



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

Thursday, September 7, 2023 • 11:30 a.m. - 12:30 p.m.

Zoom Only Meeting: <https://us02web.zoom.us/j/88381325335>

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1. **Welcome and Introductions:** Tony Naylor, Co-Chair (11:30)
  2. **WIOA Adult, Dislocated Worker and Youth Program Performance for Program Year 2022:** Denise Houston (11:35)  
*The status on performance for Program Year 2022 (PY22) will be presented and discussed.*  
**Recommended Action: Take appropriate action.**
  3. **One-Stop Operator Update:** Troy Roland, Eckerd Connects (11:45)  
*Eckerd Connects is in the process of hiring a new One-Stop Operator and will discuss the transition plan.*  
**Recommended Action: Receive and file.**
  4. **Monitoring Reports:** Chad Pettera (12:00) (pp. 2-6)  
*Staff will review recent monitoring reports from the Kansas Department of Commerce (WIOA finance and compliance), Regier Carr and Monroe (Career Services), Midwest Urban Strategies (Pathway Home and Dislocated Worker grants) and WA internal review (Equal Opportunity Evaluation).*  
**Recommended Action: Take appropriate action.**
  5. **Consent Agenda:** Tony Naylor (12:15)  
*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 4, 2023 (pp.7-9)
    - B. Additions to the Eligible Training Provider (ETP) List– Bethel House Training Institute (pp. 10-11)
    - C. Workforce Center Operations / One-Stop Operator Report (pp. 12-16)**Recommended Action: Approve the consent agenda as presented.**
  6. **Adjourn** (12:30)
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*The next LWDB Program Operations and Performance Committee  
Meeting is scheduled for 11:30 a.m. on November 2, 2023*

## **Item**

Monitoring Reports -

### **Background**

The Kansas Department of Commerce (KDC) conducted a Workforce Innovation and Opportunity Act (WIOA) finance and compliance review that started in fall of 2022 and published a final report in June 2023. Regier Carr and Monroe (RCM) issued a Career Service Monitoring Report in June 2023 and Midwest Urban Strategies (MUS) issued a Monitoring report for the Pathway Home and Career Services Dislocated Worker Grant in July. WA staff also conducted an Equal Opportunity Evaluation/Monitoring of Workforce Alliance (WA) operations. All issued reports are attached.

### **Analysis**

#### **Kansas Department of Commerce Monitoring**

KDC issued a WIOA Monitoring on Financial and Administrative report in June 2023. KDC conducted a review of the WIOA operations which started in October 2022. KDC's report identified six findings, but had four areas of concern, and one best practice.

**Finding #1:** Comprehensive American Job Center (AJC) Certification: LWDA IV has operated since 2021 without State recognition of a certified comprehensive American Job Center (AJC) and since 2017 without local certification reviews of affiliate AJCs. CRC learned that State recognition of comprehensive AJC certification is pending resolution of USDOL's finding regarding MOUs.

**WA Response:** The WA submitted new (Memorandum of Understanding) MOU's to USDOL in June 2023 to resolve this finding. WA heard from USDOL in July 2023 and WA is completing a new chart of services to accompany the MOU that should resolve the finding and the AJC Certification should be achieved at that point.

**Finding #2:** LWDA IV MOUs with partners providing services through the One Stop Delivery System do not have infrastructure cost, other system costs and cost allocation methodologies for affiliated American Job Centers (AJC). Local Areas are required to comply with WIOA section 121(h)(1)(B)(i) and 121(h)(2)(C) and State Board Policy 05-20-00 when creating MOUs with partnering agencies within the One Stop Delivery System. WIOA requires one-stop partners to contribute funding to establish and maintain the one stop system based on each partner's proportionate use of the system and relative benefits received consistent with Uniform Guidance (2 CFR Part 200).

**WA Response:** The WA has revised the MOU's as noted above, and is under the impression based on USDOL interaction in July 2023 this issue has been resolved. Once WA gets that requested chart, noted in #1 above, submitted and approved by USDOL WA believes this finding will be resolved.

