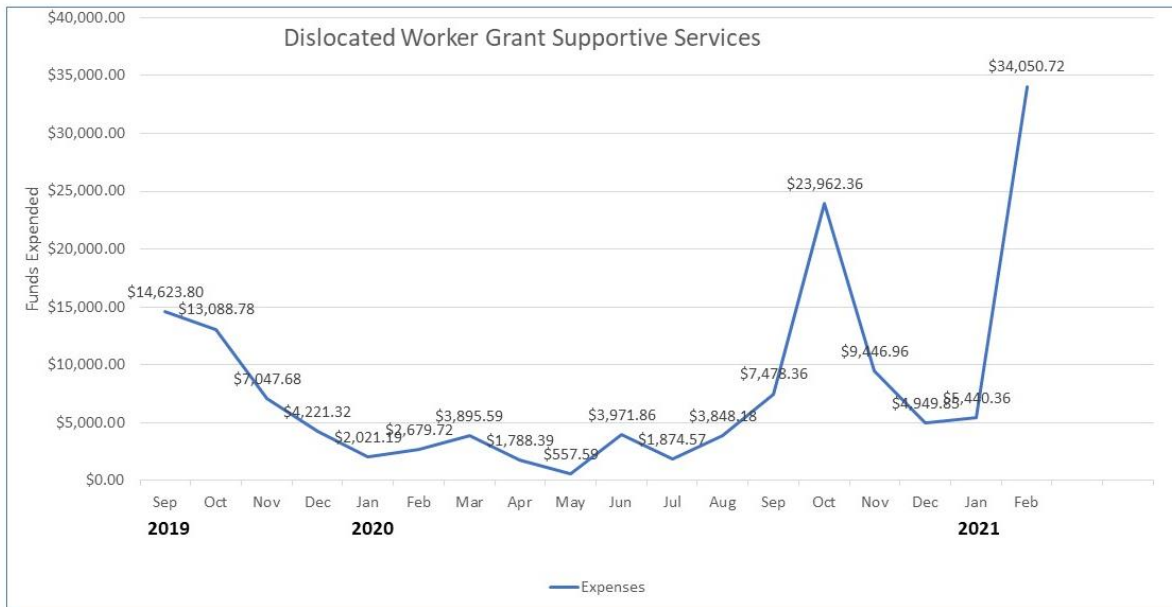
Analysis

Each supportive service has criteria the participant must meet in order to receive the service. Additionally, there are limits on the amount and frequency of the services. In order to receive a supportive service, the participant must explain why the service is needed for them to participate in training or employment activities.

Utilization of supportive services has highs and lows. This often corresponds to the demographics of participants and the programs they are enrolled in. For instance, in July thru October 2019 there was a spike in supportive services provided. During this time the majority of the participants served were enrolled in the WIOA Adult, WIOA Youth, and Kansas Health Professions Opportunity Project (KHPOP) programs. The demographics of participants in these programs are mostly public assistance recipients and low-income families. An examination of the supportive services provided shows mostly fuel assistance and some utility assistance provided.

After October 2019 supportive service requests decreased and mostly stabilized until August 2020. Starting in December 2019, the majority of participants were enrolled in the Dislocated Worker program. Up until this time the regular and expanded unemployment insurance benefits were assisting Dislocated Workers and no increase in supportive services occurred. The expiration of the expanded unemployment benefits in July 2020 and delayed implementation of new benefits led to an increase in supportive services in August and September 2020 and a large spike in October 2020. The expiration of benefits in December 2020 and delayed implementation of new benefits led to a surge of supportive services in February 2021. The supportive services provided from July 2020 to February 2021 were almost exclusively for housing and utilities assistance for Dislocated Workers. Without consistent access to unemployment insurance assistance, these participants were months behind on housing and

utilities and in danger of eviction or disconnection of utilities. The supportive services provided assisted in allowing these participants to continue in training by supporting housing and utility stability.



Wichita Emergency Rental Assistance Program (WERAP)

WERAP can assist Wichita residents struggling to cover rent and utility payments due to the COVID-19 pandemic; individuals could qualify for up to 12 months of emergency assistance depending on need and fund availability. The Wichita Workforce Center will provide access to computers and in person or virtual appointments to assist individuals compile the documentation required to submit the application.

To qualify individuals must meet three criteria

1. The household must have an income below 80% AMI. Households with an income of less than 50% AMI or households who were employed in 2020 but have been unemployed for the 90 days prior to application will be served first.
2. The family must have past due rent and/or utilities and must have received an eviction notice or demand for payment.
3. The family must have a COVID-19 related economic impact such as loss of job, reduced hours, reduced tips, or increased childcare or medical expenses.

Dependent on funding availability, the program can provide funding for:

- Past due rent & utilities
- Future rent & utilities in three month increments with recertification of eligibility every 90 days
- A total of 12 months of assistance (past due & future payments combined)

The application process is entirely online at <https://lfforms.wichita.gov/Forms/WERAP>

Individuals who live outside the city of Wichita can apply through the Kansas Emergency Rental Assistance (KERA) program. That application process will begin on March 15 at <https://kshousingcorp.org/emergency-rental-assistance/>

At this time, WERAP and KERA are only for those individuals who rent. A similar program for mortgage assistance is expected later this spring.

Recommended Action

Approve the partnership with the City of Wichita.

Item

Leased Space Request for Proposals

Background

The Workforce Alliance is completing a request for proposal (RFP) process for leased space for the administrative functions. Currently the Workforce Alliance has a lease at 300 W Douglas, Suite 850 in the RH Garvey Building. The Organization also leases space at 2021 N Amidon which functions as the Wichita Workforce Center and is currently at capacity.

