

## **LWDB Program Operations and Performance (POP) Committee Meeting Minutes**

March 4, 2021

### **1. Welcome and Introductions**

The LWDB Program Operations and Performance Committee assembled via Zoom. Co-Chair Tony Naylor welcomed Committee members and called the meeting to order.

### **2. Workforce Center Operations**

The Workforce Centers began transitioning staff to return to work in the center on February 22<sup>nd</sup>. For two weeks, an opportunity was provided to staff to get acclimated to the center and their work stations and get re-established while providing virtual services. Staff that will be working from the center have been divided into two groups and will rotate working from home and at the center on a weekly basis. Tentatively, it is planned to return to providing limited in-person services starting the week of March 8<sup>th</sup>. Those services include bringing back Tech Time on Tuesdays and Thursdays from noon to 4:00 pm for customers to use computers, fax machines, telephones and interact with the business services lab staff to work on applications. There will be one-on-one appointments available on an as needed basis. The center will also be COVID testing staff through the WSU lab weekly to maintain a healthy work environment. Customers that will be accessing the building will be subject to a short health screening, temperature check, mask requirement and social distancing.

The new partnership between Cowley College and the Workforce Alliance (WA) to provide workforce center services in Cowley County has begun. Dr. Michelle Schoon, Cowley College, introduced Greg Butler and Jennie Heersche, who will provide those services to students, businesses and jobseekers, which began on February 19<sup>th</sup>. Greg is being trained by workforce center staff and services will be provided at a newly renovated space at Cowley College in Galle-Johnson Hall in Arkansas City. The college is currently developing marketing materials and the WA will work with the college on marketing services to customers.

One-Stop certification was conducted and completed with the One-Stop task force this week. The evaluation of the Comprehensive One Stop Center was conducted virtually by the task force and they reviewed information about services provided by the center including career services, access to training services, employment and training activities, integration of WIOA partners, customer and staff survey results as well as overall customer flow. The task force approved the certification and it will be presented to the LWDB Executive Committee for approval at its next meeting on March 10<sup>th</sup>.

Alex Munoz asked if future Operations Reports could include a breakdown of the traffic by county. Staff reported that this information had been reported in the past, but had ceased doing so when the Cowley office closed and staff will now work to include Cowley County data in future reports along with Sumner and Butler counties.

*Report was received and filed.*

### **3. Skills Training and Grants Reports**

An updated Training Report was provided to the Committee. As of February 17<sup>th</sup>, there are 751 active participants in training and 114 waiting to begin with the majority of those participants being trained through Trade Adjustment Assistance (TAA) and Dislocated Worker (DW) programs. The main industries those participants are training in are advanced manufacturing, advanced materials, aerospace, healthcare and registered apprenticeship. The TAA and DW programs are holding joint virtual orientations weekly for participants and are continuing to process a large number of applications and enrollments into training.

The Midwest Urban Strategies (MUS) Dislocated Worker grant is coming to close the end of March 2021. Participants are co-enrolled and can continue their training through other WA programs.

Currently, the WA is working with its grant partners and the U.S. Department of Labor in planning for the implementation of the recently awarded \$9.9 million One Workforce Grant, which will serve 900 customers in a ten-county area. It is a four-year program and will begin to serve customers in April or May and will end the end of January 2025. The grant is broken down in two ways for direct training funds for advanced manufacturing and information technology occupations, one is employer led training (on-the-job training and incumbent worker training) and the other is classroom training (short-term training tuition scholarships and mid-term training tuition scholarships). The WA will be working directly with employers to identify training needs as opposed to job seekers interest as there must be a direct tie to employers' needs. The abstract of the grant application was provided to the Committee, which provided an overview and a list of partners on the grant application. Additional partners and other education providers can be added as needed by employers. Information will be shared with more community partners and organizations when it becomes available. Innovation is a major aspect of the grant and funds may be used to pay to train people for jobs that may not yet exist.

