



**LWDB Program Operations and Performance Committee
Meeting Agenda**

September 26, 2019 • 11:30 a.m.

300 W. Douglas Avenue, Suite 850 – R.H. Garvey Building

Conference call option or Zoom Room web meeting access is available upon request

1. **Welcome and Introductions:** Tony Naylor and Robyn Heinz (11:30)
 2. **Senior Community Service Employment Program (SCSEP) Overview:** Chip Reese (11:35) (p. 2)
The Workforce Alliance has operated the Senior Community Service Employment Program (SCSEP) since 2010 and has generated positive outcomes.
Recommended action: Receive and file.
 3. **WIOA Monitoring Reports – Senior Community Service Employment Program (SCSEP):**
Chad Pettera (11:45) (pp. 3-6)
One of the responsibilities of the Workforce Alliance (WA) Local Workforce Development Board (LWDB) is to monitor program operations.
Recommended action: Provide oversight and provide recommendations to staff.
 4. **Workforce Center Operations:** George Marko and Tisha Cannizzo (11:55) (pp. 7-13)
An update will be presented on Workforce Center operations.
Recommended action: Receive and file.
 5. **Workforce Innovation & Opportunity Act (WIOA) Performance Reports:** Denise Houston (12:05) (pp. 14-17)
An update will be presented on Workforce Innovation and Opportunity Act (WIOA) performance outcomes.
Recommended action: Take appropriate action.
 6. **Consent Agenda:** Tony Naylor (12:20)
Members of the Committee may request discussion on any of the action items at the meeting or the items may be accepted as presented in a single motion.
A. Meeting Minutes from January 3, 2019 and March 7, 2019 and Meeting Notes from May 2, 2019 (pp. 18-26)
Recommended Action: Approve the consent agenda as presented.
 7. **Adjourn (12:30)**
-

*The next LWDB Program Operations and Performance Committee Meeting
is scheduled for 11:30 a.m. on Thursday, November 7, 2019.*

Item

Senior Community Service Employment Program (SCSEP) Overview

Background

The Workforce Alliance has operated the Senior Community Service Employment Program (SCSEP) since 2010. The program serves unemployed individuals that are 55 and older in a seven county area including Sedgwick, Harvey, Butler, Cowley, Sumner, Harper and Kingman. The purpose of the program is to provide work training opportunities to overcome skills and employment gaps with the goal of obtaining unsubsidized employment in their area of interest.

Analysis

A unique aspect of SCSEP is that its host agency partners can only be non-profits (501c3) or public agencies. Essentially for these agencies, they receive a volunteer for a guaranteed 20 hours per week, while SCSEP pays the participant a wage. These partnerships are key in providing participants with the necessary training they need to improve employability in their industries, while also serving the purpose of providing valuable assistance to the agencies involved. Many non-profits are low staffed and overworked. Participants can alleviate the workloads of partners, providing a great service to their communities all the while working toward achieving their personal employment goals.

Senior workers have unique employment barriers. The biggest of these include, long-term unemployment, skills gaps and struggles with technology. Even when a participant's employment goal does not require knowledge or use of a computer, they are still confronted with this issue during the application process. Inability to apply for jobs online significantly reduces an individual's options for employment. At the same time, it is not always realistic that an aging individual will be able to become efficient enough navigating computers or online applications on their own. This is where SCSEP can provide an edge by improving the employer network through their work experience, providing one on one application assistance, leveraging Workforce Center resources such as the business team, job fairs, computer workshops, and mock interviews.

Supports Workforce Alliance Strategic Goal:

Strengthen relationships with WIOA partners, community organizations and educational/training institutions to leverage resources and align services through the one-stop workforce centers.

Recommended Action

Receive and file.

Item

WIOA Monitoring Reports

Background

Monitoring staff conducted a review of the Senior Community Service Employment Program (SCSEP) operations in May and June of 2019.

Monitoring staff is currently reviewing the Business Services Team Operations and will have a report for the next POP Meeting.

Reports

Senior Community Service Employment Program

Monitoring staff reviewed eight files and only found minor issues to report.

1. Data in the customer file should match data in the Data Management System (DMS).
 - There were two instances where data put in the DMS did match the file, one regarding family size and another regarding prior employment information. The data didn't result in any eligibility issues, but could lead to data validation errors. The errors have been corrected and the DMS system updated. Staff training on the two situations has also been provided.
2. Supportive Service Exceeded Monthly Limit
 - One participant reported a slightly higher mileage report than with the MapQuest route provided. Participants submit mileage based on the max allowance provided by MapQuest. This resulted in a slight overpayment to the participant. Staff training was provided and fiscal staff will review future requests.
3. The Host Agency Handbook doesn't provide any mechanism for follow up to safety concerns.
 - A new protocol and training has been implemented for staff to follow.

Summary

There were some minor concerns identified by the Monitor in this report, which were swiftly addressed by the SCSEP staff and supervisor. The Monitor would like to note that SCSEP appears to have done a total 180 degree pivot from the results of prior monitoring reviews and would like to commend the excellent work being done by the new SCSEP supervisor and his staff. The Monitor was extremely impressed with the fact that this team returned all of their corrections within less than a week of receiving them. The SCSEP team also called the Monitor with any questions they had and discussed their thoughts for solutions with her. It is recommended that the SCSEP team be acknowledged for their remarkable improvement over past reviews and their current demonstrated excellence, as this monitoring review was exemplary.

Supports Workforce Alliance Strategic Goal:

Strengthen relationships with WIOA partners, community organizations and educational/training institutions to leverage resources and align services through the one-stop workforce centers.

Recommended Action

Provide oversight and recommendations to staff.



*Serving Employers and Job Seekers in
Butler, Cowley, Harper, Kingman, Sedgwick & Sumner Counties*

September 24, 2019

To: Workforce Centers of South Central Kansas

From: Workforce Alliance Monitoring and Oversight Team

RE: Senior Community Service Employment Program (SCSEP) File Monitoring Summary

The Workforce Alliance Monitor conducted comprehensive reviews of the provision of services to SCSEP participants during the months of April and May, 2019. A total of 8 SCSEP files were reviewed for compliance with policies and regulations; please reference Attachment A for further information on these customers. Following is a summary of any items requiring attention, and the Monitor's subsequent recommendations for improvement.

SCSEP Eligibility & Service Provision

The Monitor conducted comprehensive reviews of 8 files that had been approved for SCSEP eligibility; these customers are listed in Attachment A. There were minimal concerns identified in the files reviewed as requiring attention; the three most pressing issues identified by the Monitor are detailed below.

1. All documents and documentation in the customer's file should match the SCSEP data management system, SPARQ – There were a couple of issues with how things were entered into SPARQ, which could have resulted in small data validation errors. SCSEP is required to abide by the rules listed in the US Department of Labor's SCSEP Data Validation Handbook, and local programs are audited routinely for this. The issues noted by the monitor were, however, mostly nothing that would have created any eligibility or other serious issues and were corrected very quickly by the SCSEP team. The biggest concern in this arena was some confusing information regarding family size and prior employment details for one customer, as these could impact eligibility if they are not documented correctly.
2. Failure to adhere to the Local Area IV Supportive Service Policy – one customer was provided with more than the monthly mileage reimbursement rate for fuel assistance and was reporting slightly more miles than MapQuest indicated for the travel. Supportive services are provided to SCSEP customers under their WIOA Adult Program co-enrollment, and so must abide by those policies and procedures. The Workforce Alliance of South Central Kansas Adult Supportive Service Policy states:



*Serving Employers and Job Seekers in
Butler, Cowley, Harper, Kingman, Sedgwick & Sumner Counties*

“Fuel assistance - available for clients who have a valid driver’s license and access to a vehicle that has valid tags, registration, and insurance. The actual miles driven by the client must be documented using MapQuest or Rand McNally. Only the miles driven to and from the client’s primary residence to a required activity or place of instruction will be reimbursed. The client must travel 10 or more miles round trip in a single day to receive fuel assistance. The current mileage reimbursement rate is \$0.35/mile, up to \$300.00 per month.”

Currently there does not seem to be a failsafe in place to prevent overages in payments such as this. The Monitor discussed this further with the program supervisor and the Chief Operations Officer, and an effective resolution is being developed.

