WORKFORCE CENTERS KANSASWORKS.COM
Handbook

The Workforce Centers are committed to fostering an environment where integrity, leadership, and quality are the basis for all services provided in the Centers to both internal and external customers. The Workforce Centers will create an environment that lends itself to open communication, where all partners understand the importance of complying with policies and procedures and demonstrating ethical behavior in all that we do.

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SECTION I – SAFETY

A. Emergency Procedures

In the event of an emergency or evacuation situation, every employee is responsible for ensuring his/her own safety. Each partner agency is responsible for notifying its employees, customers, and/or students of an emergency; it is recommended that each partner agency designate notification responsibility.

Depending on the emergency, people may need to evacuate or move to a different location. Everyone needs to be familiar with emergency and evacuation procedures. The Emergency Evacuation Plan applies to any situation in which evacuating is necessary.

Emergency Coordinators are responsible for ensuring everyone is accounted for in case of an emergency or evacuation; their primary responsibility is to notify emergency responders of employees/customers/students unaccounted for. There are designated Emergency Coordinators in each Center. Each Emergency Coordinator shall have a designated backup in the event the Emergency Coordinator is absent.

Emergency Coordinators for each Center are as follows (as of June 2015):

- Wichita Workforce Center – Aletra Chaney (back-up Brian Schintgen); George Marko (back-up Larry Lee)
- Garvey Center Administrative Office- Katie Givens (back-up Angie Duntz); Chad Pettera (back-up Amanda Duncan)
- Butler Workforce Center – Carol Lee (back-up Lisa Hamilton)
- Cowley Workforce Center – David Galliart (back-up Brittany Donley)
- Sumner Workforce Center – Jennie Heersche

Employees should notify their supervisor and/or Emergency Coordinator if their work schedule changes or will be outside of normal office hours. This will ensure that all employees may be accounted for in case of an emergency.

B. Emergency Evacuation Plan (Fire or Other Emergency Warranting Evacuation)

A fire route diagram is located in each Center. Each diagram details the location of fire alarm pulls if applicable, fire extinguishers, and fire exits. Center employees should be familiar with the locations of fire alarm pulls if applicable, fire extinguishers, and fire exits.

If a Center employee smells smoke or sees fire, the employee shall locate the nearest fire alarm pull if applicable, activate the pull, and evacuate the building. If a fire alarm pull is not available evacuate and call 911.

Employees and customers will be notified to evacuate by:

- An audible alarm for fire
- A verbal announcement made by Emergency Coordinators for other emergencies

In the event of fire or other emergency warranting evacuation, ALL employees and customers shall:

- Evacuate immediately by means of the nearest available marked exit

- Use the stairs; do not use the elevators
- Avoid any delay in evacuation for the purpose of critical operations shutdown procedures; no employee is authorized to delay evacuation for this purpose

In the event of an emergency, all employees shall evacuate to the below identified designated evacuation area:

- Wichita Workforce Center – in the parking lot north of Walmart
- Garvey Center Administrative Office- in front of the Chamber of Commerce (East of Garvey Center at Douglas and Waco)
- Butler Workforce Center –in the parking lot near Main Street
- Cowley Workforce Center – directly across Main Street
- Sumner Workforce Center – directly across Washington Street

Employees and/or customers with disabilities should discuss what to do in case of an evacuation with their supervisor and Emergency Coordinator.

Each partner agency shall account for their personnel, clients, visitors and/or students once they reach the designated evacuation area. A representative of each agency will then contact the Center's Emergency Coordinator to report that everyone with the partner agency is accounted for.

No employee will be required or assigned to perform medical or rescue duties during emergency evacuation situations.

Fire drills will be held at least once a year.

C. Emergency Non-Evacuation Plan (Tornado)

Weather alert radios located in each Center will be monitored by designated personnel. Each partner agency will be alerted if the Center is under a tornado watch.

In the event of a tornado, all employees shall evacuate to the below identified designated safety area:

- Wichita Workforce Center – The Eisenhower, McConnell, and Jabara rooms should be filled first, then overflow into the Air Capital Room
- Garvey Center Administrative Offices- Interior space away from windows or the basement of either of the facilities
- Butler Workforce Center – South Central Mental Health has a designated shelter on the south side of the building
- Cowley Workforce Center – in the Community National Bank
- Sumner Workforce Center – the interior restroom

Once in the designated safety area, persons shall:

- Stay away from all glass windows and doorways
- Remain in the safety area until given the all clear from Emergency Coordinators

Employees and/or customers with disabilities should discuss what to do in case of a tornado with their supervisor and Emergency Coordinator.

Tornado drills will be held annually each spring.

D. Centers' Terrorism Emergency Plan

<u>Hostage Situation</u>
In a hostage situation, obey all commands and instructions of the captors. Remain as calm as possible. Treat all displayed weapons as if they are loaded. Do not do anything to jeopardize your safety or the safety of others. Do not complain to or confront captors. Avoid direct eye contact. If employees can do so safely, they should evacuate. If an employee is trapped in the building, but not being held captive, the employee should stay where they are and hide. Lock doors if possible. Attempt to contact law enforcement to inform them of the situation.

<u>Bomb Threats</u>
Bomb threats may be made in a variety of ways. The majority of threats are received through phone calls, but can be communicated in person, in writing, or by a recording. Information you collect is vital in helping authorities in the investigation. Make sure you have access to the Workforce Center Bomb Threat Checklist form; keep a blank copy near your phone. If you receive a threat or see a suspicious device or package, call 911.

A sample of the Workforce Center Bomb Threat Checklist form may be found below. An electronic version of the form will be made available to all partner agencies. Additionally, a printable PDF version of the form may be accessed through the Workforce Alliance website by following the steps below:

1. Go to www.workforce-ks.com
2. Login in to the Intranet
3. Click on the "About" tab in the top menu
4. Click on "Workforce Center Intranet Homepage"
5. Click on "Workforce Center Documents"
6. Open the "Forms" folder
7. Open the "Incident Report and Bomb Threat Checklist" folder
8. Click on link to open the Word document

Bomb Threat Checklist – Sample Form, Page 1 of 2

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Bomb Threat Check List

Remain calm, be courteous, listen to, and do not interrupt the caller.

Do not hang up the phone. Leave the line open.

Name of Person Receiving Call: ____________________

Time Received: ____________ Time Concluded: ____________

Phone number on which threat was received: ____________________

If your phone has caller ID display, record phone number of the incoming call: ____________

Write down exact words of the caller and threat:

____

____

____

____

____

____

Try to keep the caller on the phone and talking by asking the following questions:

1. When will it explode? At what time?

____

2. Where is it located? What floor? What room?

____

3. What does it look like?

____

4. What kind of bomb is it?

____

5. What will set it off?

____

6. Why are you doing this?

____

7. Who are you?

____

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"Equal Opportunity Employer/Program - Auxiliary aids and services are available upon request to individuals with disabilities."
The hearing impaired may contact the Workforce Center by calling the Kansas Relay Center at 1-800-766-3777

Bomb Threat Checklist – Sample Form, Page 2 of 2

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Bomb Threat Check List

Description of Caller (check all that apply):

Sex: Male ☐ Female ☐ Unknown ☐ Approximate Age:

Voice	Speech	Language	Behavior	Background Noises
☐ Clean	☐ Accented	☐ Educated	☐ Agitated	☐ Airport
☐ Distorted	☐ Deliberate	☐ Foreign	☐ Angry	☐ Animals
☐ Loud	☐ Distinct	☐ Foul	☐ Blaming	☐ Baby
☐ Muffled	☐ Fast	☐ Intelligent	☐ Calm	☐ Birds
☐ Nasal	☐ Hesitant	☐ Irrational	☐ Fearful	☐ General Noise
☐ Pitch-High	☐ Lisp	☐ Rational	☐ Laughing	☐ Guns Firing
☐ Pitch-Med	☐ Slow	☐ Slang	☐ Nervous	☐ Gymnasium
☐ Pitch-Low	☐ Slurred	☐ Uneducated	☐ Righteous	☐ Machinery
☐ Pleasant	☐ Stuttered	☐ Unintelligible	☐ Other,	☐ Music
☐ Raspy	☐ If Accent,	☐ If Foreign,	Describe:	☐ Party
☐ Smooth	Describe:	Describe:		☐ Quiet
☐ Soft				☐ Restaurant
☐ Squeaky				☐ Talking
☐ Unclear				☐ Tavern/Bar
☐ Other,				☐ Television
Describe:				☐ Traffic
				☐ Train
				☐ Typing
				☐ Water/Wind
				☐ Other,
				Describe:

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Handling Suspicious Letters or Packages

Employees should not open, shake, empty or otherwise disturb a suspicious package/letter or it contents. Put the package down and do not handle it further. Do not touch or try to clean up any substances from the package/letter. Employees should remove any items from the area of the suspicious package/letter. Alert others nearby, security, 911, and evacuate the area. After leaving the area, employees should wash their hands well with soap and water and limit movements within the building to prevent the spread of any substances.

Characteristics of suspicious packages/letters include the following:

- Mailing Address – Incorrect titles, titles without names, no return address, postmark does not match return address, distorted handwriting, block printing, misspelled common words, restrictive markings such as confidential or personal, foreign mail, airmail and special delivery
- Packing – Oily stains and discoloration, crystals, powder, or powder-like residue, excessive weight, rigid envelope, uneven envelope, protruding wires or aluminum foil, strange noise or odor, excessive postage, suspicious or threatening language, and excessive tape or string

E. Security

Wichita Workforce Center

Security guards are on site during regular office hours and are responsible for opening and securing the Wichita Workforce Center. Security may be contacted by calling *01 from any phone in the building. Security guards are not armed, nor are they law enforcement. Security guards should not be used in place of law enforcement. If an employee requires the assistance of law enforcement, the employee should contact 911.

Butler Workforce Center

Security guards are not on-site. If an employee requires the assistance of law enforcement, the employee should contact 911.

Cowley Workforce Center

Security guards are not on-site. If an employee requires the assistance of law enforcement, the employee should contact 911.

Sumner Workforce Center

Security guards are not on-site. If an employee requires the assistance of law enforcement, the employee should contact 911

F. Personnel Identification

Photo ID badges and magnetic name tags are provided to employees at the Centers. As a safety measure, employees are required to wear either their ID badges or magnetic nametag during working hours or any time the employee is representing the Workforce Centers. For replacements of ID badges contact the Michelle Schintgen at 316-771-6650. Contact your supervisor for a new or replacement magnetic nametag.

G. Proximity Cards

A Proximity cards, also known as a "prox card" provides access and security to a location by using an embedded metallic antenna that stores cardholder information. The Workforce Centers use prox cards to control access to several buildings, records areas and to print to the Network Copy Machines.

All employees and partners will be issued a prox card by the Workforce Alliance IT Department.
Prox Cards are to be used only by the authorized employee or partner, they are not transferable and any unauthorized use by anyone other than the employee or partner, whom the card has been issued, is grounds for confiscation of the card.

A lost or stolen Prox Card must be reported immediately to your supervisor (if applicable), either in person or via email, and to the WFA IT Department via email at helpdesk@workforce-ks.com. Normal daily use of a prox card has a lifespan of 2 plus years from the time of issue. If you lose or damage your card within 2 years, it will be replaced as described below and your 2 year cycle will start over from your replacement date.

- The first time a card is lost or damaged the replacement is free.
- The second (or subsequent) time a card is lost or damaged there will be a $10.00 replacement fee, cash only, payable when new card is received.
- Damaged cards will be replaced in person, and brought to the WFA IT Department, before a replacement card can be issued.
- Worn out cards, more than 2 years old, may be replaced without charge.
- If a card malfunctions, and is not damaged, bring the card in person to the WFA IT Department, staff will determine the cause of the malfunction, and will fix or replace as needed.