*Report was received and filed.*

#### **4. External Monitoring Report**

The Chief Elected Official Board (CEOB) and the Local Workforce Development Board (LWDB) agreed to implement an external monitoring contract with a third-party vendor to conduct monitoring of operations and programs in order to provide an additional firewall to limit potential conflicts of interest. The Workforce Alliance contracted with Regier, Carr and Monroe (RCM) to provide this monitoring. RCM completed its second monitoring and issued the report in February 2021. A report summarizing RCM procedures and what was reviewed was provided to the Committee. A summary of the issues identified in the report was presented. RCM found some vague or missing case notes, a few clients not receiving follow up, an Individual Employment Plan (IEP) that had not been updated, an exception compliance issue and an incomplete self-attestation. While these issues are very few and there has been improvement in some areas, results of the report will be shared with staff and further training on case notes and follow-up services will be completed in order to eliminate these issues in the future.

*Report was received and filed.*

#### **5. Consent Agenda and Committee Reports**

Minutes from the January 7, 2021 meeting, Workforce Innovation & Opportunity Act (WIOA) Performance for Program Year 2020, Regional Economic Impact Report and One-Stop Operator Report were presented to the Committee for review and approval.

Performance reports were reviewed for WIOA programs. Some programs and measures are better than others; the employment measures are being greatly affected by the economic conditions due to layoffs and the pandemic and are being monitored closely. The Youth Credential measure that the WA had struggled with for some time continues to improve and the program is doing well on this measure. The Measurable Skills Gain "Not Met" red areas are due to incomplete data entry; this data is usually not entered until later in the program year. On the Performance Throughout the Program Year report, the only program that is not at the required 90% is the Adult program which is at 87%, but all other measures are meeting the 90%. The current performance standards were negotiated right before the pandemic began. The Department of Labor (DOL) would not change the standards early on when the pandemic began; however, once the data for the program year is submitted, there may be a possibility that DOL may renegotiate and update the standards to reflect the current economic conditions or if they do not, they may recognize the anomaly due to the conditions and no corrective action plans or sanctions would be necessary. Robyn Heinz asked if DOL has commented on data integrity in terms of Unemployment Insurance (UI) fraud issues carrying over to any data being reported to the workforce centers. DOL has not addressed this possibility as yet and there is a possibility that it could be an issue. Another issue related to people not receiving UI payments is that WA payments for supportive services

has increased dramatically. The WA will be tracking these issues with DOL to determine any possible impact.

The most current Regional Economic Impact report was shared with the Committee, which included the latest unemployment data. The Governor announced that unemployment insurance staff will be working seven days a week and services will be expanded to assist customers that have yet to receive payments. UI will be working toward a smoother transition for the next round of benefits so that there is not a lag in payments from one benefit period to another.

The One-Stop Operator report included information on the recent virtual in-service training provided to staff on February 15<sup>th</sup>; a highlight of that training included a presentation from Spokane, Washington workforce staff on their award-winning integrated services, which could provide some ideas for operations planning for the Wichita center in the future. The State of Kansas is offering a variety of training to workforce center staff statewide including Diversity, Equity and Inclusion. In the past, through the Department of Corrections, there was a training program for Workforce Center staff to have the opportunity to receive certification for working with the ex-offender population (fair chance programs). As this training and certification is no longer available, some staff that are certified have created a training to provide to new staff in order to make them feel comfortable and confident serving customers in that population.

*Robyn Heinz (Kerri Falletti) moved to approve the approval of the Consent Agenda as presented. Motion adopted.*

## **6. Announcements**

The 2021 Jobs FORE Youth Golf Tournament is scheduled for September 30, 2021 at Hidden Lakes Golf Course to raise funds for the youth employment program. 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. Sponsors are needed and LWDB members are encouraged to be a sponsor and/or register a team.

## **7. Adjournment**

The meeting was adjourned at 12:27.

### *Present Committee & Board Members*

Tony Naylor, Co-Chair  
Robyn Heinz, Co-Chair  
Justin Albert  
John Clark  
Kerri Falletti  
Alex Munoz  
Erica Ramos

### *Staff/Guests*

Amanda Duncan  
Denise Houston  
Keith Lawing  
Shirley Lindhorst  
George Marko  
Chad Pettera  
Tisha Cannizzo, Eckerd Connects  
Peter Bodyk, Kansas Department of Children and Families  
Maria Oyler, Kansas Department of Children and Families  
Dr. Michelle Schoon, Cowley College  
Greg Butler, Cowley College  
Jennie Heersche, Cowley College