



**Workforce Alliance Program Operations and Performance (POP) Committee  
Meeting Minutes  
September 5, 2024**

**1. Welcome and Introductions**

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

**2. Workforce Innovation & Opportunity Act (WIOA) Adult, Dislocated Worker and Youth Program Performance for Program Year 2023**

Performance reporting for Program Year 2023 (PY23) has officially ended as of June 30, 2024; Program Year 2024 (PY24) began on July 1, 2024. Closeout is ongoing in order to complete all data entry by the end of August.

The Adult and Dislocated Worker Programs annual performance are projected to exceed and meet goals for all measures. The sanction level for Credential Rate has been a bit of a struggle throughout the year; however, should be met when all data is entered. The Youth Program annual performance is projected meet or exceed all goals. LAIV and the State are very close in projected annual performance.

Wagner-Peyser annual performance is projected to meet or exceed all goals.

The Effectiveness in Serving Employers measure is still in baseline status. The Retention rate is calculated at the local level, while the Employer Penetration and Repeat Business Customer rates are calculated at the State level. LAIV is very close to the State in performance for all programs. The Department of Labor will be focusing on the Retention rate moving forward; staff are unsure as to whether the other measures will continue to be required.

For the Senior Community Service Employment Program (SCSEP) LAIV is projected to meet and exceed all goals except for 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 will be available at a later time.

There are new goals for PY24, there are some significant increases in some the goals and staff will be carefully monitoring progress throughout the new year.

*Report was received and filed.*

**3. Workforce Center Operations / One-Stop Operator Report**

Lindsay McWilliams with Goodwill, the new One-Stop Operator (OSO), provided a report on workforce center data and activities and also discussed plans for implementing strategies to enhance operations, strengthen partner support and improve customer experience. Lawing asked Houston and McWilliams to create a glossary for the acronyms of the programs included in the report for the Committee.

McWilliams provided an overview of what she has been responsible so far in her new role and some plans for the future. She has been facilitating all staff, supervisor and center leadership meetings. The role of OSO collaborates closely with Career Center supervisors to identify training opportunities, enhance procedures, and continuously improve customer satisfaction. She is working toward a more professional appearance of the Workforce Center by implementing a new policy to maintain tidy workspaces and organize the front lobby and staff desks. The Center has transitioned to an appointment-only model on Fridays, providing dedicated time for morning team meetings and ensuring a more predictable schedule for customers. Customer wait times have been reduced and a self-check-in kiosk was introduced at the front desk to improve check-in times. The OSO is also responsible for organizing the in-service staff training days, which feature training sessions and team-building activities for all Center Staff. Plans are underway to refresh and reconfigure the lobby by the end of October. The new design will showcase a

dedicated space to highlight employers and include a prominent job board that will serve as a key feature for all Center visitors. Partner engagement and development will be a focus; McWilliams is in process of developing “Collaboration In Action” meetings between mandated partners and the WA to foster stronger collaboration and synergy.

*Report was received and filed.*

#### **4. External Monitoring Report**

The WA has a contract with Regier, Carr and Monroe, LLP (RCM) to provide external monitoring services for WIOA programs as an internal firewall to reduce conflicts of interest. Monitoring is performed every six months; the RCM report for the monitoring period of January - June 2023 was presented. RCM noted no compliance issues and no findings in this report.

*Report was received and filed.*

#### **5. Consent Agenda**

Meeting minutes from May 2, 2024, were presented to the Committee for review and/or approval.

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

#### **6. Announcements**

- The WA will be hosting an Open House at the Wichita Workforce Center on October 29<sup>th</sup> from 3:30 to 5:30 PM. The event is to celebrate operating ten years at its current location as well as the new one-stop operator partnership with Goodwill.
- November is Registered Apprenticeship Month. The WA will be hosting some promotional and awareness events. The WA will host a Registered Apprenticeship Lunch and Learn on September 10<sup>th</sup> at the Workforce Center.
- A planning session is scheduled for 2025 Youth Employment Project activities at the Workforce Center to set some goals and develop key strategies for implementation. Committee members were encouraged to attend.
- The State’s Workforce Innovation Conference in Salina is October 1<sup>st</sup> and 2<sup>nd</sup>. Committee members can attend if interested.

#### **7. Adjournment**

The meeting was adjourned at 12:02.

#### *Present Committee Members*

*Tony Naylor, Co-Chair*

*Justin Albert*

*John Clark*

*Robyn Heinz*

*Alex Munoz*

#### *Staff/Guests*

*Amanda Duncan*

*Denise Houston*

*Keith Lawing*

*Shirley Lindhorst*

*Chad Pettera*

*Janet Sutton*

*Lindsay McWilliams, Goodwill*

*Joel Leiva, SER Corporation*