3. There does not appear to be a follow up process in place to address any issues identified on the required SCSEP Host Agency Safety Monitors. The SCSEP Host Agency and Participant Handbook states that:

“Initial Host Agency Agreement and Safety Inspection

- *The Host Agency Safety Inspection is a part of becoming a Host Agency.*
- *The Host Agency Agreement and Safety Inspection must be completed before the first participant may begin their assignment.*
- *When an organization is initially established as a Host Agency, the initial Host Agency Agreement and Safety Inspection will take place at the Host Agency.*
- *It will involve both the Host Agency Supervisor and the WA SCSEP Program Supervisor or designated WA SCSEP staff. The WA SCSEP Program Supervisor or designated WA SCSEP staff will complete the Host Agency Agreement and Host Agency Safety Inspection with Host Agency personnel.*
- *Each Host Agency supervisor must be informed of work safety issues and accident reporting procedures upon the completion of the Host Agency Safety Inspection.*
- *Any work safety issues noted on the initial Host Agency Safety Inspection must be addressed and resolved by the Host Agency within 30 days.”*

Without a follow up protocol in place, there is currently no clear way to ensure that Host Agencies make the requested corrections in compliance with the Handbook. The Monitor discussed this with the SCSEP Supervisor and the Chief Operations Officer, and an effective resolution is being developed.

Summary

There were some minor concerns identified by the Monitor in this report, which were swiftly addressed by the SCSEP staff and supervisor. The Monitor would like to note that SCSEP appears to have done a total 180 degree pivot from the results of prior monitoring reviews and



*Serving Employers and Job Seekers in
Butler, Cowley, Harper, Kingman, Sedgwick & Sumner Counties*

would like to commend the excellent work being done by the new SCSEP supervisor and his staff. The Monitor was extremely impressed with the fact that this team returned all of their corrections within less than a week of receiving them. The SCSEP team also called the Monitor with any questions they had and discussed their thoughts for solutions with her. It is recommended that the SCSEP team be acknowledged for their remarkable improvement over past reviews and their current demonstrated excellence, as this monitoring review was exemplary. Any questions regarding this monitoring report should be directed to the Chief Operations Officer.

Recommendations

The Program Monitor would like to make the following suggestions for addressing the identified issues in this monitoring report:

1. Continue on the current path to continuously improving the data entry and case note documentation, as well as the excellent response time and input from the SCSEP supervisor and his team.
2. Develop a process for catching supportive service expenditure overages before they occur.
3. Develop a process for conducting follow up with Host Agencies on any issues noted in their Safety Monitors.
4. Hold the SCSEP team up as an example of excellence in adherence to the Monitoring Protocol and in continuous program improvement.

Item

Consent Agenda

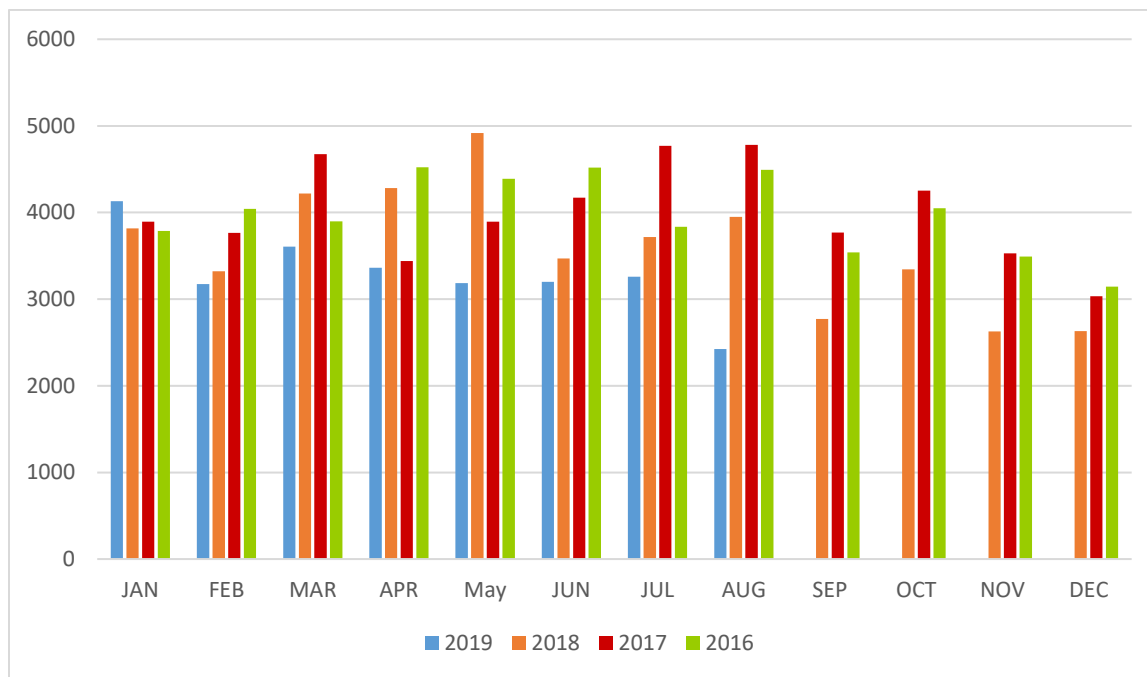
Background

Workforce Centers Operations Update

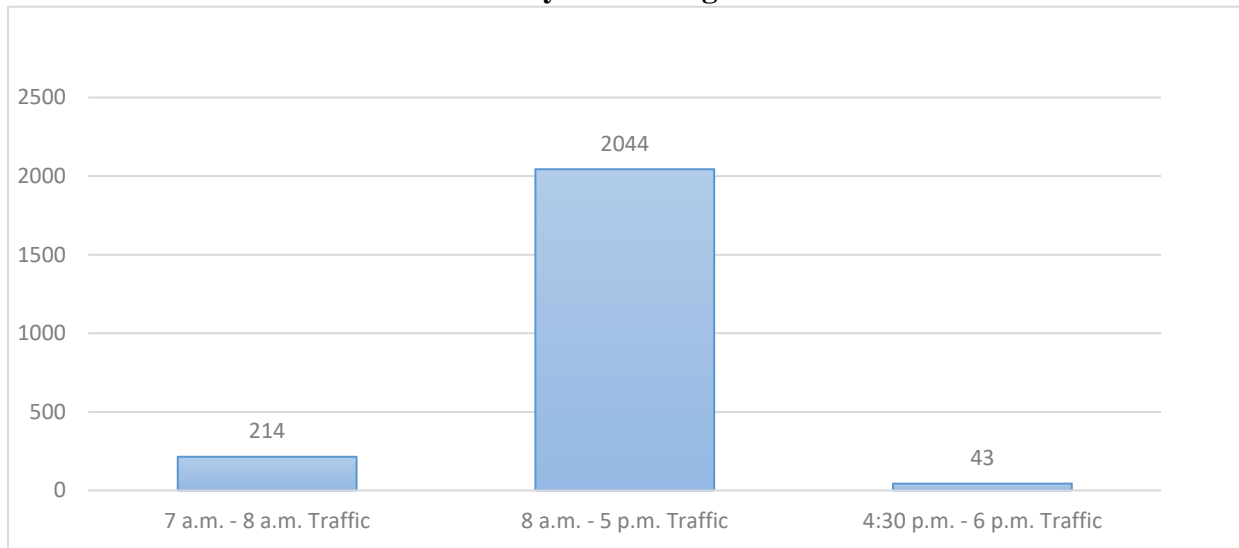
Analysis

In the month of August, 96 Workforce Center customers completed a satisfaction survey. Of those 96, their satisfaction averaged a 4.74 on a scale of 1-5. When asked how likely they would refer a friend or relative to use Workforce Center services, they rated the centers a 9.35 on a scale of 1-10. Additionally, 96.88% of the customers in August said Workforce Center staff helped them achieve their goals during that visit.