The RFP was released on November 5, 2020 and closed on December 18, 2020. The Workforce Alliance sent out notices to local realtors and posted the notice of the RFP in the Wichita Eagle and communicated it through contact lists maintained by the WA. The Workforce Alliance also hosted a pre-bid conference on November 19, 2020 in which several different organizations attended.

Analysis

Two proposals were received, one for our current location at 300 W Douglas, and the other at 8111 E 32st N in Wichita. The taskforce reviewed the proposals and evaluated the costs. Staff did reach out to the landlord for 300 W. Douglas to inquire about minor modifications to make the office space more usable and the requested changes could be made and the costs added to the bid. The projected cost would be less than \$5,000 and will be included in negotiations to finalize a lease agreement.

The taskforce evaluated the proposals and provided scores:

- 300 W Douglas received 980 of the total 1,300 points
- 358 N Main received 905 of the total 1,300 points

Proposal Demographics:

	300 W Douglas- Bonavia (Garvey)	8111 E 32nd St. N Suite 101- Occidental Management
Square Foot	10,566 total continue storage lease on 2 nd floor at continued rates for one more year.	5,612 total
Square Foot Price		
Year 1	\$8.89- Current \$8.26	\$22.00
Year 2	\$8.89- Adjust Consumer Price Index	\$22.00
Year 3	\$8.89- Adjust Consumer Price Index	\$22.50
Year 4	\$8.89- Adjust Consumer Price Index	\$22.50
Total 4 Year Cost	\$375,726.96 with no CPI Increase	\$499,467
Improvement Cost	None	None would be needed
Parking	38 Garage and 5 Lot Spaces + Visitor	Open Parking with 236 spaces

Recommended Action

Authorize the President/CEO to enter into a lease for space at 300 W. Douglas.

Item

2021 Jobs FORE Youth Golf Tournament

Background

The Jobs FORE Youth Golf Tournament is held every year to raise additional funds to help support the Workforce Alliance (WA) Youth Employment Project (YEP).

Analysis

The 9th annual Jobs FORE Youth Golf Tournament presented by Meritrust Credit Union is scheduled for Thursday, September 30, 2021 at Hidden Lakes Golf Course in Derby. Last year's tournament resulted in profit of over \$14,500. The tournament is usually held in the spring, but due to continued pandemic concerns and to assist with program planning the task force decided to schedule this tournament for the fall and possibly for future years as well.

The following is a list of sponsors and teams from last year.

Sponsorships & Team Registrations

Title Sponsor	Sponsorship Paid
Meritrust Credit Union	\$2,500.00
<i>Total</i>	\$2,500.00
Event Sponsors	
AGH	\$1,000.00
BKD	\$1,000.00
Evergy	\$1,000.00
IBEW	\$1,000.00
NECA	\$1,000.00
Sheet Metal Workers, Local #29	\$1,000.00
Spirit AeroSystems	\$1,000.00
Textron Aviation	\$1,000.00
Wichita Wind Surge	In-Kind
XLT Ovens	\$1,000.00
<i>Total</i>	\$9,000.00
Prize Sponsors	Sponsorship Level
Berry Companies	\$500.00
Butler County Economic Development	\$500.00
Eck Auto Group	Donation
Goodwill	\$500.00
Issa Group	Donation
Vornado	Donation
<i>Total</i>	\$1,500.00

Hole Sponsors	Sponsorship Level
American Family Insurance	\$250.00
Assisted Living Locators	\$250.00
Commerce Bank	\$250.00
Foulston Siefkin	\$250.00
KCCA	\$250.00
Milestone Construction	\$250.00
Morrow & Co.	\$250.00
NIAR - WSU	\$250.00
PEC	\$250.00
Remediation Contractors	\$250.00
Wichita State University	\$250.00
WMA	\$250.00
<i>Total</i>	<i>\$3,000.00</i>
Total Sponsorships	\$16,000.00
Team Registrations	
Assisted Living Locators	\$360.00
Greater Wichita Partnership	\$360.00
IBEW #2	\$360.00
IBEW #3	\$360.00
IBEW #4	\$360.00
IBEW #5	\$360.00
IBEW #6	\$360.00
PEC	\$360.00
Plumbers & Pipefitters	\$360.00
Remediation Contractors #1	\$360.00
Remediation Contractors #2	\$360.00
South Central Kansas Building & Trades	\$360.00
WSU Tech	\$360.00
<i>Total Registrations</i>	<i>\$4,680.00</i>
TOTAL	\$20,680.00

Strategic Goals Supported

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

- 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
- Continue to increase non-WIOA funding
- Proactively approach the employment and skills training challenges and opportunities of the future with energy and planning today

Recommended Action

Receive and file.

2021 Jobs FORE Youth Golf Tournament

Thursday • September 30, 2021

Hidden Lakes Golf Course
6020 Greenwich Road, Derby



KICK OFF THE FALL SEASON . . .

. . . and provide a work experience opportunity for a young person!!



DID YOU KNOW?

- The Youth Employment Project (YEP) assists young adults with resume creation, job search assistance and interview preparation as well as education on employer expectations, customer service and financial literacy.
- The goal for 2021 is to place 500 youth in a first job or work experience opportunity with employers throughout the region.
- Studies show that youth participants in a structured work experience opportunity or summer internship have higher graduation rates, post secondary enrollments and greater lifetime earnings.

Please help us create a work experience or first job opportunity for a deserving young person.

