



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

September 2, 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. Keith Lawing introduced Kami Moore, the new Director of Adult Education at Cowley College, who has replaced Jennifer Anderson on the board and on the Committee.

### **2. Workforce Innovation & Opportunity Act (WIOA) Performance for Program Year 2020 (PY20)**

Program Year 2020 (PY20) ended on June 30, 2021. KANSASWORKS is now closed for further data entry and performance is final as of August 27, 2021.

For WIOA Adult, Dislocated Worker, and Youth (PY20), all sanction levels were met or exceeded for Local Area IV (LAIV) and the state for all programs. There are some issues with the after-exit employment numbers and median earnings being affected by the effects of the pandemic and related economic conditions and that is expected to continue into future reporting as there is a lag in timing of the data. Staff will continue to monitor these issues and effects.

For Wagner-Peyser, LA IV final annual performance will exceed the goal for Median Earnings and meet the goal for Entered Employment 2nd Quarter and Entered Employment 4th Quarter.

The Effectiveness in Serving Employers for WIOA and Wagner-Peyser measure is still in baseline status and there are no goals or measures for this report as yet. The Retention rate is calculated at the local and State level and the Employer Penetration (% of employers using WIOA core services) 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. Alex Munoz asked if those measures would be broken down into Local Areas at some in the future. These measures will continue to be calculated at the level as there are issues with KANSASWORKS' ability to track this data effectively and that is being reviewed by the State to improve. This measure is new under WIOA and is a work in progress in terms of what this data measures and how that data can be used to improve services.

For the Senior Community Service Employment Program (SCSEP), 4<sup>th</sup> quarter and annual information is available, but the numbers are not final. LAIV projected annual performance is to exceed the goal for Service to Most in Need and Employment Rate 2<sup>nd</sup> Quarter, not meet the sanction level for Employment Rate 4<sup>th</sup> Quarter or Median Earnings. Information is not available for Service Level and Community Service. Many of these measures were affected by the pandemic when participants were not allowed to work at host agencies and are still being affected by the economic aftermath.

*Report was received and filed.*

### **3. Additions to the Eligible Training Provider (ETP) List**

Additions to the Eligible Training Provider List from Butler Community College and WSU Tech were presented to the Committee for approval. All programs on the ETP List must be approved by the LWDB. Staff recommended approving Culinary Arts (American Culinary Federation-ACF Certificate for Sous Chef and Culinarian) and Diesel Technology (Certificate and Associate of Applied Science-AAS) programs from Butler Community College and a Healthcare Administration and Management (Associates Degree for Nursing) program from WSU Tech. All programs support occupations that have projected growth and meet the wage standards for Local Area IV.

*Alex Munoz (Robyn Heinz) moved to approve the initial program to the Eligible Training Provider (ETP) list as presented. Motion adopted.*

#### **4. Workforce Center Operations / One-Stop Operator Report**

The Wichita Workforce Center has been impacted more in the last two weeks by COVID cases than it has at any time prior. No hospitalizations have been required as yet, but staff are concerned and taking additional precautions. For the next few weeks into October, there will be limited access to in-person services at the center. Staff remain committed to provide customers with as many in-person services as practical and will continue to monitor the spread rate in the community and change plans accordingly.

The most current Workforce Center customer data was shared with the Committee. Data from the El Dorado and Cowley College offices was not available for inclusion in the report, but staff will insure that it is available in the future. The Get Hired! Job Fair was held at INTRUST Arena last month with attendance being less than in previous years, although employers were please with the quality of applicants. Employment benefits to may recipients this week and staff are anticipating a possible increase for workforce center services and job fairs. Staff have just completed a large number of enrollments for Trade Adjustment Assistance (TAA) and Dislocated Worker (DW) programs and will be preparing a Training Report for the Committee in the next month or so. A link was provided to Committee members to access a KWCH “Building You” story regarding a recent TAA participant that ultimately obtained an excellent job <https://www.kwch.com/2021/09/01/building-you-laid-off-worker-retrains-lands-new-career/> after successfully completing the TAA program. The My Reemployment program, which is a required state program for people that have been on unemployment for three weeks or more, created significant traffic to the Workforce Center as well as increased phone, chat and email volume for staff to manage. Traffic and volume have decreased somewhat due to unemployment benefits coming to an end. Workshops are still being offered with basic computer skills workshops being offered in person and the soft skills and job search type workshops are being held virtually. Participation has been an issue and staff are looking at ways to increase attendance. In-person job fairs had resumed; however, with the increase in COVID cases, those will be held virtually for the foreseeable future. A new virtual job fair platform has just been procured, which employers seem to be pleased with using. A training opportunity is being rolled out to staff through a platform offered by Eckerd Connects, which offers basic workforce training, customer service, soft skills, etc.

*Report was received and filed.*

#### **5. External Monitoring Report**

The Workforce Alliance contracts with a third-party vendor, Regier, Monroe and Carr (RCM), to conduct monitoring of operations and programs. The Chief Elected Official Board (CEOB) and the Local Workforce Development Board (LWDB) agreed to implement an external monitoring contract to provide an additional firewall to limit potential conflicts of interest. RCM completed its third monitoring and issued its third report in July 2021; the report summarizes RCM procedures and what was reviewed. RCM identified the following issues: two files for which Basic Career Services Eligibility (BCSE) was required but had not been completed; multiple files in which case notes were inadequate, erroneous, or missing in general; two files where services were either approved or denied by a supervisor, but inadequate documentation was present to support those decisions; and eight clients who should have but did not receive follow up. Two other files were noted; however, those were business services files for which the WA does not provide follow up services; staff will file a response with the monitor to correct this in their report. Staff is recommending further staff training on case management and follow up services to try to eliminate these issues in the future as well as a refresher on BCSE.

*Report was received a filed.*

## 6. Consent Agenda and Committee Reports

Minutes from the May 6, 2021 meeting and regional labor market data were presented to the Committee for review and approval. Labor market data from January 2020 through June of 2021 for the ten-county region that the WA serves was provided to the Committee. There are more people in the labor force but fewer people actually employed. Many employers are experiencing difficulty in finding workers. It does appear that with the ending of unemployment benefits, more people are beginning to look for work. It is important that the pandemic be controlled in order to get people back to work and get the economy where it needs to be.

*John Clark (Robyn Heinz) moved to approve the Consent Agenda as presented. Motion adopted.*

## New Business/Announcements

7. A. A demonstration of the new virtual job fair platform will be provided to the Executive Committee at its meeting on September 8<sup>th</sup>. POP Committee members are welcome to participate or contact Keith Lawing for an individual session.
- B. Jennie Heersche and Greg Butler provided an update on services at the Cowley College workforce office. In-person services have not been affected greatly by the continued pandemic as yet. During the month of August, the office saw 146 customer contacts, a mix of students, employers and community members. They are continuing to provide outreach in the community to increase awareness of programs and services. They are finding that job seekers are much more selective about what jobs they are interested in (flexible schedules, working from home, etc.)

## Adjournment

8. The meeting was adjourned at 12:26.

### Present Committee & Board Members

Tony Naylor, Co-Chair

Robyn Heinz, Co-Chair

Justin Albert

John Clark

Kami Moore

Alex Munoz

Erica Ramos

### Staff/Guests

Amanda Duncan

Denise Houston

Keith Lawing

Shirley Lindhorst

Chad Pettera

Tisha Cannizzo, Eckerd Connects

Jon Cressler, Butler Community College

Greg Butler, Cowley College

Jennie Heersche, Cowley College