Please take the following into consideration:

- Do not use the card for any other purpose other than for access control.
- Do not leave it in direct sunlight, for example on the dash of a car.
- Do not expose it to extreme heat or open flame, for example clothes washers, dryers or irons.
- Do not expose it to organic solvents, thinners, mineral spirits, etc.
- Do not use it as an ice scraper or scraping tool.
- Do not crimp, bend, or twist the card
- Do not machine wash or submerge in water

H. Customer Incidents

<u>Behavior Based Incident</u>
If staff sees or hears inappropriate behavior and/or behavior unrelated to job searching, staff should address the issue with the customer. If the behavior continues, and the customer is still not compliant, staff shall locate a supervisor to address the issue with the customer. It is up to the discretion of the supervisor to determine if an *Incident Report* is to be completed based on the customer's behavior or pattern of behavior. Supervisors will direct staff to fill out an *Incident Report* if one is warranted.

<u>Injury/Accident/EMS</u>
If an injury or accident occurs ***staff should first call 911*** if medical assistance is needed. Staff should then locate a supervisor. Supervisors are responsible further handling of the situation and informing the appropriate Director. An *Incident Report* shall be completed in this situation.

<u>Threatening Behavior/Police</u>
If a customer is acting in a way in which police assistance is needed ***staff should first call 911***. Then staff should call security and locate a supervisor. Supervisors are responsible for further handling of the situation and informing the appropriate Director. An *Incident Report* shall be completed in this situation.

<u>Completing the *Incident Report* Form</u>
Incident Reports are to be completed, submitted, and emailed within 24 hours of the incident. The original completed *Incident Report* is given to the WA Career Services Supervisor. A copy of the completed *Incident Report* is emailed to the staff member's supervisor, the supervisor involved in the incident, KDOC Career Services Supervisor, WA Career Center Manager, WA Director of One Stop Operations, and KDOC Regional Operations Manager.

<u>Customer Restrictions</u>
At times based on behavior or a pattern of behavior, customers may be banned from the Center or have restrictions placed on future visits to the Center. In these situations customers are notified via letter of their restrictions. A revision to the Red Book is issued with updated customer restrictions. A revision of the *Workforce Center Master Sign In* sheet is issued to flag the customer name the next time the customer visits the Center.

A sample of the Workforce Centers' Incident Report form may be found below. An electronic version of the form will be made available to all partner agencies. Additionally, a printable PDF version of the form may be accessed through the Workforce Alliance website by following the steps below:

9. Go to www.workforce-ks.com
10. Login in to the Intranet
11. Click on the "About" tab in the top menu
12. Click on "Workforce Center Intranet Homepage"
13. Click on "Workforce Center Documents"
14. Open the "Forms" folder
15. Open the "Incident Report and Bomb Threat Checklist" folder
16. Click on link to open the Word document

Center Incident Report – Sample Form, Page 1 of 2

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Incident Report

Workforce Center employees shall complete and submit this form within 24 hours of the incident. Gather all relevant information; provide as much detail a possible. Submit completed forms to the Workforce Alliance of South Central Kansas.

Person Involved

First Name: ______ Last Name: ______
Date of Birth: ______ Phone Number: ______
Address: ______ City, State, Zip Code: ______
Alternate Phone #: ______ Injured: ☐ Yes ☐ No
Please select one: ☐ Visitor/Client ☐ Employee ☐ Other: ______

Incident Location

Building Name: ______ Address: ______
Area of Building: ______ Date and Time of Incident: ______

Intervention Required (Check all that apply)

☐ Supervisor ☐ Security ☐ Fire ☐ EMS ☐ Police Case #: ______

Witness 1

First Name: ______ Last Name: ______
Date of Birth: ______ Phone Number: ______
Address: ______ City, State, Zip Code: ______
Alternate Phone #: ______ Injured: ☐ Yes ☐ No
Please select one: ☐ Visitor/Client ☐ Employee ☐ Other: ______

Witness 2 ☐ **NA**

First Name: ______ Last Name: ______
Date of Birth: ______ Phone Number: ______
Address: ______ City, State, Zip Code: ______
Alternate Phone #: ______ Injured: ☐ Yes ☐ No
Please select one: ☐ Visitor/Client ☐ Employee ☐ Other: ______

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Center Incident Report – Sample Form, Page 2 of 2

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Incident Report

Detailed Description of Event

Printed Name

Organization

Signature

Date

Supervisor Comments

Supervisor Name

Organization

Supervisor Signature

Date

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SECTION II – PROFESSIONAL CONDUCT

A. Personal Appearance

The Workforce Centers rely on employees to present a positive, professional, business-like image to internal and external customers through dress and personal appearance, as well as appearance of the work area.

The general standard of dress is business casual; however, there may be times when specific attire may be requested by senior management based on business needs or special occasions; workplace casual will be announced by senior management.

Accessories should be tasteful and not to excess. Head coverings, including scarfs-not worn as bandanas, are permitted as long as they do compliment the other clothing items and present a professional image. Outdoor hats do no present a professional image and are not permitted.

Guidance

To facilitate customer service and safety, everyone working in the Centers is given an ID badge and an engraved name tag
Name tag or ID badge shall be worn at all times including networking events or other off-site events where the employee is representing the Workforce Center

- Name tags and ID badges should not be modified in any way
- ID badges may be worn on decorative lanyards as long as they present a professional image

Visible tattoos and body piercings other than those in the ears are not permitted

Business Professional dress code guidelines:

Women

- Dresses, suits, and business-like skirts or dress slacks with coordinating blouse, sweater, jacket, vest, or blazer
- Denim or jean-like material does not reflect a professional image and is not considered appropriate
- Skirts should be of proper length for the business environment; specifically, no shorter than three inches above the knee when standing
- Dress shoes and dress boots

Men

- Dress shirt, tie, and dress slacks. However, a suit or jacket projects a more professional image
- Denim or jean-like material does not reflect a professional image and is not considered appropriate
- Dress shoes and dress boots

Business Casual dress code guidelines:

Women

Tops

- Sleeveless, see-through or lace material blouses and dresses should only be worn when accompanied by a jacket/sweater; Blouses and dresses should cover the entire top of the shoulder, back and midriff

Bottoms

- Dress pants (full-length, ankle-length/cropped style, or Capris) may be worn, but must be below the knee in length and should be professional and in good condition; Styles that are extremely casual, faded, frayed, wrinkled, or worn are not permitted
- Jeans may not be worn at any time
- Stirrup and stretch pants and pants that fit like hosiery do not project a professional image and are not permitted
- Leggings that are designed as a stand-in for pants are not permitted
- Skirts should be of proper length for the business environment; specifically, no shorter than three inches above the knee when standing
- Dresses should be of proper length for the business environment; specifically, no shorter than three inches above the knee when standing

Hosiery/Foot Coverings/Misc.

- Leggings are permitted only when worn in the same manner as hosiery
- Tennis shoes and sport shoes are not permitted
- Sandals and other open-toed shoes must have a discernable heel; foam-soled footwear is not permitted
- Flip flops or beach/pool sandals are not permitted
- Flats are permitted; flats should not resemble house shoes or slippers
- Cowboy, combat and work boots are not permitted
- Hairstyles should be well-groomed and clean

Men

Tops

- Button down and polo shirts are permitted

Bottoms

- Jeans may not be worn at any time
- Dress pants recommended, but khakis are allowed; Styles that are extremely casual, faded, frayed, wrinkled or worn are not permitted

Hosiery/Foot Coverings/Misc.

- Cowboy, combat and work boots are not permitted
- Sandals, flip flops, tennis shoes, or sport shoes are not permitted
- Socks should be worn at all times
- Hairstyles should be well-groomed and clean
- Facial hair must be neat and closely trimmed

Workplace Casual dress code guidelines:

Women
Tops
- Sleeveless, see-through or lace material blouses and dresses should only be worn when accompanied by a jacket/sweater; Blouses and dresses should cover the entire top of the shoulder, back and midriff

Bottoms
- Jeans (full-length, ankle-length/cropped style, or Capris) may be worn only when authorized by senior management; Styles that are extremely casual, faded, frayed, wrinkled, worn or torn/with holes, even if by design, are not permitted
- Stirrup and stretch pants and pants that fit like hosiery do not project a professional image and are not permitted
- Denim skirts should be of proper length for the business environment; specifically, no shorter than three inches above the knee when standing
- Dresses should be of proper length for the business environment; specifically, no shorter than three inches above the knee when standing
- Denim leggings are not permitted

Hosiery/Foot Coverings/Misc.
- Combat and work boots are not permitted; Cowboy/western boots are permitted as long as the leg is covered to the ankle
- Tennis shoes and sport shoes may be worn only when specifically announced by senior management; Styles that are faded, frayed or worn are not permitted.

Men
Tops
- Button down and polo shirts are permitted

Bottoms
- Jeans may be worn only when authorized by senior management; Styles that are extremely casual, faded, frayed, wrinkled, torn/holes, even if by design or worn are not permitted

Hosiery/Foot Coverings/Misc.
- Combat and work boots are not permitted; Cowboy/western boots are permitted as long as the leg is covered to the ankle
- Tennis shoes and sport shoes may be worn only when specifically announced by senior management; Styles that are faded, frayed or worn are not permitted
- Socks should be worn at all times

B. Sexual Harassment

To ensure a work environment free of sexual harassment, each partner agency providing services within the Workforce Center is expected to have a sexual harassment policy, and to clearly communicate the policy to personnel working in the center. Employees should follow the reporting requirements of their organization

In addition to sexual harassment of co-workers, as described in each partner agency's policy, sexual harassment of employees of partner agencies and of customers is prohibited.

C. Social Media

What Social Media means to us:

Conversations take place online about the Workforce Centers every day, and we want our staff to join those conversations, represent the Workforce Centers, and share the optimistic and positive spirits of our brand. These Social Media Principles should guide your participation in social media, both personally as well as when you are acting in an official capacity on behalf of the Workforce Centers. The same considerations that apply to our messaging and communications in traditional media still apply in the online social media space, including on what you might consider "internal" platforms.

Have fun, but be smart. Use sound judgment and common sense, adhere to the Workforce Centers values, and follow the same Workforce Centers policies that you follow in the offline world. To get you started or to help you improve your social media skills, we offer training to our associates and our agency partners, and we'll continue to regularly evaluate our training classes and update them as social media evolves.

Workforce Centers Commitment:

The Workforce Centers makes certain commitments concerning how we interact with the public and each other, and these commitments apply to interactions that occur on social media platforms as well. We expect the same commitments from all Workforce Centers staff and partners.

1. Workforce Centers will be transparent in every social media engagement.
2. Workforce Centers will protect our customers' privacy in compliance with applicable Privacy Policies, IT Security Policies, and laws, rules, and regulations.
3. Workforce Centers will respect copyrights, trademarks, rights of publicity, and other third-party rights.
4. Workforce Centers will be responsible in our use of technology and will not knowingly align our Workforce Centers with any organizations or Web sites that use excessive tracking software, adware, malware or spyware.

Workforce Centers will reasonably monitor our behavior in the social media space, establish appropriate protocols for establishing our social media presence, and keep appropriate records of our participation as dictated by law and/or industry best practices.

Workforce Centers and agency associate social media activities:

The Workforce Centers respects the rights of its associates and partners associates to use blogs and other social media tools not only as a form of self-expression, but also as a means to further the Workforce Centers' business. It is important our associates and our partners are aware of the implications of engaging in social media and online conversations that reference the Workforce Centers, its brand, or its business, and that they recognize when the Workforce Centers might be held responsible for their behavior. Our expectations for personal and professional/official use of social media are set forth separately below.

Personal use of Social Media: Expectations

Whether you are an authorized Workforce Centers spokesperson or not, when you're talking about the Workforce Centers, our brand, or our business on your personal social networks, keep in mind that:

The Workforce Centers' Information Technology Policy and other policies still apply.

1. You are responsible for your actions. We encourage you to get online and have fun, but use sound judgment and common sense.
2. You are an important ambassador for the Workforce Centers' brand, and you're encouraged to promote it as long as you make sure you disclose that you are affiliated with the Workforce Centers. How you disclose can depend on the platform, but the disclosure should be clear and in proximity to the message itself.
3. When you see posts or commentary on topics that require subject matter expertise, such as policies, operations or the Workforce Centers' financial performance, avoid the temptation to respond to these directly. When in doubt, contact the Direct of One-Stop Operations.
4. When in doubt, do not post.
5. Give credit where credit is due and don't violate others' rights. DO NOT claim authorship of something that is not yours. If you are using another party's content, make certain they are credited for it in your post and they approve of you utilizing their content. Do not use the copyrighted material, trademarks, publicity rights, or other rights of others without the necessary permissions of the rightsholder(s).
6. Remember the Internet is permanent.

