



**Workforce Alliance Program Operations and Performance Committee
Meeting Agenda**

Thursday, September 5, 2024 • 11:30 a.m. - 12:30 p.m.
ZOOM Only: <https://us02web.zoom.us/j/86082207476>

1. **Welcome and Introductions:** Tony Naylor, Co-Chair (11:30)
2. **Workforce Innovation & Opportunity Act (WIOA) Adult, Dislocated Worker and Youth Program Performance for Program Year 2023** (11:35) (pp. 2-9)
An update on program performance will be provided.
Recommended Action: Receive and file.
3. **Workforce Center Operations / One-Stop Operator Report** (11:45) (pp. 10-16)
The new One-Stop Operator will provide a report on workforce center activities and discuss plans for implementing strategies to enhance operations and partner support.
Recommended Action: Receive and file.
4. **Monitoring Report:** Chad Pettera (12:15) (pp. 17-28)
The WA has a contract with Regier, Carr and Monroe, LLP (RCM) to provide external monitoring services. The RCM report for the monitoring period of January - June 2023 will be reviewed.
Recommended Action: Receive and file.
5. **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 May 2, 2024 (pp. 29-31)
Recommended Action: Approve the consent agenda as presented.
6. **Adjourn** (12:30)

*The next Workforce Alliance Program Operations and Performance Committee Meeting
is scheduled for 11:30 a.m. on November 7, 2024*

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The Workforce Alliance is the Local Workforce Development Board for Local Area IV

Item

WIOA Program Performance Reports

Background

Program Year 2023 (PY23) ended on June 30, 2024. PY23 performance will finalize on August 31, 2024.

Analysis

WIOA Adult, Dislocated Worker, and Youth (PY23)

The Adult Program projected annual performance is to exceed the goal for Median Earnings. LAIV is projected to meet the goal for Entered Employment 2nd Quarter and Entered Employment 4th Quarter. LAIV is projected to not meet the sanction level for Credential Rate. There were no participants in the Measurable Skills Gain measure for PY23.

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

The Youth Program projected annual 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, Credential Rate, and Measurable Skills Gain.

LAIV and the State are very close in projected annual performance. LAIV is projected to exceed the goal for ten measures, meet the goal for two measures, and not meet the sanction level for two measures. The State is projected to exceed the goal for twelve measures and meet the goal for three measures.

Wagner Peyser (PY23)

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

Effectiveness in Serving Employers for WIOA and Wagner-Peyser (PY23)

The Effectiveness in Serving Employers measure is still in baseline status. Only the Retention rate is calculated at the local level. 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. Adult Retention rate is 70.71%, Dislocated Worker Retention rate is 82.05%, Youth Retention rate is 58.14%, and Wagner-Peyser Retention rate is 74.02%. Statewide Employer Penetration rate is 5.72%. Statewide Repeat Business Customers rate is 47.86%.

WIOA Average Indicator Scores (PY23)

For Average Indicator Score LAIV is projected to exceed the goal for Employment 2nd Quarter, Employment 4th Quarter, Median Earnings and Measurable Skills Gain, and not meet the sanction level for Credential Rate.

For Average Program Score LAIV is projected to exceed the goal for the Dislocated Worker and Youth Programs and not meet the sanction level for the Adult program.

September 5, 2024

Submitted By: Denise Houston

For Average Indicator Score the State is projected to exceed the goal for Employment 2nd Quarter, Employment 4th Quarter, Median Earnings and Measurable Skills Gain, and meet the goal for Credential Rate.

For Average Program Score the State is projected to exceed the goal for the Adult, Dislocated Worker and Youth Programs.

Senior Community Service Program (PY23)

Annual performance information is available for the Senior Community Service Program. LAIV projected annual performance is to exceed the goal for Service Level and Employment Rate 4th Quarter and meet the goal for Service to Most in Need and Employment Rate 2nd Quarter. LAIV is projected to not meet the sanction level for Community Service. There is a reporting issue with Median Earnings that DOL is working to fix in their reporting system. Information on that measure is not available at this time.

Recommended Action

Receive and file.

**WIOA Programs
Program Year 2023
Performance Report of LA IV
as of 08/07/2024**

Adult	Goal	PY23 1st Qtr July 23 - Sept 23		PY23 2nd Qtr Oct 23 - Dec 23		PY23 3rd Qtr Jan 24 - Mar 24		PY23 4th Qtr Apr 24 - June 24		PY23 Annual Report July 23 - June 24		PY23 State / Annual Report July 23 - June 24		*Reporting Period
	Sanction													
Employment Rate <i>(2nd Qtr. after Exit)</i>	76.00%		96		73		109		175		464		1175	4th Qtr= 04/01/23 to 06/30/23
	68.40%	73.28	131	59.35	123	64.50	169	69.17	253	68.64	676	74.41	1579	Annual= 07/01/22 to 06/30/23
Employment Rate <i>(4th Qtr. after Exit)</i>	71.90%		82		101		95		77		356		1030	4th Qtr= 10/01/22 to 12/31/22
	64.71%	75.23	109	67.79	149	72.52	131	62.60	123	69.53	512	76.92	1339	Annual= 01/01/22 to 12/31/22
Earnings <i>(Median Earnings 2nd Qtr. after Exit)</i>	\$6,784.00													4th Qtr= 04/01/23 to 06/30/23
	\$6,105.60	\$7,715.91	N/A	\$7,984.03	N/A	\$7,467.91	N/A	\$7,051.91	N/A	\$7,653.95	N/A	\$8,410.21	N/A	Annual= 07/01/22 to 06/30/23
Credential Attainment <i>(Within 4 Qtrs. after Exit)</i>	76.50%		2		4		1		1		8		380	4th Qtr= 10/01/22 to 12/31/22
	68.85%	40.00	5	66.67	6	20.00	5	50.00	2	44.44	18	78.67	483	Annual= 01/01/22 to 12/31/22
Measurable Skills Gain <i>(Real Time Measure)</i>	64.10%		0		0		0		0		0		273	4th Qtr= 04/01/24 to 06/30/24
	57.69%	~~~~	0	~~~~	0	~~~~	0	~~~~	0	~~~~	0	69.64	392	Annual= 07/01/23 to 06/30/24

Dislocated Workers

Employment Rate <i>(2nd Qtr. after Exit)</i>	77.00%		77		49		36		48		212		312	4th Qtr= 04/01/23 to 06/30/23
	69.30%	90.59	85	79.03	62	85.71	42	96.00	50	88.70	239	86.91	359	Annual= 07/01/22 to 06/30/23
Employment Rate <i>(4th Qtr. after Exit)</i>	78.00%		112		107		77		50		347		423	4th Qtr= 10/01/22 to 12/31/22
	70.20%	90.32	124	84.92	126	90.59	85	80.65	62	87.41	397	87.22	485	Annual= 01/01/22 to 12/31/22
Earnings <i>(Median Earnings 2nd Qtr. after Exit)</i>	\$9,653.00													4th Qtr= 04/01/23 to 06/30/23
	\$8,687.70	\$13,982.81	N/A	\$12,571.49	N/A	\$15,150.35	N/A	\$13,730.58	N/A	\$13,722.39	N/A	\$13,052.22	N/A	Annual= 07/01/22 to 06/30/23
Credential Attainment <i>(Within 4 Qtrs. after Exit)</i>	86.90%		11		6		3		4		24		77	4th Qtr= 10/01/22 to 12/31/22
	78.21%	73.33	15	54.55	11	75.00	4	100.00	4	70.59	34	84.62	91	Annual= 01/01/22 to 12/31/22
Measurable Skills Gain <i>(Real Time Measure)</i>	58.10%		0		0		0		3		6		132	4th Qtr= 04/01/24 to 06/30/24
	52.29%	0.00	2	0.00	1	0.00	9	33.33	9	60.00	10	88.00	150	Annual= 07/01/23 to 06/30/24

Youth

Education and Employment Rate <i>(2nd Qtr. after Exit)</i>	72.30%		10		7		7		11		39		189	4th Qtr= 04/01/23 to 06/30/23
	65.07%	83.33	12	70.00	10	63.64	11	100.00	11	81.25	48	78.10	242	Annual= 07/01/22 to 06/30/23
Education and Employment Rate <i>(4th Qtr. after Exit)</i>	69.40%		9		10		11		8		40		172	4th Qtr= 10/01/22 to 12/31/22
	62.46%	100.00	9	66.67	15	73.33	15	72.73	11	76.92	52	74.46	231	Annual= 01/01/22 to 12/31/22
Earnings <i>(Median Earnings 2nd Qtr. after Exit)</i>	\$3,050.00													4th Qtr= 04/01/23 to 06/30/23
	\$2,745.00	\$2,554.64	N/A	\$6,942.40	N/A	\$3,183.56	N/A	\$4,694.14	N/A	\$4,236.67	N/A	\$5,094.55	N/A	Annual= 07/01/22 to 06/30/23
Credential Attainment <i>(Within 4 Qtrs. after Exit)</i>	66.30%		2		7		1		4		14		77	4th Qtr= 10/01/22 to 12/31/22
	59.67%	100.00	2	100.00	7	33.33	3	80.00	5	82.35	17	60.16	128	Annual= 01/01/22 to 12/31/22
Measurable Skills Gain <i>(Real Time Measure)</i>	49.20%		0		5		5		4		18		162	4th Qtr= 04/01/24 to 06/30/24
	44.28%	0.00	25	21.74	23	26.32	19	23.53	17	66.67	27	59.12	274	Annual= 07/01/23 to 06/30/24

Summary LA IV

	1st Qtr			2nd Qtr			3rd Qtr			4th Qtr		
	Adult	DW	Youth	Adult	DW	Youth	Adult	DW	Youth	Adult	DW	Youth
Met Goal	2	3	3	1	3	2	2	3	2	1	4	4
Met Sanction	1	0	0	1	0	2	0	0	0	1	0	0
Did Not Meet Sanction	1	2	2	2	2	1	2	2	3	2	1	1

Summary Annual LA IV / State

	Program to Date			
	Adult	DW	Youth	State
Met Goal	1	4	5	12
Met Sanction	2	0	0	3
Did Not Meet Sanction	1	1	0	0