**Finding #3:** One Entity Performing Multiple Roles in the Absence of Required Agreements: LWDA IV has not received Governor approval regarding establishment of the local WIOA structure. In Area IV, the executed Chief Elected Officials Board (CEOB) & Local Workforce Development Board (LWDB) Joint Agreement establishes role of the LWDB, Fiscal Agent, Administrative entity, and a Direct Provider of Services to be performed by Workforce Alliance

Inc. (WA Inc.). Federal Regulations 20 CFR 679.410 410 states that when a single entity operates in more than one of the following roles: Local Fiscal Agent, LWDB Staff, One-Stop Operator, or Direct Provider of Services (Career, Training, or Youth), WIOA requires a written agreement among the CEOB, LWDB, and Governor approving the structure

**WA Response:** The WA created a fire wall and internal control agreement, and it was approved by Kansas Department of Commerce (KDC), Local Workforce Development Board (LWDB), and the Chief Elected Officials Board (CEOB). USDOL reviewed this agreement in 2021 and requested changes that were approved by KDC, LWDB, and CEOB in 2022 and put in place. USDOL requested further changes in July 2023, and the WA is working on finalizing this agreement with a target to have all parties agree and provide it to USDOL by the end of August 2023.

**Finding #4:** LWDB Monitoring and Oversight: LWDA IV contracted external monitoring reports primarily focused on programmatic aspects such as participant file review for WIOA Adult and Dislocated Worker client services and do not include monitoring activities to ensure compliance with the entirety of the Uniform Guidance requirements at 2 CFR Part 200.328(a).

**WA Response:** The WA is not going to renew the current outside monitoring agreement after the current program monitoring engagement is complete in December 2023. The WA plans to release a new RFP to expand the scope of services to include more than program services. WA plans to release the RFP in December 2023 with a target of April 1, 2024 for a new contract to be in place.

**Finding #5:** Subrecipient and Contractor Determination: The LWDB's legally binding contract with the selected One Stop Operator (OSO) misidentifies Eckerd Connects as a contractor instead of a statutorily required federal grant subrecipient. Federal regulations at 2 CFR 200.331(a) define subrecipients as, "A subaward for the purpose of carrying out a portion of a Federal Award and creates a federal assistance relationship with the subrecipient." Additionally, TEGL 15-16(8) states that entities selected and serving as OSOs are subrecipients of a federal award and are required to follow Uniform Guidance at 2 CFR Part 200, including the contractual provisions in 2 CFR 200.332.

**WA Response:** The WA is currently reviewing the current One Stop Operator Agreement and will prepare a contract amendment to determine the One Stop Operator as a subrecipient, and include compliance clauses required of a subrecipient. Target is to have the contract amendment in place by October 1, 2023.

**Finding #6:** Subrecipient Audit Resolution Policies and Procedures: During the review, CRC was not provided with any documentation showing how the LWDB carries out its subrecipient management duties related to audit requirements for any subrecipients. Additionally, CRC noted no local policy or procedures have been developed to guide staff on requirements regarding subrecipient management and oversight. Federal regulations at 2 CFR Part 200.501 state that as part of managing a subrecipient, the LWDB is responsible for ensuring subrecipients expending \$750,000 or more in Federal awards within a fiscal year complete the independent audit requirements, follow up with corrective actions on audit findings, and have debt collection procedures in place in case a subrecipient is unable to resolve a questioned cost

**WA Response:** The WA currently collects subrecipient's A-133 or program audits as required. WA reviews those for compliance and files the audits with the contracts. To date; none of the audits have identified any compliance issues with any of the program operations that have been subawarded by WA. WA will modify its monitoring policy to include a section on audit resolution for subrecipients. WA is currently reviewing other state's/LWDB subrecipient monitoring policies/procedures/forms to update our current policies and to develop new forms and processes.

### **Promising Practices and Program Highlights**

LWDA IV has effectively collaborated with regional stakeholders, resulting in a highly developed and exemplary regional plan and found the career pathways that are published and produced to be excellent.

### **Regier Carr and Monroe Monitoring:**

RCM issued a monitoring report regarding WIOA Career Services for the period of June 2022 through December 2022.

Findings identified during the review along with the responses are as follows:

**Finding #1:** One client did not know their social security number but it was required that a BCSE to be completed. The Workforce Professional still provided services without doing the BCSE as required.

**WA Response:** Supervisors met with the staff member. The staff thought that a Social Security number was required to complete BCSE. Supervisors also went over this during a staff meeting with the career center.

**Finding #2:** No case notes were available for a client that had come in for Workforce Information Services and WorkKeys.

**WA Response:** Supervisors are working on the WorkKeys process to determine when case notes are appropriate.

**Finding #3:** One client had a follow up meeting scheduled but no further notes were available for the client.

**WA Response:** The staff who entered this note and scheduled the follow up appointment no longer works for the agency. Random auditing is done regularly for the career center to monitor for this type of activity. When these types of issues are found, it is addressed in the moment. We have also discussed this in staff meetings as reminders to put in a note regarding the follow up, even if the note states that they no showed or cancelled.