The Workforce Alliance helps match local youth with employers in structured work experiences. The Jobs FORE Youth Tournament helps fund these valuable connections.

Sponsorship and Team Registration Form on reverse or visit the event page for registration: <https://workforce-ks.com/communityoutreach/jobsforeyouth/>

For more information please contact Shirley Lindhorst at
slindhorst@workforce-ks.com or 316-771-6604

2021 Jobs FORE Youth GOLF TOURNAMENT SPONSORSHIP / TEAM REGISTRATION FORM



Kick off the fall season and provide a work experience opportunity for a youth!
Thursday, September 30, 2021 at Hidden Lakes Golf Course in Derby
11:30 Lunch/12:30 Tee Off

- ♦ To be invoiced / pay by check, please indicate your level of sponsorship commitment and return this form to slindhorst@workforce-ks.com or the address below by Friday, September 17, 2021
- ♦ To sponsor/register and pay online go to: <https://workforce-ks.com/communityoutreach/jobsforeyouth/> All sponsorships will receive acknowledgement at the tournament and be recognized on the event website.

- ☐ **Event Sponsor: \$1,000** (Incl. Team Registration: \$360 value, see below) Logo on website & at event
- ☐ **Beverage Cart Sponsor: \$500** - Logo displayed on website and on beverage cart
- ☐ **Prize Sponsor: \$500** - Logo displayed on website & prize table
- ☐ **Hole Sponsor: \$250** - Logo displayed on website & hole sign at tee box
- ☐ **Team Registration: \$360** - 18 hole green fees, cart, lunch, contests, 2 beverage tickets, gift and unlimited driving range access - Shotgun begins at 12:30 pm (Included with Event Sponsorship)
Team Members: (1) _____ (2) _____
(3) _____ (4) _____
- ☐ I would be interested in providing or sponsoring a work experience opportunity for a youth.

Contact Information:

Contact Name

Organization

Address

City, State

Zip Code

E-Mail



- ☐ Check enclosed: Payable to Workforce Alliance, 300 W. Douglas, Suite 850, Wichita KS 67202
- ☐ Please invoice my organization at the address above ☐ Tax deductible receipt requested

The Workforce Alliance of South Central Kansas, Inc. is a 501(c)(3) organization and all donations may be tax deductible.

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Local Workforce Development Board (LWDB)

Executive Committee Meeting Minutes

February 10, 2021 – 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. **Workforce Alliance (WA) 2020-2022 Strategic Plan Implementation**

A summary of the series of recommended action steps to begin implementation of the six 2020-2022 strategic goals that were adopted at the LWDB meeting in October was provided to the Committee, which includes identifying a lead for each of the goals, listing the initial steps in plan implementation and updating membership for the committees. Action steps are now being implemented to produce outcomes for the goals identified by the Board during the planning process. Some of the actions now underway include the Youth Employment Committee met and is developing a plan for HYPE operations in 2021, the Communications and Outreach Task Force is on track to produce recommendations for the WA at the next LWDB meeting on April 28 and an internal analysis of the organization policies and processes that impact issues of Race, Equity and Inclusion is in progress including a training session provided by WSU at the WA in-service training for staff on February 15th. An agreement with Cowley College has been finalized and they have hired a staff member to be trained in workforce center services and provide those services in Cowley County. A review of the recent Request For Proposals (RFP) for the One-Stop Operator has begun. The date for the annual Jobs FORE Youth Golf Tournament typically held in April has been changed to September due to COVID uncertainty and other considerations and possibly will be held in September each year moving forward. The tournament will be held September 30th at Hidden Lakes Golf Course

Report was received and filed.

3. **Grant Funded Projects and Revenue Review**

Over the years, the WA has secured millions of dollars through grants and special projects. As of February 1, 2021, the WA has 19 funding sources totaling just under \$23 million that are leveraged into the annual WIOA allocations and operations for the Workforce Centers in Local Area IV. For the current budget year, the annual WIOA allocation is 29 percent of the total with the remainder consisting of various grants and funds for special projects. The funding obtained creates both new programs and provides capacity to build upon some existing programs. A brief summary of each of these projects and grants was provided to the Committee. The WA is one of the local funding collaboratives in the National Fund for Workforce Solutions network and a member of the Midwest Urban Strategies (MUS) coalition. The WA has been able to secure targeted grant funds from each of these organizations. The MUS is comprised of 13 other workforce boards in 11 states and the WA has paid the MUS \$10,000 a year for membership over the last two years, which has resulted in \$2 million in funding through their grant making branch. Pat Jonas commended WA staff and expressed appreciation for the excellent work in obtaining the additional funding.

Reports were received and filed.

4. **Consent Agenda and Committee Reports**

Approval of meeting minutes for December 9, 2020, Program Year 2020 (PY20) Budget Update, One-Stop Operator report, Regional Economic Impact report, Workforce Center Operations

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report, on-the-job training contracts for Youngers & Sons, The Bradbury Company and Eck Fabrication and the Workforce Alliance server upgrade were presented to the Committee.

Keith Lawing asked that Consent Agenda Item #G, Workforce Alliance Server Upgrade, be pulled from the Consent Agenda and be considered as a separate item for approval. The current server equipment was installed in 2013 and the equipment's end of life is in fall of this year. A server upgrade is being pursued now in order to allow for some advanced functions such as providing for some file data systems online to be available through a web portal for partners such as Cowley College and CPRF, which is not possible with the current technology as it is not fast or smart enough and since the servers' end of life will occur later this year. The current chassis can be kept in place as there are four expansion slots to install the upgraded equipment and then perform data migration and other operations. WA has a price quote for this upgrade at a total cost of \$75,393.31. The total financed amount would be \$70,405.02 for two years through Cisco Capital with a monthly payment of \$3,094.76. Melissa Musgrave asked about the status of other computer systems in relation to this upgrade and what the timing and downtime would be for the upgrade. Computers for staff are current and the one of the functions of the server upgrade will run the virtual desktops that customers use in the Workforce Center and should result in much faster response times.