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

**Wagner-Peyser  
Program Year 2023  
Performance Report of LAIV  
as of 08/07/2024**

| Wagner-Peyser                                                   | Goal       | PY23<br>1st Qtr<br>July 23 - Sept 23 | PY23<br>2nd Qtr<br>Oct 23 - Dec 23 | PY23<br>3rd Qtr<br>Jan 24 - Mar 24 | PY23<br>4th Qtr<br>Apr 24 - June 24 | *Reporting Period             |
|-----------------------------------------------------------------|------------|--------------------------------------|------------------------------------|------------------------------------|-------------------------------------|-------------------------------|
|                                                                 | Sanction   |                                      |                                    |                                    |                                     |                               |
| <b>Employment Rate</b><br><i>(2nd Qtr. after Exit)</i>          | 66.50%     | 1723                                 | 1056                               | 1764                               | 1408                                | 4th Qtr= 04/01/23 to 06/30/23 |
|                                                                 | 59.85%     | 77.96%<br>2210                       | 55.43%<br>1905                     | 75.87%<br>2325                     | 74.62%<br>1887                      | Annual= 07/01/22 to 06/30/23  |
| <b>Employment Rate</b><br><i>(4th Qtr. after Exit)</i>          | 64.90%     | 1742                                 | 1608                               | 1684                               | 1464                                | 4th Qtr= 10/01/22 to 12/31/22 |
|                                                                 | 58.41%     | 80.17%<br>2173                       | 78.21%<br>2056                     | 76.03%<br>2215                     | 76.81%<br>1906                      | Annual= 01/01/22 to 12/31/22  |
| <b>Earnings</b><br><i>(Median Earnings 2nd Qtr. after Exit)</i> | \$5,653.00 |                                      |                                    |                                    |                                     | 4th Qtr= 04/01/23 to 06/30/23 |
|                                                                 | \$5,087.70 | \$8,882.27<br>N/A                    | \$9,325.76<br>N/A                  | \$9,589.07<br>N/A                  | \$8,980.23<br>N/A                   | Annual= 07/01/22 to 06/30/23  |

| Wagner-Peyser                                                   | Goal       | PY23<br>Annual Report<br>July 23 - June 24 | PY23<br>State / Annual Report<br>July 23 - June 24 | *Reporting Period             |
|-----------------------------------------------------------------|------------|--------------------------------------------|----------------------------------------------------|-------------------------------|
|                                                                 | Sanction   |                                            |                                                    |                               |
| <b>Employment Rate</b><br><i>(2nd Qtr. after Exit)</i>          | 66.50%     | 6439                                       | 16010                                              | 4th Qtr= 04/01/23 to 06/30/23 |
|                                                                 | 59.85%     | 77.27%<br>8333                             | 74.82%<br>21397                                    | Annual= 07/01/22 to 06/30/23  |
| <b>Employment Rate</b><br><i>(4th Qtr. after Exit)</i>          | 64.90%     | 6517                                       | 15353                                              | 4th Qtr= 10/01/22 to 12/31/22 |
|                                                                 | 58.41%     | 78.02%<br>8353                             | 75.73%<br>20273                                    | Annual= 01/01/22 to 12/31/22  |
| <b>Earnings</b><br><i>(Median Earnings 2nd Qtr. after Exit)</i> | \$5,653.00 |                                            |                                                    | 4th Qtr= 04/01/23 to 06/30/23 |
|                                                                 | \$5,087.70 | \$9,251.52<br>N/A                          | \$8,722.27<br>N/A                                  | Annual= 07/01/22 to 06/30/23  |

| Summary LA IV         | Quarterly Local Area IV |         |         |         |
|-----------------------|-------------------------|---------|---------|---------|
|                       | 1st Qtr                 | 2nd Qtr | 3rd Qtr | 4th Qtr |
| Met Goal              | 3                       | 2       | 3       | 3       |
| Met Sanction          | 0                       | 0       | 0       | 0       |
| Did Not Meet Sanction | 0                       | 1       | 0       | 0       |

| Summary Annual LA IV / State | Program to Date |       |
|------------------------------|-----------------|-------|
|                              | LAIV            | State |
| Met Goal                     | 3               | 3     |
| Met Sanction                 | 0               | 0     |
| Did Not Meet Sanction        | 0               | 0     |

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

**WIOA Effectiveness in Serving Employers  
Program Year 2023  
Performance Report of LAIV  
as of 08/07/2024**

Retention is the only measure that varies across WIOA / Wagner Peyser performance reports. The top table is a breakdown of the annual Retention performance percentages for Local Area IV and the State. The bottom chart reflects the statewide performance percentages for the 2 other employer based performance measures (Employer Penetration Rate & Repeat Business Customers Rate).

|                                                                                 | Goal     | PY23<br>Annual Report / LAIV<br>July 23 - June 24 |      | PY23<br>Annual Report / State<br>July 23 - June 24 |       | *Reporting Period            |
|---------------------------------------------------------------------------------|----------|---------------------------------------------------|------|----------------------------------------------------|-------|------------------------------|
|                                                                                 | Sanction |                                                   |      |                                                    |       |                              |
| <i>*No Goals / Sanctions set at this time*</i>                                  |          |                                                   |      |                                                    |       |                              |
| <b>Retention - Adult</b><br><i>(2nd &amp; 4th Qtrs. After Exit)</i>             | N/A      | 70.71%                                            | 268  | 70.78%                                             | 763   | Annual= 01/01/22 to 12/31/22 |
|                                                                                 | N/A      |                                                   | 379  |                                                    | 1078  |                              |
| <b>Retention - Dislocated Worker</b><br><i>(2nd &amp; 4th Qtrs. After Exit)</i> | N/A      | 82.05%                                            | 288  | 82.39%                                             | 351   |                              |
|                                                                                 | N/A      |                                                   | 351  |                                                    | 426   |                              |
| <b>Retention - Youth</b><br><i>(2nd &amp; 4th Qtrs. After Exit)</i>             | N/A      | 58.14%                                            | 25   | 52.87%                                             | 92    | Annual= 01/01/22 to 12/31/22 |
|                                                                                 | N/A      |                                                   | 43   |                                                    | 174   |                              |
| <b>Retention - Wagner Peyser</b><br><i>(2nd &amp; 4th Qtrs. After Exit)</i>     | N/A      | 74.02%                                            | 4925 | 71.66%                                             | 11242 |                              |
|                                                                                 | N/A      |                                                   | 6654 |                                                    | 15688 |                              |

|                                                                                                                               | Goal     | PY23<br>State / Annual Report<br>July 23 - June 24 |        | *Reporting Period            |
|-------------------------------------------------------------------------------------------------------------------------------|----------|----------------------------------------------------|--------|------------------------------|
|                                                                                                                               | Sanction |                                                    |        |                              |
| <b>Employer Penetration Rate</b><br><i>(% of Employers using WIOA Core Services)</i>                                          | N/A      | 5.72%                                              | 5724   | Annual= 07/01/22 to 06/30/23 |
|                                                                                                                               | N/A      |                                                    | 100062 |                              |
| <b>Repeat Business Customers Rate</b><br><i>(% of Employers that used WIOA Core Serv. more than once in the last 3 years)</i> | N/A      | 47.86%                                             | 4370   | Annual= 07/01/22 to 06/30/23 |
|                                                                                                                               | N/A      |                                                    | 9131   |                              |

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

**WIOA Programs  
Program Year 2023  
Performance Throughout the Program Year  
Local Area IV  
as of 08/07/2024**

| Local Area IV Performance Through PY 2023 |                    |                |                    |                |                    |                |                         |
|-------------------------------------------|--------------------|----------------|--------------------|----------------|--------------------|----------------|-------------------------|
| Indicator / Program                       | Performance / Goal | Title I Adults | Performance / Goal | Title I DW     | Performance / Goal | Title I Youth  | Average Indicator Score |
| Employment 2nd Quarter After Exit         | 68.64%             | 90.32%         | 88.70%             | 115.19%        | 81.25%             | 112.38%        | 105.96%                 |
|                                           | 76.00%             |                | 77.00%             |                | 72.30%             |                |                         |
| Employment 4th Quarter After Exit         | 69.53%             | 96.70%         | 87.41%             | 112.06%        | 76.92%             | 110.84%        | 106.53%                 |
|                                           | 71.90%             |                | 78.00%             |                | 69.40%             |                |                         |
| Median Earnings 2nd Quarter After Exit    | \$7,653.95         | 112.82%        | \$13,722.39        | 142.16%        | \$4,236.67         | 138.91%        | 131.30%                 |
|                                           | \$6,784.00         |                | \$9,653.00         |                | \$3,050.00         |                |                         |
| Credential Attainment Rate                | 44.44%             | 58.09%         | 70.59%             | 81.23%         | 82.35%             | 124.21%        | 87.84%                  |
|                                           | 76.50%             |                | 86.90%             |                | 66.30%             |                |                         |
| Measurable Skill Gains                    | 0.00%              | NA             | 60.00%             | 103.27%        | 66.67%             | 135.51%        | 119.39%                 |
|                                           | 64.10%             |                | 58.10%             |                | 49.20%             |                |                         |
| <b>Average Program Score</b>              | <b>90.00%</b>      | <b>89.48%</b>  | <b>90.00%</b>      | <b>110.78%</b> | <b>90.00%</b>      | <b>124.37%</b> |                         |

Indicator / Program totals will meet sanction by achieving 50% (i.e. Red = 0%-49.99%; Yellow = 50%-99.99%; Green = 100% or greater)

Average Program Score and Average Indicator Score totals will meet sanction by achieving 90% (i.e. Red = 0%-89.99%; Yellow = 90%-99.99%; Green = 100% or greater)

**WIOA Programs  
Program Year 2023  
Performance Throughout the Program Year  
Statewide  
as of 08/07/2024**

| Overall State Performance Through PY 2023 |                    |                |                    |                |                    |                |                         |
|-------------------------------------------|--------------------|----------------|--------------------|----------------|--------------------|----------------|-------------------------|
| Indicator / Program                       | Performance / Goal | Title I Adults | Performance / Goal | Title I DW     | Performance / Goal | Title I Youth  | Average Indicator Score |
| Employment 2nd Quarter After Exit         | 74.41%             | 97.91%         | 86.91%             | 112.87%        | 78.10%             | 108.02%        | 106.27%                 |
|                                           | 76.00%             |                | 77.00%             |                | 72.30%             |                |                         |
| Employment 4th Quarter After Exit         | 76.92%             | 106.98%        | 87.22%             | 111.82%        | 74.46%             | 107.29%        | 108.70%                 |
|                                           | 71.90%             |                | 78.00%             |                | 69.40%             |                |                         |
| Median Earnings 2nd Quarter After Exit    | \$8,410.21         | 123.97%        | \$13,052.22        | 135.21%        | \$5,094.55         | 167.03%        | 142.07%                 |
|                                           | \$6,784.00         |                | \$9,653.00         |                | \$3,050.00         |                |                         |
| Credential Attainment Rate                | 78.67%             | 102.84%        | 84.62%             | 97.38%         | 60.16%             | 90.74%         | 96.98%                  |
|                                           | 76.50%             |                | 86.90%             |                | 66.30%             |                |                         |
| Measurable Skill Gains                    | 69.64%             | 108.64%        | 88.00%             | 151.46%        | 59.12%             | 120.16%        | 126.76%                 |
|                                           | 64.10%             |                | 58.10%             |                | 49.20%             |                |                         |
| <b>Average Program Score</b>              | <b>90.00%</b>      | <b>108.07%</b> | <b>90.00%</b>      | <b>121.75%</b> | <b>90.00%</b>      | <b>118.65%</b> |                         |

Indicator / Program totals will meet sanction by achieving 50% (i.e. Red = 0%-49.99%; Yellow = 50%-99.99%; Green = 100% or greater)

Average Program Score and Average Indicator Score totals will meet sanction by achieving 90% (i.e. Red = 0%-89.99%; Yellow = 90%-99.99%; Green = 100% or greater)