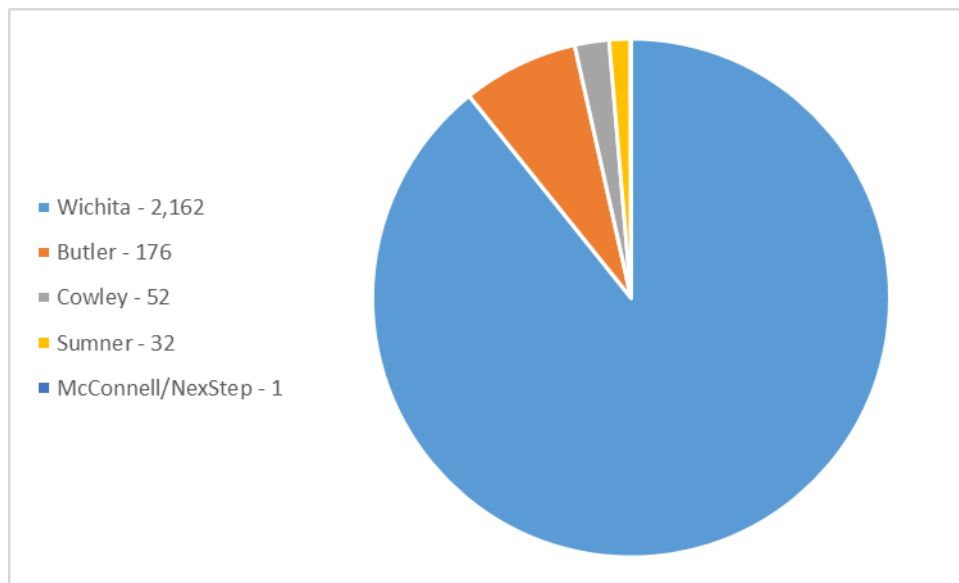
Total Traffic August 2019



Traffic by Hours August 2019



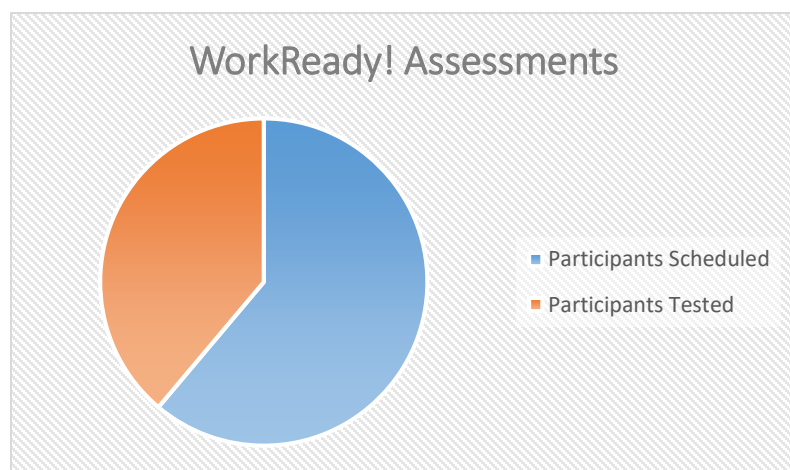
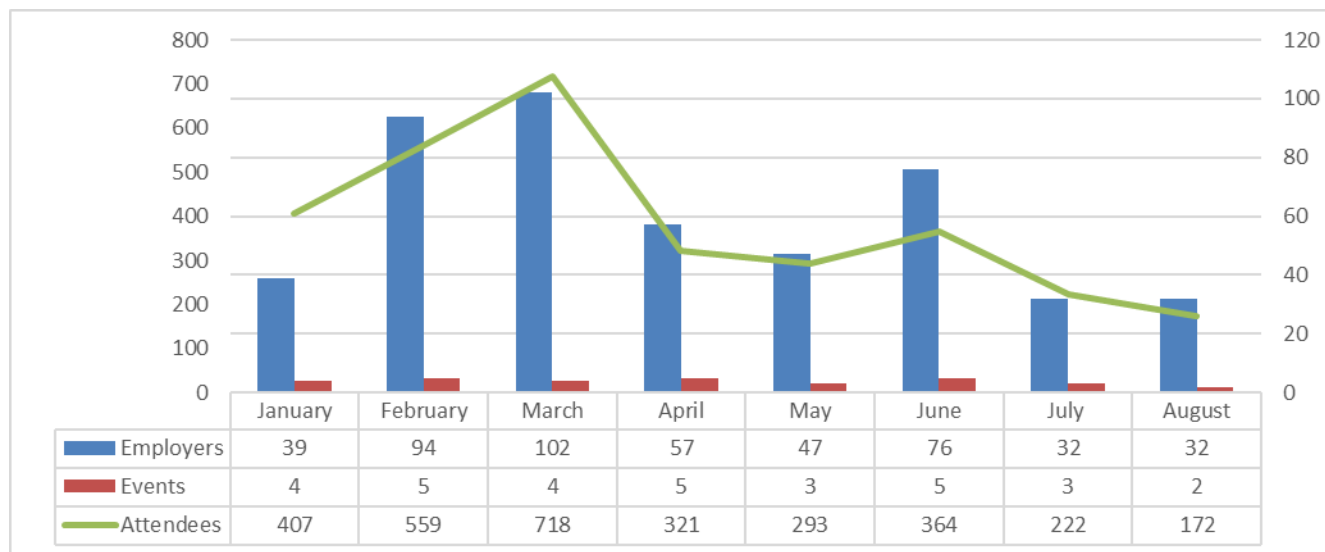
Office Traffic Breakdown – August 2019



Business Report August 2019

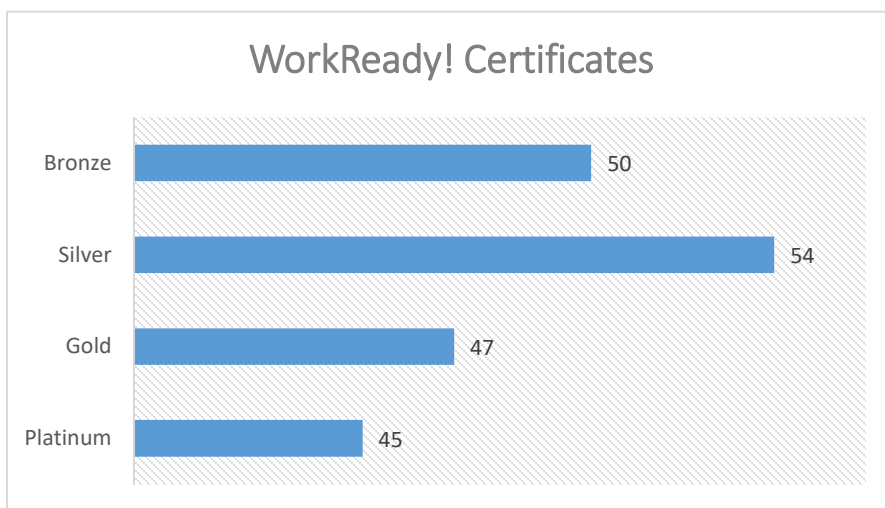
In August the Business Services team conducted 2 job fairs that served 32 employers and provided opportunities to 172 jobseekers.

Total Job Fair Traffic 2019



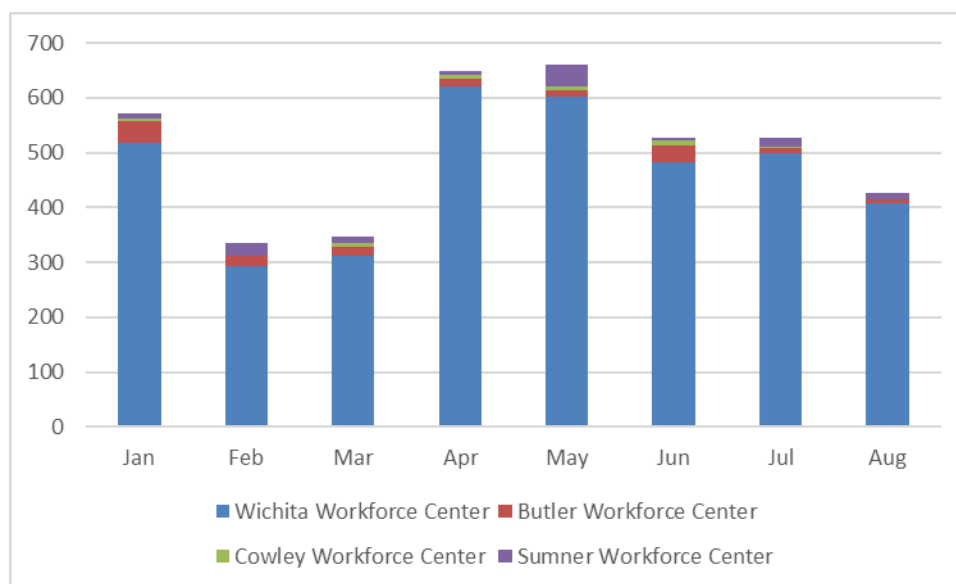
WorkReady! Testing August 2019
21 - Testing Sessions
63.6 % - % Attendance Rate