Rod Blackburn (Kathy Jewett) moved to authorized the President and CEO to enter into an agreement for the purchase and finance of a server upgrade. Motion adopted.

The Consent Agenda Item #F, Additions to the On-the-Job Training Eligible Training Provider List, was considered as a separate item for approval. Youngers & Sons, The Bradbury Company and Eck Fabrication have submitted on-the-job training contracts to be added to the Eligible Training Provider (ETP) list.

Tony Naylor (Michele Gifford) moved to approve the addition of Youngers & Sons, The Bradbury Company and Eck Fabrication to the on-the-job training Eligible Training Provider list. Jennifer Hughes, Youngers & Sons declared a conflict of interest and abstained from the vote. Motion adopted.

The remainder of the Consent Agenda: approval of meeting minutes for December 9, 2020, Program Year 2020 (PY20) Budget Update, One-Stop Operator report, Regional Economic Impact report and Workforce Center Operations report were reviewed and considered as a separate item for approval.

The regional economic impact report included employment data from the Kansas Department of Labor (KDOL) from December 2020. Staff reviewed the report with Committee members and pointed out that while unemployment numbers are notably lower than the previous month, the drop in the unemployment rate is somewhat deceiving as the size of the labor pool decreased significantly at the same time and the number of workers employed only increased slightly. Additionally, first time Unemployment Insurance (UI) claims have risen every week since the end of December, so the current unemployment rate is not an accurate representation of a positive development of economic recovery. It is more likely that many individuals exhausted pandemic and extended unemployment benefits in December, but were not looking for work because they are waiting to move to the next federal extension, authorized by the Trump administration on December 27, 2020 that did not begin to payout by KDOL until February 2, 2021. Essentially these individuals fell off the report because they did not fit into either category to be included in the labor force total. Once the new federal extensions are fully implemented, a more accurate picture will be available in March or April 2021. KDOL is also reinstating the job search

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requirement for individuals receiving unemployment, which had been waived since March 2020. This should help identify those who fell off the report in December 2020 and may increase the number of people searching for employment and drive increased traffic to the workforce center. Commissioner Howell questioned the accuracy of the unemployment numbers provided by KDOL as there have been many issues facing the KDOL since the pandemic began. Staff responded that most of the problems have been related to unemployment claims, but feel certain that the employment numbers being reported are accurate.

The Workforce Center Operations report was discussed. Staff are currently developing a plan to re-open the Workforce Center to some in-person services sometime next month. Rod Blackburn asked if an RFP had been released for administrative office space. An RFP was released and two bids for administrative office space one from the current location at the Garvey Center and the other was considered far too expensive to consider. No final agreement with the current landlord has been finalized, but it appears that the administrative offices will continue to be located at the Garvey Center.

Michele Gifford (Tony Naylor) moved to approve the remainder of the Consent Agenda as presented. Motion adopted.

5. Other Discussion/Announcements

There was no further business or announcements.

6. Adjournment

The meeting was adjourned at 12:15 PM.

Attendees:

LWDB Executive Committee Members

Rod Blackburn
Michele Gifford
Commissioner Jim Howell
Jennifer Hughes
Kathy Jewett
Pat Jonas
Jeff Longwell
Melissa Musgrave
Tony Naylor
Matt Peterson

Staff/Guests

Amanda Duncan
Keith Lawing
Shirley Lindhorst
George Marko
Chad Pettera
Josh Diemart, Sheet Metal Workers
Jeff Townsend, LWDB