### **MUS Monitoring of Pathway Home and Career Services Dislocated Worker Grant**

**Finding #1# Pathway Home Low Performance:** The grant is not meeting some of the key performance goals. WA has enrolled 98 participants as of March 31, 2023 out of the overall goal of 100 (98 percent). Enrollments into training, credential attainment, and employment achievement are significantly off track. Total grant expenditures as of March 31, 2023 are \$476,608.21 or 52%

of the total funds awarded. The grant agreement establishes the performance goals for the grant and formalizes them in the terms and conditions of the grant. It is the responsibility of the grant recipient to ensure that the goals are met

**WA Response:** The WA has submitted a corrective action plan to add work-based learning activities as a strategy to be used in the Pathway Home Grant. WA has placed three OJT's to date using the Pathway Home Grant in the past couple months.

**Finding #2:** The CDWG grant is not meeting key performance goals. WA has enrolled 126 participants as of March 31, 2023 out of the overall goal of 200 (63%). Total grant expenditures as of March 31, 2023 are \$259,749.03 or 32% of the total funds awarded. The grant agreement establishes the performance goals for the grant and formalizes them in the terms and conditions of the grant. It is the responsibility of the grant recipient to ensure that the goals are met

**WA Response:** The WA has attached a corrective action plan that was submitted to MUS on June 30, 2023 which addresses work-based learning activities as a strategy to be used in the CDWG. Enrollments continue to increase, and so has the expenditures. As of June 30, 2023, the grant is 53% expended and WA has spent 51% of the client budget on training and supportive services.

**Finding #3:** STANDARD: Appendix IV to Part 200—Indirect (F&A) Costs Identification and Assignment, and Rate Determination for Nonprofit Organizations.

**WA Response:** The WA implemented a new Cost Allocation Plan (CAP) that identifies direct and in-direct costs. In-direct costs are pooled monthly and allocated to all funding streams based on each program's direct labor hours. The new CAP which details the manner in which costs are allocated has been shared with MUS. The new plan was implemented in April 2023 and MUS reviewed a General Ledger and expenditures that was submitted by WA to MUS on July 7, 2023 for follow up review.

**Finding #4:** Indirect cost budgeted on both Pathways and DWG awards not calculated per the Deminimis MTDC.

**WA Response:** WA submitted new budget modification requests to MUS on May 17, 2023 and June 29, 2023 for both programs to calculate costs for the deminimis rate based on MTDC.

### **WA Equal Opportunity Monitoring/Evaluation of WA Operations**

WA staff completed an EEO review of WA's operations. The report identifies no findings, but a few areas of opportunity.

Summary of the items of opportunity:

Local Level Equal Opportunity Officers

1. Best practice is to have an easily recognizable and specific page on the website dedicated to equal opportunity and antidiscrimination information. At this time, members of the public would need to find the link for local policies and sort through these to find and open the policies regarding these practices, or find the tiny link at the bottom of the page. The WAMD believes it should be easier for the public to find this information.

September 7, 2023

Submitted By: Chad Pettera

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2. Not all of the relevant local policies clearly identify the COO as the local EO Officer; his name and contact information should be added to all relevant forms for continuity and clarity.

#### Notices and Communication

1. Ensure that instructions for all Teletypewriter (TTY) equipment is readily available for staff in order for them to more efficiently serve customers.
2. The large monitor with moveable mounting arm appears to be broken; look into fixing or replacing this.
3. Create written procedures for how staff should respond to customer requests for copies of their services and notes.

#### Universal Access

1. Ensure that all staff covering the front desk know where to locate the language assessment card and how to use it; make sure staff in the other offices are familiar with this as well.
2. Continue exploring options for an improved entrance at the Wichita Workforce Center for increased accessibility as soon as this is possible (possibly not until the next lease negotiation).
3. Staff commented that privacy for special populations is a concern and requested that at least one session room have a phone installed for customers requiring the assistance of Language Line services. This has since been completed.
4. Continue pursuing updates and improvements to accessibility equipment.
5. Add specific language to the local Equal Access Policy regarding service animals and create a procedure for staff to communicate expectations.
6. Add the WorkKeys testing link to one of the computers out front in the Sumner office so that testing is more wheelchair accessible (the WorkKeys room in Sumner has a threshold drop off that could be potentially unsafe for individuals with limited mobility).