D. Workforce Center Branding and Outreach Material

The Workforce Center strives to have a consistent marketing and branding through all brochures, flyers, forms, handouts, and presentations. Located on the Workforce Center Intranet page, under the "Communications Toolkit" there are various pre-made templates for your use. Outreach material is maintained in each office please see a Resource Coordinator or supervisor for assistance.

For use of Workforce Center Logo's please contact Angie Duntz or Kat Johnson. To update or create a form please contact Denise Houston.

SECTION III – FACILITY MANAGEMENT

A. Hours of Operation

Operating hours for the Workforce Centers are as follows:

CENTER	HOURS
Butler Workforce Center	Monday-Thursday 8:00-1:00 & 2:00-5:00
Cowley Workforce Center	Monday & Wednesday 8:00-12:00 & 1:00-5:00
Harper Workforce Center	No Established Office; Services By Appointment
Kingman Workforce Center	No Established Office; Services By Appointment
Sumner Workforce Center	Tuesday & Thursday 8:30-12:00 & 1:00-4:30
Wichita Workforce Center	Monday-Thursday 8:00-5:00 Friday 9:00-5:00
Garvey Center Administrative Offices	Monday-Thursday 8:00-5:00 Friday 9:00-5:00

B. Exceptions to Hours of Operation

If there is a reduction in hours of operation, partner agencies and the media will be notified (e. g. inclement weather) by the President/CEO of the Workforce Alliance or his Designee. Workforce Center staff/partners may call the Workforce Alliance Weather Line at 316-771-6677 to learn of any potential Center closing and/or delay in opening due to inclement weather.

Requests for an increase in hours of operation may be made to the Operator.

C. Holidays

The Workforce Centers will be closed on holidays observed by the State of Kansas. However, personnel may observe their employer's holiday schedule.

D. State Recognized Holidays

New Year's Day
Martin Luther King Jr. Day
Memorial Day
Independence Day
Labor Day
Veterans Day
Thanksgiving Day
Friday after Thanksgiving
Christmas Day

E. Absence from Work Assignment

When a partner agency will not be represented at a Center, the agency is asked to notify the other one-stop partners as a courtesy, and to facilitate planning and customer service.

- For scheduled absences, of an entire partner agency, partners are asked to provide ten (10) working days notice whenever possible.

- For unscheduled absences of the entire agency, partners are asked to telephone the Operator at 316-771-6600 by 9:00 a.m. of the workday.

F. Parking

<u>Administrative Offices</u>
- Parking is available in the parking garage directly behind the R.H. Garvey Building.
- Customers may park in parking spaces designated for visitors.
- A parking voucher will be issued when parking in the garage.
- Vouchers are validated at the front desk of the Administrative Offices on the 8th floor.
- Staff may not park in visitor parking.

<u>Wichita Workforce Center</u>
- Parking is available in the lot located northeast of the building.

<u>Cowley Workforce Center</u>
- Parking is available in the lot located south of the building.

<u>Butler Workforce Center</u>
- Parking is available in the lot located west and of the building.

<u>Sumner Workforce Center</u>
- Parking is available along the street west of the building.

G. Facility Usage

The Operator will make reasonable efforts to provide for the security of partners, property and visitors; however, the Operator assumes no responsibility for loss, damage, or theft of personal property.

Partners may be issued keys and/or proxy cards to the facility at the discretion of the Operator. Partners will sign for keys and/or proxy cards and are expected to safeguard them against loss or theft. Door keys and/or proxy cards are not to be given to other partners, customers, family members, visitors, etc. Lost or stolen keys and/or proxy cards are to be reported immediately to the Operator.

Staff and partners are not to use air fresheners, potpourri, or fragrance devices of any kind in open or public areas. Only air fresheners or fragrance devices placed by management are allowed in open or public areas. Air fresheners that plug in, warm, heat, or are liquid that do not come with a firmly attached lid are prohibited.

Please do not attach anything to any structure without permission of the Operator.

H. Facility Equipment

All repairs and maintenance of equipment belonging to the Center will be conducted by the Operator or contracted service provider. Please advise the Operator of equipment that is not working properly.

Written authorization from the Operator is required prior to removing equipment belonging to the Centers' from the facility. Partners are responsible for the proper use, care and return of all property and equipment assigned to them.

I. Smoking

To maintain a safe and comfortable working environment and to comply with local ordinances, the Workforce Centers are smoke free facilities. There are designated smoking areas outside of each Center no less than 25 feet from the building.

J. Cell Phone and Electronic Devices Usage

In order to be respectful of other staff and customers, Workforce Center staff are to follow the below guidelines regarding cell phone and electronic devices at the Workforce Center. Be mindful of the Local Area IV Customer Service Grid when utilizing devices in the Workforce Centers of South Central Kansas.

1. Cell phone or other electronic device ringers should be turned off, changed to mute, or vibrate during work hours.
2. Cell phones or other electronic devices should not be left unattended in the Workforce Center. Employees assume the risk of loss or damage to cell phones or electronic devises carried during their workday.
3. Personal cell phones calls should be made during break or lunch times to the maximum extent possible. Frequent or lengthy cell phone calls may adversely affect productivity and disturb others.
4. To protect the privacy of fellow employees and customers the use of cameras on cell phones or other electronic devices during work time should be used with the consent of management and of the person(s) present at the time.
5. Streaming music is allowed as long as it does not interfere with productivity. Staff is not to use Workforce Center Wi-Fi and must use their own data for streaming. Staff streaming music must use headphones in the open office area.

K. Meeting Room Scheduling

Shared meeting rooms may be reserved by contacting the designated scheduler for each facility. The schedulers are responsible for ensuring there is no conflict. When reserving meeting rooms, thirty minutes will generally be included before and after each meeting for preparation and break down. When scheduling a room, please identify the organization using the room, name and telephone of a contact person, the type of event and number expected to attend. Due to limited meeting rooms, it is essential all cancellations be updated on the appropriate system in each Center. HD videoconferencing equipment may be reserved for use in the following Centers: Administrative Offices, Wichita Workforce Center, Cowley Workforce Center, and Butler Workforce Center.

The designated scheduler of meeting rooms for each facility is as follows:

- Administrative Offices by Carrie Schroeder
- Wichita Center by Carrie Schroeder
- Butler Center by the Operator
- Cowley Center by the Operator
- Sumner Center by the Operator

L. Calendars

Partners may view calendars for meeting rooms and other individual partners as abilities and permissions allow.

M. Building Maintenance

Janitorial services provide a clean work environment. Janitorial issues should be directed to the Operator.

Garvey and Wichita Workforce Center
Janitorial and maintenance services are provided by the Operator.

Butler, Cowley and Sumner Workforce Centers
Maintenance issues should be handled by each office's lead staff. The lead staff should communicate all issues to the Operator.

N. Definitions

The parties to this Agreement have agreed to use common definitions for terms related to the provision of services and shared funding. Through the use of common definitions, all parties achieve consistency in the provision of similar services to customers. These terms are defined below:

Preliminary Services:
- **Public Information**: Facts about a Partner's services distributed to the public.
- **Outreach, Recruitment**: Information about a Partner's services circulated to potential customers for the purpose of attracting customers to the program.
- **Determination of Program Appropriateness for Customer**: A decision about whether the Partner provides services suitable for the customer.
- **Orientation**: Explanation of the Partner's services and requirements to customers.

- **Resource Center**: A library of workforce, career and supportive service information, open to the public. Information may be accessed through a variety of means including electronic and hard copy.
- **Initial Assessment**: Interviewing and asking questions that would assist customer to consider his/her resources, skills, abilities, and service needs as related to a plan of action.
- **Workshops**: Short-term instruction to groups of customers to impart knowledge or skills related to workforce or related issues, for example, how to complete a resume.
- **Career Information**: Facts and figures about occupational duties, requirements, demand in the labor market, working conditions, and pay, given to customers to aid them in choosing a plan for employment.
- **Labor Market Information**: Facts and figures about demand for workers by occupation, skill level, or geographic area.
- **Job Search Skills & Information**: The preparation of individuals or groups of individuals to plan and execute an efficient investigation of employment opportunities and the effective marketing of their skills and abilities. Covers areas of skill identification, understanding where potential jobs can be found, organizing a job search, interviewing, applications and resumes.
- **Job Referrals**: Reviewing employer job requirements, determining qualifications and referring job seekers to employers for consideration.
- **Follow-Up**: Contacting a customer after services have been provided in order to assess satisfaction & review needs.
- **Eligibility Determination**: Collection of information and documents to make a decision whether an individual can access eligibility-based services.

<u>**Services Requiring Eligibility**</u>**:**

- **Enrollment or Registration**: Completion and recording of eligibility determination data required before individuals can receive services.
- **Diagnostic Assessment**: The use of valid and reliable formal tests to analyze customer skills, aptitudes and interests, together with a review of customer resources, barriers, health issues, legal issues, service needs and other matters that will lead to a plan for self-sufficiency, employment, or related goal.
- **Individual Self-Sufficiency or Employment Planning**: A written action plan, signed by the customer and staff, that includes steps the customer must take and services the agency must provide, in order to achieve a goal, usually for long-term self-sufficient employment.
- **Case Management**: Long term guidance and support through the process of finding and using a variety of services leading to economic self-sufficiency.
- **Basic Education, Literacy Training, GED Training**: Training in reading, math, and related topics to enable a customer to read and write English language. GED Training is given in order to assist a customer in obtaining their General Education Development certificate.
- **English as a Second Language Training**: English language training given to customers who speak and/or are literate in another language from birth.
- **Computer Literacy Training**: Basic instruction to assist customers with accessing, creating, and saving documents and retrieving information from computers.
- **Job Readiness Training**: Instruction in job seeking and job keeping skills.
- **Life Skills Training**: Instruction in money management, time management, dealing with institutions, and other skills needed for successful everyday functioning.

- **Supportive Services**: Goods or services purchased or provided to address the barriers or basic needs that prevent a customer from successful completion of a plan of action. Examples are childcare assistance, work tools, work clothing, housing, and transportation assistance.
- **Post-Employment or Job Retention Services**: Counseling and supportive services to eliminate barriers targeted at allowing employed individuals to continue employment.
- **Tutoring, Study Skills Training**: Individual, classroom, learning lab, or other instruction given to customers to encourage school or training completion and dropout prevention.
- **Leadership Development Activities**: The encouragement of responsibility and other positive social behaviors such as communication skills, decision-making, teamwork, money management, time organization, resourcefulness, parenting, citizenship and service to community.
- **Mentoring**: Providing a positive role model to guide and coach a customer in personal and decision-making skills needed to become a successful member of a community or a work place.
- **Alternative Secondary School**: Any locally recognized educational program offering school credit and graduation, established for students having difficulty completing their education in a traditional secondary school setting.

Training Services:

- **Financial Assistance for Training**: Information and access to grants, loans, and scholarships, including WIA tuition assistance, Pell Grants, State Scholarships and Grants, Child Care Grants, Perkins Loans, Work Study, Veterans Assistance Benefits, Bureau of Indian Affairs assistance, Indian Scholarship Program, and Foundation Scholarships.
- **Occupational Skills Training**: Specific programs or opportunities that allow an individual to gain occupational skills and may lead to a certificate or credential.
- **On-the-Job Training**: Training provided by an employer to an employee, with or without subsidy. On-the-Job Training occurs while the customer is engaged in productive work and provides knowledge and skills essential to the performance of the job.
- **Skills Upgrading**: Instruction designed to improve or update basic or occupational skills.
- **Re-Training**: Instruction in a new set of skills for customers whose occupational skills have become obsolete or are no longer needed in the local labor market.
- **Entrepreneurial Training**: Instruction designed to assist customers who are interested in opening a business. Training includes instruction in marketing, business, and financial plans as well as legal requirements for opening a business.
- **Apprenticeship Training**: A program of instruction delivered to individuals while working on the job at a beginning level and graduating skill levels and pay until journeyman level is achieved.
- **Customized or Workplace Training**: Training conducted with a commitment by an employer or group of employers to employ individuals upon successful completion. Training is specific to the skill needs of the employer or group of employers.
- **Work Experience, Internship**: Short term paid or unpaid work activity which provides an individual the opportunity to acquire the skill and knowledge necessary to perform a job. Under the guidance of a supervisor, Work Experience or Internship customers develop appropriate work habits and behaviors while learning various aspects of an occupation.