**Senior Community Service Employment Program (SCSEP)  
Program Year 2023  
Performance Report of LAIV  
as of 08/07/2024 (Updated Quarterly)**

\*Numbers pulled from GPMS site reporting\*

| SCSEP Measure                                                                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Goal           | PY23<br>1st Qtr<br>July 23 to<br>Sept 23 | PY23<br>2nd Qtr<br>Oct 23 to<br>Dec 23 | PY23<br>3rd Qtr<br>Jan 24 to<br>Mar 24 | PY23<br>4th Qtr<br>Apr 24 to<br>June 24 | PY23<br>YTD<br>July 23 to<br>June 24 |       |       |       |
|------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|------------------------------------------|----------------------------------------|----------------------------------------|-----------------------------------------|--------------------------------------|-------|-------|-------|
|                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Sanction       |                                          |                                        |                                        |                                         |                                      |       |       |       |
| <b>Service Level</b>                                                               | The number of participants who are active on the last day of the reporting period or who exited during the reporting period divided by the number of modified community service positions                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>125.0%</b>  | 71                                       | 77                                     | 75                                     | 80                                      | 110                                  |       |       |       |
|                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>112.5%</b>  | 84.5%                                    | 84                                     | 91.7%                                  | 84                                      | 89.3%                                | 84    | 95.2% | 84    |
| <b>Community Service</b>                                                           | The number of hours of community service in the reporting period divided by the number of hours of community service funded by the grant minus the number of paid training hours in the reporting period                                                                                                                                                                                                                                                                                                                                                                                                                | <b>70.0%</b>   | 14285                                    | 14078                                  | 12709                                  | 12549                                   | 53621                                |       |       |       |
|                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>63.0%</b>   | 62.3%                                    | 22932                                  | 61.4%                                  | 22932                                   | 55.4%                                | 22932 | 54.7% | 22932 |
| <b>Service to Most In Need</b>                                                     | Average number of barriers per participant. The total number of the following characteristics: severe disability, frail; age 75 or older, old enough for but not receiving SS Title II, severely limited employment prospects and living in an area of persistent unemployment, limited English proficiency, low literacy skills, disability, rural, veterans, low employment prospects, failed to find employment after using WIA Title I, and homeless or at risk of homelessness divided the number of participants who are active on the last day of the reporting period or who exited during the reporting period | <b>3.07%</b>   | 215                                      | 235                                    | 231                                    | 251                                     | 343                                  |       |       |       |
|                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>2.8%</b>    | 3.03%                                    | 71                                     | 3.05%                                  | 77                                      | 3.08%                                | 75    | 3.14% | 80    |
| <b>Employment Rate<br/>(2nd Qtr. after Exit)</b>                                   | The percentage of participants who are in unsubsidized employment during the second quarter after exit from the program.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <b>30.5%</b>   | 2                                        | 6                                      | 1                                      | 3                                       | 12                                   |       |       |       |
|                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>27.5%</b>   | 50.0%                                    | 4                                      | 40.0%                                  | 15                                      | 16.7%                                | 6     | 20.0% | 15    |
| <b>Employment Rate<br/>(4th Qtr. after Exit)</b>                                   | The percentage of participants who are in unsubsidized employment during the fourth quarter after exit from the program                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>26.6%</b>   | 2                                        | 2                                      | 2                                      | 5                                       | 11                                   |       |       |       |
|                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>23.9%</b>   | 50.0%                                    | 4                                      | 20.0%                                  | 10                                      | 50.0%                                | 4     | 33.3% | 15    |
| <b>Earnings<br/>(Median Earning 2nd Qtr.<br/>after Exit)</b>                       | The median earnings of participants who are in unsubsidized employment during the second quarter after exit from the program                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>\$3,332</b> |                                          |                                        |                                        |                                         |                                      |       |       |       |
|                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>\$2,999</b> | \$0                                      | N/A                                    | \$0                                    | N/A                                     | \$0                                  | N/A   | \$0   | N/A   |
| <b>Effectiveness in Serving<br/>Employers, Participants,<br/>and Host Agencies</b> | Average annual ACSI for employers                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>85.8%</b>   |                                          |                                        |                                        |                                         |                                      |       |       |       |
|                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>77.2%</b>   | ~~~~                                     | ~~~~                                   | ~~~~                                   | ~~~~                                    | ~~~~                                 |       |       |       |
|                                                                                    | Average annual ACSI for participants                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <b>86.9%</b>   |                                          |                                        |                                        |                                         |                                      |       |       |       |
|                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>78.2%</b>   | ~~~~                                     | ~~~~                                   | ~~~~                                   | ~~~~                                    | ~~~~                                 |       |       |       |
|                                                                                    | Average annual ACSI for host agencies                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>83.3%</b>   |                                          |                                        |                                        |                                         |                                      |       |       |       |
|                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>75.0%</b>   | ~~~~                                     | ~~~~                                   | ~~~~                                   | ~~~~                                    | ~~~~                                 |       |       |       |

| Summary           | 1st Quarter | 2nd Quarter | 3rd Quarter | 4th Quarter | YTD |
|-------------------|-------------|-------------|-------------|-------------|-----|
| Met Goal          | 2           | 1           | 2           | 2           | 2   |
| Met Sanction      | 1           | 1           |             |             | 2   |
| Did Not Meet Goal | 3           | 4           | 4           | 4           | 2   |