#### Complaint Processing Procedures

1. Discuss concerns and brainstorm possible improvements to the current complaint process with the management team and review the Code of Conduct and Ethics.

#### **Recommended Action**

Take appropriate action

**LWDB Program Operations and Performance (POP) Committee Meeting Minutes**  
May 4, 2023

**1. Welcome and Introductions**

The Workforce Alliance (WA) Local Workforce Development Board (LWDB) Program Operations and Performance (POP) Committee assembled via Zoom. Co-Chair Robyn Heinz 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 2022 (PY22)**

Program Year 2022 (PY22) began on July 1, 2022. The third quarter is complete; performance numbers will not be final until the end of August. The WIOA Adult Program annual performance is projected to exceed or meet all goals. The WIOA Dislocated Worker Program annual performance is projected to meet most goals; however, LAIV is continuing to struggle to meet the sanction level for Credential Attainment and Measurable Skills Gain. The low performance numbers in Measurable Skills Gain are being affected by the small number of participants. The WIOA Youth Program projected annual performance is to meet or exceed all goals. The Youth program has seen a significant increase in enrollments, which are not yet being reflected in the performance data. Data lags performance reporting by nine to twelve months, so these enrollments will be reflected in reporting this time next year. LAIV is projected to do a little better than the State in WIOA program annual performance. Wagner-Peyser projected annual performance is to meet all of the goals for LAIV and the State. The newer Effectiveness in Serving Employers measure is still in a data gathering mode; no goals or sanctions have been set for this measure as yet. Overall LAIV is projected to meet or exceed goals; therefore, no required changes or corrective action plans will be required by the state. Statewide the Credential Rate goal is not being met and may be an issue. If there is failure as a state to meet this measure, it would be the first time and a corrective action plan would be required; the State would work with the Department of Labor to create and implement the plan.

*Report was received and filed.*

**3. WIOA Adult, Dislocated Worker and Youth Program Policies: Self-Sufficient Wage Review**

WIOA tasks the LWDB with setting an economic self-sufficiency standard for the local area. Last year, the LWDB determined the self-sufficient wage would be reviewed annually with the Demand Occupations list. The self-sufficient wage for LAIV is currently \$15.60 for all programs. Staff is again using the MIT Living Wage calculator to assist in recommending the self-sufficient wage. The living wage for a single adult with no children for each county in LAIV was researched. While the data shows a slight decrease in the living wage for the area, staff recommends maintaining the self-sufficient wage at \$15.60 for PY23 for all programs. Additionally, staff recommends maintaining the current exceptions to the self-sufficient wage criteria - any training resulting in a career ladder in which the trainee would reach or exceed the self-sufficient wage within six months as well as training for justice involved individuals or persons with disabilities that includes a transitional job/work experience strategy or a career ladder that would result in a self-sufficient wage. Ritterbush asked what impact this wage has for employers and jobseekers in regard to access to training funds as there are some high demand occupations such as child care workers and direct social services support professionals that would not qualify for training due to this wage. Customers interested in receiving WIOA programs funds for training cannot already be earning the self-sufficient wage to be eligible. WIOA training funds are intended to serve low wage workers to increase their earnings to a higher level. The funding is not driven by local employment needs. If funds are spent on careers that will not result in a self-sufficient wage, then legislators at the federal level determine that the workforce system is not meeting performance standards and will allocate less funding or possibly not reauthorize WIOA, which is

currently in that process. The WA does work to obtain other funding to meet the needs that fall outside of WIOA programming and that do not impact performance.

*Alex Munoz (Justin Albert) moved to approve the self-sufficient wage as presented. Motion adopted.*