Employer Services:

- **Job Listing**: Information on current job vacancies, including required skills, knowledge and abilities, wage and hours, benefits, and location of work. Available on a local, state and national level.
- **Candidate Screening**: Comparing job seeker skills to the requirements of the job listing.

- **Candidate Testing**: Administration of specialized testing as requested by employers to help identify preferred candidates. May include achievement, proficiency, or any other validated measure.
- **Job Referrals**: Reviewing employer job requirements, determining qualifications and referring job seekers to employers for consideration.
- **Space for Job Interviews**: Providing appropriate space for an employer to use to test and/or interview applicants. This service may include access to TV/VCR, telephone, fax, copier, computer, and Internet.
- **Labor Market Information**: Information about labor supply and demand, population, growth and characteristics, trends in industrial and occupational structure, technological developments, shifts in consumer demands, wage levels, trade disputes; recruitment practices; conditions of employment; and training opportunities.
- **Local Economic Development Information**: Information about aspects of a community's infrastructure, climate, recreational opportunities, housing conditions, educational opportunities, and other information designed to attract new or relocating employers.
- **Employer Incentives**: Tax credits, training subsidies, or other inducements offered to an employer in return for locating in a community or hiring & training workers.
- **Employer Seminars**: Workshops providing employers with information that will help them hire and retain workers. Examples include training in fair employment practices as well as information about employment laws and payroll withholding, workers' compensation, and Unemployment Insurance tax requirements.
- **Job Fairs**: Open forums for the recruitment of applicants by several or many employers.
- **Services to Laid Off Workers**: Workshops and individual services initiated when significant numbers of employers/employees in a community experience downsizing or plant closure. Several Workforce Partners may combine efforts with employers to give information and support in the areas of community services, Unemployment Compensation, retraining services, and strategies for reemployment.
- **Outplacement Services**: Finding employment of an employee outside his/her current employer.
- **Job Analysis**: A detailed description of an occupation highlighting significant factors such as duties, successful worker traits, equipment, qualifications, training, physical demands, environmental conditions, and other employment factors. Comparison may be made to other jobs/careers.
- **Focus Groups**: Groups of employers coming together to discuss and guide Workforce Centers and Partners in employment issues from the employer perspective.

O. Partner Referrals

Definition and Process

The definition of a referral is to send a customer to another agency or partner for services. Referrals are made to serve the customer. Referrals are tools designed to track customers for the partners and to document services provided. Outcomes of referrals are tracked by the receiving partner and the referring partner to ensure that customers' needs are met. Data will be generated to analyze the continuous process improvement. The referring partner must request follow-up on the referral form if expected from the receiving partner.

Partner Referral Guidelines

Partner Referral Guidelines are provided to assist partners in making suitable referrals. These guidelines, which include contact information for each partner, are intended to serve as a resource. Partners are cautioned not to use these guidelines to attempt to determine eligibility, as this is ultimately the responsibility of receiving agency.

The guidelines are a living document. The most recent information will be available through the website or by contacting the Operator. To update your partner's guidelines contact the Operator or Director of One Stop Operations with the updated information.

Tracking

MOU partners may be asked to complete a referral tracking form quarterly with information on the origin of referrals received and the destination of referral sent. If requested, the tracking form will be sent, as an e-mail attachment, to the Operator by the fifth working day following the end of each quarter.

Partner Referral Form

A sample of the Workforce Centers' Partner Referral Form may be found below. An electronic version of the form will be made available to all partner agencies. Additionally, a printable PDF version of the form may be accessed through the Workforce Alliance website by following the steps below:

17. Go to www.workforce-ks.com
18. Login in to the Intranet
19. Click on the "About" tab in the top menu
20. Click on "Workforce Center Intranet Homepage"
21. Click on "Workforce Center Documents"
22. Open the "Forms" folder
23. Open the "Referral Forms" folder
24. Click on link to open the Word document

Partner Referral Guidelines are provided in a separate document.

Workforce Center Partner Referrals – Sample Form

☐ Veteran
☐ Eligible Spouse

Participant ID: ____

WORKFORCE CENTERS KANSASWORKS.COM

Partner Referral Form

Customer Name: ____	**Date:** ____
Address*: ____	City, ST, Zip*: ____
Phone*: ____	E-mail*: ____
	** Optional Fields*

Referring Partner: ____
Staff Name: ____
Phone: ____
Fax: ____
E-mail: ____
Follow-up Requested: ☐Yes ☐No
Follow-up By: ☐E-mail ☐Phone ☐Mail ☐N/A
Attachments Included: ☐Yes ☐No

Customer Referred to: ____
Partner/Contact: ____
Address: ____
City, ST, Zip: ____
Phone: ____

Reason for referral to partner agency (see referral guidelines):

____
____
____

Receiving Partner Use Only		
Date Referral Received: ____	**Date Assigned:** ____	**Staff Name:** ____

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"Equal Opportunity Employer/Program - Auxiliary aids and services are available upon request to individuals with disabilities."
The hearing impaired may contact the Workforce Center by calling the Kansas Relay Center at 1-800-766-3777

SECTION IV – CUSTOMER RELATIONS

A. Equal Opportunity

Equal Opportunity is the Law

It is against the law for this recipient of federal financial assistance to discriminate on the following basis:

- Against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief and;
- Against any beneficiary of programs financially assisted under Title I of the Workforce Innovation and Opportunity Act of 2014 (WIOA), on the basis of the beneficiary's Citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIOA Title I-financially assisted program or activity.

The recipient must not discriminate in any of the following areas:

- Deciding who will be admitted, or have access, to any WIOA Title I-financially assisted program or activity;
- Providing opportunities in, or treating any person with regard to, such a program or activity; or
- Making employment decisions in the administration of, or in connection with, such a program or activity.

The following provisions apply specifically to Employment Service operations conducted by Kansas Works Job Service Offices. States shall:

- Assure that no individual be excluded from participation in, denied the benefits of, subjected to discrimination under, or denied employment in the administration or in connection with any services or activities authorized under the Wagner-Peyser Act in violation of any applicable nondiscrimination law, including laws prohibiting discrimination on the basis of age, race, sex, color, religion, national origin, disability, political affiliation or belief. All complaints alleging discrimination shall be filed and processed according to the procedures in the applicable DOL nondiscrimination regulations.
- Assure that discriminatory job orders will not be accepted, except where the stated requirement is a bona fide occupational qualification (BFOQ).
- Assure that employers' valid affirmative action requests will be accepted and a significant number of qualified applicants from the target group(s) will be included to enable the employer to meet its affirmative action obligations.
- Assure that employment testing programs will comply with all applicable federal regulations.

What to do if you believe you have experienced discrimination

If you think that you have been subjected to discrimination under a WIOA Title I financially assisted program or activity, you may file a complaint within 180 days from the date of the alleged violation with either:

- The recipient's Equal Opportunity Officer, Mickayla Fink, Workforce Alliance of South Central Kansas, 2021 N Amidon, Wichita, KS 67203; Telephone: 316-771-6600; Fax: 316-771-6690; TTY: 1-800-766-3777; Email: info@workforce-ks.com; (or the person whom the recipient has designated for this purpose) at crc@kansascommerce.com; or

- The Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210, 202-693-6502 (voice) 800-877-8339 (TTY/TDD), 202-693-6505 (fax).

If you file your complaint with the recipient, you must wait either until the recipient issues a written notice of Final Action, or until 90 days have passed (whichever is sooner), before filing with the Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210.

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you filed your complaint, you do not have to wait for the recipient to issue that Notice before filing a complaint with CRC. However, you must file your CRC Complaint within 30 days of the 90-day deadline (in other words, within 120 days after the day on which you filed your complaint with the recipient.)

If the recipient does give you a written Notice of Final Action in your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with CRC. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

If you think that you have been subjected to discrimination under the above conditions, you may file a complaint within 360 days from the date of the alleged violation with either:

The recipient's Equal Opportunity Officer, Mickayla Fink, Workforce Alliance of South Central Kansas, 2021 N Amidon, Wichita, KS 67203; Telephone: 316-771-6600; Fax: 316-771-6690; TTY: 1-800-766-3777; Email: info@workforce-ks.com; (or the person whom the recipient has designated for this purpose including the Job Service Office Manager) at crc@kansascommerce.com; or The Director, Civil Rights Center (CRC), U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4123, Washington, DC 20210, 202-693-6502 (voice) 800-877-8339 (TTY/TDD), 202-693-6505 (fax).

Equal Employment Opportunity Commission (EEOC) Notice on Employer Consideration of Arrest and Conviction History

Title VII of the Civil Rights Act of 1964 makes it unlawful to discriminate in employment based on race, color, national origin, religion, or sex. This law does not prohibit an employer from requiring applicants to provide information about arrests, convictions, or incarceration. But, employers may not treat people with the same criminal records differently because of their race, national, origin, or another protected characteristic. In addition, unless required by federal law or regulation, employers may not automatically bar everyone with an arrest or conviction record from employment. This is because an automatic bar to hiring everyone with a criminal record is likely to unjustifiably limit the employment opportunities of applicants or workers of certain

racial or ethnic groups. If an employer's criminal record exclusion policy or practice has disparate impact on Title VII-protected individuals, it must be job related and consistent with business necessity.
For more information:
http://www.eeoc.gov/laws/guidance/arrest_conviction.cfm;
http://www.eeoc.gov/laws/guidance/qa_arrest_conviction.cfm;
http://www.nationalreentryresourcecenter.org/documents/0000/1082/Reentry_Council_Mythbuster_Employment.pdf

Fair Credit Reporting Act
The Fair Credit Reporting Act (FCRA) requires an employer to obtain the applicant's permission before asking a background screening company for a criminal history report, and requires the employer to provide the applicant with a copy of the report and a summary of the applicant's rights before the employer takes an adverse action (such as denying an application for employment) based on information in the criminal history report. For more information:
http://www.ftc.gov/bcp/edu/pubs/consumer/credit/cre36.shtm

For additional information about these notices or to register a formal complaint about a KansasWorks job order or services received in a KansasWorks Workforce Center contact:
John M. Ybarra
Workforce Compliance and Oversight
Kansas Department of Commerce
1000 S.W. Jackson Street Suite 100
Topeka, KS 66612
(785) 296-6809
Se Habla Español
crc@kansascommerce.com

B. Grievance and Complaint Policy

<u>Grievance and Complaint Policy</u>
It is the policy of the Workforce Alliance of South Central Kansas (WA) that all workforce programs operated by or under the WA shall be operated in conformance with all applicable laws and regulations. It is also the policy of the WA that no program or provision of services under those programs shall allow discrimination on the basis of race, color, national origin, age, gender, political affiliation, belief, citizenship, religion or disability.
Who May File - Any applicant, participant, service provider, operator, partner or other interested party may file a complaint alleging a violation of local programs, agreements or WA policies and activities.

Complainants with Disabilities - Complainants with disabilities will be accommodated in communication and location. Alternate formats will be used on request to notify the complainant of hearings, results and any other written communication. Auxiliary aides and services, such as deaf interpreters or assistive listening devices, will be provided on request for negotiations, hearings and any other meetings where aural communication occurs. An accessible location will be used for hearings and other meetings on request.

Time and Place for Filing - Complaints may be filed with the WA or the service provider within one year from the date of the event or condition alleged to be a violation. Complaints filed with the WA shall be directed to the following: Katie Givens, Vice President of Community Relations, Workforce Alliance of South Central Kansas, 2021 N Amidon, Wichita, KS 67203; Telephone: (316) 771-6600; Fax: (316) 771-6690; TTY: 1-800-766-3777; Email: info@workforce-ks.com.