Bold Numbers = Official numbers and will not change

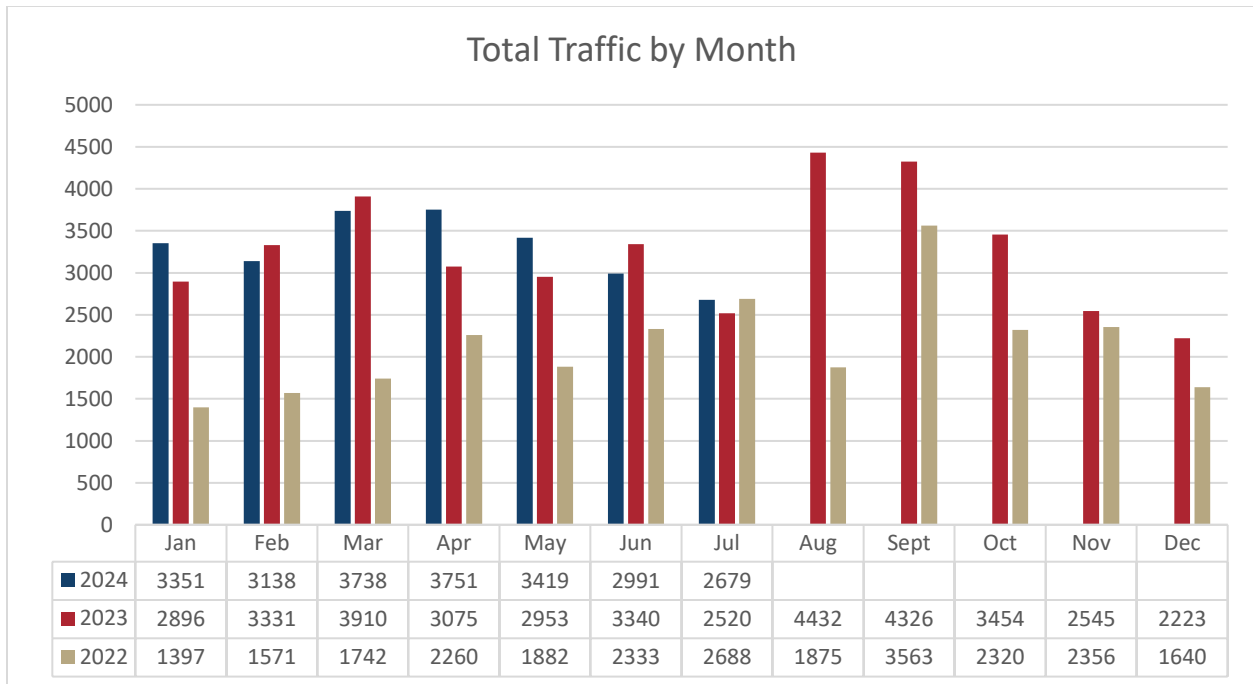
~~~~ = Information is not available

Item

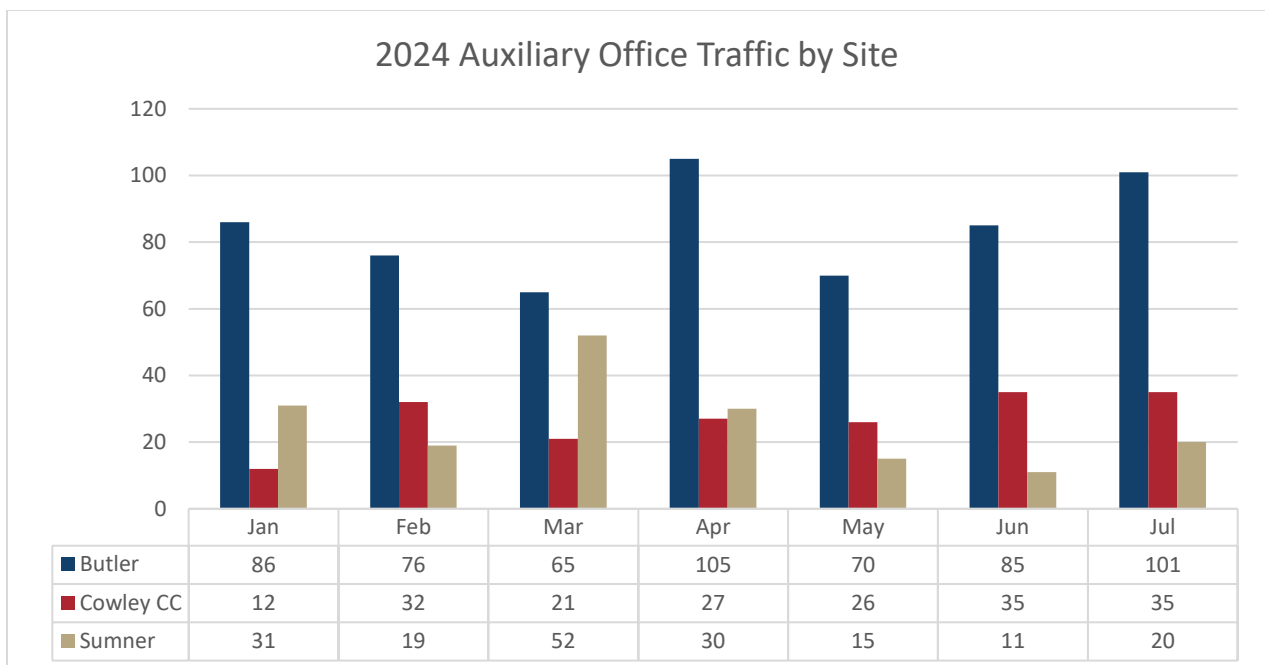
Workforce Centers Operations July Update

Job Seeker Traffic

The bar graph below provides a visual representation of jobseeker traffic through July of 2024. The graph reveals an increase of 159 participants as compared with July of 2023. Overall, job seeker engagement at all four centers is steady.

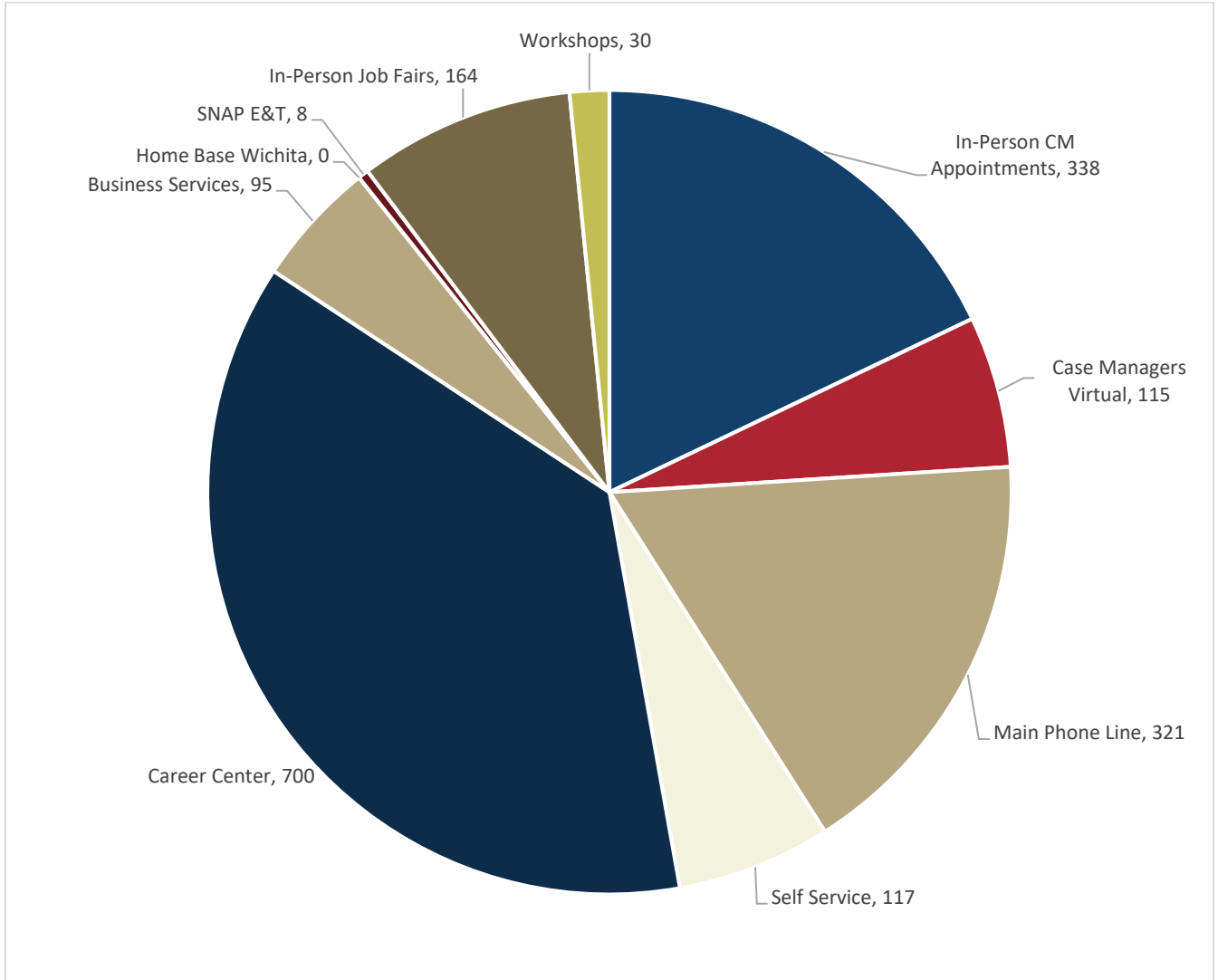


This bar graph offers a breakdown of the job seeker traffic by Area IV's Auxiliary Offices in Butler, Sumner, and Cowley counties.



Job Seeker Services

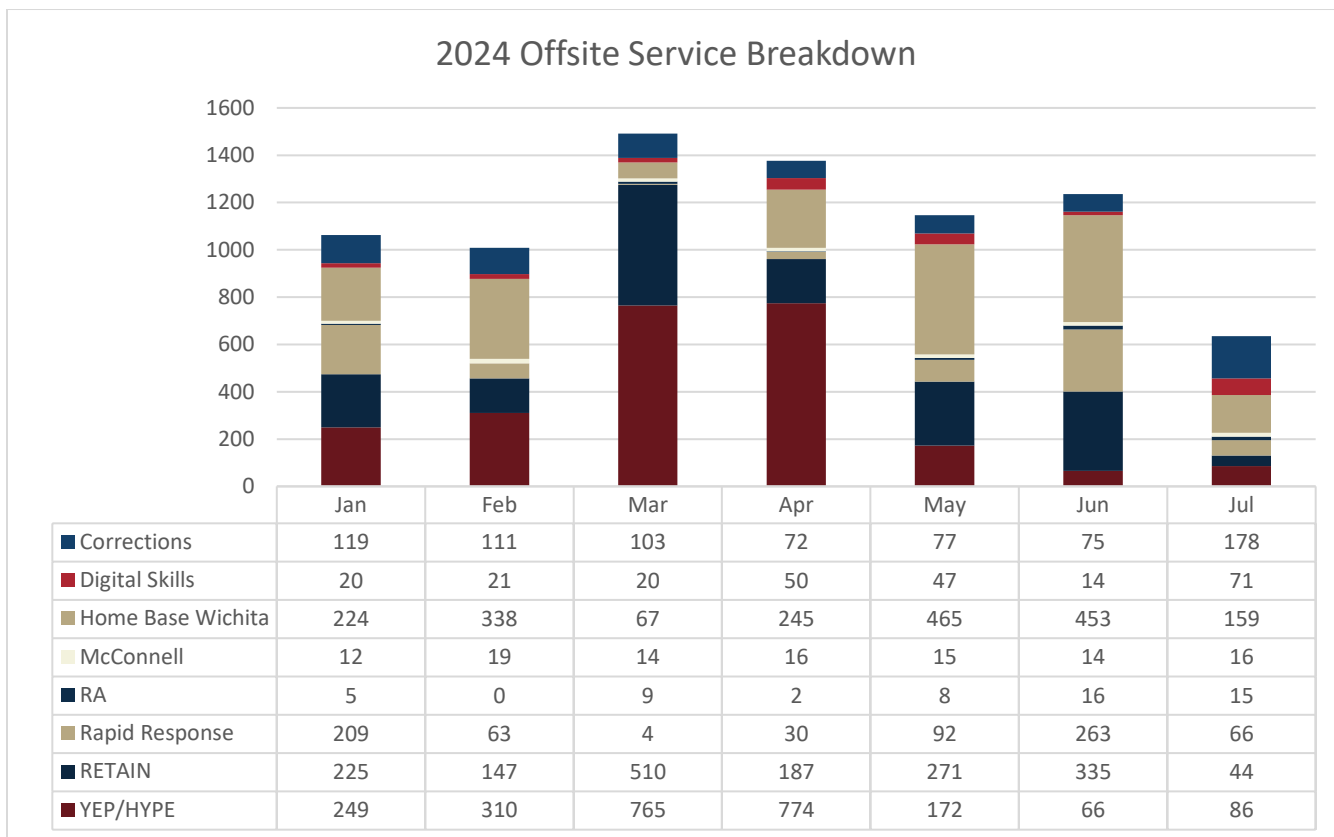
This pie chart offers a breakdown of the comprehensive job seeker services provided by Area IV's One Stop Center, the Wichita Workforce Center.



This graph offers a breakdown of the comprehensive offsite services provided by Area IV.

September 5, 2024

Submitted By: Denise Houston



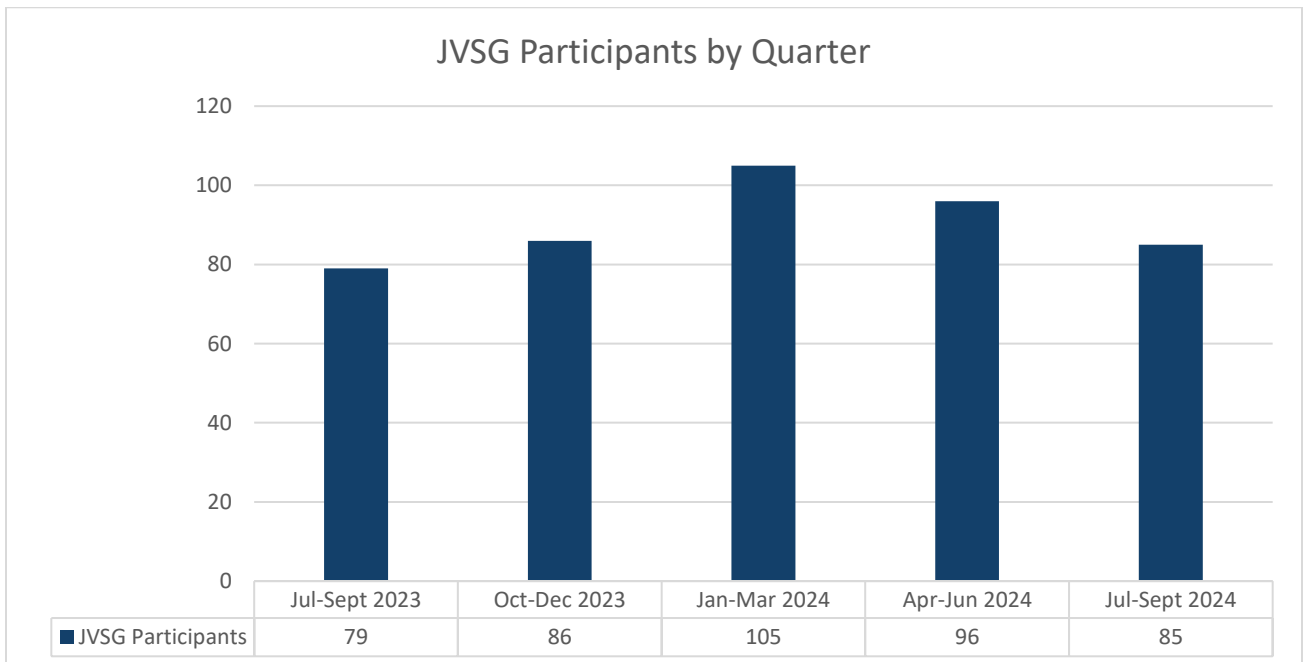
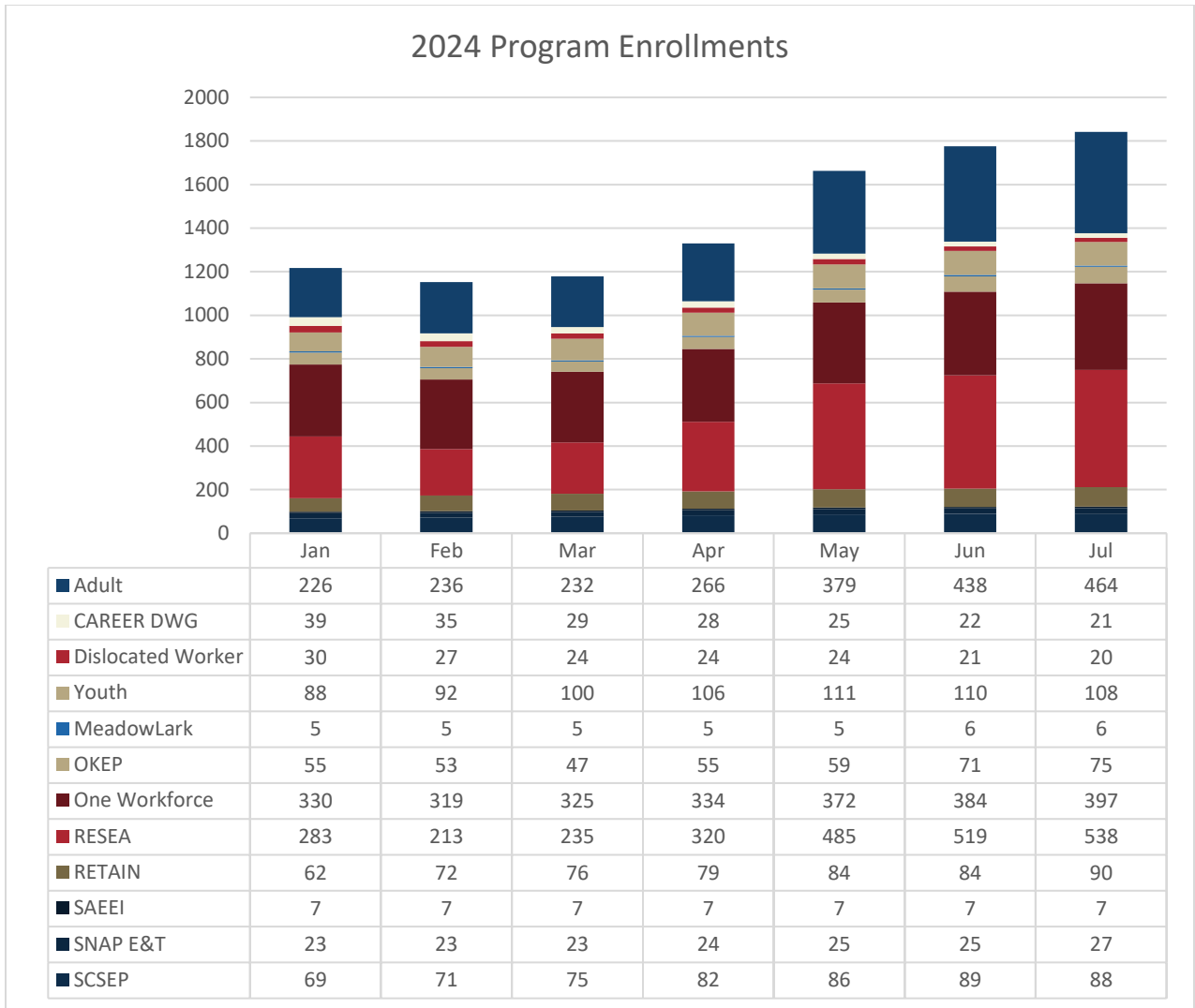
Throughout the last year, the Career Services staff has maintained a vital role in delivering comprehensive support to job seekers within Local Area IV. Their unwavering commitment extends to helping job seekers craft effective resumes, conduct mock interviews, navigate job searches, address barriers to employment, and promptly respond to inquiries related to unemployment insurance.

In addition to conducting one-on-one appointments, the dedicated workforce center staff actively engage with customers through various avenues. This proactive approach encompasses returning calls from individuals receiving unemployment benefits, orchestrating group activities both within and beyond the Workforce Center premises, and providing timely responses to inquiries via the KansasWorks chat platform. This diversified approach underlines the center's dedication to delivering comprehensive and easily accessible support to job seekers.

The Career Center served a total of 968 customers in the month of July. Among these, 699 have benefited from in-person individual appointments and another 269 through other various avenues such as KansasWorks chat and MRP call backs.

Program Enrollments

Program enrollments have seen a fairly steady increase in 2024. The largest increases can be seen in WIOA Adult, One Workforce, and RESEA enrollments.



September 5, 2024

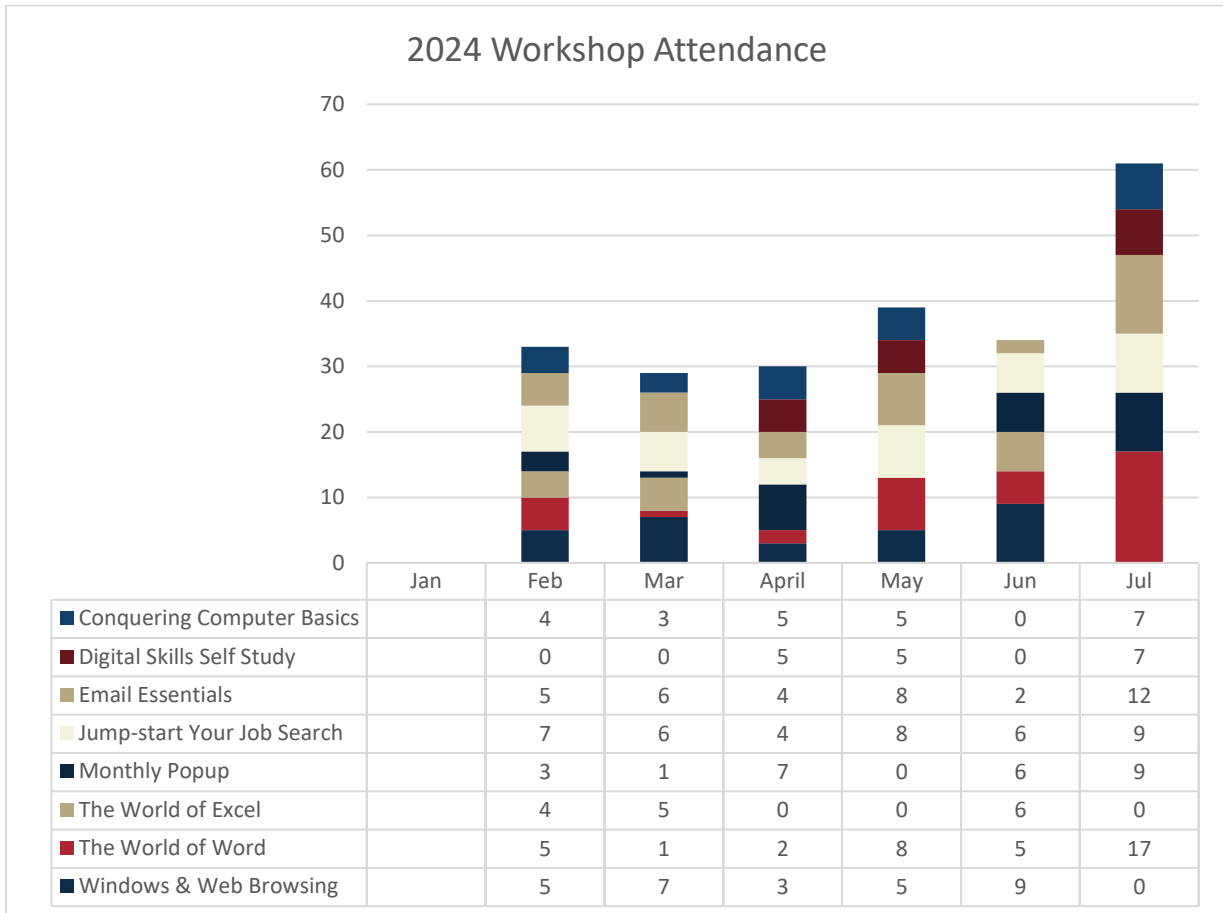
Submitted By: Denise Houston

Community Outreach & Workshops

The Community Outreach & Skills Team achieved outstanding progress in July, expanding service delivery and deepening community partnerships. The team initiated new collaborations, including a partnership with NAAAP, a non-profit focused on Asian and Pacific Islander professional development, while maintaining strong relationships with existing partners such as Evergy Connect and The Women's Network.

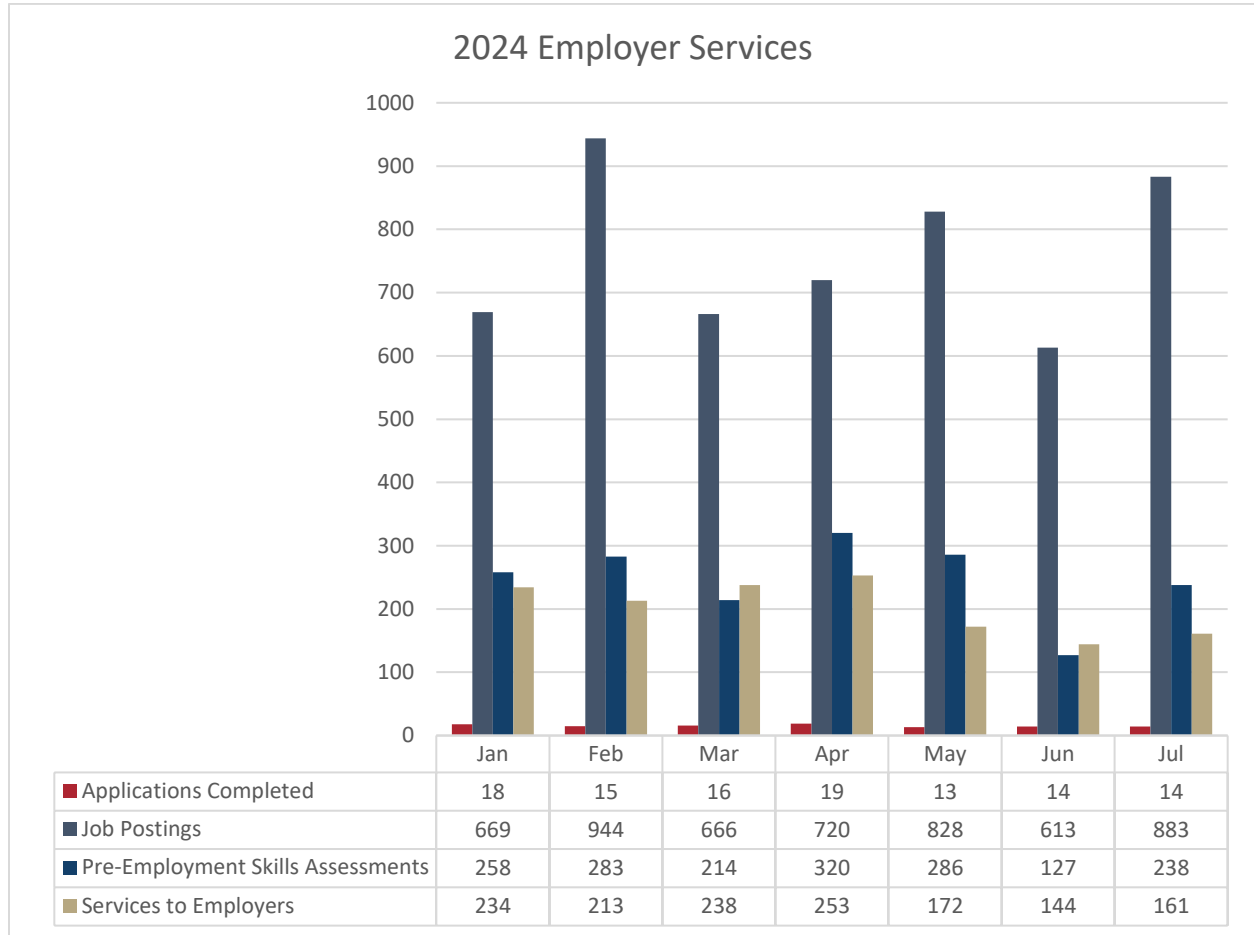
A pivotal accomplishment was the successful execution of two inaugural events in partnership with Heartspring’s CARE Summer Vocational Training Program. Designed to equip neurodiverse teens with essential job skills, the program’s first event, the Caffeine Connection Cart, provided participants with practical experience in customer service and transaction handling through a coffee sales operation at the Wichita Workforce Center. The initiative received enthusiastic support from Workforce Center staff.

Building on this success, the team organized mock interviews at the Wichita Workforce Center. Through collaboration with the business services team, numerous employer partners generously volunteered as mock interviewers. The overwhelming response necessitated careful selection of participants. The event proved invaluable, with interviewers offering constructive feedback and the teen participants demonstrating increased confidence in their interview skills. This experience underscores the Workforce Alliance’s commitment to providing inclusive workforce development opportunities for community members.



Employer Services Overview

July saw a 44% increase in job postings in Local Area IV compared to June. There were 883 total job openings across the 6-county radius for July. On a statewide level, there were 38,950 active positions available for job seekers to browse. Additionally, the system recorded a pool of 9,992 resumes for employers to consider during their recruitment efforts.



Job Fairs

In July, our Workforce Centers coordinated 4 employer hiring events, achieving remarkable success in bridging connections between local job seekers and local businesses. Collectively, these events engaged a total of 148 candidates with representatives from 26 diverse companies, underscoring the vitality and reach of our initiatives.

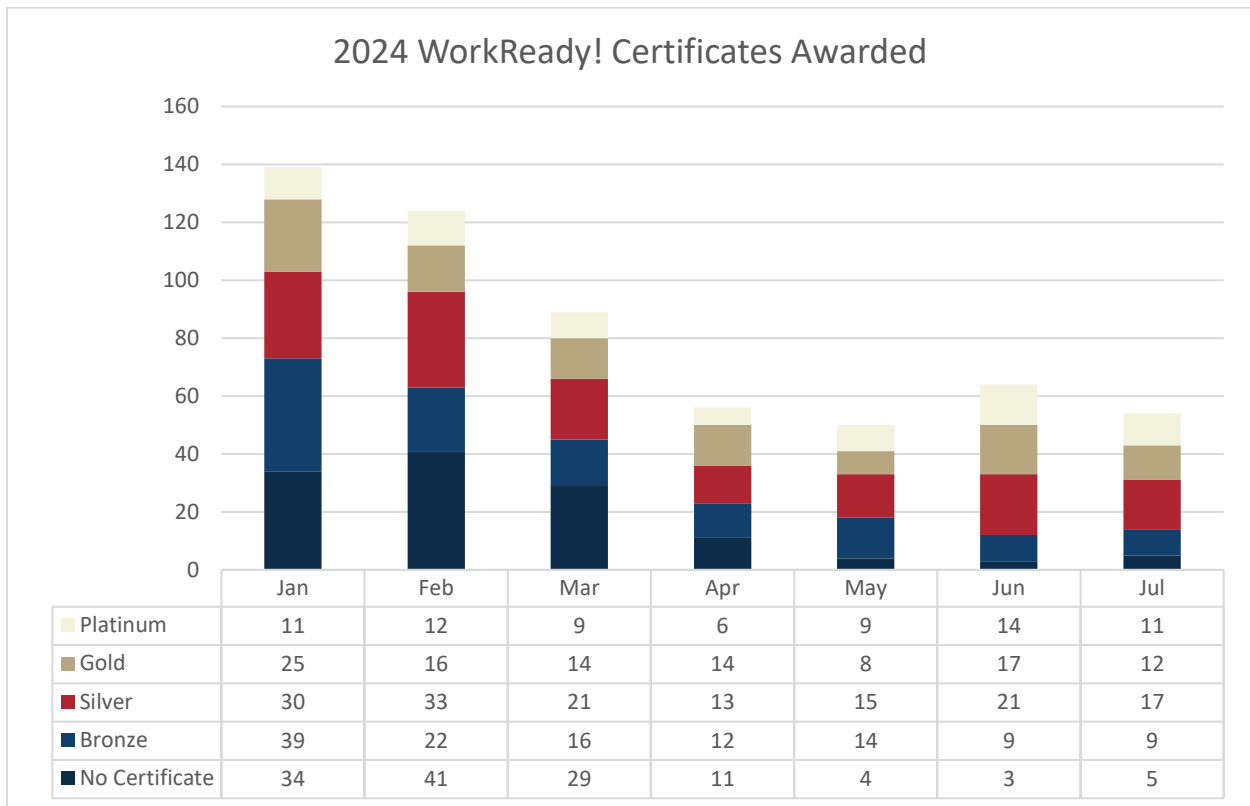
The Wichita Workforce Center recently hosted a Rapid Response job fair for Spirit AeroSystems, attracting 66 job seekers and 13 employers. This event demonstrated the vital role of Rapid Response in swiftly addressing layoffs and minimizing their impact on workers and the community. By providing immediate and targeted services, the job fair helped dislocated workers connect with new employment opportunities, reinforcing our commitment to stabilizing the local economy and ensuring a quick return to work for those affected. The success of this event underscores the effectiveness of Rapid Response as a key strategy in workforce development.

September 5, 2024

Submitted By: Denise Houston

Kansas WorkReady! Assessment - ACT National Career Readiness Certificate (NCRC)

The Workforce Center has maintained a steady pool of applicants ready to take the WorkKeys Assessment. A total of 10 sessions were offered during the month of July, with 81 job seekers scheduled to complete. Local Area IV saw a slight decrease in the attendance rate, sitting at 66.7%, with it being at 72.7% in the previous month. A total of 49 participants completed the assessment, and an 90.7% award rate was documented.



One Stop Operator Update

Lindsay has been actively training and shadowing within the Workforce Center, gaining valuable insights. She has begun collaborating closely with the Career Center team to deepen her understanding of operations and is currently working on a strategic plan to enhance both productivity and customer satisfaction. Additionally, Lindsay has assumed responsibility for facilitating various internal meetings. She is also in the process of developing a plan to optimize the front lobby, with the goal of completing this project by the end of October. Furthermore, Lindsay is making continued efforts to build connections with partners and is formulating a comprehensive plan for partner engagement.

Recommended Action

Receive and File.

September 5, 2024

Submitted By: Chad Pettera

Item

Monitoring Report

Background

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. Regier, Carr and Monroe, LLP (RCM) completed its monitoring for the period of January - June 2023 and issued its report in May 2024. Workforce Alliance (WA) staff also monitors contractors and sub recipients.

Analysis

RCM uses the US Department of Labor Core Monitoring Guide to monitor the following Workforce Innovation and Opportunity Act (WIOA) activities and issue a report noting their observations and any finding(s) of non-compliance.

- Service Delivery
- Priority of Service
- WIOA Eligibility
- Assessments
- Participant Service Plan
- Supportive Services
- Training Services
- Employment Placement
- Follow-up Services
- Basic Career Services

RCM noted no compliance issues and no findings in this report, which is attached.

Recommended Action

Receive and File

Workforce Alliance of South Central Kansas, Inc.
Wichita, Kansas
Report on Agreed-Upon Procedures
January – June 2023



Workforce Alliance of South Central Kansas, Inc.

Wichita, Kansas

Report on Agreed-Upon Procedures