#### **4. Demand Occupations List for Program Year 2023 (PY23)**

The WA LWDB reviews and updates the Demand Occupations List each year. The education programs for occupations on this list are eligible for training funds through WIOA and targeted grants. Staff has researched current labor market trends, surveyed staff, employers, board members, and reviewed regional initiatives to determine occupations in demand in Local Area IV (LAIV). Currently, the list is very broad with 12 industry sectors that are aligned with regional priorities identified by the Greater Wichita Partnership. A review of participants in training since 2018, found there are dozens of training programs with little to no enrollments over the past five years. The majority of participants in training are in the Advanced Manufacturing/Advance Materials, Data Services/Information Technology, Healthcare, Registered Apprenticeship and Transportation and Logistics sectors. For PY23, staff recommends reducing the size of the Demand Occupations List, which would allow the WA to focus its limited training funds on growing and emerging occupations in the region. An Administrative Exception can be made on a case by case basis if employers are seeking training support for jobs not on the list. Staff recommended Agriculture, Educational Services, Hospitality, Oil and Gas and Social Services sectors be removed from the list eligible for WIOA funding skills training. WA staff also recommended removing education and skills training programs that take more than two years to complete. With limited funding, the WA should focus on short term credentials, certificates and degrees that lead directly to employment opportunities. After reviewing the suggestions for additions to the list, staff recommended adding Cardiovascular Technologists and Technicians based on customer and employer feedback. This list just affects occupational skills training and not incumbent worker or on-the-job training. Some of the occupations listed indicate a wage less than the self-sufficient wage standard of \$15.60 and hour; the wage data used for this list is from U.S. Department of Labor's O\*NET and staff find local area wages are usually higher. These occupations do show demand and growth and could be considered part of a career pathway exception. The list is required to be reviewed annually; however, changes can be made at any time throughout the program year as needed. Should a customer be interested in training that the WA cannot fund, workforce professionals will make every effort to assist customers with other available funding, services, programs, resources and referrals as well as to meet employer demand in the region.

*Laura Ritterbush (Justin Albert) moved to approve the removal of Agriculture, Educational Services, Hospitality, Oil and Gas, and Social Services sectors from the Local Area IV Demand Occupations list, limit education and skills training funds for programs less than two years, and approve the proposed Cardiovascular Technologists and Technicians occupation for addition to the Demand Occupation List for Program Year 2023. Motion adopted.*

#### **5. 2023 -2025 Strategic Plan Proposal**

WA staff presented proposed goals to the Board for 2023-2025 and the Committee was given an opportunity to discuss and make recommendations. The LWDB conducts strategic planning every two to three years to help determine priorities and develop plans to create community impact above and beyond the annual WIOA allocations. Since November of last year, a series of five sessions were scheduled to connect LWDB members with community partners and subject matter experts in discussions focusing on the current strategic goals; a summary of the sessions was provided. The goal is to have the Board adopt an updated strategic plan at its July 2023 meeting. The current strategic plan has six broad, interrelated goals; the proposed plan includes only three key goals with tactical focuses for each. The proposed plan is not a big change from the current plan; it is just more focused. With this model, it is hoped that it will be easier to track metrics and report on outcomes. It was asked what the



breakdown of funding for the WA currently is, staff reported that 60% of it is non-WIOA funds and 40% of the budget is WIOA funds. The WA will receive 20% less funding for the WIOA Dislocated Worker program and an 8% reduction in the WIOA Youth and Adult programs for the new program year.

*Report was received and filed.*

**6. Consent Agenda**

Meeting minutes from January 5, 2023, external monitoring report from Regier Carr & Monroe (RCM) and Workforce Center Operations/One-Stop Operator report were presented to the Committee for review and/or approval. No career services eligibility issues were reported in the RCM report, which indicates that increased staff training and improved processes have been effective.

*Laura Ritterbush (Erica Ramos) moved to approve the Consent Agenda as presented. Motion adopted.*

**7. New Business/Announcements**

It was proposed that when final performance is reviewed that the Committee meet in person for a lunch meeting.

The meeting was adjourned at 12:25.

*Present Committee & Board Members*

*Robyn Heinz, Co-Chair*

*Justin Albert*

*Kami Moore*

*Alex Munoz*

*Erica Ramos*

*Laura Ritterbush*

*Staff/Guests*

*Amanda Duncan*

*Denise Houston*

*Keith Lawing*

*Shirley Lindhorst*

*George Marko*

*Chad Pettera*

*Tisha Cannizzo, Eckerd Connects*

*John Cressler, Butler Community College*

*Toni Porter, Wichita Regional Chamber of Commerce*

*Michelle Ruder, Butler Community College*

**Item**

The following additions are recommended for the Eligible Training Provider List.

**Background**

All programs on the Eligible Training Provider List must be approved.

**Analysis**

Pending Initial Programs

Staff recommends approving the following:

Bethel House Training Institute: Phlebotomy

**Recommended Action**

Approve the initial programs as presented.