Resolution Process - Service providers and employers of participants must have procedures in place to process complaints related to the terms and conditions of the participant's training or employment. Employers and service providers may elect to utilize the system established by the WA or operate their own complaint procedures. If the employer is required to use the complaint processing procedures under a covered collective bargaining agreement, then those procedures may be used to handle general complaints.

Any hearings conducted by an employer must comply with all provisions for hearings described in this policy.

Step 1 - Initial Review **-** If the complaint alleges a violation of any statute, regulation, policy, or program that is not governed by WIOA, the complaint will be referred to the appropriate organization for resolution. Notice of the referral will be sent to the complainant.
The WA or the service provider will receive the complaint from the complainant or the complainant's designated representative. All complaints will be logged. A complaint file should be established that contains the following:

1. Application and enrollment forms;
2. Completed General WIOA Complaint Form (or complainant's written statement);
3. Chronological log of events or conditions alleged to be a violation;
4. Any relevant correspondence; and
5. Record of the attempted informal resolution.

Step 2 - Informal Resolution **-** An attempt should be made by the WA or the service provider to informally resolve the complaint to the satisfaction of all parties. The informal resolution process must be completed within ten business days from the date the complaint is filed. If all parties are satisfied, the complaint is considered resolved and the terms and conditions of the resolution must be documented in the complaint file. When a service provider attempts the informal resolution, the service provider will forward the complaint file to the WA. The WA will review the complaint file and investigate it further if necessary.

Step 3 - Formal Resolution **-** When an informal resolution is not possible, the WA will issue a determination within 20 calendar days from the date the complaint was filed. If an appeal of the determination is not requested, the complaint is considered resolved and the complaint file should be documented accordingly. Any party dissatisfied with the determination may request a hearing within 14 calendar days of the date of the determination.

Step 4 - Hearing **-** A complaint may be amended or withdrawn at any time prior to a scheduled hearing.

If the complaint is not withdrawn, the WA will request that the Workforce Compliance and Oversight, Legal Services Division of the Kansas Department of Commerce, 1000 S.W. Jackson, Suite 100, Topeka, Kansas 66612 designate a hearing officer to ensure the complaint receives fair and impartial treatment. The hearing must be conducted within 45 calendar days from the date the complaint was filed. The hearing officer will schedule a formal hearing and mail a written notice to the complainant, the respondent, and any other interested party at least seven business days prior to the hearing. The notice will include the date, time and place of the hearing.

Parties may present witnesses and documentary evidence, and question others who present evidence and witnesses. The complainant may request that records and documents be produced. Attorneys or another designated representative may represent each party. All testimony will be taken under oath or affirmation. The hearing will be recorded either in writing or by audiotape. The hearing officer's recommended resolution will include a summary of factual evidence presented during the hearing and the conclusions upon which the recommendation is based.

Step 5 - Final Decision **-** The WA will review the recommendation of the hearing officer and issue a final decision within 60 calendar days from the date the complaint was filed.

Step 6 - Appeal **-** Any party dissatisfied with the WA's final decision, or any party who has not received either a final decision or a resolution within 60 calendar days from the date the complaint was filed, may request an appeal. The appeal must be received by the Kansas Department of Commerce (Commerce) within 90 calendar days from the date the complaint was filed at the following address: Kansas Department of Commerce, Workforce Compliance and Oversight, 1000 S.W. Jackson Street, Suite 100, Topeka, Kansas 66612-1354 Commerce will review the complaint file, the hearing record, and all applicable documents and issue a final decision on the appeal within 30 calendar days from the date the appeal was received.

C. Limited English Proficiency

Introduction
The mission of the Workforce Alliance of South Central Kansas is to develop and lead a flexible, integrated workforce system that identifies and responds to the current and future needs of our region and state.

Our vision is for South Central Kansas to have a diversified, inclusive, highly skilled workforce functioning within a flexible, accessible system of education and economic development to advance the quality of life for our region and state.

Goal
Language assistance, when necessary, is available to ensure that LEP persons are able to participate meaningfully in the programs and activities of Local Area IV.

LEP Coordinator
Director of One Stop Operations
Workforce Alliance of South Central Kansas
2021 N. Amidon Ave
Wichita, KS 67203
316-771-6818

LEP Coordination Duties:
- Coordinate identification of language service needs and strategies for responding to those needs
- Ensure identification and securing of existing and needed resources (in-house, new hires contract, resource sharing with other agencies, volunteers, or other) to provide oral and written language services
- Identify and develop or recommend directives/general orders to implement the plan

- Identify criteria for designation of languages for initial round of translation, based on demographic data and usage projections
- Create systems to distribute translated documents, post electronically, and maintain supply
- Identify training needs and provide for training to facility LEP Monitors, staff, and managers needing to use language services, as well as language service providers
- Establish protocols for ensuring quality, timeliness, cost-effectiveness, and appropriate levels of confidentiality in translations, interpretation, and bilingual staff communications
- Identify and implement a system for receiving and responding to complaints by staff, customers, or others of ineffective language assistance measures
- Exchange promising practices information with partner agencies

Facilities LEP Monitor

Director of One Stop Operations
Workforce Alliance of South Central Kansas
2021 N. Amidon Ave
Wichita, KS 67203
316-771-6600

Facilities LEP Monitor Duties:

- Identify needs and strategies for meeting those needs so that staff will have access to appropriate language services in their interactions with inmates
- Ensure the facility’s compliance with the LEP Policy and Plan, including directives/orders
- Provide training to facility staff on implementation of LEP Plan and Directives
- Establish and maintain the facility’s language assistance resource list, ensuring competency; revise the list as needed
- Maintain data on selected interactions with LEP persons and provide reports to management as appropriate

Identification of LEP Persons

The Census data and surveying the partners indicate that Spanish and Vietnamese are the languages most often used in Local Area IV by persons with Limited English Proficiency. If a person's primary language is not recognized by the experienced staff, the language identification flashcards will be used. Staff will then contact a supervisor or the LEP coordinator for instructions unless it is an emergency. In an emergency call, 911 and the responders will provide language assistance.

Language Assistance Measures

Emergencies – Diane Gage, Director of the 911 Call Center for Sedgwick County states, "We use "Language Line" for all translation services. Since we are a 911 Center, we have priority when we use them. If a 911 call comes in and the person cannot speak English, we do a 3-way call with them, a translator and the dispatcher. Depending on if the person is on a cell phone or a hard wire phone, we may or may not be able to start a response initially. Right now, we are handling about 150 calls per month with this service. There are over 100 languages represented, though Spanish is about 98% of our translation needs at this time."

Call 911 in an emergency.

For non-emergency situations, consult your supervisor or the Director of Operations for guidance.

Interpretation – When language services are needed, Local Area IV staff should use qualified interpretation services when a non-bilingual employee needs to communicate with an LEP person or vice versa, when qualified bilingual employees are unavailable, and when available bilingual staff lack the skills, rank or assignment to provide direct communication services.

Interpretation Resources:

Agency:	**Catholic Charities**
Address:	437 N. Topeka
	Wichita, KS 67202
Phone:	(316) 264-8344 ext. 290
E-mail:	dosio@wkscatholiccharities.org
Languages:	Vietnamese, Spanish.
Cost:	$25/hour (non-profit), $30/hour

Agency:	**Senior Services - Wichita IndoChinese Center, Inc.**
Address:	2502 E. Douglas
	Wichita, KS 67214
Phone:	(316) 689-8729
E-mail:	email@wichindo.kscoxmail.com
Languages:	Vietnamese, Cambodian, Spanish, Lao, English.
Cost:	Free

The Operator will maintain a list of additional interpretation resources.

Workforce Centers Bilingual Employees- June 2015

Name	**Language**	**Extension**
Alma Reed-Herrera	Spanish/English	6838
Chuong Vu	Vietnamese/English	6839
Erica Ramos	Spanish/English	6828
Jacqueline Bujanda	Spanish/English	6648
Kevin Landis	Am. Sign Language/ English	6681
Trang Jan Trinh	Vietnamese/English	6664
Wendy Inzunza	Spanish/English	6639/6800
Wendy Reyes	Spanish/ English	6811
Viridiana Villalobos	Spanish/ English	6653

2004 Census Test

United States Census 2010

LANGUAGE IDENTIFICATION FLASHCARD

☐ ضع علامة في هذا المربع إذا كنت تقرأ أو تتحدث العربية.	1. Arabic
☐ Խնդրում ենք նշում կատարեք այս քառակուսում, եթե խոսում կամ կարդում եք հայերեն:	2. Armenian
☐ যদি আপনি বাংলা পড়েন বা বলেন তা হলে এই বাক্সে দাগ দিন।	3. Bengali
☐ ឈូមបញ្ជាក់ក្នុងប្រអប់នេះ បើអ្នកអាន ឬនិយាយភាសា ខ្មែរ ។	4. Cambodian
☐ Motka i kahhon ya yangin ûntûngnu' manaitai pat ûntûngnu' kumentos Chamorro.	5. Chamorro
☐ 如果你能读中文或讲中文，请选择此框。	6. Simplified Chinese
☐ 如果你能讀中文或講中文，請選擇此框。	7. Traditional Chinese
☐ Označite ovaj kvadratić ako čitate ili govorite hrvatski jezik.	8. Croatian
☐ Zaškrtněte tuto kolonku, pokud čtete a hovoříte česky.	9. Czech
☐ Kruis dit vakje aan als u Nederlands kunt lezen of spreken.	10. Dutch
☐ Mark this box if you read or speak English.	11. English
☐ اگر خواندن و نوشتن فارسي بلد هستيد، اين مربع را علامت بزنيد.	12. Farsi

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☐	Cocher ici si vous lisez ou parlez le français.	13. French
☐	Kreuzen Sie dieses Kästchen an, wenn Sie Deutsch lesen oder sprechen.	14. German
☐	Σημειώστε αυτό το πλαίσιο αν διαβάζετε ή μιλάτε Ελληνικά.	15. Greek
☐	Make kazye sa a si ou li oswa ou pale kreyòl ayisyen.	16. Haitian Creole
☐	अगर आप हिन्दी बोलते या पढ़ सकते हों तो इस बक्स पर चिह्न लगाएँ।	17. Hindi
☐	Kos lub voj no yog koj paub twm thiab hais lus Hmoob.	18. Hmong
☐	Jelölje meg ezt a kockát, ha megérti vagy beszéli a magyar nyelvet.	19. Hungarian
☐	Markaam daytoy nga kahon no makabasa wenno makasaoka iti Ilocano.	20. Ilocano
☐	Marchi questa casella se legge o parla italiano.	21. Italian
☐	日本語を読んだり、話せる場合はここに印を付けてください。	22. Japanese
☐	한국어를 읽거나 말할 수 있으면 이 칸에 표시하십시오.	23. Korean
☐	ໃຫ້ໝາຍໃສ່ຊ່ອງນີ້ ຖ້າທ່ານອ່ານຫຼືປາກພາສາລາວ.	24. Laotian
☐	Prosimy o zaznaczenie tego kwadratu, jeżeli posługuje się Pan/Pani językiem polskim.	25. Polish

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☐ Assinale este quadrado se você lê ou fala português.	26. Portuguese
☐ Însemnaţi această căsuţă dacă citiţi sau vorbiţi româneşte.	27. Romanian
☐ Пометьте этот квадратик, если вы читаете или говорите по-русски.	28. Russian
☐ Обележите овај квадратић уколико читате или говорите српски језик.	29. Serbian
☐ Označte tento štvorček, ak viete čítať alebo hovoriť po slovensky.	30. Slovak
☐ Marque esta casilla si lee o habla español.	31. Spanish
☐ Markahan itong kuwadrado kung kayo ay marunong magbasa o magsalita ng Tagalog.	32. Tagalog
☐ ให้กาเครื่องหมายลงในช่องถ้าท่านอ่านหรือพูดภาษาไทย.	33. Thai
☐ Maaka 'i he puha ni kapau 'oku ke lau pe lea fakatonga.	34. Tongan
☐ Відмітьте цю клітинку, якщо ви читаєте або говорите українською мовою.	35. Ukranian
☐ اگر آپ اردو پڑھتے یا بولتے ہیں تو اس خانے میں نشان لگائیں۔	36. Urdu
☐ Xin đánh dấu vào ô này nếu quý vị biết đọc và nói được Việt Ngữ.	37. Vietnamese
☐ באצייכנט דעם קעסטל אויב איר לייענט אדער רעדט אידיש.	38. Yiddish

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SECTION V – CONTINUOUS IMPROVEMENT

The Workforce Alliance is committed to regular review of service delivery practices to ensure an ongoing focus on continuous improvement within the Workforce Centers of Local Area IV. Input from customers, internal partners, and community partners is critical to the progression of delivering a high level of customer service while aiming to meet needs of area businesses by connecting employers with a skilled workforce.

