

LWDB Program Operations and Performance (POP) Committee Meeting Minutes
May 6, 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 Innovation & Opportunity Act (WIOA) Regional and Local Plans

WIOA requires each Local Area to have an approved Regional Plan and Local Plan and those plans must be reviewed and updated every four years. The State of Kansas has divided the state into two planning regions. Local Area IV is part of planning region II that includes Local Areas I and V. A summary of highlights from the plans were presented to the Committee.

LA IV worked with LAI and V and a consultant on the Regional Plan and determined elements that the areas can work together on across the region: formalizing the convening of industry leaders, businesses, education, labor, community-based organizations and economic development on a regular basis, coordinating outreach efforts, retaining talent by focusing on work-based learning opportunities including registered apprenticeship, expanding youth employment opportunities and implementing rural workforce development strategies across the region. The plan formalizes many collaborative efforts that have taken place over the years between these local areas.

The Local Plan includes the goals, strategies and service delivery in the area and how the Workforce Alliance (WA) will operate over the next four years. The plan focuses on some program strategies for workforce center partners. These strategies include: enhanced customer referrals, improved communication, better customer access to information, collaborative case management, co-enrollments of shared customers and coordination of outreach and cross-training.

The Regional Plan and Local Plan were presented and approved for release for public comment at the LWDB Executive Committee and Chief Elected Officials Board (CEOB) meetings held on March 30, 2021. The LWDB met on April 28, 2021 and approved the WIOA Regional and Local Plans as presented with the addition of any public comments that were received by the April 29, 2021 public comment deadline. The plans were posted for public comment on the Workforce Centers website, provided to workforce center staff and board members, issued in a press release, published as notices in the Kansas Register and local papers in counties within the Local Area and posted and highlighted on the Workforce Centers website. Only one formal comment was received and is included as an attachment to the Local Plan. The Regional and Local Plans were submitted to the Kansas Department of Commerce on May 1, 2021 and after a 90-day waiting period for review and approval by the Governor's office, implementation will begin July 1, 2021. Alex Munoz asked what happens during the 90-day waiting period. The Governor's office has this time to review and notify staff of corrections or issues that need to be addressed. If no comment or directive is received, the plans are considered approved.

Report was received and filed.

3. Demand Occupations List for Program Year 2021 (PY21)

An annual function of the Workforce Alliance (WA) Local Workforce Development Board (LWDB) is to review and update the Demand Occupations List for Local Area I (LAIV). The proposed list for PY21 that begins July 1, 2021 was provided to the Committee as well as materials to assist members with this assignment, which included the Eligible Training Provider List, Training Report and Career Maps. Staff has researched current labor market trends, surveyed staff, employers, Board members, and reviewed regional initiatives to determine occupations in demand in LAIV. 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 several suggestions on occupations to add. Those suggestions were evaluated when making the recommendation of additions to the list. Programs proposed for addition include Construction Technology/Trades/Laborer, Data Scientists, Bioengineers/Biomedical Engineers, Fire Science/Firefighter, and Substance Abuse Counselors. All of the proposed programs for addition show projected growth in the next ten years in Kansas and a median hourly wage in Kansas above the LAIV self-sufficient wage. Programs for proposed removal include Inspection, Instrumentation, and Retail Salesperson. The Retail Salesperson was specifically related to youth program participants as the youth contractor who was providing that training is no longer providing it. Inspection and Instrumentation are showing a projected decline over the next ten years and no participants have enrolled in training in these areas. For PY21, staff recommends adding Construction Technology/Trades/Laborer, Data Scientists, Bioengineers/Biomedical Engineers, Fire Science/Firefighter, and Substance Abuse Counselors and recommends removing Inspection, Instrumentation, and Retail Salesperson. Staff recommends all other occupations remain on the list. *Alex Munoz (John Clark) moved to approve the Demand Occupation List for Program Year 2021 as presented. Motion adopted.*

4. Workforce Center Operations

The Workforce Center began transitioning from virtual to in-person services on May 3rd. Staff are following COVID protocols and customers can still be assisted virtually. Recorded workshops can still be accessed on You Tube and community partners are sharing them with their customers. Workshops are offered via Zoom and a few limited in-person basic computer skills workshops are planned. Train the trainer workshops have also been offered to train community partners on basic resume and interview skills so that they can better assist their customers.