WIOA Eligible Training Provider  
Programs Information  
September 2023

Provider Name	Program Name	Occupation/ Industry in Area IV	Length of Training	Approximate Cost Per Credit Hour In State	Approximate Total Program Cost	Type of Attainment	\$ Per Hr.	ONET Projected Growth 2021-2031	Recommended Action
<b><i>Pending Initial Programs</i></b>									
Bethel House Training Institute	Phlebotomy	Healthcare	7 weeks		\$750.00	Certification	\$17.72	8-10% growth	Approve

September 7, 2023

Submitted By: George Marko

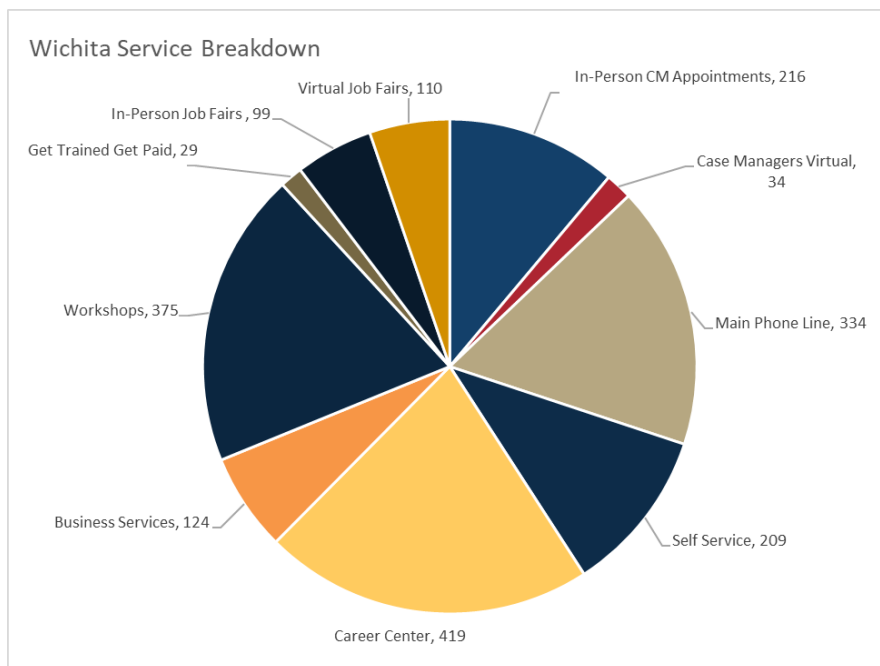
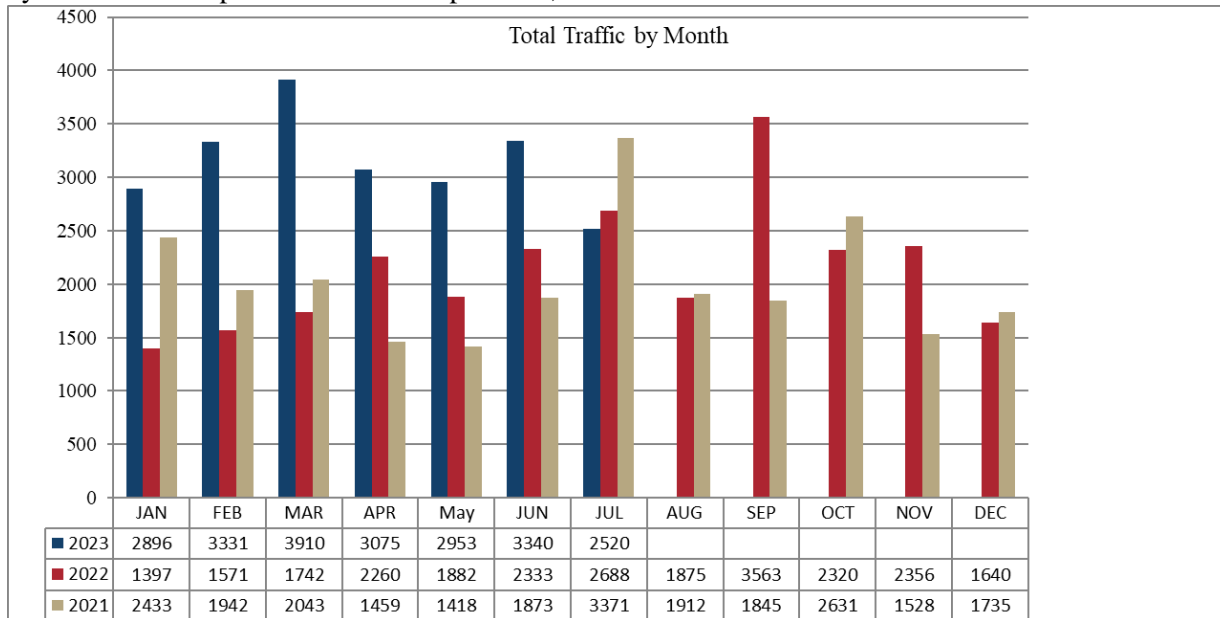
**Item**

Workforce Centers Operations July Update

**Job Seeker Traffic**

The bar graph below provides a visual representation of jobseeker traffic in 2023. It reveals that job seeker engagement at all four centers consistently exceeds the levels observed in the preceding two years. However, it is important to note that jobseeker traffic remains below the levels seen before the onset of the pandemic. This positive trend underscores a continued expansion in job seeker participation.