Workforce Alliance Consolidated Budget PY20

July 2020 - June 2021

Category	WIOA				Community Impact Funds				Consolidated			
	Budget	Jan Expenditures	YTD Expenditures	% Budget Remaining	Budget	Jan Expenditures	YTD Expenditures	% Budget Remaining	Budget	Jan Expenditures	YTD Expenditures	% Budget Remaining
Wages	\$ 1,006,113	\$ 105,769	\$ 691,125	31%	\$ 1,542,857	\$ 111,544	\$ 905,850	41%	\$ 2,548,970	\$ 217,313	\$ 1,596,975	37%
Fringe	\$ 270,535	\$ 39,465	\$ 179,947	33%	\$ 354,609	\$ 29,792	\$ 208,985	41%	\$ 625,144	\$ 69,257	\$ 388,932	38%
Facilities	\$ 195,455	\$ 36,285	\$ 129,208	34%	\$ 332,003	\$ 14,382	\$ 159,599	52%	\$ 527,458	\$ 50,667	\$ 288,807	45%
Contract/Pro Fees	\$ 118,954	\$ 1,372	\$ 73,692	38%	\$ 236,317	\$ 16,962	\$ 105,426	55%	\$ 355,271	\$ 18,334	\$ 179,118	50%
Supplies/Equipment	\$ 63,165	\$ 4,600	\$ 22,911	64%	\$ 188,665	\$ 2,693	\$ 115,374	39%	\$ 251,830	\$ 7,293	\$ 138,285	45%
Outreach/Cap Building	\$ 40,523	\$ 2,936	\$ 10,938	73%	\$ 78,562	\$ 3,415	\$ 28,981	63%	\$ 119,085	\$ 6,351	\$ 39,919	66%
Travel/Conferences	\$ 28,680	\$ 61	\$ (303)	101%	\$ 40,832	\$ 146	\$ 1,934	95%	\$ 69,512	\$ 207	\$ 1,631	98%
Grants Awarded	\$ 100,500	\$ 8,702	\$ 34,620	66%	\$ 875,149	\$ 25,059	\$ 62,767	93%	\$ 975,649	\$ 33,761	\$ 97,387	90%
Staff Development	\$ 16,550	\$ -	\$ 362	98%	\$ 23,195	\$ 150	\$ 330	99%	\$ 39,745	\$ 150	\$ 692	98%
Misc	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	0%	\$ -	\$ -	\$ -	0%
Work Experience	\$ 933,022	\$ 45,006	\$ 334,811	64%	\$ 677,571	\$ 2,754	\$ 71,868	89%	\$ 1,610,594	\$ 47,760	\$ 406,679	75%
On The Job Training	\$ 164,551	\$ -	\$ -	-	\$ 349,000	\$ 1,909	\$ 3,951	99%	\$ 513,551	\$ 1,909	\$ 3,951	99%
Incentives	\$ 7,500	\$ 100	\$ 850	89%	\$ 20,000	\$ 100	\$ 15,017	-	\$ 27,500	\$ 200	\$ 15,867	42%
Occupational Training	\$ 644,414	\$ 21,378	\$ 118,270	82%	\$ 1,681,758	\$ 24,237	\$ 368,722	78%	\$ 2,326,172	\$ 45,615	\$ 486,992	79%
Supportive Services	\$ 23,000	\$ 2,450	\$ 14,901	35%	\$ 236,760	\$ 5,877	\$ 47,497	80%	\$ 259,760	\$ 8,327	\$ 62,398	76%
Total	\$ 3,612,962	\$ 268,124	\$ 1,611,332	55%	\$ 6,637,277	\$ 239,020	\$ 2,096,301	68%	\$ 10,250,240	\$ 507,144	\$ 3,707,633	64%

Analysis

Budget: The PY20 budget with expenditures through the end of the Jan 2021. The budget includes a breakdown between WIOA (LWDB budget) and non-WIOA Funding (Community Impact Funds) and combined totals.

The PY20 budget allocates 49% on direct client spending including classroom training, work experience, on-the-job training and supportive services. The direct client spending is at 26%. The budget has 64% remaining. Budgets added this month to the Community Impact Funds include, the new Workforce One Grant, Pathways Home, and the Sedgwick County CARES funding.

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.

March 10, 2021

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

One Stop Operator Report**A. Coordinate partner services and activities to encourage efficiency and customer service**

1. One Stop Advisory Council – Committee of the Board, consisting of required WIOA partners as well as some community partners. The February 4 meeting included discussion about:
 - a. Discussion of updated operations and programs of all partners,
 - b. Tool for partners to submit their service delivery methods within the Workforce Center for preparation of the updated MOU and
 - c. Video about the Spokane Workforce Center with an invitation for participation in a zoom presentation about their integration on Monday, 2/15/21 at 3-5 pm.

B. Developing and providing staff development opportunities for the one stop partners

1. Friday Morning Meetings – Presentations this month have included:
 - a. New community mental health resources, Kansas Stronger Together,
 - b. Training for the NexGen platform for KansasWorks
 - c. Roll-out of the City of Wichita's WERAP program. The Workforce Center will be meeting with customers who have been financially impacted by the pandemic and need rent assistance.
 - d. Waitwhile 2.0 overview
 - e. Overall operations and planning to move staff back to the Workforce Center
2. President's Day and Columbus Day In-Service Trainings – The President's Day training was held virtually on Monday, February 15 with some great speakers and engaged dialogue about the following topics:
 - a. Conflict resolution – unfortunately with the rolling energy blackouts that began on this day, our speaker lost power and was unable to continue.
 - b. A conversation about the stress and uncertainty of living and working through the pandemic. This was a good touchpoint to understand how staff are dealing with the stress of uncertainty, isolation and change.
 - c. Workforce Center of Spokane, WA – This was an intriguing presentation about the changes the Spokane Workforce Center has made to integrate services and provide a one stop center for job seekers and employers. Our leadership plans to review the in-service evaluation comments made by our staff before beginning a conversation about take-aways we want to consider for our Center.
 - d. Diversity Equity and Inclusion – The Kansas Department of Commerce arranged for all staff to participate in a training provided by Inclusive Growth Strategies. We are awaiting the results of the in-service evaluation and look forward to developing practices to ensure all staff and customers feel valued and have equitable opportunities to be successful.
3. Kansas Leadership Center – 42 registrations have been made for staff to participate in the KLC training offerings. Staff will be encouraged to participate in KLC's Tuesday chat sessions to practice the KLC concepts and use the language and practices more regularly in our work environment.
4. Working with Justice Involved Job Seekers - A staff group has been formed to develop training for all staff, to improve their knowledge and comfort in serving customers who have a criminal background. The training content is currently being developed with a pilot training scheduled for March 30, before rolling it out to all staff.
5. Supervisor Training – initial components of a new Supervisor Training are being scheduled. All supervisors will be invited to those trainings, with an opportunity to provide input on additional training needed, for both new supervisors and ongoing training for seasoned supervisors. The program will be ever-evolving with topics developed regularly.