A. Core Values of Performance Excellence

Workforce Center partners are committed to creating a system-wide focus on performance excellence through continuous improvement.

At the heart of any successful continuous process improvement initiative is involvement of every employee at every level of the organization. As the Workforce Centers' continuous improvement strategies evolve, employees are invited to serve on work groups and to apply principles of improvement in the course of performing day-to-day activities.

Below are the eleven (11) core values for performance excellence identified for the Workforce Centers:

- Customer Driven Excellence
- Visionary Leadership
- Valuing Employees and Partners
- Organizational and Personal Learning
- Focus on the Future
- Systems Perspective
- Agility
- Management by Fact
- Managing for Innovation
- Public Responsibility and Citizenship
- Focus on Results and Creating Value

B. Customer Service

It is imperative that all customers of the Workforce Centers be treated with courtesy and respect. If you encounter a difficult customer, do not take it personally; maintain your professionalism. Please be mindful of the people you come in contact with on a daily basis; your actions, words, and expressions may be putting off a signal that you are not truly interested in assisting a customer. Please remember the "10 Best Ways to Show Your Commitment to Excellence":

1. Provide prompt service. Answer phones quickly or, if face-to-face, acknowledge customers right away.
2. Stay upbeat and friendly. Keep a smile on your face and in your voice.
3. Give customers and their needs your undivided attention.
4. Be accurate and organized. Have information at your fingertips and take notes.
5. Communicate clearly. Talk in plain language, not jargon, and speak slowly.
6. Show courtesy and respect, even if a customer is upset.
7. Keep up to date on products, services, procedures, and policies.
8. Provide solutions. If you are unable to fulfill a customer's request, offer options.

9. Keep your word. Build trust and customer loyalty by doing what you say you are going to do.
10. Always ask what else you can do for your customer.

Local Area IV Workforce Centers Customer Service Bill of Rights

We commit together that each job-seeker, employer, partner, and co-worker who calls, visits, uses, or works in our Center is entitled to treatment in the following manner:

Satisfying Customers with Our Services: Because our customers are turning to us to meet some need, we will suggest services, programs, and products the customers can use but may not know about or have thought of to meet those needs. There is always more than one way to meet the customers' needs, and we will be flexible in how we accomplish it.

Treating Customers Courteously: We will consistently treat employers and job-seekers alike with respect and dignity. We will strive to go beyond the Golden Rule, treating them as *we* want to be treated, to the "Platinum Rule:" Treating our customers as *they* want to be treated. We communicate clearly to the customers, at their level, without using acronyms, buzzwords, or other language they don't understand or that would make them feel uncomfortable.

Prompt, Friendly Service: We will acknowledge the customers who come in, put them at ease, and respect their time, which is as important to them as ours is to us. We will therefore treat their time as our own. We will make them comfortable and welcome.

Closing Each Customer Interaction: As our customers finish their business with us, we try to make sure each employer and job-seeker feel that they are valued parts of the Workforce Center.

Polite Understanding of the Customer's Situation: We will take the time to understand the customer's situation and address it without argument. We will listen both with attention and generosity so that we forgive customer behaviors displayed out of frustration, fear, panic, or other emotions. Understanding that although we deal with customers in their situations every day, this is a stressful situation for them, we are non-confrontational. This allows us to learn the customer's true needs, even when the customer him- or herself may not know that those needs are.

Get it Right or Make it Right: We will focus on accurate, reliable, quality service to employers and job-seekers. This is critical to our credibility. We take this as a matter of honor. When occasions happen that we realize we have made an error, we make the situation right for the customers. We realize that while a problem may be a minor annoyance to us, or no big deal, it may well be the most important thing in a customer's life when it happens. Regardless, we acknowledge that it deserves immediate attention. We do not dwell on fault, nor do we minimize the customer's experience of the problem. Instead, we seek solutions that will both eliminate the cause of the customer's stress and prevent future customers from experiencing the same problem.

Open Professionalism in Delivering Our Services: Each of us know our jobs, and focus on work- and job-related activities at work. We treat each other, our job-seekers, and our employers, with dignity and respect at all times. When we see things that need to be done—we simply do them without concern for whether or not it's "our job." We will each be ready to help job-seekers and employers with high-quality, value-added services. We constantly update our knowledge of the services, products, and programs offered through Local Area IV Workforce Centers so we can better serve our customers. Knowing that customers hold us to promises made through Workforce Center we each commit to knowing the services offered through our center, and how to provide them.

Customer-Focus and Follow-Through: We will help meet job-seekers', employers', partners', and coworkers' needs in a way that the customers feel that they are the Center's priority while we are in contact with them. We apply the principles and practices of customer service. We are accountable not only to our customers but to each other. We welcome the help and feedback of our colleagues and peers in achieving our goals of superior customer service.

Introduce Customers to the Person Who Can Help: We may not always be the right person to meet a customer's needs. When someone else can better help them, we will directly and personally introduce the customer to that person, when possible. We will "hand them off, not pass them off."

Happy Workforce Center Employees: Our customers have a right to be served by employees who enjoy the work we do and believe that the services, programs, and products we provide are important. We each will find those things we can enjoy in our job, and let that influence our attitude to our customers.

Our Belief in Pleasant Surprises: When we undertake the activities above, we believe our customers will encounter pleasant surprises when they work with us. These surprises will keep our customers internal or external satisfied and confident in the services that they received from the Workforce Center staff.

Local Area IV Customer Service Grid

JOB AID FOR DESCRIBING BEHAVIORS FOR ELEMENTS OF CUSTOMER SERVICES WICHITA WORKFORCE CENTER							
Customer Service Element	**Examples of Behaviors**			**Your Rating:**			**Your Rationale**
	Unacceptable 1	**Acceptable 2**	**Exceptional 3**	**1**	**2**	**3**	
Customer Satisfaction—suggest services, programs, and products the customer can use to meet their needs; flexibility in approach	Tells the customer that "that's not our problem" Tells the customer "I used what you gave me, so it's not my fault" Does not assist customers, whether employers or job-seekers Takes customers literally instead of listening for deeper customer needs Tells the customer that the way Kansas 1st offers the service is the only way it can be received	Greets job-seekers and employers promptly and cheerfully, despite whatever else is going on Asks customers questions that identify their needs Helps customers see how Kansas 1st services help with their needs Apologizes for customers' problems, and reassures that we can help Tells the customer "Let's see how I can help" Sees to it that each employer or job-seeker is placed into contact with the right person to assist	Takes initiative to tailor services within ethical, moral, and legal boundaries Finds errors up front, and takes the initiative to fix them without a customer complaint Finds or creates services specific to the customer's unique needs Go above and beyond to serve the customer by asking if there is anything else you can do for them and giving them your contact information for future use				

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JOB AID FOR DESCRIBING BEHAVIORS FOR ELEMENTS OF CUSTOMER SERVICES WICHITA WORKFORCE CENTER (*Continued*)							
	Examples of Behaviors			**Your Rating:**			
Customer Service Element	**Unacceptable 1**	**Acceptable 2**	**Exceptional 3**	**1**	**2**	**3**	**Your Rationale**
Maintains a Courteous Workplace—ensures that professionalism rules the day, addresses conflicts directly but respectfully, directly and personally introduce a customer who needs help from someone else to that person	Swears anyplace in the workplace Ignores customers if it doesn't seem the employee has the ability to help them Cuts customers off when they are speaking Uses body language that communicates to the customer "you bother me" Tells the customer who to go to for help Points to or yells across the room at the person the customer needs for help	Treats customers with dignity and respect Listens patiently to customers Is approachable Makes a best effort to help the customer before handing off to someone else Explains who can best help the customer and why Escorts the customer directly to the person who can best help Informs the person who can best help the customer, if busy, and then tells the customer how long a wait to expect Understands that the customers who have the greatest need likely have the most difficult time knowing their own needs	Takes the extra step to be sure customers feel comfortable, even in uncomfortable situations Follows up with customer to be sure the help was appropriate Gives customer own name and contact information and promises to help with other questions or needs Before referring customer to another individual, learns all customer needs and helps with all those things that can be helped with first				

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JOB AID FOR DESCRIBING BEHAVIORS FOR ELEMENTS OF CUSTOMER SERVICES WICHITA WORKFORCE CENTER (*Continued*)							
Customer Service Element	**Examples of Behaviors**			**Your Rating:**			**Your Rationale**
	Unacceptable 1	**Acceptable 2**	**Exceptional 3**	**1**	**2**	**3**	
Prompt, Friendly Service—Acknowledge the customers who come in, put them at ease, respect their time	Uses a rude or insincere tone of voice when greeting job-seekers or employers Makes customers ask for assistance before offering any Frowns when greeting customers Makes customers wait even when the Center isn't busy Takes breaks instead of assisting waiting customers Assumes customers have computer skills and/or know Kansas JobLink Returns phone calls later than next business day Takes more than 1 business day to post an employers' job order	Smiles when greeting customers Greets customers with a phrase such as "I'll be with you in a moment" or "How may I help you?" Returns phone calls by close-of-business Places job orders the same day they are received Answers phone by the third ring Smiles when answering the phone	Acknowledges customers within 10 seconds of the customer walking in Asks someone else to help a customer who must wait Recognizes return customers and greets them by name Apologizes for waits Posts job orders within 2 hours Answers the phone after the first ring Returns calls within one hour				

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JOB AID FOR DESCRIBING BEHAVIORS FOR ELEMENTS OF CUSTOMER SERVICES WICHITA WORKFORCE CENTER (*Continued*)							
Customer Service Element	**Examples of Behaviors**			**Your Rating:**			**Your Rationale**
	Unacceptable 1	**Acceptable 2**	**Exceptional 3**	**1**	**2**	**3**	
Closes Customer Interactions—Make employers and job-seekers feel that they are valued parts of the Workforce Center	Fail to acknowledge them as they leave Acknowledges them with an insincere tone of voice Calls out "thank you" over the shoulder instead of taking the time to sincerely thank the customer Allow them to walk out the door Fails to check with customers to see if they have more needs	Says "Thank you for using the Workforce Center today" Invites the customer to return Asks if the Workforce Center can serve any family or friends of the customer Tells the customer to have a great day Refers customer to at least one additional service for which he or she is qualified Gives the customer a call-back number or e-mail and says "please let me know how this turns out for you" Greet the customer by name and says something like "Great to see you"	Adds value to the customer's experience by explaining upcoming events such as workshops that may be of interest Asks the customer what other needs the contributor can help with Refers the customer to additional services for which he or she is suitable Solicits customer feedback on how well the Center met his or her needs Provide follow up assistance as appropriate with customers				

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JOB AID FOR DESCRIBING BEHAVIORS FOR ELEMENTS OF CUSTOMER SERVICES WICHITA WORKFORCE CENTER (*Continued*)							
Customer Service Element	**Examples of Behaviors**			**Your Rating:**			**Your Rationale**
	Unacceptable 1	**Acceptable 2**	**Exceptional 3**	**1**	**2**	**3**	
Polite Understanding—take the time to understand the customer's situation and address it	Says things like "We can't help you," "We don't do that here," or "What do you want?" Makes rude comments to or about customers or co-workers	Asks questions that will help understand what the customer needs Matches customers' needs to services Says "Here's what we can do" when a customer makes a request that can't be met Meets the customers "where they are" without judgment or prejudice	Gives customers the information they need, even if the contributor has to find it Shows patience and doesn't rush customers Makes the customer feel as if they're the most important person in the Center right now				
Get it Right Or Make it Right—Focus on accurate, reliable, quality service to employers and job-seekers	Fails to provide information customers need Provides customers with incorrect information Passes the buck when told information was inaccurate Blames customers for not knowing what they need	Gives customers an answer that limits them to a single option Provides customers with the right information in timely fashion Ensures that information going to customers is up-to-date Responds quickly to customer problems Refers errors to the appropriate person Accurate information is organized and accessible	Gives customers answers that allows them to have multiple options Follows up with customers to ensure that the information was what they needed Anticipates customers' needs and has the correct information ready for them Recognizes when information is inaccurate, and takes initiative to correct it				

