

**LWDB Program Operations and Performance (POP) Committee Meeting Notes**  
September 3, 2020

**1. Welcome and Introductions**

Co-Chair Tony Naylor welcomed Committee members and called the meeting to order. A quorum of Committee members was not present; all action items are recommendations to the Executive Committee for final approval.

**2. Workforce Center Operations:**

Workforce Center services continue to be provided to customers by in-person appointment only and through virtual services. The Workforce Centers will begin allowing walk-in customers access for self-service use of technology and equipment such as computers, telephone, fax machine and telephone to begin September 14, 2020.

Virtual videos and workshops offer a wide variety of content created by staff 30 videos for customers 48 subscribers with over 1,100 views, which has proven valuable to customers and one-stop partners who are sharing with their staff and customers. Matt Peterson asked about feedback from customers since this service is relatively new way to deliver services to job seekers. The feedback has been positive, but more promotion is needed to increase participation. Staff have added virtual visits for more of a one on one approach. The technology component can be challenging depending on the job seeker's skill set. Staff will increase messaging to job seekers that engaging and navigating the virtual services being provided by the workforce center will assist them in gaining employment as those technical tools and skills may be expected by potential employers currently and post-COVID as employers attempt to reduce costs of recruitment and employment.

Imagine Academy is being offered to customers again at the Workforce Center in small groups to complete practice and certification tests. Peterson asked if youth were eligible to participate in Imagine Academy as some parents are experiencing challenges with remote learning. This has been researched and the program is not in alignment with the Workforce Innovation & Opportunity Act (WIOA) Youth program, which focuses on out-of-school youth and including a large number of in-school youth would not result in the required ratio of 25% to 75%. There are some young adults that may be counted in the adult numbers, but this is not strategy of the WIOA Youth Program at this time.

The monthly statewide job fairs have had strong participation in the local area. Job seekers are becoming more comfortable with the technology and the virtual format. The annual statewide Get Hired! Job Fair will be held virtually September 8<sup>th</sup> through September 10<sup>th</sup>. Peterson asked if there has been a cost savings in the virtual job fairs versus in-person. There is not a significant difference in cost other than the staff time devoted to coordinating and working the fairs has decreased.

There has been a high level of job postings; the Workforce Centers posted over 300 jobs in the month of July, which is similar to the number of postings for this time of year.

*Report was received and filed.*

**3. Workforce Investment & Opportunity Act (WIOA) Performance Reports for Program Year 2019 (PY19)**

Program Year 2019 (PY19) performance ended on June 30, 2020. Final performance numbers will be available mid-September 2020 and will be reported to the Committee at its next meeting on November 5, 2020.

For WIOA Adult, Dislocated Worker, and Youth, performance for the Adult Program is projected to exceed the goal for Credential Rate and, meet the sanction level for Entered Employment 2nd Quarter and Entered Employment 4th Quarter. Local Area IV (LAIIV) is projected to not meet the sanction level for Median Earnings. For the Dislocated Worker Program performance is projected to exceed the goal for Entered Employment 2nd Quarter, Entered Employment 4th Quarter, Credential

Rate and Median Earnings. Youth Program performance is projected to exceed the goal for Placement in Employment, Education, or Training 2nd Quarter and meet the sanction level for Placement in Employment, Education, or Training 4th Quarter, but is projected to not meet the sanction level for Credential Rate. The Youth Credential Rate has made huge progress over the last year due to the corrective action plan requested and developed by the Committee. LAIV is behind the State in projected annual performance. LAIV is projected to exceed the goal for six measures, meet the goal for three measures, and not meet the sanction level for two measures. The State is projected to exceed the goal for eight measures and meet the sanction level for three measures.

In the comparison of annual performance with other LA's, LAIV and V did not meet the measure for Youth Credential Attainment; LA IV did not meet the measure for Adult Earnings, which is a result of clients having high barriers to employment, ie, low income, receiving public assistance, basic skills deficient, etc. These clients are attaining employment just not quite at the wage sufficient to meet this goal, although attainment was very close with the goal being \$5,602 and the actual measure being \$5,576.

For Wagner Peyser, LAIV is projected to exceed the goal for Entered Employment 2nd Quarter, Entered Employment 4th Quarter, and Median Earnings.

WIOA Program Performance Throughout the Program Year report is the report that indicates whether a Local Area's performance meets certain measures or if possible sanctions or corrective action plans are required. LAIV is projected to meet or exceed all measures for this report.

The Effectiveness in Serving Employers measure is still in baseline status and there are no goals that need to be met at this time. LAIV is very close to the State for all programs for the Retention rate.

The Senior Community Service Employment Program (SCSEP) performance reporting for the year ends September 30, 2020 and numbers will be final the beginning of October. The program is projected to exceed the goal for Service to Most in Need, Employment Rate 2nd Quarter After Exit, Employment Rate 4th Quarter After Exit, and Median Earnings and is projected to meet the sanction level for Service Level. LAIV is projected to not meet the sanction level for Community Service. This is a direct result of COVID-19 as SCSEP participants have been on paid sick leave for the majority of the time since March 2020.