March 10, 2021

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

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

1. The review task force meeting has been scheduled for March 2, to review the following materials:
 - a. Staff survey to determine level of understanding of key Workforce delivery programs.
 - b. Certification Review Form completed by the Center Leadership Team to identify success and improvements needed for each point of the review.
 - c. Participate in a virtual tour of the Workforce Center and the tools available at www.workforce-ks.com, which has become an extension of the Center during the pandemic.

D. Ensure access to career, training and employment services

1. The One Stop Operator reviews surveys completed by customers. The results are shared with supervisors for employee successes and training needs. There was a dip last month in customer satisfaction. Calls will be made to those customers to gather a better understanding of how we can better help them be successful. Below is a chart showing the survey results since its inception in August 2019.

Month	Surveys Completed			Customers who requested follow-up			Customer Satisfaction (rating 1-5)			Likelihood to recommend our services (1-10)			% who achieved their goals for that visit		
	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021	2019	2020	2021
Wichita WFC															
January		326	37		71	27		4.66	4.86		9.36	9.73		94.77	94.59
February		349	36		147	29		4.69	4.61		9.51	9.11		97.42	77.78
March		128			41			4.75			9.51			100	
May		4			3			4.75			10			75	
June		31			24			4.52			9.19			90.6	
July		37			29			4.81			9.65			100	
August	96	40		71	29		4.75	4.68		9.35	9.37		96.88	97.5	
September	135	35		97	27		4.82	4.69		9.63	9.2		99.26	88.57	
October	180	29		128	21		4.71	4.88		9.35	9.72		97.78	100	
November	237	31		94	26		4.68	4.47		9.43	9.3		97.46	93.54	
December	268	21		102	16		4.75	5		9.57	9.77		98.51	100	
Butler WFC															
January		15	0		2	0		4.93			9.93			100	
February		2	0		0			4			6			100	
March		0													
April		0													
May		0													
June		3			2			5			10			100	
July		1			1			5			10			100	
August		0			0			0			0			0	
September		1			1			5			8			100	
October		1			0			5			10			100	
November		0													
December		0													
November	19			8			4.72			9.5			100		
December	9			2			5			10			100		

^primarily remote services available March 2020 - February 2021

Item

On-the-Job Training (OJT) Contracts for the Eligible Training Provider List (ETP)

Background

1. Approval of Addition to the ETP List for OJT

The following employer has submitted an application to be added to the ETP list for OJT.

Employer:	Asher Enterprises, LLC (dba Commercial Laundry Sales & Service)
Company Description:	Sales and service of commercial laundry equipment
Location:	Wichita, Sedgwick County
Occupation(s):	Administrative Assistant to Sales
Training Length:	Up to 6 months
Average Wage Range:	\$15.00
Benefits:	<ul style="list-style-type: none">• Health and Dental Insurance
Comments:	Based in Wichita KS, Asher Enterprises, LLC is a family owned company that has been in business for 15 years. The company currently has 10 full time employees with a projected growth of 2-3 positions over the next two years.
OJT Funding Streams <i>subject to availability</i>	<input checked="" type="checkbox"/> WIOA Adult/Dislocated Worker – \$4,500 per trainee max <input checked="" type="checkbox"/> WIOA Youth – \$4,500 per trainee max <input type="checkbox"/> KAMP– \$3,000 per trainee max

Recommended Action

Approve addition of Asher Enterprises, LLC (dba Commercial Laundry Sales & Service) to OJT ETP list.

Item

On-the-Job Training (OJT) Contracts for the Eligible Training Provider List (ETP)

Background

1. Approval of Addition to the ETP List for OJT

The following employer has submitted an application to be added to the ETP list for OJT.

Employer:	Superior Holding, Inc. (dba Superior Boiler)
Company Description:	Manufacturer of boilers and associated boiler room equipment
Location:	Hutchinson, Reno County
Occupation(s):	Code welders, Non-code welders, Fabricators, Assemblers, Electrical Technicians, Stock Room Clerks, Maintenance, Material Handlers, Drafting
Training Length:	Up to 12 months
Average Wage Range:	\$16.00
Benefits:	<ul style="list-style-type: none">• 401K Retirement Program• Health, Dental and Vision Insurance• Life, Accident, Critical Illness, and Short-Term Disability Insurance• Flexible Spending Accounts• Health Savings Accounts• Paid Time Off
Comments:	Based out of Hutchinson, KS, Superior Holding is the world's leading manufacturer of Scotch Marine Firetube and high efficiency Condensing boilers as well as associated boiler room equipment for processing steam, hot water, and waste recovery. They have been in business since 1917 and currently employ 110 full time employees with a projected growth of 30 positions over the next two years.
OJT Funding Streams <i>subject to availability</i>	<input checked="" type="checkbox"/> WIOA Adult/Dislocated Worker – \$4,500 per trainee max <input checked="" type="checkbox"/> WIOA Youth – \$4,500 per trainee max <input checked="" type="checkbox"/> KAMP– \$3,000 per trainee max

Recommended Action

Approve addition of Superior Holding, Inc. (dba Superior Boiler) to OJT ETP list.