Implementation of the partnership with Cowley College to provide workforce center services to employers and job seekers in Cowley County began in February and continues to expand. Staff recently had a booth at the Cowley County job fair that was attended by 27 employers and 75 job seekers.

Report was received and filed.

5. Proposed Policy Revisions

Policy revisions are sometimes necessary to address continuous improvement, changes to program design, and monitoring findings. A new policy regarding co-enrollment of Trade Adjustment Assistance and Dislocated Worker customers and some proposed revisions to existing policies (priority of service, limited English proficiency and adult/dislocated worker/ youth supportive services) were reviewed with the Committee. Munoz asked for clarification on the English proficiency policy and the mandatory use of the Language Line tool/service even if a staff member is bilingual/proficient in speaking a language. Staff can assist with basic interpreter communication; however, once a staff member begins to provide an actual program service, the Language Line must be used unless the staff member is a qualified interpreter/certified in that language. Staff can train to be certified in a language; however, it is has been difficult to find a program to provide this certification. The WA has experienced an increase in spending on supportive services due to the pandemic and the proposed changes are a result of that increase.

Justin Albert (John Clark) moved to approve the policy changes as presented. Motion adopted.

6. Consent Agenda and Committee Reports

Minutes from the March 4, 2021 meeting, WIOA Performance reports for Program Year 2020 (PY 20), additions to the Eligible Training Provider (ETP) list, Regional Economic Impact report and One-Stop Operator report were presented to the Committee for review and approval.

Performance for WIOA programs was reviewed with the Committee; reporting for the 4th quarter of the program year has begun and staff feel confident that many of the measures will improve once more data is entered. Due to some issues with KansasWorks, it has not been possible to enter data for Measurable Skills Gain; as these issues have been addressed, staff will begin entering this information. Some measures have been affected by the pandemic, which has affected all of the Local Areas across the state. Area directors have been discussing with the state the potential to renegotiate some measures due to the pandemic's effects on the economy. Also, at the end of the program year, the statistical adjustment model will be rerun, which may bring some of the goals lower than where they are currently set based on the unemployment rate and barriers experienced by customers.

Three programs were presented to the Committee for approval to the ETP list: Medical Administrative Assistant and Electronic Health Records Specialist from Allied Health Career Training LLC and Medical Assisting from Wellspring School of Allied Health.

The One-Stop Operator report was reviewed. Prior to the pandemic, the workforce center was hosting partner collaboration meetings, which provided community organizations the opportunity to tour the workforce center and learn more about workforce services so that the WA and that organization can work together more collaboratively and not just simply refer clients to each other. Training has been created and is now being provided for staff that have been promoted to supervisory roles. Staff that have experience in working with justice-involved job seekers have collaborated to create a training for other staff members to learn how to better assist these customers. Customer service surveys continue to be very positive and it is hoped that the number of survey responses will increase as more customers are being served in-person at the workforce center rather than virtually.

Kerri Falletti (Alex Munoz) moved to approve the approval of the Consent Agenda as presented. Motion adopted.

7. New Business/Announcements

There was no new business or announcements.

8. Adjournment

The meeting was adjourned at 12:28.

Present Committee & Board Members

Tony Naylor, Co-Chair

Justin Albert

Jennifer Anderson

John Clark

Kerri Falletti

Alex Munoz

Erica Ramos

Staff/Guests

Denise Houston

Shirley Lindhorst

Chad Pettera

Tisha Cannizzo, Eckerd Connects

Dr. Michelle Schoon, Cowley College

Greg Butler, Cowley College

Jennie Heersche, Cowley College

Amy Williams, Spirit AeroSystems