



LWDB Program Operations and Performance (POP) Committee Meeting Minutes
May 5, 2022

1. Welcome and Introductions

The Workforce Alliance (WA) Local Workforce Development Board (LWDB) Program Operations and Performance (POP) Committee assembled via Zoom. Co-Chair Robyn Heinz welcomed Committee members and called the meeting to order.

2. Workforce Innovation & Opportunity Act (WIOA) Performance for Program Year 2021 (PY21)

An update on performance for WIOA programs for Local Area IV (LAIV) and the State for Program Year 2021 (PY21) was provided. The Program Year began on July 1, 2021; the fourth quarter has just begun and will end on June 30, 2022. Fourth quarter information is still very preliminary. Data entry for Measurable Skills Gain is still in process so those measures are low for all programs at this time. An update on performance for LAIV's Senior Community Service Employment Program (SCSEP) program was also provided.

The Adult Program fourth quarter projected performance is to exceed the goal for Median Earnings and Credential Rate, meet the goal for Entered Employment 2nd Quarter and not meet the sanction level for Entered Employment 4th Quarter and Measurable Skills Gain. The struggle with this measure may be attributable to the fact that there tends to be a nine to 12 month lag on performance measures, which during this time frame was during the pandemic period. This measure may continue to experience the effects of the pandemic over next year.

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

The Youth Program projected fourth quarter performance is to exceed the goal for Placement in Employment, Education, or Training 2nd Quarter, Placement in Employment, Education, or Training 4th Quarter, Median Earnings, and Credential Rate and not meet the sanction level for Measurable Skills Gain.

For Wagner-Peyser, projected fourth quarter performance is to exceed the goal for Median Earnings and Entered Employment 2nd Quarter and meet the goal for Entered Employment 4th Quarter.

The Effectiveness in Serving Employers for WIOA and Wagner-Peyser program measure is still in baseline status. Only the Retention rate is calculated at the local level and the Employer Penetration and Repeat Business Customer rates are calculated at the State level. LAIV is very close to the State for all programs for the Retention rate.

For Average Indicator Score, LAIV is projected to exceed the goal for Employment 2nd Quarter, Credential Rate, Measurable Skills Gain and Median Earnings, and meet the goal for Employment 4th Quarter. No corrective action is indicated for any program by this report at this time.

For Average Program Score, LAIV is projected to exceed the goal for the Adult and Youth programs and meet the goal for the Dislocated Worker program.

For the Senior Community Service Employment Program (SCSEP), LAIV projected 2nd quarter performance is to exceed the goal for Service to Most in Need, Employment Rate 4th Quarter, and Median Earnings, meet the goal for Employment Rate 2nd Quarter and not meet the sanction level for Service Level and Community Service. The program has been struggling as of late with enrolling participants in the program and with the active job market, it has been easier for seniors to attain employment.

Report was received and filed.

3. Demand Occupations List for Program Year 2022

It is an annual function for the WA LWDB to review and update the Demand Occupations List for Local Area IV. Staff has researched current labor market trends, surveyed staff, employers, Board members, and reviewed regional initiatives to determine occupations in demand in Local Area IV. Materials to assist the Committee such as the proposed Demand Occupations List, Eligible Training Provider List, Training Report and Career Maps were provided to the Committee in advance of the meeting.

The results of the staff, employer, and Board member surveys indicate the majority would like to keep the occupations currently on the list. There were a few suggestions on occupations to add from the surveys collected. Those suggestions were evaluated and were included for discussion with the Committee for occupations to add to the list.

A review of current participants in training across multiple programs shows most are in Advanced Manufacturing/Advance Materials, Apprenticeship, Healthcare, Construction and Data Services/Information Technology. Labor market growth projection data shows little or no change in demand or wages for occupations on the list.

For Program Year 2022 (PY22), staff recommends retaining all the current occupations on the approved training list. Suggestions for addition to the list were presented, but there was no discussion to add.

John Clark (Justin Albert) moved to approve the Demand Occupation List for Program Year 2022 as presented. Motion adopted.

4. External Monitoring Report

The Workforce Alliance contracts with a third-party vendor, Regier, Monroe and Carr (RCM), to conduct external monitoring of WIOA operations and programs every six months in order to provide for improvement, compliance with policies and procedures and to limit potential conflicts of interest. RCM issued a report in March 2022. WA staff also monitors contractors and sub recipients. A monitoring has been completed of the Cerebral Palsy Research Foundation (CPRF) Workforce Innovation and Opportunity Act (WIOA) Youth Contract. Both reports were presented to Committee members for review. A summary of the few issues the monitor identified and staff responses to the monitor on each of those issues were provided to the Committee for review. Staff will continue to be trained and advised on the correct policies and procedures that need to be followed in order to improve and insure that these issues do not continue to occur.