Item

Workforce Centers Operations Update

Background

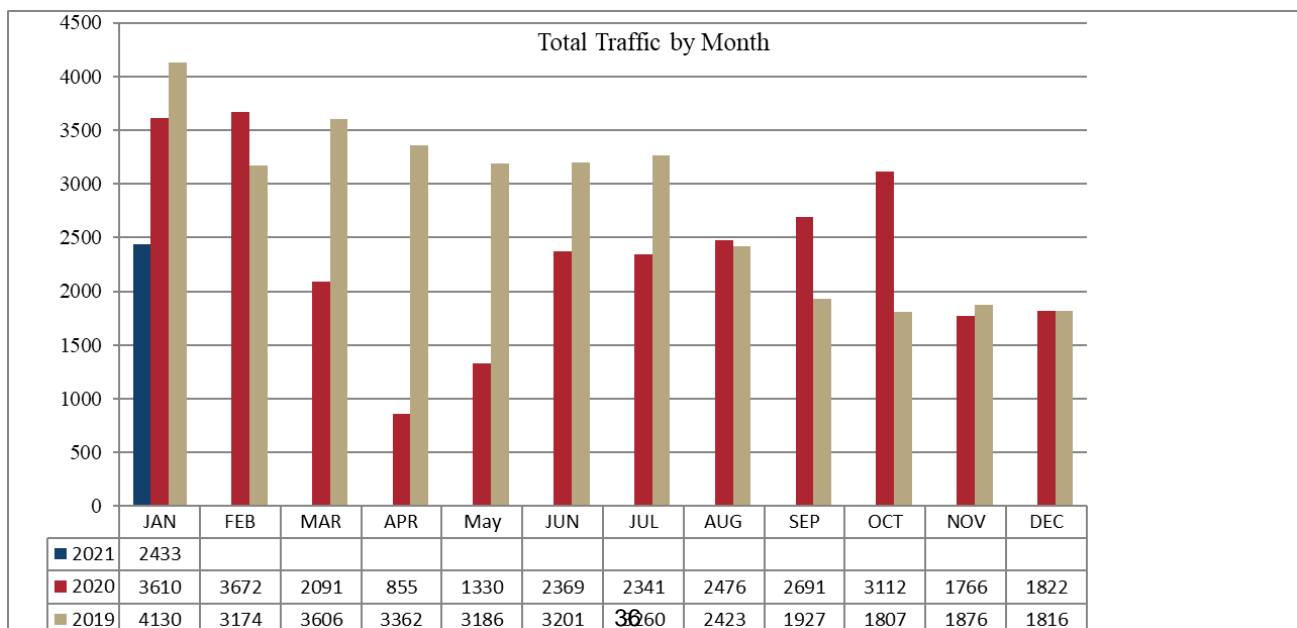
On February 2nd, the Workforce Centers started a transition back to the office. The first two weeks will be used as an opportunity to allow staff to get their work stations re-established while they provide virtual services. Tentatively, center management is planning to return to providing limited in person services starting the week of March 8th. Those services are to include bringing back Tech Time on Tuesdays and Thursdays from Noon to 4 pm. There will be one on one appointments available on an as needed basis. The center will also be testing staff weekly to maintain a healthy work environment. Customers that will be accessing the building will be subject to a short health screening and temperature check. Mask requirements and Social distancing will still be enforced throughout the facility.

The Cowley College partnership is off and running. The new representative providing services from Arkansas City is Greg Butler. Greg has work in the Cowley community specifically at GE for 4 years as a Production Supervisor lead. In-person service were available starting on February 19. Moving forward Greg will be trained on employer services and engagement in order to convey needs of area employers to the jobseeker community. The space is located at Cowley College Galle-Johnson Hall, 125 S. 2nd, Arkansas City, KS 67005.

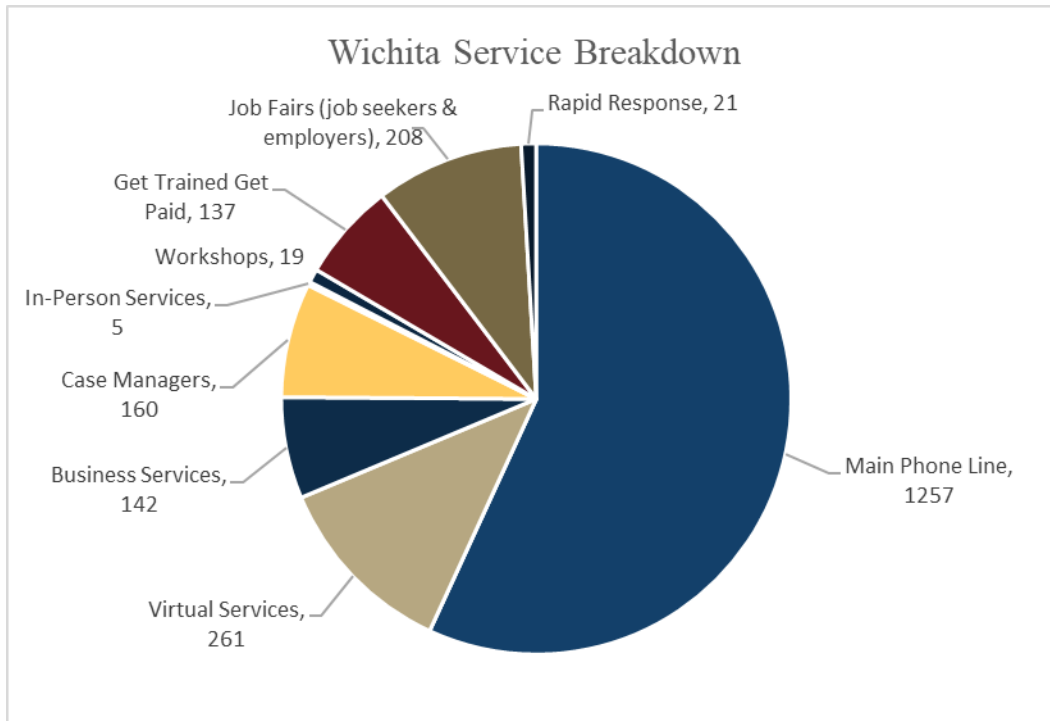
Analysis

The Centers saw 2,433 jobseekers for various services in the month of January. The Centers averaged a little over 2,000 jobseekers served per month through the pandemic thus far. The 2020 total traffic has been impacted and the centers will see their lowest traffic total in five years with a total of 28,135 customers served. In January, the Workforce Centers connected with 1,257 jobseekers via the main phone line (316-771-6800). These conversations lead to 261 virtual services provided, 160 services by case managers, 137 by the Get Trained Get Paid campaign, and 180 jobseekers participating in the virtual job fair.