WorkReady! Certificates August 2019
196 - Certificates Awarded
96.1% - % Award Rate

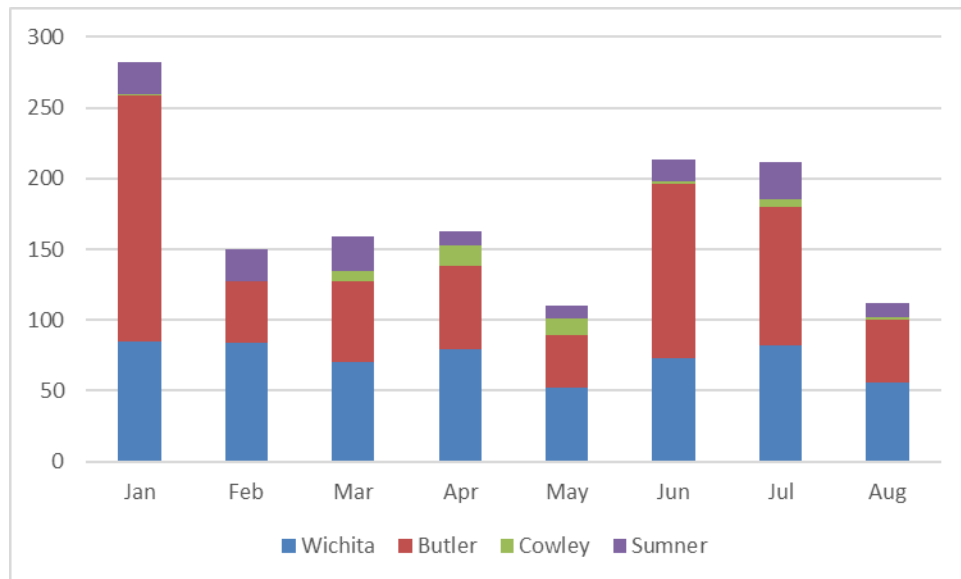


August 2019
 226 – Pre-Employment Skills Assessments Administered
 112 - Prescreens & Applications Received
 226 - Services to Employers
 426 - Job Postings

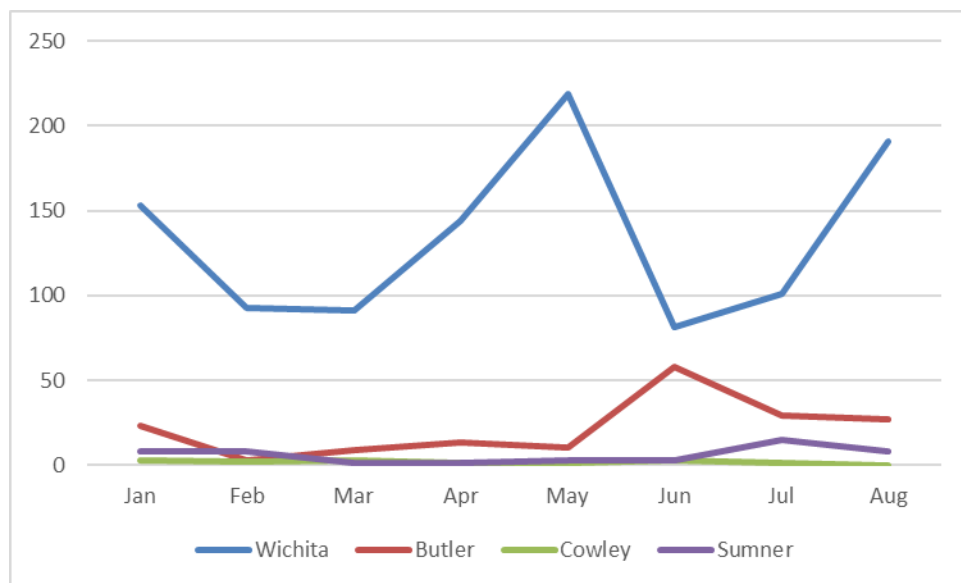
Job Postings by Office - 2019



Applications Completed by Office – 2019



Number of Services Provided to Employers by Office – 2019



Common Services include - Available One-Stop Services, Available Training Services, General Marketing Information, Job Fairs, Job Order Activities, Job Seeker Outreach Activities, Job Service Activities, Recruitment Assistance, Registered Apprenticeship, Strategic Planning Activities, and Rapid Response Assistance.

September 26, 2019

Submitted By: George Marko

Imagine Academy

The Wichita Workforce Center administers 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. Of note is that the Workforce Center has had four separate people who have received Master certifications thus far, and two of those people have Expert certifications in both Word and Excel.

	Attempt	Pass	Fail	Success Rate	Gained Employment	Promotion or Wage Gain	Related to Certifications
2016 Totals	7	3	4	42.86%	unknown	unknown	unknown
2017 Totals	65	53	12	81.54%	unknown	unknown	unknown
2018 Totals	53	42	11	79.25%	unknown	unknown	unknown
2019 Total	55	38	17	69.09%	10	0	1
ALL	180	136	44	75.56%	10	0	1

2019 Certification Exam Type	Attempt	Pass	Fail
Word 2013	8	7	1
Excel 2013	12	8	4
PowerPoint 2013	6	6	0
Outlook 2013	10	6	4
Access 2013	4	4	0
One Note 2013	1	1	0
SharePoint 2013	2	0	2
Word Expert 2013	5	3	2
Excel Expert 2013	7	3	4
TOTAL	55	38	17

Get Hired Job Fair

The Workforce Centers of South Central Kansas in partnership with the Workforce Alliance, Kansas Department of Commerce, and **KANSASWORKS** hosted the annual Get Hired Job Fair on September 5th. For the first 30 minutes, the annual event emphasized the connections of hiring professionals to highly-qualified Veterans, Active Duty, Guard & Reserve and their families seeking employment opportunities in Kansas. The Job Fair then opened to the general public for the remainder of the event. Workforce Center staff were available to assist in connecting those

September 26, 2019

Submitted By: George Marko

seeking employment with businesses who have job/career openings. Organizing sponsors included but were not limited to; INTRUST Bank Arena, Workforce Centers of South Central Kansas, **KANSASWORKS**, XLT Ovens, HM Dunn AeroSystems, Fidelity Bank, Spirit AeroSystems. Results of the Job Fair included 919 Job Seekers, 122 service members and 70 employers in attendance. Additionally, the Spirit AeroSystems Workforce AID in partnership with Hutchinson Community College and the Workforce Centers of South Central Kansas enrolled 82 job seekers in the Aerospace Structures Basic Certificate through 180 Skills online training program.

Practice Makes Progress (PMP)

On September 3rd, workforce center staff and volunteers had five signups for the resume review portion of the PMP program. Unfortunately, no one showed and all volunteers either cancelled or no showed. On September 17th, the center held mock interviews, and served 19 customers! This has by far been the best turn out. All four volunteers showed up and began taking customers early. As a result, all 19 customers that came in for mock interviews were assisted.

Recommended Action

Receive and File.

Item

Workforce Innovation & Opportunity Act (WIO) Performance Reports

Background

Program Year 2018 information is final.

Analysis

WIOA Adult, Dislocated Worker, and Youth (PY18)

Program Year 2018 (PY18) began on July 1, 2018 and ended on June 30, 2019. The numbers presented are final.

The Adult Program annual performance for LAIV met the goal on Entered Employment 2nd Quarter and Entered Employment 4th Quarter. LAIV exceeded the goal for Credential Rate. LAIV did not meet the sanction level for Median Earnings.

The Dislocated Worker Program annual performance met the goal for Entered Employment 4th Quarter. LAIV exceeded the goal for Entered Employment 2nd Quarter, Median Earnings, and Credential Rate.