WA's monitor spent the month of March monitoring the WIOA Youth Contract with CPRF. The contract has been in place for a little over a year and the monitor met with WA staff and CPRF staff to review the contract for compliance. Many areas of improvement were noted, best practices identified and performance improvement plan developed. The contract is up for renewal after June 30, 2022 and staff are confident in renewing that contract, which will be presented to the LWDB Executive Committee at its June meeting. Robyn Heinz asked about the number of participants served being less than the goal set in the contract and if that is a concern. The pandemic has affected this number; however, outreach efforts are lacking in this area and a staff person has recently been assigned to focus almost solely on outreach to increase the number of youth participants. The other WIOA service contract that the WA has is with Cowley College and staff will be out soon doing that monitoring. A report will be provided to Committee members when complete.

Report was received and filed.

5. Workforce Center Operations / One-Stop Operator

An update was provided on Workforce Center operations and One-Stop Operator activities. Total traffic by month for this report are beginning to show only pandemic time periods. Future reports will

be changed to include pre-pandemic numbers in order to provide an accurate comparison. Customer traffic to the workforce centers remains slow, but is increasing. Participation for virtual “At Home” workshops have been a challenge and so now have been moved onsite beginning in June. Workshops posted on YouTube still have a high level of views. In-person computer skills workshops have been well-attended and additional sessions have been scheduled.

There has been an increase in the number of community partners and service agencies reaching out to the WA to collaborate. The organizations are provided tours of the Workforce Center and an opportunity to learn about WA services and programs as well as ways to work together. The WA also has specific partnerships with the Kansas Department of Children and Families (DCF) and Catholic Charities, which provides for more engagement amongst respective staffs, better referrals and collaborative case management. WA staff receives training for assisting job seekers with criminal backgrounds and staff are now training partner organizations in that area.

Staff have been involved in Customer Centered Design training provided by workforce board staff in Spokane, Washington, which resulted in three different capstone projects that will be implemented at the Workforce Center to improve processes and services.

Over the last couple of years, the WA has been a Kansas Leadership Center (KLC) grantee. WA staff have been receiving KLC training, which is a problem solving structure that has led to improved communication, trust and partnership between workforce center staff.

Business Services is still seeing a great need by employers to fill open positions. Over 1,300 jobs were posted in March, which is extremely high and a 55% increase over last year. Demand is expected to remain high over the next several months. The Workforce Centers will be scheduling in-person job fairs to help with recruitment efforts and are increasing Workkeys sessions, which are connected to some employers’ hiring requirements. Jennie Heersche, Cowley College asked if there is a plan to provide testing for Sumner and Cowley counties as there appears to be demand. Staff can take a look at some options.

Report was received and filed.

6. Consent Agenda

Meeting minutes from January 6, 2022 and additions to the Eligible Training Provider List (ETP) from Butler Community College/MedCerts (IT Helpdesk Administrator, Fundamentals of IT, Patient Care Technician, Physical Therapy Aide & Administration Specialist, Administrative Customer Support Specialist), 160 Driving Academy (Class A CDL Truck Driver Training), Allied Health (CCMA Continuous Pathway) and Novacoast (IT Professional Services, Managed Security Services and Product Development) were presented to the Committee for review and approval. An addendum to the consent agenda was sent to all Committee members after the original meeting agenda and packet were sent out. The addendum is for an addition to the ETP list for Novacoast for on-the-job training. The WA already has an agreement with Novacoast; however, training is taking longer than expected and there is a need to extend the agreement.

John Clark (Justin Albert) moved to approve the Consent Agenda and the Addendum to the Consent Agenda as presented. Motion adopted.

7. New Business/Announcements

Committee members were asked to discuss the scheduling of future meetings in regard to preferences for in-person or virtual meetings. Committee members agreed to meet in-person a few times a year and meet virtually for the remainder of the year. Staff will review the meeting schedule for the remainder of the year and consult with Committee co-chairs about which meetings to hold in in-person and virtually.

The meeting was adjourned at 12:13.

Present Committee & Board Members

Robyn Heinz, Co-Chair

Justin Albert

John Clark

Kami Moore

Erica Ramos

Staff/Guests

Denise Houston

Keith Lawing

Shirley Lindhorst

Mary Mann

George Marko

Chad Pettera

Tisha Cannizzo, Eckerd Connects

Marcus Curran, LWDB/Sheet Metal Workers

Jennie Heersche, Cowley College