Total Customer Traffic 2020



Wichita Service Traffic Breakdown – January 2020



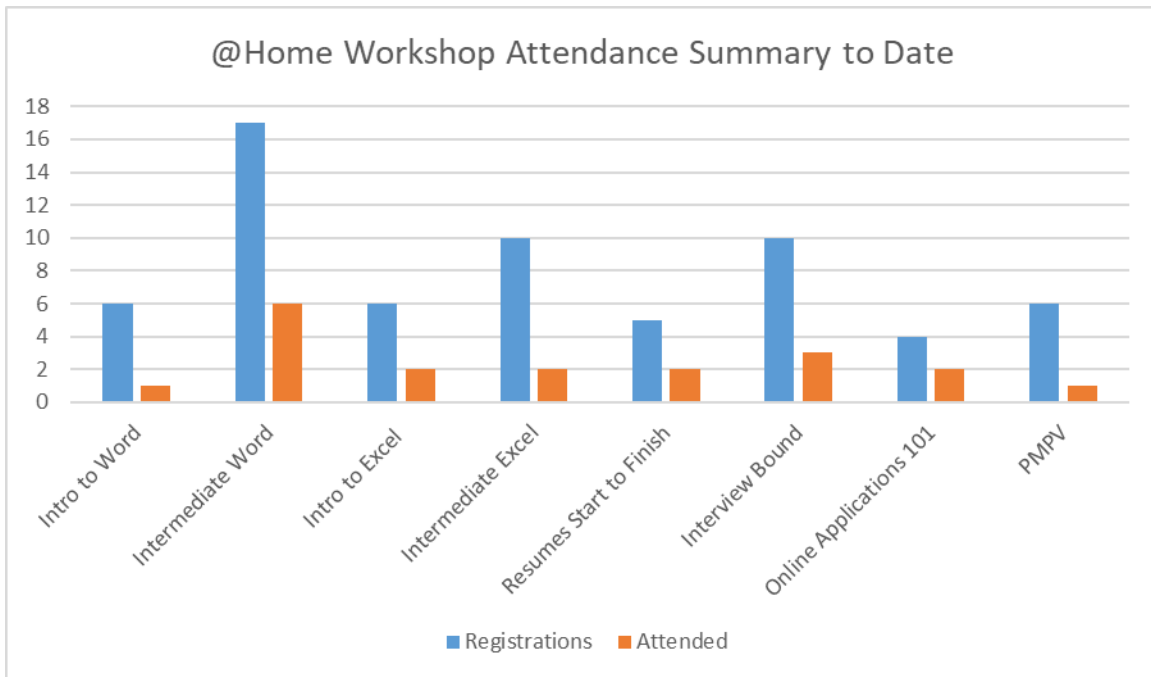
Imagine Academy

The Wichita Workforce Center continues to administer these free certifications that focus on the Microsoft Office Suite 2013 (Word, PowerPoint, Excel, Outlook, Access, OneNote, and SharePoint). Below are the current totals for Imagine Academy. We have been able to award three certificates so far during this pandemic thanks to the new online certification exam process. In 2020, there has been 69 customers who have referred to participate in Imagine Academy and 43 individuals are currently active.

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	11	0	0	0	10	10	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	4	6	2	4	2	2	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	29	11	3	8	25	24	1	2	2	0

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 eight @HOME workshops. The workforce centers have seen an increase of registrations, however there has only been a small increase in actual participation. The below chart outlines the workshops and their attendance.



Business Report January 2020

Statewide Virtual Job Fairs

The Statewide Virtual Job Fairs continue to have strong participation. There was 28 employers and 180 jobseekers from LAIV that attended the event that was January 26th – 28th. Employers that participated in January are listed below. In 2020 the Workforce Center conducted 16 job fairs that saw 3,387 jobseekers participate and averaged 26 employers recruiting for open positions on virtual platform. The next Virtual Job Fair will be February 23rd – 25th.

January Virtual Job Fair Companies	
BG Products, Inc.	Mahaney Group
Butler Community College	MasterBrand Cabinets, Inc.
Cargill	Mears Fertilizer Inc
Clearwater Nursing and Rehab	Pratt Industries
DesignOne	RV Products, a division of Airxce
Durham School Services - Andover	Sedgwick County
El Dorado Correctional Facility	Sinclair Broadcasting
Global Aviation Technologies	Smithfield
Goodwill Industries of Kansas	Sonic Drive in
Hamilton Relay	Starkey, Inc.
Hyspeco, Inc.	TFI Family Services
JR Custom Metal Products, Inc.	Top Notch Personnel
KanEquip	USD 259-Wichita Public Schools
KETCH	Wildcat Companies
Lakeside Academy	WSU Tech
Local # 29 Sheet Metal Union	

January 2020

79 – Pre-Employment Skills Assessments Administered

273 - Services to Employers

568 - Job Postings

13 – Employer Accounts Created

Recommended Action

Receive and File.