January – June 2023

Independent Accountant's Report

To Management
Workforce Alliance of South Central Kansas, Inc.

We have performed the procedures enumerated in the attached report, on the delivery of job seeker/participant services in accordance with the Comprehensive Monitoring Guide (CMG) Objective 1.E. for the period of January through June 2023. Workforce Alliance of South Central Kansas, Inc.'s management is responsible for the delivery of job seeker/participant services in accordance with the Comprehensive Monitoring Guide (CMG) Objective 1.E. for the period of January through June 2023.

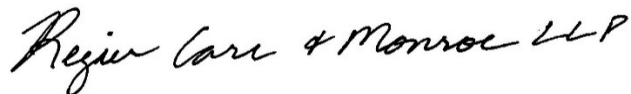
Workforce Alliance of South Central Kansas, Inc. (Organization) has agreed to and acknowledged that the procedures performed are appropriate to meet the intended purpose of the delivery of job seeker/participant services in accordance with the Comprehensive Monitoring Guide (CMG) Objective 1.E. This report may not be suitable for any other purpose. The procedures performed may not address all the items of interest to a user of this report and may not meet the needs of all users of this report and, as such, users are responsible for determining whether the procedures performed are appropriate for their purposes.

Our procedures and associated findings are described in the attached report.

We were engaged by Workforce Alliance of South Central Kansas, Inc. to perform this agreed-upon procedures engagement and conducted our engagement in accordance with attestation standards established by the AICPA. We were not engaged to and did not conduct an examination or review, the objective of which would be the expression of an opinion or conclusion, respectively, on the delivery of job seeker/participant services in accordance with the Comprehensive Monitoring Guide (CMG) Objective 1.E for the six-month period ended June 30, 2023. Accordingly, we do not express such an opinion or conclusion. Had we performed additional procedures, other matters might have come to our attention that would have been reported to you.

We are required to be independent of Workforce Alliance of South Central Kansas, Inc. and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements related to our agreed-upon procedures engagement.

This report is intended solely for the information and use of management of Workforce Alliance of South Central Kansas, Inc. and is not intended to be and should not be used by anyone other than these specified parties.



April 19, 2024
Wichita, Kansas

**Supplemental to Report on Agreed Upon Procedures
Workforce Alliance of South Central Kansas, Inc.
Agreed Upon Procedures and Findings**

Indicator 1.e.1: Service Delivery

1. We read program literature to determine what services are available and relevant referral methods. Some of the more prominent information read in relation to the applicable programs included the following:
 - Training and Employment Guidance Letters (TEGL) 03-15 & 19-16
 - Career Center Services / Apprenticeship / WORKReady! Brochures & Flyers
 - Path to Employment Success Flyer
 - Levels of Service Protocol
 - Referral to Other Programs/Partner Referral Protocol
 - Tracking Partner Referrals Protocol
 - Partner Referral Guidelines
 - Basic Career Services – Business Team Referral
 - Program Quick Reference Guide

2. We inquired of program staff/case manager of how they ensure the full range of services are offered to clients.

A staff member was interviewed that is currently working on the WIOA Grant. While working for Workforce Alliance, staff has not had anyone under the adult program so staff is not familiar with that program. Staff discussed the first step is to look over the referral from orientation to learn what the client's needs are. Staff meets with the client to see if they are interested in training or if there is something else staff can help them with. Staff was aware of the steps required to be referred to the dislocated worker program. During basic career services interview, a staff member was knowledgeable about meeting clients' needs and finding out what clients need assistance with and utilizing the client intake assessment.

3. We performed a walkthrough of the customer flow to verify that the process promotes access to the full array of services available through the grant. We determined if walkthrough procedures are consistent with personnel responses and policies and procedures.

We discussed the customer flow with a staff member for the adult and dislocated worker program. Staff member was knowledgeable about the flow of the dislocated worker program. Staff was aware of the different elements required for each category such as eligibility, assessments, participant service plan, supportive services, training, placement and follow up. Staff members only knew about the priority of service for a veteran or a spouse of a veteran. For basic career services, a staff member was knowledgeable about the flow of the program and was aware of the different services offered.

Indicator 1.e.2: Priority of Service

4. We read program literature to determine priority of service and how priority populations were established and obtained a listing of the priority service populations which were consistent with the policies and procedures. Some of the more prominent information read in relation to the applicable programs included the following:
 - Training and Employment Guidance Letters (TEGL) 19-16
 - Priority of Service for Veterans and Eligible Spouses Protocol
 - Priority of Service for Veterans and Eligible Spouses Policy
 - Priority of Service Policy
 - Priority of Service Supporting Documentation Protocol
 - Adult Program Priority of Service Verification Forms

**Supplemental to Report on Agreed Upon Procedures
Workforce Alliance of South Central Kansas, Inc.
Agreed Upon Procedures and Findings**

Indicator 1.e.2: Priority of Service (Continued)

5. We interviewed program staff/case manager to determine how priority service populations are served.

Both staff members appeared knowledgeable of programs and procedures. However both staff only mentioned the priority of service offered for a veteran or a spouse of a veteran.

6. We calculated the percentages of the populations served below based on reports generated by the Organization of all participants served during January through June 2023 under the Adult and Dislocated Worker programs. Some clients meet multiple priority of services, so each priority is compared to the total served individually and not in the aggregate.

| Priority of Service | Adult | | Dislocated Worker | | Total | |
|--|--------|----------|-------------------|----------|--------|----------|
| | Served | % Served | Served | % Served | Served | % Served |
| Total Served | 710 | 100% | 303 | 100% | 1013 | 100% |
| Eligible Veterans | 38 | 5% | 21 | 7% | 59 | 6% |
| Individuals with a Disability | 162 | 23% | 14 | 5% | 176 | 17% |
| Incumbent Workers | 0 | 0% | 0 | 0% | 0 | 0% |
| Unemployed Individuals | 510 | 72% | 292 | 96% | 802 | 79% |
| Employment Barriers: | | | | | | |
| Displaced Homemakers | 0 | 0% | 0 | 0% | 0 | 0% |
| Low-Income Individuals | 504 | 71% | 109 | 36% | 613 | 61% |
| Older individuals | 308 | 43% | 24 | 8% | 332 | 33% |
| Ex-offenders | 129 | 18% | 22 | 7% | 151 | 15% |
| Homeless individuals or runaway youth | 20 | 3% | 0 | 0% | 20 | 2% |
| Current or former foster care youth | 0 | 0% | 0 | 0% | 0 | 0% |
| English language learners, individuals with low levels of literacy or facing substantial cultural barriers | 122 | 17% | 11 | 4% | 133 | 13% |
| Eligible migrant and seasonal farmworkers | 2 | 0% | 0 | 0% | 2 | 0% |
| Exhausting TANF within 2 years (Part A Title IV of the Social Security Act) | 2 | 0% | 2 | 1% | 4 | 0% |
| Single parents (Including single pregnant women) | 84 | 12% | 56 | 18% | 140 | 14% |
| Long-term unemployed (27 or more consecutive weeks) | 230 | 32% | 82 | 27% | 312 | 31% |

Indicator 1.e.3: Eligibility