The Youth Program annual performance exceeded the goal for Placement in Employment, Education, or Training 2nd Quarter and Placement in Employment, Education, or Training 4th Quarter. LAIV did not meet the sanction level for Credential Rate. This is the second year that LAIV has not met the sanction level for Credential Rate.

Measureable Skills Gains and Median Earnings Youth continue to be in baseline status. Information is currently being reported but there are no goals for the measures. In the Adult program Measureable Skills Gains ended the year at 63.16%. The Dislocated Worker program ended at 71.43%. The Youth program ended at 67.65%. In the Youth program Median Earnings ended the year at \$2,410.76.

The State met or exceeded all measures for the Dislocated Worker and Youth programs. The State met the goal for Adult Entered Employment 2nd Quarter. The State exceeded the goal for Adult Entered Employment 4th Quarter and Credential Rate. The State did not meet the sanction level for Adult Median Earnings.

Wagner Peyser (PY18)

Local Area IV exceeded the goal for all three measures in PY18.

Strategic Goals Supported

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

- 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)

Recommended Action: Take appropriate action.

**WIOA Programs
Program Year 2018
Performance Report of LA IV
as of 09/03/2019**

Adult	Goal		PY18 1st Qtr July 18 - Sept 18		PY18 2nd Qtr Oct 18 - Dec 18		PY18 3rd Qtr Jan 19 - Mar 19		PY18 4th Qtr Apr 19 - June 19		PY18 Annual Report July 18 - June 19		PY18 State / Annual Report July 18 - June 19		*Reporting Period
	Sanction														
Employment Rate (2nd Qtr. after Exit)	78.7%	78.7%	217	148				214		303	897	2068		4th Qtr= 04/01/18 to 06/30/18	
			78.62	75.90			70.86	302	76.13	398	1190	2637	78.42	Annual= 07/01/17 to 06/30/18	
Employment Rate (4th Qtr. after Exit)	76.6%	76.6%	130	200				199		150	704	2156		4th Qtr= 10/01/17 to 12/31/17	
			69.52	74.07			72.10	276	76.14	197	957	2813	76.64	Annual= 01/01/17 to 12/31/17	
Earnings (Median Earnings 2nd Qtr. after Exit)	\$6,225.00													4th Qtr= 04/01/18 to 06/30/18	
			\$4,494.00	\$5,313.25			\$4,932.46	N/A	4899.90	N/A	\$4,933.58	N/A	\$5,561.53	Annual= 07/01/17 to 06/30/18	
Credential Attainment (Within 4 Qtrs. after Exit)	67.4%		3	26				9		2	40	422		4th Qtr= 10/01/17 to 12/31/17	
			75.00	78.79			90.00	10	66.67	3	83.33	564	74.82	Annual= 01/01/17 to 12/31/17	
Measurable Skills Gain (Real Time Measure)	N/A		0	6				3		18	36	615		4th Qtr= 04/01/19 to 06/30/19	
			0.00	31.58			15.00	20	51.43	35	63.16	911	67.51	Annual= 07/01/18 to 06/30/19	
	N/A														

Dislocated Workers

Employment Rate (2nd Qtr. after Exit)	81.7%	75.68	28	33	84.62	39	79.41	27	95.45	21	110	278	85.80	324	4th Qtr= 04/01/18 to 06/30/18
Employment Rate (4th Qtr. after Exit)	80.2%	67.27	37	41	77.36	53	81.08	37	82.05	32	142	364	83.11	438	Annual= 07/01/17 to 06/30/18
Earnings (Median Earnings 2nd Qtr. after Exit)	\$9,084.00	\$9,270.73	N/A	N/A	\$10,506.09	4	\$9,582.23	N/A	\$13,066.32	N/A	\$10,554.30	N/A	\$10,118.14	N/A	4th Qtr= 10/01/17 to 12/31/17
Credential Attainment (Within 4 Qtrs. after Exit)	69.0%	100.00	6	6	66.67	6	90.00	9	40.00	2	21	121	85.82	141	Annual= 01/01/17 to 12/31/17
Measurable Skills Gain (Real Time Measure)	N/A	0.00	0	0	0.00	12	30.77	13	33.33	4	20	100	69.44	144	4th Qtr= 10/01/17 to 12/31/17
	N/A		21	12				13		12	28				Annual= 07/01/17 to 06/30/18

Youth

Education and Employment Rate (2nd Qtr. after Exit)	72.6%	75.00	18	18	75.00	24	60.00	12	80.00	20	68	332	76.32	435	4th Qtr= 04/01/18 to 06/30/18
Education and Employment Rate (4th Qtr. after Exit)	67.4%	57.58	19	25	73.53	34	70.83	17	73.91	25	92	363	77.07	471	Annual= 07/01/17 to 06/30/18
Earnings (Median Earnings 2nd Qtr. after Exit)	N/A	\$2,782.80	N/A	N/A	\$3,974.85	6	\$2,234.80	N/A	1876.34	6	N/A	N/A	\$3,277.79	N/A	4th Qtr= 10/01/17 to 12/31/17
Credential Attainment (Within 4 Qtrs. after Exit)	63.3%	21.74	5	23	23.08	26	35.29	6	40.00	15	23	176	59.86	294	Annual= 07/01/17 to 06/30/18
Measurable Skills Gain (Real Time Measure)	N/A	7.89	6	0	0.00	38	25.00	10	40.00	16	46	245	59.32	413	4th Qtr= 10/01/17 to 12/31/17
	N/A		76	0				40		40	68				Annual= 04/01/19 to 06/30/19

Summary LA IV

	1st Qtr		2nd Qtr		3rd Qtr		4th Qtr	
	Adult	Youth	Adult	Youth	Adult	Youth	Adult	Youth
Met Goal	1	2	1	2	1	3	3	2
Met Sanction	2	1	2	2	2	1	3	1
Did Not Meet Sanction	1	1	1	1	1	2	1	1

Summary Annual LA IV / State

	Program to Date		State	
	Adult	Youth	Adult	Youth
Met Goal	1	3	8	2
Met Sanction	2	1	2	1
Did Not Meet Sanction	1	1	1	1

The KS Dept. of Commerce accesses confidential data to obtain additional wage info; therefore, the actual performance rating cannot be released, only whether the rating met, exceeded, or was below the goal or sanction level.

*** No data showing in the quarter yet even though it is within the current reporting period.

* Reporting Period = Participants who exited during the time frame indicated will count in performance measures

A full year of data will not be available for Employment Rate (4th Qtr.) and Credential Rate until the 2nd Qtr. of PY2019

**WIOA Programs
Program Year 2018
4th Quarter Performance Report
Comparison of Local Areas as of 09/04/2019**

Adults	Report Period*	Goal	LA IV South Central Kansas 6 Counties	LA I Western Kansas 62 Counties	LA II North East Kansas 17 Counties	LA III Kansas City Area 3 Counties	LA V South East Kansas 17 Counties	State
		Sanction						
Employment Rate (2nd Qtr. after Exit)	04/01/18 to 06/30/18	78.7%						
		70.83%	76.13	95.45	82.14	81.58	73.23	78.48
Employment Rate (4th Qtr. after Exit)	10/01/17 to 12/31/17	76.6%						
		68.94%	76.14	93.10	92.00	77.58	81.67	80.42
Earnings (Median Earnings 2nd Qtr. after Exit)	04/01/18 to 06/30/18	\$6,225.00						
		\$5,602.50	\$4,899.90	\$6,248.09	\$8,387.37	\$6,318.93	\$5,898.45	\$5,688.52
Credential Attainment (Within 4 Qtrs. after Exit)	10/01/17 to 12/31/17	67.4%						
		60.66%	66.67	88.89	76.81	78.95	63.64	75.35
Measurable Skills Gain (Real Time Measure)	04/01/19 to 06/30/19	N/A						
		N/A	51.43	52.59	90.28	51.56	24.72	58.59