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JOB AID FOR DESCRIBING BEHAVIORS FOR ELEMENTS OF CUSTOMER SERVICES WICHITA WORKFORCE CENTER (*Continued*)							
Customer Service Element	**Examples of Behaviors**			**Your Rating:**			**Your Rationale**
	Unacceptable 1	**Acceptable 2**	**Exceptional 3**	**1**	**2**	**3**	
Open Professionalism in Delivering Our Services—Know your job and focus on work- and job-related activities at work	Does not know basics of job or Workforce Center information Fails to learn job basics or Center information Finishes non-business activities before assisting customers Rolls eyes, sighs, or otherwise makes customers feel like they are a bother Tells a customer "We don't do that/ we can't help you here." Does not provide a service, program, or product advertised or promised Bluffs the customer when an answer to a question is unknown	Respects job-seeker and/or employer confidentiality Gives attention to customers rather than starting them on a project and then leaving them Follows up to help customers with new questions or problems Follows the dress code Helps with basic customer questions or needs on all job-seeker and employer programs and services Keeps up-to-date on offered programs and services Tells the customer "I don't know—let's find out together" Makes referrals to coworkers or partners	Treats customers better than expected Controls own emotions when customers lose control of theirs Takes/ creates opportunities to deescalate customer confrontations Focuses on the situation, not the person Treats coworkers with the utmost respect Seeks information on which customers are likely to come in, anticipates their likely needs, and has materials and services ready for them Refers customers to resources outside the Workforce Center and Partner network, even when they are outside the scope and mission of the Center				

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JOB AID FOR DESCRIBING BEHAVIORS FOR ELEMENTS OF CUSTOMER SERVICES WICHITA WORKFORCE CENTER (*Continued*)							
Customer Service Element	**Examples of Behaviors**			**Your Rating:**			**Your Rationale**
	Unacceptable 1	**Acceptable 2**	**Exceptional 3**	**1**	**2**	**3**	
Customer-Focus and Follow-Through—Help meet costumers needs in a way that they feel that they are the Center's priority while in contact with them	Makes people wait while finishing personal business or having conversations with other employees Interrupts customers, finishes their sentences, or otherwise does not listen to them Tells customers "That's not part of my job"	Asks customers questions that identify their needs Helps customers identify and solve their problems Goes to the customers to greet them	Listens with empathy to understand both the customer's experience and the customer's need Offers the customer solutions with many options Goes above and beyond the job description to help customers				
Introduce Customers to the Person Who Can Help—directly and personally introduce a customer who needs help from someone else to that person	Ignores customers if it doesn't seem the employee has the ability to help them Tells the customer who to go to for help Points to or yells across the room at the person the customer needs for help	Makes a best effort to help the customer before handing off to someone else Explains who can best help the customer and why Escorts the customer directly to the person who can best help Informs the person who can best help the customer, if busy, and then tells the customer how long a wait to expect	Follows up with customer to be sure the help was appropriate Gives customer own name and contact information and promises to help with other questions or needs Before referring customer to another individual, learns customer needs and/or barriers. Assist and refer to resolve identified needs and barriers				

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JOB AID FOR DESCRIBING BEHAVIORS FOR ELEMENTS OF CUSTOMER SERVICES WICHITA WORKFORCE CENTER (*Continued*)							
Customer Service Element	**Examples of Behaviors**			**Your Rating:**			**Your Rationale**
	Needs Development 1	**Effective 2**	**Highly Effective 3**	**1**	**2**	**3**	
Happy Workforce Center Employees—enjoy the work and believe the services, programs, and products are important	Lets "bad days" affect service to job-seekers or employers Mumbles so that customers cannot hear or understand Uses body language such as frowns or lack of eye contact that communicate dissatisfaction to customers Moves lethargically in response to customers	Makes eye contact with and smiles at customers Welcomes each job-seeker or employer the contributor comes into contact with Makes an effort to be helpful to any customer who asks or appears to need assistance Maintains a cheerful disposition	Responds enthusiastically and energetically to customer requests Maintains an upbeat attitude, regardless of what else may be going on Projects goodwill to all customers and coworkers Demonstrates a "sparkle" and sense of appropriate fun Embraces change				

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AUDIT, AUDIT RESOLUTION, AND SANCTIONS

Nothing contained in this Policy shall be construed to act in any way to alleviate, supersede, modify or alter the requirements found in pertinent WIOA Regulation and Rules, OMB circulars and Directives, or other Federal and State rules and regulations.

I. AUDIT

The Workforce Alliance requires an annual independent audit of its own operations and all contractors and/or other recipients of WIOA funds. The required audit shall be conducted using appropriate WIOA procurement guidelines including relevant WIOA Regulations, OMB Circulars, and other Federal, State and local directives.

For the purposes of this Section, the term "AUDIT" includes the results of any independent audit conducted in response to this section, formal USDOL and/or State reviews, and the oversight/monitoring activities of the Workforce Alliance.

(Note: Auditing under 2 CFR Part 200 is to cover the auditee's fiscal year, which might not coincide with the Workforce Alliance's fiscal year. Request to delay the performance and issuance of an audit under 2 CFR Part 200 report must be directed to the Single Audit Coordinator, Office of Performance & Financial Accountability Audit, U.S. Department of Labor, 200 Constitution Avenue NW, Room N-4633, Washington, D.C. 20212. The audited entity must provide copies of its audit report to all federal agencies from which it received and expended funds.)

a) Results of the AUDIT will be submitted to the Workforce Alliance administrative office which will notify the Finance Committee of its receipt.
b) The AUDIT period shall coincide with the Program Year of the Workforce Alliance; July 01 through June 30, or quarterly portions thereof.
c) Not withstanding any inquiry and response, findings contained in the submitted AUDIT shall be declared final and resulting corrections, alterations or commentary requiring corrective action shall become binding upon the recipient ninety (90) days from the date of submission.
d) Requests for extension of the time period allotted to perform the AUDIT must be submitted by the due date to the appropriate parties and the Workforce Alliance notified.
e) Failure to maintain an AUDIT in compliance with this policy may result in sanctions placed against the recipient.

II. AUDIT RESOLUTION

"Equal Opportunity Employer/Program - Auxiliary aids and services are available upon request to individuals with disabilities."
The hearing impaired may contact the Workforce Center by calling the Kansas Relay Center at 1-800-766-3777

Findings, Inquiries, Corrections, Corrective Action Plans and/or Comments requiring corrective action arising as a result of the AUDIT shall be transmitted to Workforce Alliance administrative office, in writing, within (30) days of receipt of AUDIT.

a) All corrective actions shall be approved by the Workforce Alliance prior to implementation.
b) Written plans to address any finding, correction, corrective action and/or comment requiring a corrective action plan as a result of the AUDIT shall be submitted to the Workforce Alliance no later than forty five (45) days after receipt of same.
c) The Workforce Alliance reserves the right to make requests for alteration of any corrective actions submitted for approval prior to implementation.
d) When any disbursement of WIOA funds is determined to be in question, the Workforce Alliance shall notify the recipient within thirty (30) days of submission of AUDIT results detailing the questionable aspects of the disbursement.
e) Approved corrective actions must be fully implemented within sixty (60) days of approval.
f) In the event the recipient disagrees with any result of the AUDIT, the recipient may submit a written response to the results of the AUDIT together with any additional documentation supporting the disagreement within thirty (30) days of receipt of the result.
g) The Workforce Alliance shall, at its sole discretion, notify the recipient of acceptance or rejection of any disagreement. Such notice shall be made in writing within thirty (30) days of receipt of disagreement. In the event the disagreement is accepted, the recipient shall modify its corrective actions accordingly. For disagreements rejected by the Workforce Alliance, corrective actions shall proceed on the schedule outlined herein.
h) The working papers of auditors shall be requested and retained for a period of three years.

III. SANCTIONS

The Workforce Alliance reserves the right to impose sanctions on any recipient determined to be in non-compliance with relevant Federal, State or Local regulation and/or in concurrence with, or in addition to, any sanction, exclusion or debarment issued by the USDOL, USOMB, State of Kansas, Local Area, and/or other Local Workforce Development Boards.

a) Sanctions may take the form of reimbursement of WIOA funds; termination of contract, MOU, or any other agreement between the recipient and the Workforce Alliance; debarment of recipient from participation in any future Workforce Alliance solicitations; or all of these actions.

b) The sanctions herein contemplated may be reported to the USDOL, USOMB, State of Kansas, and other Local Workforce Development Boards for further action as that entity may deem appropriate.

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c) Sanctions may be appealed within thirty (30) days of issuance, by sending written notice of the intent to appeal to the Workforce Alliance administrative office. Upon receipt of such notice, the Workforce Alliance will request that the Workforce Compliance and Oversight, Legal Division of the Kansas Department of Commerce, 1000 S.W. Jackson, Suite 100, Topeka, KS 66612 designate a hearing officer to ensure the appeal receives fair and impartial treatment. The hearing must be conducted within 45 days from the date the appeal is filed. The hearing officer will schedule a formal hearing and mail a written notice to the appellant, the Workforce Alliance, and any other interested party at least seven business days prior to the hearing. The notice will include the date, time, and place of the hearing. Parties may present witnesses and documentary evidence, and question others who present evidence and witnesses. Attorneys or other designated representatives may represent each party. All testimony will be taken under oath or affirmation. The hearing will be recorded either in writing or audiotape. The hearing officer's recommended resolution will include a summary of factual evidence presented during the hearing and the conclusions upon which the recommendation is based. The Workforce Alliance will review the recommendation of the hearing officer and issue a final decision within 60 calendar days from the date the appeal is filed. The decision of the Workforce Alliance shall be considered final.

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Attachment B
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American Indian Council
(WIOA Section 166 Law)
AIC-is an American Indian not-for-profit, 501(c) (3) organization in the state of Missouri serving Missouri, Iowa, and Kansas. Our mission is to promote economic self-sufficiency, cultural awareness, and preservation among off-reservation American Indian and Alaska Natives who are facing significant barriers to employment. Individuals are provided job training and other services through our partnerships that result in increased employment and earnings, increased education and occupational skills, and decreased welfare dependency.

Eligibility
- Verification of Tribal Affiliation with a Federally Recognized Tribe
- Verification of Residence
- Verification of Birth Date
- Verification of Family Income and Number in Family Household
- Verification of Labor Force/Employment Status
- Verification of Selective Service Registration (males 18 and over)

Average Wait Time for Eligibility
- 24 to 48 hours after completion of application process
- Average payments for students and all supportive services are 3-5 days once application is received and approved by the Administrative Office in Kansas City, Missouri

Programs
- Academic Counseling
- Career Development
- GED Attainment
- Job Search Resources
- On-the-Job Training
- Referrals
- Tuition Assistance
- Work Experience

Duration of Programs
- 90 days up to 4 years

Follow Up Services
- Follow Up includes Supportive Services and Career Counseling up to one year after exit

Contact for Staff and Clients
- Catrina Red Willow
- Phone: 316-771-6776
- Email: aicredwillow@yahoo.com

Office Hours and Location
2021 N Amidon, Suite 1100
Wichita, KS 67203
Monday through Friday 8:00 am to 5:00 pm

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Butler Community College – Adult Education

Eligibility Requirements

- 16 years of age and older, AND
- Is currently not enrolled in school, AND
- Any one of the following apply
  - Does not have basic reading, writing, or math skills
  - Does not have a secondary credential (High School or GED Diploma) OR
  - Does not have proficiency in the English language necessary to function in the multiple adult roles of citizen, employee, and family member

Average Wait Time for Eligibility

- Immediate or same day referrals are accepted to answer questions related to the program and to set an appointment for an intake meeting

Programs

- College and Career Prep Class
- Soft Skills Training
- Study Skills Class
- College Placement Exam Prep

Duration of Programs

- College and Career Prep (8 Week Sessions)
- Workshops – Varies from half a day to 25 hours

Skills Assessment Test Used

- TABE Survey Test

Follow Up Services

- College and Career Coaching 3 to 6 months

Main Contact for Staff

- Director: Sherry Watkins
- Phone: 316-323-6079
- Email: swatkins8@butlercc.edu

Main Contact for Clients

- Office Manager: Carrena Watts
- Phone: 316-323-6078
- Email: cwatts4@butlercc.edu

Office Location and Hours

901 S Haverhill Road
El Dorado, KS 67042
Monday through Friday 8:00 am to 5:00 pm

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Additional Adult Education outreach locations in Andover, Butler Service Center outside of McConnell Airforce Base, and the Wichita Workforce Center

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Cerebral Palsy Research Foundation (CPRF)
CPRF is a 501(c)3 nonprofit organization with a mission to provide people with disabilities customized services, supports and technologies, with an emphasis on employment and training options, to facilitate their chosen economic and personal independence.