7. We read the eligibility requirements, including the data collection requirements, outlined in the Funding Opportunity Announcement (FOA) and grant terms and conditions as well as the Organization's policies and protocols related to eligibility.

8. We interviewed program staff/case manager to determine how each eligibility requirement is documented.

Staff appeared knowledgeable of programs, procedures, and requirements for the dislocated worker program but not the adult program. The Organization provided documents are maintained electronically and no paper files are used. We also interviewed staff in basic career services. Staff were knowledgeable when given different scenarios of when Basic Career Service Eligibility (BCSE) must be done and what services can be provided without doing BCSE.

**Supplemental to Report on Agreed Upon Procedures
Workforce Alliance of South Central Kansas, Inc.
Agreed Upon Procedures and Findings**

Indicator 1.e.3: Eligibility (Continued)

9. We selected a sample of the case management services to view participant files and verify the following:
 - a. Required documentation has been maintained in the participant file.
 - b. Eligibility determination is reasonable based on the information in the participant file.
 - c. Eligibility is verified prior to providing services.

From the sample of 15 case files:

- One client was enrolled in the WIOA program and proper documentation was in the participant file, eligibility was reasonable, and verified prior to providing services.
- One client was provided with services that only required BCSE, and BCSE was done prior to providing services.
- Three clients were enrolled in the SCSEP program but proper documentation was in the participant file for the WIOA program as well.
- Eligibility was determined on ten clients prior to the dates of service included in our report but proper documentation was in the participant file, eligibility was reasonable, and verified prior to providing services.

Indicator 1.e.4: Assessments

10. We interviewed program staff/case manager to determine how each assessment is performed and the impact of the participant service plan.

Staff discussed the requirements such as the training programs that clients are interested in must be a match on the My Next Move as good or great fit and the wage through O*NET needs to be a self-sufficient wage for the client's family. Staff was knowledgeable about having to complete through level 4 with an 80% of the Workkeys Curriculum or earn a Silver WorkKey Certificate. Staff was knowledgeable on how to help the client register for assessments.

11. We viewed a sample of case files and verified assessments gauge participant capacity/aptitude and identified participant skills/interests.

Of the 15 case files, 3 clients had completed and passed the appropriate assessments and documentation was in their file. Five clients were enrolled in the SCSEP program and proper assessments could not be determined. One client did not have services that required assessments to be done. Five clients completed the assessments prior to the dates of service included in our report and proper documentation was not reviewed. One client completed the assessments prior to the dates of service included in our report. Documentation of their completion could not be found, but there were client notes discussing the assessments taken.

12. We viewed a sample of case files to determine if the assessment process is effective in matching participants with appropriate service options to achieve desired outcomes.

Of the 15 case files, 3 clients had appropriate service options to achieve desired outcomes. Five clients were enrolled in the SCSEP program and proper assessments could not be determined. One client did not have services that required assessments to be done. Five clients completed the assessments prior to the dates of service included in our report and appropriate service options to achieve desired outcomes was not reviewed. One client completed the assessments prior to the dates of service included in our report but documentation of their completion could not be found but there were client notes discussing the outcomes.

Indicator 1.e.5: Participant Service Plan

13. We read program literature and determined if a service plan was created for all participants, if the service plan was updated periodically for progress, and if written procedures addressed modifications.

**Supplemental to Report on Agreed Upon Procedures
Workforce Alliance of South Central Kansas, Inc.
Agreed Upon Procedures and Findings**

Indicator 1.e.5: Participant Service Plan (Continued)

14. We interviewed staff/case manager to determine whether participants were involved in developing their own service plan and to what extent the service plan is used to guide services.

Staff was aware of the policies/protocol that IEPs are required when clients are pursuing training opportunities. Clients participate in the creating the IEP's during an interview process. Staff address any barriers with the clients as necessary. Staff knew IEP's were required be updated at least every 6 months and now it is every 3 months.

15. Interview sample of participants to determine if they participated in developing their IEP, if they are aware of their employment goals, and how the service plan can help them reach those goals.

As stated in #16 below, of the 15 sampled case files, 6 clients had an IEP completed through the WIOA program. We attempted to contact all 6 clients by phone to ask them the questions above. Four clients did not answer, a voicemail was left or there was no option to leave a message. Two clients remember creating and helping with the IEP but didn't use the IEP after they signed it. The two clients contacted were happy with the services received.

16. We selected a statistically relevant sample of the case management services to view participant files and verify the following:

- a. Participant service plans were included in the participant file
- b. The participant service plan reflected the needs identified through the assessment process.
- c. The assessment was discussed with the participant and was involved with developing the participant service plan.
- d. The participant service plan included both short-term and long-term goals.
- e. The goals align with the participant performance outcomes identified in the grant (i.e., employed, measurable skills gain, employment retention, credential attainment).
- f. The case notes document that there is ongoing contact between the case manager and the participant, that the participant's progress is being tracked, and that the service plan is updated when any change in circumstances, goals, or planned activities and services occurs.
- g. Any extended lapses in service are explained.

Of the 15 case files, 3 clients satisfied all the above criteria through the WIOA program. Three clients satisfied all the above criteria through the WIOA program but prior to the dates of service included in our report. One client did not require an IEP. Three clients were enrolled in the TAA program and satisfied all the above criteria. Five clients were enrolled in the SCSEP program. Of the 5 SCSEP files, 3 satisfied all the above criteria and 2 were completed prior to the dates of service included in our report and verification was not determined.

Indicator 1.e.6: Supportive Services

17. We read program literature and determined supportive services are an allowable cost and how the Organization worked with partners to provide those services. Some of the more prominent information read in relation to the applicable services included the following:

- Adult Supportive Services Policy
- Adult Needs Related Payments Policy
- Dislocated Worker Supportive Services Policy
- Dislocated Worker Needs Related Payments Policy
- Supportive Service Protocol
- Budget Creation Modification and Deobligation Protocol

**Supplemental to Report on Agreed Upon Procedures
Workforce Alliance of South Central Kansas, Inc.