The accompanying pie chart offers a comprehensive breakdown of the comprehensive services provided by Area IV's Comprehensive One Stop Center, the Wichita Workforce Center.



September 7, 2023

Submitted By: George Marko

## Job Seeker Services

Career Services staff play a pivotal role in providing comprehensive support to job seekers by offering assistance in crafting resumes, conducting mock interviews, guiding job search activities, providing resources for barriers to employment, and addressing inquiries related to unemployment insurance. Below, is a breakdown of job seeker engagement statistics across multiple locations within Local Area IV.

The data distinguishes itself by highlighting the multifaceted approach of the Career Center staff. In addition to one-on-one appointments, workforce center staff proactively engages with customers in various ways. This includes returning calls from individuals receiving unemployment benefits, orchestrating group activities both within and beyond the Workforce Center premises, and promptly responding to inquiries via the KansasWorks chat platform. This diversified approach underscores the center's commitment to providing comprehensive and accessible support to job seekers.

One on One Job Seeker Services	Wichita	Butler	Sumner
# Walk In Customers	105	50	21
# Phone Appointments	53		
# Zoom Appointments	21		
# In Person Appointments	544		
# Customers Booked	<b>618</b>		
<b>Total Customers Served</b>	<b>431</b>	<b>50</b>	<b>21</b>

# Job Seekers Served								
Workforce Center	Jan	Feb	Mar	Apr	May	Jun	Jul	Total
Wichita	679	632	773	665	709	631	630	4,719
Butler	110	164	75	41	49	36	50	525
Cowley	16	10	3					29
Sumner	19	22	20	18	12	14	21	126
Corrections	109	120	140	139	105	87	97	797
McConnell	31	32	33	27	44	19	17	203

## Workshops

In July, there was a notable decline in views of the Workforce Center's YouTube workshops, which decreased from 3,800 views in June to 1,300 views. However, it's worth noting that the workforce center's YouTube page continued to attract new subscribers, gaining 23 in July, bringing the total subscriber count to 956.

Despite this fluctuation in online engagement, the workforce center maintained its strength as a valuable resource for partner agencies and job seekers throughout 2023. Offering a diverse selection of over 70 workshop options, it continued to serve as a robust support hub.

Below, you'll find a list of the most frequently viewed YouTube videos, followed by attendance data for live workshops conducted at the Wichita Workforce Center. Among the various in-person workshops organized by the workforce centers, there have 508 registrations, with 276 attendees, resulting in an attendance rate of 54% year to date.

September 7, 2023

Submitted By: George Marko

<b>Top Viewed Videos 2023</b>	<b>January</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>YTD</b>
IntroductionTo Workforce Centers and Services	79	53	109	20	35	22	18	336
Attitude Determines Altitude	71	34	36	22	44	53	32	292
Creating Resumes Using Templates	61	32	24	16	39	24	74	270
Starting Off Right	36	30	47	30	63	69	30	305
WorkKeys NCRC (National Career Readiness Certificate)	28	39	44	30	24	31	23	219
Basic Computers 101- Part 1		1,305	14,132	2,118	1,498	2,748	886	8,555
Basic Computers 101- Part 2		251	2,716	286	199	411	112	3,975
Basic Computers 102-Part 2		105	797	66	36	73	41	1,118
Basic Computers 102-Part 3		97	1,562	93	37	77	36	1,902
Basic Computers 102- Part 1		58	487	59	37	52	32	725

<b>In House Workshops</b>	<b>July Registered</b>	<b>July Attended</b>	<b>2023 Attended</b>
Basic Computers 101	2	1	25
Windows and Internet Navigation	7	5	9
Email Upload/Download	7	4	7
Intro to Word	11	5	54
Intro to Excel	13	7	57
Online Applications 101	5	3	23
Digital Skills E-Learning Lab	5	1	29
Basic Computers 102	Changed to Windows/Email		42
Job Search 101	Discontinued in June		4
Resumes Start to Finish (Part 1)	Discontinued in June		14
Resumes Start to Finish (Part 2)	Discontinued in June		8
Big Interview	Discontinued in June		4
<b>TOTAL</b>	<b>62</b>	<b>26</b>	<b>276</b>