Dislocated Workers

Employment Rate (2nd Qtr. after Exit)	04/01/18 to 06/30/18	81.7%						
		73.53%	95.45	100.00	^^^	81.82	90.00	90.36
Employment Rate (4th Qtr. after Exit)	10/01/17 to 12/31/17	80.2%						
		72.18%	82.05	92.31	100.00	90.00	80.00	86.08
Earnings (Median Earnings 2nd Qtr. after Exit)	04/01/18 to 06/30/18	\$8,084.00						
		\$7,275.60	\$13,066.32	\$9,755.56	^^^	\$10,452.59	\$8,055.28	\$10,452.59
Credential Attainment (Within 4 Qtrs. after Exit)	10/01/17 to 12/31/17	69.0%						
		62.10%	40.00	75.00	100.00	100.00	75.00	81.48
Measurable Skills Gain (Real Time Measure)	04/01/19 to 06/30/19	N/A						
		N/A	33.33	50.00	^^^	53.13	42.86	48.10

Youth

Education and Employment Rate (2nd Qtr. after Exit)	04/01/18 to 06/30/18	72.6%						
		65.34%	80.00	96.00	75.00	73.91	57.89	77.50
Education and Employment Rate (4th Qtr. after Exit)	10/01/17 to 12/31/17	67.4%						
		60.66%	73.91	89.66	75.00	84.62	77.78	80.81
Earnings (Median Earnings 2nd Qtr. after Exit)	04/01/18 to 06/30/18	N/A						
		N/A	\$1,876.34	\$3,611.36	\$2,975.85	\$2,607.23	\$3,602.20	\$2,617.62
Credential Attainment (Within 4 Qtrs. after Exit)	10/01/17 to 12/31/17	63.3%						
		56.97%	40.00	61.90	60.00	75.00	85.71	59.65
Measurable Skills Gain (Real Time Measure)	04/01/19 to 06/30/19	N/A						
		N/A	40.00	57.89	58.67	53.49	39.58	51.33

Quarterly Summary - All 5 Local Areas / State

	LA IV			LA I			LA II		
	Adult	DW	Youth	Adult	DW	Youth	Adult	DW	Youth
Met Goal		3	2	4	4	2	4	2	2
Met Sanction	3					1			1
Did Not Meet Sanction	1	1	1						

	LA III			LA V			State		
	Adult	DW	Youth	Adult	DW	Youth	Adult	DW	Youth
Met Goal	4	4	3	1	2	2	2	4	2
Met Sanction				3	2		2		1
Did Not Meet Sanction						1			

The Kansas Department of Commerce accesses confidential databases to obtain additional wage data; therefore, the actual performance rating cannot be released, only whether the rating met,exceeded, or was below the goal or sanction level.

^^^ No data showing in the quarter yet even though it is within the current reporting period.

* Reporting Period = Participants who exited during the time frame indicated will count in performance measures

**Wagner-Peyser
Program Year 2018
Performance Report of LAIV
as of 09/04/2019**

Job Service	Goal		PY18 1st Qtr July 18 - Sept 18		PY18 2nd Qtr Oct 18 - Dec 18		PY18 3rd Qtr Jan 19 - Mar 19		PY18 4th Qtr Apr 19 - June 19		*Reporting Period
	Sanction										
Employment Rate (2nd Qtr. after Exit)	67.9%		3047		2243		2202		1981		4th Qtr= 04/01/18 to 06/30/18
	61.11%	76.02%	4008	74.20%	3023	76.62%	2874	72.77%	2723	Annual= 07/01/17 to 06/30/18	
	68.2%		2254		2208		3022		2300	4th Qtr= 10/01/17 to 12/31/17	
Employment Rate (4th Qtr. after Exit)	61.38%	72.38%	3114	71.20%	3101	75.40%	4008	76.10%	3025	Annual= 01/01/17 to 12/31/17	
Earnings	\$4,701.00										
(Median Earnings 2nd Qtr. after Exit)	\$4,230.90	\$5,525.47	N/A	\$5,386.19	N/A	\$6,327.96	N/A	\$5,948.15	N/A	Annual= 04/01/18 to 06/30/18	

Wagner-Peyser	Goal		PY18 Annual Report July 18 - June 19		PY18 State / Annual Report July 18 - June 19		*Reporting Period	
	Sanction							
Employment Rate (2nd Qtr. after Exit)	67.9%		9515		21293	4th Qtr= 04/01/18 to 06/30/18		
	61.11%	75.12%	12667	72.13%	29520	Annual= 07/01/17 to 06/30/18		
	68.2%		9876		23388	4th Qtr= 10/01/17 to 12/31/17		
Employment Rate (4th Qtr. after Exit)	61.38%	74.04%	13339	71.38%	32767	Annual= 01/01/17 to 12/31/17		
Earnings	\$4,701.00							
(Median Earnings 2nd Qtr. after Exit)	\$4,230.90	\$5,753.37	N/A	\$5,504.55	N/A	4th Qtr= 04/01/18 to 06/30/18		

Summary LA IV	Quarterly Local Area IV			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Met Goal	3	3	3	3
Met Sanction				
Did Not Meet Sanction				

Summary Annual LA IV / State	Program to Date	
	LAIV	State
Met Goal	3	3
Met Sanction		
Did Not Meet Sanction		

***** The Kansas Department of Commerce accesses confidential databases to obtain additional wage data; therefore, the actual performance rating cannot be released, only whether the rating met, exceeded, or was below the goal or sanction level

* Reporting Period = Participants who exited during the time frame indicated will count in performance measures

A full year of data will not be available for Employment Rate (4th Qtr.) until the 2nd Qtr. of PY2018

LWDB Program Operations and Performance Committee Meeting Minutes
January 3, 2019

1. Welcome and Introductions

Co-Chair Tony Naylor welcomed Committee members and asked for self-introductions. Kyle Ellison with Real Men Real Heroes was introduced as a newly appointed member of the Committee.

2. Additions to the Eligible Training Provider (ETP) List

Staff recommends the Medical Insurance Billing and Coding Specialist training program at Wichita Technical Institute (WTI) as an additions to the ETP List. A request to add this program was initially brought before the Committee on September 6th and recommendation to the Committee was deferred pending additional information as to its cost and availability of other programs. Several similar programs are offered online; however, Butler Community College is the nearest training provider for in person training. Jim Means asked if customers interested in the program are counseled as to other options and paths. Workforce Professionals at the Workforce Center are trained to provide options based on the needs of each customer. The Committee was advised that this program can be reviewed again in a year and a determination made as to maintaining it on the list based on its performance.

Tony Naylor (Kerri Falletti) made a motion to approve the addition of initial program, Medical Insurance Billing and Coding Specialist at Wichita Technical Institute to the ETP List. Motion Adopted.

3. Registered Apprenticeship (RA) Policy Modification

To assist in expanding registered apprenticeship opportunities staff are recommending modifications to the existing policy in order to provide for flexibility and to promote consistency with the policies of other programs. The intent of the policy is to increase the number of smaller companies participating in RA program and to certify different job codes/programs that have not traditionally been included in RA programs (ie., information technology and aerospace suppliers). The policy also provides for financial incentives to employers create new apprenticeship program registrations and for enrollments in a new apprenticeship program. Matt Peterson asked about the process for RA certifications. Tony Naylor explained that there are approximately 300 certified RA programs in the state and certification process can be quite involved. The Workforce Alliance can provide direct assistance to employers to simplify this process. Upon approval the policy modification will be presented to the full Local Workforce Development Board (LWDB) at its January 23rd meeting.

Matt Peterson (Robyn Heinz) made a motion to approve the proposed modification to the Registered Apprenticeship Policy. Tony Naylor, Wichita Electrical Training Center and Andrew Chance, Iron Workers Local 24 abstained from the vote. Motion Adopted.

4. Review of Workforce Innovation and Opportunity Act (WIOA) Youth Performance

Based on a request from the Committee at its last meeting on November 1st, a plan was presented to address performance outcomes in the Workforce Innovation and Opportunity Act (WIOA) Youth Program operations; staff reviewed the performance measures and the issues surrounding them. There were many changes to performance measures under WIOA. The participants counted in the Entered Employment measures changed in addition to the quarters that were

measured. For in school Youth there was additional criteria added to the Credential measure. Local Area IV struggled with the Credential measure even before the additional criteria was added.

Education and Employment Rate measures look at entering employment or education in the 2nd and 4th Quarters after exit. This is a change from the prior measures which looked at 1st and 3rd quarters after exit. For Education and Employment 2nd Quarter was 65.15% and 4th Quarter 66.15%. With additional supports provided after exit, participants may have been more successful in meeting this measure. Supports could include addressing barriers to employment such as childcare, transportation, and soft skills to ensure employment and employment retention.