Agreed Upon Procedures and Findings**

Indicator 1.e.6: Supportive Services (Continued)

18. We selected a sample of the case management services to view participant files and verify the following:
- a. Participants who need supportive services were being offered services.
 - b. Supportive services that were provided were done in accordance with FOA guidance and the grant recipient's policies and procedures.
 - c. The case notes and participant files identify the barriers that may prevent the participant from participating in and successfully completing the service plan.
 - d. Evidence that supportive services were provided in accordance with both the plan and the grant recipient's policies and procedures.

Of the 15 case files, 5 clients did not need nor receive supportive services. Six clients received supportive services outside the dates of service included in our report and proper verification was not determined. Four clients received supportive services through the WIOA program, and all of the above criteria was satisfied.

Indicator 1.e.7: Training Services

19. We read program literature governing training services and obtained an understanding of how the training services are determined, provided, and utilized to meet participant goals. Some of the more prominent information read in relation to the applicable services included the following:

- WIOA Work Based Training Policy
- Adult and Dislocated Worker Training Policy
- Adult and Dislocated Worker Transitional Jobs Policy
- Training Protocol

20. We interviewed program staff/case manager to determine how training determinations are made.

Staff was knowledgeable of the requirements before a client enters training. Staff mentioned clients usually come to them with an idea of what kind of training they want to pursue but the orientation weeds out those not real serious about entering a training program. If a client does not complete training, books and/or tools should be returned. Staff was knowledgeable about the maximum limits for each program and how dropping out of training could affect future help through the grant.

21. We selected a sample of the case management services to view participant files and verify the following:
- a. Participants are involved in training program selection.
 - b. Training is appropriate for the participant to meet employment goals.
 - c. Training is being completed timely and delays are explained.

Of the 15 case files, 1 client received training services through the WIOA program, and items a-c listed above were followed. Three clients received training through the WIOA program. All expenses were paid out prior to the dates of service included in our report and verification was not determined. One client did not receive training services. Three clients received training services through the TAA program and items a-c listed above were followed. Two clients received training services through the NDWG program and items a-c listed above were followed. No expenses were incurred during the dates of service included in our report. Five clients obtained jobs through the SCSEP program and items a-c listed above were not verified.

**Supplemental to Report on Agreed Upon Procedures
Workforce Alliance of South Central Kansas, Inc.
Agreed Upon Procedures and Findings**

Indicator 1.e.8: Placement

22. We read program literature to determine employment placement requirements and goals.
23. We interviewed program staff/case manager to determine employment placement strategy.

Staff appeared knowledgeable of programs and procedures. Staff encourage clients to look at job availability prior to training. Towards the end of training, staff assist with resume tailoring, job searches for clients to obtain desired placement, make sure they are job ready with mock interviews and appropriate clothing. They work with the BSR team to help clients find a job and provide job fair information.

Indicator 1.e.9: Follow-up Services

24. We read program literature to determine the extent of follow up procedures. Some of the more prominent information read in relation to the applicable services included the following:
 - WIOA Adult and Dislocated Worker Follow-up Protocol
 - Contact Protocol for Case Manage Customers
 - Closure of Services Protocol - Case Manager to Exit Specialist
25. We interviewed program staff/case manager to verify if the extent of follow up procedures is consistent with policies.

Staff interviewed knew that follow-up should occur. Staff was knowledgeable that follow up services should occur once every 90 days for a year after training completion. Clients can refuse this service. Staff track follow-up services through a spreadsheet.

26. We selected a statistically relevant sample of the case management services to view participant files and verify documentation of the follow-up procedures is consistent with policies.

Of the 15 case files, 4 clients completed training and it was determined that follow-up services were not necessary according to program policy. One client did not require follow up services. Three clients were enrolled in the TAA program and received follow up services according to the program policy. Two clients are currently still in training through the CDW program and follow up services are not required yet. Five clients were enrolled in the SCSEP program. Of the 5 case files, 4 are currently still in training through the SCSEP program and follow up services are not required yet. One client was terminated from the SCSEP program and follow up services were not required.

Basic Career Services

27. We performed walkthroughs of procedures for basic career services by selecting a statistically relevant sample of the basic career services to view participant files and verified the following:
 - a. Required documentation has been maintained in the participant file.
 - b. Eligibility determination is reasonable based on the information in the participant file.
 - c. Eligibility is verified prior to providing services

From the sample of 25 case files, 25 clients had items a-c followed.

28. We selected a statistically relevant sample of the basic career services to view participant files and verify the following:
 - a. Participant service plans were included in the participant file
 - b. The participant service plan reflected the needs identified through the assessment process.
 - c. The assessment was discussed with the participant and was involved with developing the participant service plan.

**Supplemental to Report on Agreed Upon Procedures
Workforce Alliance of South Central Kansas, Inc.
Agreed Upon Procedures and Findings**

- d. The participant service plan included both short-term and long-term goals.
- e. The goals align with the participant performance outcomes identified in the grant (i.e., employed, measurable skills gain, employment retention, credential attainment).
- f. The case notes document that there is ongoing contact between the case manager and the participant, that the participant's progress is being tracked, and that the service plan is updated when any change in circumstances, goals, or planned activities and services occurs.
- g. Any extended lapses in service are explained.

Of the 25 case files, 25 clients did not require an IEP.

Internal Monitor

- 29. We viewed the internal monitoring workpapers and reperformed certain procedures to ensure consistency with the internal monitoring reports.

Due to the type of internal monitoring report being done currently, this procedure was not done for this particular Agreed Upon Procedures.

Follow up

- 30. We followed up and viewed actions taken on the previous monitoring report.

Due to the type of internal monitoring report being done currently, this procedure was not done for this particular Agreed Upon Procedures.

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|------------------|----------------------------------|--------------------------|--------------|