### One Stop Operator Update

As of July 21, 2023, the position of One Stop Operator, previously held by Tisha Cannizzo, has become vacant. Tisha Cannizzo has been selected to assume the prestigious role of Executive Director for The Women's Network, formerly known as the Women's Initiative Network (WIN). Tisha's appointment to this role is not only a testament to her exceptional skills in working with boards and volunteers but also her expertise in fundraising. Her educational background, which includes a BA in Women's Studies, further underscores her qualifications for this position.

Eckerd Connects recently concluded its comprehensive interview process and extended an offer to a promising candidate. The anticipated start date for the incoming One Stop Operator is scheduled for September 5th.

September 7, 2023

Submitted By: George Marko

### **Business Services Overview**

During the current reporting period, Area IV posted a total of 521 job openings on the KansasWorks platform, reflecting a 16.9% decrease from the preceding month of June. Statewide, Kansas currently presents 52,640 active job positions, while KansasWorks boasts an inventory of 8,498 active resumes.

### **Job Fairs and Employer Engagement**

In June, our region hosted four job fairs, attracting participation from 191 job seekers and 43 employers. Transitioning into July, the Business Services department organized two multi-employer job fairs at the Wichita Workforce Center, one in Sumner County, and a statewide virtual event. Notably, the multi-employer job fairs have consistently drawn an average of 53 job seekers over the last 3 months. While job seeker participation remains below pre-pandemic levels, the workforce centers continue to received positive feedback from employers regarding the quality of applicants.

### **Business Services Lab**

The Business Services Lab witnessed a noteworthy surge in activity during the months of May through July. A total of 386 job seekers completed pre-screening assessments and paper applications. The Workforce Center's partnership with the City of Wichita, Sedgwick County, and USD 259 led to over 60% of job seekers being referred to utilize Workforce Center Services as part of their hiring selection process. Particularly, USD 259 achieved an impressive 90% success rate in hiring job seekers who completed assessments through the Business Services Lab. Employers have consistently expressed satisfaction with the value of the pre-employment assessments in their hiring decisions.

### **Kansas WorkReady! Assessment - ACT National Career Readiness Certificate**

The workforce centers noted a slight increase in the rate of WorkReady! certificates awarded to individuals who underwent testing in July. This coincided with a rise in the number of participants scheduled, growing from 156 in June to 184 in July. Of the 129 individuals tested, an impressive 94% successfully passed. This trend underscores our commitment to equipping individuals with the requisite skills and certifications essential for success in the job market.

The center experienced a slight increase in WorkReady! certificates award rate to the individuals that tested in the month of July. There was an increase in the number of participants scheduled from 156 in June, to 184 in July. With testing 129 people, about 94% percent passed.

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**WorkReady! Certificates**  
*July Certificates Awarded - 121*  
*Award Rate – 93.8%*

*2023 Certificates Awarded – 1400*  
*Award Rate – 86.8%*

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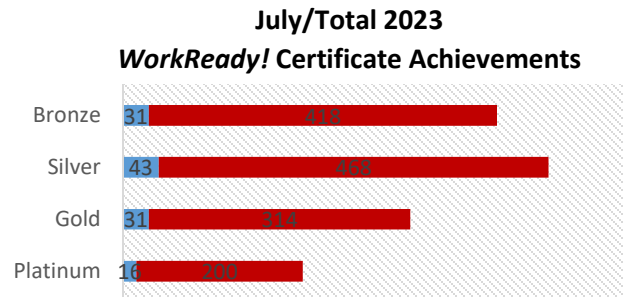
**WorkReady! Testing**  
*July Testing Sessions - 10*  
*Attendance Rate – 70.1%*

*2023 Testing Sessions – 151*  
*Attendance Rate – 58.3%*

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September 7, 2023

Submitted By: George Marko



	<b>July</b>	<b>2023 Totals</b>
<i>Pre-Employment Skills Assessments Administered</i>	325	1,642
<i>Applications Completed</i>	16	281
<i>Services to Employers</i>	153	1,565
<i>Job Postings</i>	521	4,261

**Recommended Action**

*Receive and File.*