For the Youth Credential Measure for Program Year 2017 there were 34 participants who were negative for this measure. Of those 34 participants only two of them attained a high school diploma, GED, or credential and were negative because they did not gain employment. 25 of them were employed in one of the necessary quarters and would have been positive if they had attained a high school diploma, GED, or credential. It appears at this time, the issue with meeting the measure does not have to do with gaining employment, but with gaining the necessary credential.

Staff has evaluated the issues and proposed recommendations to address performance issues by offering and encouraging follow-up services for all participants, ensuring consistent contact is made with participants during program, looking at revisions to Incentive Policy to encourage performance achievement, ensuring referrals and enrollments are appropriate for the program and being strategic about the number of activities participants are involved in at any one time. Staff are currently receiving training on implementing these changes and although it will take time to see the benefits of these changes in the KansasWorks formal monthly reporting, staff should be able to determine differences resulting from these changes and will report findings to the Committee as they become available.

Robyn Heinz (Kerri Falletti) made a motion to approve the proposed plan to address performance outcomes in the WIOA Youth Program operations. Motion Adopted.

5. Youth Employment Project (YEP) Update

Keith Lawing provided an update on the Youth Employment Project (YEP) and planning for 2019 implementation. YEP will now be part of the Helping Youth Prepare for Employment (HYPE) Network, a collaboration of community partners including the WA, the City of Wichita, the Greater Wichita YMCA, Wichita State University, USD 259 and other school districts throughout the region. Program enhancements for 2019 include formal establishment of the HYPE network, creation of youth ambassador positions to assist with outreach and awareness to young adults, Younger Teen Pilot Project focuses on career awareness and engagement of 14-15 year olds who are typically unable to obtain employment due to child labor laws and program expansion through the region to additional counties, school districts and high schools. Funding commitments from Sedgwick County, and anticipated funding from the City of Wichita and Bank of America, will be used to help create a joint marketing and outreach campaign to increase the number of employers and youth participating in 2019.

6. Consent Agenda and Committee Reports

Meeting minutes from the November 11, 2018 meeting, Workforce Innovation & Opportunity Act (WIOA) Performance Reports and a Senior Community Service Employment Program (SCSEP) policy modification were distributed to the Committee for review. The SCSEP policy



WORKFORCE CENTERS

of South Central Kansas

KANSASWORKS.COM

modification allows for a one time, one year extension to the current 48 month limit for participants that meet certain barrier categories ie., severe disability, frail, 75 or older, meets Social Security age requirements but does not receive Social Security benefits, lives in an area of persistent unemployment and has severely limited employment prospects, limited English proficient, or low literacy skills.

Kerri Falletti (Robyn Heinz) made a motion to approve the Consent Agenda as presented.

7. Additional Topics

- The annual Statewide Job Fair will be held on Thursday, March 7th from 2:00 to 6:00 PM at the Wichita Workforce Center (25 employers) and the El Dorado Train Depot (15 employers).

8. Adjourn (12:35)

Present Committee & Board Members

Tony Naylor, Co-Chair

Robyn Heinz, Co-Chair

Andrew Chance

Kyle Ellison

Kerri Falletti

Jim Means

Matt Peterson

Monica Stewart, Ex-Officio

Steve Porter, Ex-Officio

Staff/Guests

Keith Lawing

Denise Houston

Shirley Lindhorst

George Marko

Chad Pettera

Tisha Cannizzo, Eckerd Connects

LWDB Program Operations and Performance Committee Meeting Minutes
March 7, 2019

1. Welcome and Introductions

Co-Chair Tony Naylor welcomed Committee members and asked for self-introductions.

2. Workforce Innovation and Opportunity Act (WIOA) Monitoring Reports

The POP Committee will begin reviewing and become a part of the internal monitoring process. This new process will be a new internal control firewall measure to assist in establishing oversight and firewalls as part of the push from the U.S. Department of Labor. The internal monitoring team will produce reports that will be submitted for review and action by the POP Committee on a regular basis. Chad Pettera, WA CFO/COO reviewed reports to date with the Committee in detail. Most the actions taken to address areas of concern are related to additional training opportunities for staff. The POP Committee will also report any recommendations and actions to the Executive Committee and the Local Workforce Development Board. This fiscal year to date the monitors have released three reports: Career Center File Monitoring, WIOA Youth Program Monitoring and Kansas Health Professional Opportunity Program (KHPOP).

In October 2018, the monitoring team reviewed career center activity and participant files and identified two primary areas of concern: Program Eligibility (WIOA services provided prior to eligibility, timely eligibility approval and data validation inconsistencies) and Basic Career Services (WIOA services provided with WA eligibility and selective service requirements). Monitors made 12 recommendations to the program operations teams and actions taken to date were reviewed with the Committee. A new check-in system and staff dedicated to providing workshops are new actions that will address some customer flow issues.

In December 2018, the Monitoring Team conducted a review of the WIOA Youth Program. The monitors found three primary areas of concern: clarification of School Status at Enrollment, providing all 14 WIOA Youth Elements and insufficient program documentation. Monitors made eight recommendations to the youth operations and actions implemented to date were reviewed by the Committee. Updated forms and possible contract changes are some of the actions being taken to address the concerns. Some of these actions may address the current Corrective Action Plan the Committee is overseeing in regard to WIOA performance measures of Youth Education and Employment Rate and Credential Attainment.

In February 2019, the Monitoring Team conducted a review of KHPOP. Pettera provided an overview of the KHPOP program, which provides training to low income job seekers interested in health professions from CNA to LPN certifications. The monitors found two primary areas of concern: inaccurate documentation of services and inadequate contacts and errors in calculating low income status. Monitors made five recommendations to the program operations team; these recommendations were delivered in early March, and WA staff has is preparing a response and will update the Committee at its next meeting. The Senior Community Service Employment Program (SCSEP) is the next program to be monitored.

Tony Naylor asked what staff is responsible for preparing these reports. The WA's Compliance & Oversight Specialist and Technical Assistants are preparing these reports. Staff requested that Committee members provide recommendations and input to staff that they feel are necessary.

Committee was asked to provide oversight and provide recommendations to staff.

3. Local Workforce Development Board (LWDB) and Committee Members Conflict of Interest Forms

In the past, all LWDB members have been required to sign Conflict of Interest forms. As a result of firewall and monitoring discussions with the Kansas Department of Commerce, all non-LWDB committee members will now also be required to sign Conflict of Interest forms. The forms have been updated due to this change and all LWDB and non-LWDB committee members will be required to sign new Conflict of Interest forms. The LWDB and Committee Member Conflict of Interest Policy lays out the requirements concerning conflict of interest. LWDB and Committee members should avoid all conflict of interest, both actual and perceived. Individuals who violate this policy will face disciplinary action and be terminated from the Board or Committee. Denise Houston, WA Director of Training and Policy, reviewed the form with Committee Members as to items that constitute a conflict of interest and asked that they sign the forms.

Staff will be obtaining signatures on the revised Conflict of Forms from all LWDB and committee members.

4. Youth Employment Project (YEP) Update

Amanda Duncan provided an update on the Youth Employment Project (YEP) and planning for 2019 implementation. YEP will now be part of an umbrella network called the Helping Youth Prepare for Employment (HYPE), a collaboration of community partners including the WA, the City of Wichita, the Greater Wichita YMCA, Wichita State University, USD 259 and other school districts throughout the region. The HYPE collaboration uses the same certifications in order to be consistent and identifiable to employers. Participant data is being collected from each of the partners and Wichita State University is responsible for aggregating this data. Program enhancements for 2019 include formal establishment of the HYPE network, creation of youth ambassador positions to assist with outreach and awareness to young adults. There will also be a focus on career awareness and engagement of 14-15 year olds who are typically unable to obtain employment due to child labor laws and program expansion through the region to additional counties, school districts and high schools. These youth will attend educational sessions and workshops as well as tour businesses to order to promote career exploration; youth will be paid for their participation. Staff are visiting schools in the region to promote HYPE. A manufacturing job fair is scheduled for April and the goal is to place 150 youth in work experiences.