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**Workforce Alliance Program Operations and Performance (POP) Committee
Meeting Minutes
May 2, 2024**

1. Welcome and Introductions

The Workforce Alliance (WA) Program Operations and Performance (POP) Committee assembled via Zoom. Co-Chair Tony Naylor welcomed Committee members and called the meeting to order.

2. Spring 2024 Skills Training Report

The WA releases two training reports a year in spring and fall to track trends, review funding levels and identify leveraged resources supporting jobs seekers and employers in Local Area IV (LAIV). Janet Sutton, WA Policy and Technical Assistance Manager, reviewed some highlights from the report. Staff are seeing an increase in the number participants in work based learning programs - on-the-job training, incumbent worker training and registered apprenticeship. The report shows data on participants active in training and what kind of training they are participating in. The report also includes employer data, which shows the number of participants by employer or training provider.

John Clark (Robyn Heinz) moved to approve the draft Spring 2024 Skills Training report and forward to Workforce Alliance Board of Directors for adoption. Motion adopted.

3. Workforce Innovation and Opportunity Act (WIOA) Adult, Dislocated Worker and Youth Program Policies: Self-Sufficient Wage Review

The Workforce Innovation and Opportunity Act (WIOA) tasks the Local Workforce Development Board (LWDB) with setting an economic self-sufficiency standard for the local area. The LWDB determined that this standard would be reviewed annually with the Demand Occupations. The current Program Year 2023 self-sufficient wage for LAIV is currently \$15.60 for all programs; the Committee was asked to review this standard for Program Year 2024 (PY24). Staff use the MIT Living Wage calculator to assist in recommending the self-sufficient wage. The data presented shows the living wage for a single adult with no children for each county in LAIV and shows a significant increase of \$3.71 per hour or \$19.31 per hour for the Wichita Metropolitan Statistical Area an increase of 23.78%. If the training would result in wages below the standard, staff would not be able to support funding the training for the customer. There are currently 12 occupations on the Demand Occupation List that would have to be removed if the wage is increased to the new amount with many being in the entry level healthcare field, which are very much in demand in the region. Staff are also concerned about the ability to fund some of the current on-the-job training OJT, and incumbent worker training that employers need to upskill their workers. Robyn Heinz noted that there was no mention of those programs specifically in the current policy language. The following exceptions are allowed to the self-sufficient wage criteria - training for justice involved individuals, persons with disabilities and trainees that includes a transitional job/work experience strategy or a career ladder that would result in a self-sufficient wage. Munoz wondered if there is data to show if those that participated in those entry level healthcare training programs have experienced any career advancement opportunities. He and Heinz suggested that research needs to be done regarding how a change to the \$19.31 level would impact the number of people who are currently in training. Options before the Committee were to make no change as it is not required, make a percentage change of 3.5% (Consumer Price Index increase), 5% or 10% or make a change to the full amount of \$19.31. Committee members agreed that the cost of living has increased significantly and some sort of increase is probably warranted, but do not want to impact people's ability to train as a result of a wage an employer will not meet as employers who are trying to upskill their workers also need to be protected

A suggestion was made to make a small increase now and see what impact the change has on the number of people accepted into training programs and possibly review in six months. The new standard would go into effect July 1, 2024 and customers currently in the process of applying for training would not be held to the new standard. Options for a smaller percentage increase were discussed and staff were asked to do more research to provide additional data that documents what impact the of raising the wage would have on Occupational Skills Training, On-the-Job Training, and Incumbent Worker Training projects funded by the WA for presentation to the Executive Committee at its next meeting in June.

Robyn Heinz (John Clark) moved to approve a recommendation of at least a 3.5% increase in the self-sufficient wage standard with staff to do further research on other potential increases and provide additional data on effects of those increases to training program eligibility for presentation to the Executive Committee for action. Motion adopted.

4. Demand Occupations List for Program Year 2023

An ongoing function of the WA 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 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 and included a few suggestions on occupations to add mostly around education and mental healthcare, which were evaluated and included for discussion. For PY24, staff recommends retaining all the current occupations on the approved training list and adding Digital Media Marketing coordinator. Some of the suggestions require a four year degree and currently the WA is focused on short-term training. The proposed PY24 Demand Occupations List and supporting documentation was included in the meeting materials. Depending on the board's action regarding the self-sufficient wage, some occupations would need to be removed from the list if the full increase in wage (\$19.31) was accepted; these were highlighted in the report.

Munoz questioned the recommended Digital Media Marketing occupation, regarding what certificates are available and how many people are getting a job with the credential as most employers are looking for a degree. Currently, Butler Community College offers a program. This occupation is proposed due to it being suggested by survey responses and is part of one of the industry sectors that WA training supports, Information Technology, as well as has large growth and a good wage range. Heinz agreed with Munoz from a human resources perspective that people with degrees in this area are preferred. Houston pointed out that this occupation is a recommendation as a potential addition and is not required to be added to the list. Munoz would like more information about the credential being used in career advancement in that field and be brought before the Committee at a future meeting.

Alex Munoz (John Clark) moved to approve the recommended Demand Occupation List for Program Year 2024 with the exception of the proposed Digital Media Marketing occupation. Motion adopted.

5. Consent Agenda

Meeting minutes from March 7, 2024, Workforce Innovation & Opportunity Act (WIOA) Adult, Dislocated Worker and Youth Program Performance for Program Year 2023 and Workforce Center Operations Report were presented to the Committee for review and/or approval. This is last quarter of data gathering for PY23 performance reporting; data will not be final until August of this year. Adult 2nd quarter wages is very low and staff feel that this may be a data issue in KansasWorks and staff are monitoring the situation. DW measures struggling in Credential Attainment make sure all data has been entered. Youth program looking good. LAIV performance is comparable to performance for the state.

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

The meeting was adjourned at 12:16.

Present Committee Members

Tony Naylor, Co-Chair

Justin Albert

John Clark

Robyn Heinz

Kami Moore

Alex Munoz

Staff/Guests

Denise Houston

Shirley Lindhorst

Chad Pettera

Janet Sutton

DRAFT