*Report was received and filed.*

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

Additions to the Eligible Training Provider List from existing providers Butler Community College, Wichita Technical Institute, WSU, WSU Tech and We Care Online were presented to the Committee for approval. Staff recommended approving the following pending initial programs: Butler Community College's Commercial Drivers License (CDL) Class A and CDL Class B, We Care Online's Medication Aide Update, WSU's Cad/Cam Laboratory, Wichita Technical Institute's Computer Technology and Network Administration and WSU Tech's Cloud Application Development (AAS and Technical Certificate), Computer Support Specialist (AAS and Technical Certificate), and Cybersecurity (AAS and Technical Certificate). Staff recommends to not approve the Butler Community College's Facility Management Certification and We Care Online's Medical Terminology 1 and Medical Terminology 2 as these programs do not match an occupation on the Occupations Approved for Training list. John Cressler, Butler Community College (BCC), asked if the decision to not approve could be appealed and requested that staff reconsider the Facility Management Certification as BCC has found strong demand for this certification in other areas. Staff explained that even if the program was added to the ETP List, it would not meet any of the occupations approved for training and could not be funded with WIOA funds. Staff can review labor market information and add to the Demand Occupations List if it qualifies. Staff will remove this item from consideration at this time and research this certification further. Cressler will forward some supporting documentation to staff. The other ETP List additions will be forwarded to the LWDB Executive Committee for review, denial or approval. The need for CDL Training was discussed. With the advances being made in autonomous vehicle delivery there is a potential that there will be less demand for the occupation in

the future. Some research and analysis will be completed and discussed with the Committee at its next meeting. A focus on jobs of the future will be discussed at future POP and Executive Committee meetings in order to determine adding new providers and training programs.

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

Meeting minutes from May 7, 2020, notes from the July 9, 2020 meeting as well as the one-stop operator report, an update on the Regional Workforce/Employment Economic and an update on the workforce Service Model in Cowley and Sumner County were presented to the Committee for review.

The One-Stop Operator report focused on a collaboration committee that has been formed between key staff at DCF and the Workforce Center to work on improved service delivery for mutual customers. Four subcommittees have been created and have been working on leveraging resources and serving mutual low-income customers, developing a soft skills curriculum, connecting with employers to provide qualified job candidates and special projects with 3<sup>rd</sup> party organizations, with the first being Catholic Charities. The One-Stop Operator has reviewed customer evaluations from August 2019 to March 2020, when the Center closed due to the pandemic. During those eight months, the survey results were very positive. The survey kiosks are no longer accessible at the Workforce Center so a link has been included in text/email follow-up messages for customers to provide feedback. The responses have been fewer than before the Workforce Center was closed, but ratings for customer service are still high and responses are growing.

A regional workforce and economic impact update report was presented to the Committee. The region continues to be affected by the lingering impact of the 737 Max production disruption and now with COVID affecting airline travel. The current COVID health crisis has added to the situation with over 50,000 layoffs since the beginning of the crisis; many have returned to work and the situation has improved over time but there still is a question as to what businesses and industries may permanently close. Staff are performing ongoing analysis and will bring the Committee more precise information and a breakdown by industry at the next meeting and to get an idea of what the situation will look like for the WA in the next calendar year. The Trade Adjustment Assistance (TAA) and Dislocated Worker (DW) programs have 175 participants enrolled in these training programs and enrollments are expected to continue to increase over time as job seekers become more aware of these training offerings.

An update was provided to the Committee in regard to the delivery of workforce center services in Sumner and Cowley counties. The Executive Committee appointed a Cowley/Sumner County service delivery task force to review and analyze workforce center services in Cowley and Sumner County. A Request for Information (RFI) was released to determine options for service delivery models and partnerships for employment and training services. A response was received from Cowley Community College. The WA expanded its partnership with the Sumner County EDC to not only share space in Wellington, but to train their staff to help deliver job seeker services. Cowley Community College submitted a revised response to the RFI that included a partnership with Cowley First. The WA requested guidance from the Kansas Department of Commerce to enter into a pilot project with the College based on the proposal. It was determined that the WA must do a formal procurement and staff are in the process of developing a Request for Proposal (RFP). The goal would be to have a partner/vendor identified in enough time to initiate an agreement that could begin January 1, 2021. The time frame for the project would be 18 months, and run through June 30, 2022. This item will be forwarded to the LWDB Executive Committee for review and that committee will be asked to support the release of the RFP and recommend the Cowley/Sumner County Task Force be assigned to review proposals.

## **6. Announcements**

The WA is in the final stages of its strategic planning for 2020-2022. The draft plan will be presented to the LWDB Executive Committee at its meeting on September 9<sup>th</sup>. It will be sent out to the Board and committees and then be presented to the full Board at their meeting in October for adoption.

## 7. Adjournment

The meeting was adjourned at 12:31.

### Present Committee & Board Members

Tony Naylor, Co-Chair

Justin Albert

Kerri Falletti

Matt Peterson

### Staff/Guests

Keith Lawing

Amanda Duncan

Denise Houston

Shirley Lindhorst

George Marko

Chad Pettera

Tisha Cannizzo, Eckerd Connects

Jon Cressler, Butler Community College