5. Consent Agenda and Committee Reports

Approval of the meeting minutes from the January 3, 2019 meeting will be deferred to the next meeting. WIOA Performance Reports and Workforce Centers Operations Report were presented to the committee for review.

The WA is meeting performance goals on all measures except the WIOA Adult Earnings and Youth Education and Employment Rate and Credential Attainment, which is currently being addressed by a corrective action plan previously approved by the Committee. The other local areas in Kansas will be consulted as to performance at its next call.

6. Additional Topics

- The annual Statewide Job Fair is today Thursday, March 7th from 2:00 to 6:00 PM at the Wichita Workforce Center (62 employers) and the El Dorado Train Depot (15 employers).



- The Construction Job Fair on February 23rd was well-attended and many qualified job seekers were in attendance.

7. Adjourn (12:45)

Present Committee & Board Members

Tony Naylor, Co-Chair
Robyn Heinz, Co-Chair
Andrew Chance
Jon Cressler for Michelle Ruder, Ex-Officio
Jim Means
Dave Mullins for Steve Porter, Ex-Officio
Matt Peterson
Kim Moore, Ex-Officio

Staff/Guests

Keith Lawing
Sarah DeLuna
Amanda Duncan
Denise Houston
Shirley Lindhorst
Chad Pettera
Erica Ramos
Tisha Cannizzo, Eckerd Connects

LWDB Program Operations and Performance (POP) Committee Meeting Notes
May 2, 2019

1. Welcome and Introductions

Co-Chair Tony Naylor welcomed Committee members and asked for self-introductions. A quorum was not present.

2. Workforce Innovation and Opportunity Act (WIOA) Monitoring Reports – Follow Up Actions

One of the responsibilities of the Workforce Alliance (WA) Local Workforce Development Board (LWDB) is to monitor program operations. The POP Committee reviewed Internal Monitoring Reports in March for Career Center, WIOA Youth and Kansas Health Professions Opportunity Project (KHPOP). Workforce Center staff has continued to review the reports and implement changes in process to address the issues identified in the reports. Monitoring staff is currently reviewing the Senior Community Service Employment Program (SCSEP) and will have a report for the next POP Committee meeting. Processes that have changed since the last meeting:

Career Center File Monitoring - The Workforce Center now has a Workshop Coordinator that conducts workshops for resumes and online application assistance; which allows staff to register customers for those group sessions and reduce the need for one-on-one staff services. The Workshop Coordinator can hold workshops based on current customer demand on a more frequent occurrence to smaller groups. A dedicated staff member has been assigned the primary duty of approving basic career service eligibility. Trainings for staff have been conducted on performance and self-attestation. Veterans Preference referrals occur at the check-in desk and those eligible are assigned directly to DVOPs (Disabled Veteran's Outreach Program Specialists). Additionally, staff have received training on how to handle challenges in regard to selective service requirements.

WIOA Youth Program Monitoring - Staff trainings and reviews of case files corrections and updates continue. In addition, training and informational sessions were held with contracted and potential contractors, which could result in additional services for participants and will be helpful in contract amendments to be processed for the new fiscal year beginning on July 1, 2019. Matt Peterson asked who the contractors are and it was explained that they are community organizations such as WSU, local community colleges, counseling programs, tutoring services, etc. that provide WIOA mandated services that the WA is not allowed to perform and must put out for bid.

A report on KHPOP Monitoring was released just prior to the last POP Committee meeting; staff had not yet had time to respond to areas of concern. Actions and planned activities of the KHPOP Team include developing and conducting staff trainings on all KHPOP protocols and requirements, enforcing the Contact Protocol and the Closure of Service Protocol; ensuring staff make adequate contact attempts with customers on their caseloads, improving documentation for eligibility and low income calculations, and improving review of staff case loads to ensure that services are appropriately and accurately entered as well as adequately provided, *Committee was asked to provide oversight and provide recommendations to staff.*

3. **Demand Occupations List**

An ongoing function of the Workforce Alliance (WA) Local Workforce Development Board (LWDB) is to annually review the Demand Occupations List for Local Area IV. Staff has researched current labor market trends, surveyed staff, employers, Board members, and reviewed sector career maps, Kansas Department of Labor data and a report on individuals currently in training to determine occupations in demand for the area. For Program Year 2019 (PY 19), staff recommends retaining all the current occupations on the approved training list. Staff also recommends adding Supply Chain Managers, Software Developers, Chefs and Head Cooks, and Emergency Medical Technicians/Paramedics to the list. The occupations proposed all have increasing growth projections through 2026. The results of the surveys indicates that the majority of respondents would like to keep the occupations currently on the list. There were several suggestions on occupations to add to the list; those suggestions were evaluated when making the recommendation of additions to the list. Matt Peterson asked staff consider positions that would report to a Supply Chain Manager such as an analyst or specialist as in his role in Human Resources, he sees a large demand for that role. Dr. Monica Stewart added that WSU offers a supply chain training program and agrees that an analyst/specialist position is in demand. As a quorum was not present, Co-Chair Naylor requested that the Committee members present make a recommendation to recommend to the LWDB Executive Committee the adoption of the Demand Occupation List for Program Year 2019 with the possible addition of a Supply Chain/Logistics Analyst/Specialist occupation

The Committee members present agreed to recommend to the LWDB Executive Committee the adoption of the Demand Occupation List for Program Year 2019 with the possible addition of a Supply Chain/Logistics Analyst/Specialist occupation.

4. **Workforce Innovation & Opportunity Act (WIOA) Performance Reports -WIOA Adult, Dislocated Worker, and Youth (PY18)**

Program Year 2018 began on July 1, 2018 and the fourth quarter has just begun. Fourth quarter numbers are very preliminary and some data is not available yet. Performance has been consistent throughout the year. For the 4th quarter in LAIV, all measures are being met or exceeded except for the following: Adult Credential Rate and Median Earnings, Dislocated Worker Credential Rate and Youth Credential Rate. Measurable Skills Gain data has begun to be entered; the numbers will continue to increase more data is entered.

LA IV's annual PY18 performance is good thus far and is very close with overall State performance. Performance numbers will be final in September. LA IV is projected to meet or exceed the goal on all measures but two (Adult Median Earnings and the Youth Credential Attainment). The State is projected to meet or exceed the goal in all measures but the same two measures. The Committee will be updated at its next meeting; numbers should improve in some areas as there will be more data. Matt Peterson asked how median earnings is calculated and what staff feels is the issue is with the meeting that measure. Under the Workforce Investment Act (WIA) the measure was an average total earnings worked in a quarter and was changed to median earnings under WIOA, which is the middle wage between the highest wage and the lowest wage. No consideration is given to full-time/part-time employment, benefits, etc. Committee members questioned how meaningful that data is. Kim Moore asked what is considered to be a credential in the Youth Credential Attainment measure. Staff responded that credentials includes GEDs, high school diplomas, nationally recognized licenses and certifications, registered apprenticeship certifications, etc. Kansas Local Areas (LA's) have designated staff to be members of a Performance Work Group that meets regularly to discuss



performance issues. One benefit of the group is to discuss ideas with LA's that are meeting sanction levels about possible ways to improve outcomes in those areas that are not. Staff feels that the LA's that are meeting sanction levels are not doing anything significantly different than LA IV, but have taken some ideas into consideration. LA IV serves a higher population of high school dropouts than the other LA's and feel this contributes the most to not meeting the sanction. *Report was received and filed.*

5. Consent Agenda and Committee Reports

As a quorum was not present, approval of the meeting minutes from the January 3, 2019 and March 7, 2019 meeting is deferred to the next meeting. The Workforce Centers Operations Report was presented to the committee for review. Matt Peterson asked about the different levels of the WorkReady certificate and what they mean. Staff explained that employers have different test result requirements based on the position they are trying to fill and an applicant must meet that level in order to be considered for employment.

Report was received and filed.

6. Adjourn (12:15)

Present Committee & Board Members

Tony Naylor, Co-Chair
Kerri Falletti
Matt Peterson
Steve Porter, Ex-Officio
Kim Moore, Ex-Officio
Monica Stewart, Ex-Officio

Staff/Guests

Stacy Cotten
Amanda Duncan
Denise Houston
Shirley Lindhorst
Chad Pettera