Eligibility
- Must have vocational barriers that impede employment
- Must have a disability or medical condition that is an obstacle to employment for most programs (call Program Contact for specific program eligibility)
- Must be highly motivated and have a desire to work
- Be medically and emotionally stable
- Be able to tolerate an 8-hour day
- Be able to use a computer keyboard or alternate input device
- High School Diploma or GED preferred
- Prefer at least a 9th grade level of reading and math skills for computer classes

Average Wait Time for Eligibility
- Wait time to enter individual programs varies by program.

Vocational Assessments
- Identify vocational strengths and employment barriers by recommending options and supports required for people with disabilities and those with vocational barriers to increase self-sufficiency.
- Identify job aptitudes, interests and personality traits.
- Tests available include (but not limited to) Career Ability Placement Survey (CAPS), Interest Inventory (COPS), Career Orientation Placement & Evaluation Survey (Values) (COPES), Profile Step One Survey (Integrity), Hogan Personality Profile, Test of Adult Basic Education (TABE), and Computer Operator Aptitude Battery (COAB).
- In addition to test results, work history, accommodations needed on the job or in training, medical history, family issues, supports needed, as well as testing results are included in the assessment.
- Duration of assessment is usually around 4 hours.
- The referral source is notified of attendance the day of the testing.
- Reports are generated within two weeks.
- **Contact:** Sydney Fisher - SydneyF@cprf.org – 316.688.1888 or 800.550.5804
  http://www.cprf.org/programs/vocational-assessment/

School of Adaptive Computer Training (SACT)
- Devoted to improving marketable computer skills for people with disabilities and others affected by the digital divide.
- Classrooms provide completely adaptive classrooms which use state-of-the-art, adjustable workstations and assistive software and devices.
- The SACT's Business Advisory Council, comprised of area business leaders, meets a number of quality control duties. Some of those duties include ensuring the courses meet or exceed the requirement of hiring authorities, evaluating student preparedness, providing classroom presentations and assisting with placement activities.
- Classes led by Microsoft Office Specialist (MOS) Master Instructors.

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- Programs available for adults and youth to enhance job skills of students preparing them to effectively compete for careers in the modern day job market. Topics include computer basics, Microsoft Windows Operating System, Internet, e-mail, Customer Service, and Microsoft Office including Word and Excel.
- On-site testing facility provides opportunities for students to achieve Microsoft Office Specialist (MOS) certifications in Microsoft Office applications including Word and Excel.
- Business Fundamentals Training Program for Youth is a semester long class for high school students with disabilities. Students who complete this program gain valuable computer experience with an opportunity to certify in Microsoft Word and Excel. In addition, they learn about personal finance and improve keyboarding skills. Graduates earn two high school credits.
- Duration of program varies by class.
- **Contact:** Bob Shurden – BShurden@cprf.org – 316.688.1888 or 800.550.5804 http://www.cprf.org/programs/adaptive-computer-training/

Job Placement

- Assistance in identifying vocational goals.
- Provide job search, soft skills and job readiness training to prepare individuals with disabilities to seek and obtain employment.
- Includes resume and cover letter writing, collection of personal work history, job search goals, develop interview skills, build personal networking techniques and write effective thank you letters.
- Develops basic computers skills to conduct internet job searches, submit applications on-line, and how to attach documents to an e-mail.
- Average process time for eligibility is one (1) week.
- Duration of program varies, based on type of service requested and each individual's unique situations and efforts.
- Follow up guidance may be provided for up to 12 months after placement, depending on program.
- **Contact:** Linda Oxford - LindaO@cprf.org – 316.688.1888 or 800.550.5804 http://www.cprf.org/programs/employment-assistance/

Address and Hours of Operation

5111 E. 21st St. N
Wichita, KS 67208
Monday through Friday 8:00 am to 5:00 pm
Closed Most Legal Holidays

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Department for Children and Families

Services:

I.	Health Coverage:	Several health benefit programs are provided to low-income Kansans to help cover some health care expenses. Health coverage is available to children, pregnant women, the elderly, and the disabled.
II.	Food Assistance:	Department for Children and Families offers food assistance to low-income individuals and families. A vision card acts like a debit card, and is used to buy food at local grocery stores.
III.	Cash Assistance:	Temporary Assistance for Families Department for Children and Families offers temporary cash assistance to low-income families with a child under 18; Some adults will be required to participate in a work program connected to this family cash program. Additional support to assist in participating in the work program is available. A number of work program services are contracted through community partners. General Assistance Single adults who are disabled but not yet receiving Social Security payments may qualify for a medical benefit.
IV.	Child Care:	Subsidy program to assist low-income families with the cost of childcare for children age 12 and younger.
V.	Energy Assistance	Assistance with home energy costs related to heating the home in the winter months.

Requirements:

Applicants must be low-income (ranging from 0 to 200% of the Federal Poverty Level, depending on the program).

An application is required to be completed for eligibility determination. A paper application can be obtained at the EES Liaison's office in the Workforce Center, at the DCF Office, or on-line at:
http://165.201.130.171/BBOLAprodSRS/BBprdSRS?hptAppId=SCLI000&hptExec=Y

Department for Children and Families is located at 2601 S Oliver St, Wichita, KS 67210. No appointment necessary during regular office hours of Monday – Friday, 8:00 a.m. to noon and 1:30 to 5:00 p.m. For more information, please contact 316-337-7000.

Website: http://www.dcf.ks.gov/Pages/Default.aspx /

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The hearing impaired may contact the Workforce Center by calling the Kansas Relay Center at 1-800-766-3777

Department for Children and Families: Employment Services TANF/SNAP
When clients need employment services and also are receiving TANF or SNAP.

Eligibility:
- Participant must be receiving the cash grant Temporary Aid for Needy Families (TANF/cash assistance)

Average Wait Time for Eligibility:
- Clients are eligible for services with Employment Services as soon as their TANF is processed.

Programs:
- Work with Contracted Providers to Provide Work Experience
- On-the-Job Training
- Life Skills Workshops
- Job Search Assistance
- Short Term Training Opportunities
- Drug and Alcohol Classes
- Domestic Violence Assistance
- Job Retention Services

Duration of Programs:
- Clients are eligible for TANF for 36 months in a lifetime. Clients are eligible to receive assistance from the Employment Services Program within the 36 month timeframe that they are eligible for TANF. This time frame does not have to be consecutive.

Skills Assessment Test Used:
- KWK
- My Next Move
- Vocational Assessments

Follow Up Services:
- Career Navigators and Contracted Providers assist with job retention related services. DCF Employment Services continue to assist clients up to one year after their TANF closes due to employment income with employment related support services to help clients maintain employment.

Main Contact for Staff:
- Primary: Email; Secondary: Phone Contact

Main Contact for Clients:
- Primary: System Notices; Secondary: Phone Contact

Address and Hours of Operation
2601 S Oliver St.
Wichita KS, 67210
Monday through Friday 8:00 am to 5:00 pm

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Attachment B
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Department for Children and Families: Independent Living Services
The Independent Living Services provides services and support to youth for a successful transition to self-sufficiency.

Eligibility Requirements
- Youth are eligible for some services when they have been in out of home care (foster care/custody of DCF or KDOC) on/after their 15th birthday
- Eligibility for specific services is based on the date and age of release of custody and varies for all 5 services offered.
- For youth who are not attending post-secondary educational programs, services are offered through age 21.
- For youth who are attending post-secondary educational programs, services are offered through age 23.

Average Wait Time for Eligibility
- Up to 20 days after a request is received
- Initial Case Plans for eligible youth are scheduled within 1 week

Programs Provided
- Basic Chafee/Case Management
- Monthly Subsidy
- Start-Up Assistance
- Tuition Waiver
- Education & Training Voucher
- Aged-Out Medical

Duration of Programs
- For youth who are not attending post-secondary educational programs, services are offered through age 21.
- For youth who are attending post-secondary educational programs, services are offered through age 23.

Skill Assessment Test Used
- Casey Life Skills Assessment

Follow-Up Services Provided
- Once a case is closed, no further follow-up is provided.

Main Contact for Staff and Customers
- Phone (316) 337-6491
- Email WichitaIL@dcf.ks.gov

Address and Hours of Operation
2601 S Oliver
Wichita, KS 67210
Monday through Friday 8:00 am to 5:00 pm

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Department for Children and Families

Vocational Rehabilitation (VR) will work with people who experience all different kinds of physical or mental disabilities.

Eligibility Requirements

- A determination by qualified personnel that the applicant has a physical or mental impairment
- A determination by qualified personnel that the applicant's physical or mental impairment constitutes or results in a substantial impediment to employment for the applicant
- A determination by a qualified VR counselor that the applicant requires VR services to prepare for, secure, retain or regain employment consistent with the applicant's unique strengths, resources, priorities, concerns, abilities, capabilities, interests and informed choice.

Average Wait Time for Eligibility

- 60 days of the date of application

Programs Provided

- Restoration
- Job Placement
- Training
- Supported Employment
- Counseling and Guidance

Duration of Programs

- 18 months to 2 years

Skill Assessment Test Used

- Varies

Follow-Up Services Provided

- Follow-Up for 90 days of employment once they are stable

Main Contact for Staff and Customers

- Customers must schedule an appointment at (316) 337-6310
- Staff can ask for Cindy Sturgell for additional questions

Address and Hours of Operation

2601 S. Oliver
Wichita, KS 67210
Monday through Friday 8:00 am to 5:00 pm

Walk-ins welcome (unless with another client). If the VR counselor is busy or out of the office, referrals can be made by faxing the referral form to VR Services at 316-337-6710 and one of the staff will assign the consumer to the next available counselor. Any applicant who has been determined eligible for Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI) is presumed eligible for VR Services.

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The hearing impaired may contact the Workforce Center by calling the Kansas Relay Center at 1-800-766-3777

Website: http://www.dcf.ks.gov/Pages/Default.aspx

Dress for Success

Dress for Success offers long-lasting solutions that enable women to break the cycle of poverty. Each client receives professional attire to secure employment. Dress for Success also has programs to furnish confidence, direction, and success.

Eligibility Requirements

- Customer must be Work Ready

Average Wait Time for Eligibility

- About One Week

Programs Provided

- Tailored Transitions
- Career Center
- Going Places Network
- Steps to Success Job Club

Follow-Up Services Provided

- After Women have gone through a Program, they are invited to attend Monthly Professional Women's Group

Main Contact for Staff and Customers

- Main Office: 316-945-8779

Office Location and Hours

1422 N. High Street
Wichita, KS 67203
Monday through Friday 8:30 am to 5:00 pm

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Disability Employment Initiative (DEI) – Workforce Alliance of South Central Kansas

The Kansas Disability Employment Initiative focuses on improving the accessibility, capacity and accountability of the Workforce Network by serving customers with disabilities resulting in education and career pathways leading to unsubsidized employment and economic self-sufficiency. Disability for DEI purposes is defined as a physical or mental condition, illness, or injury that has made obtaining or maintaining work difficult. Documentation of disability may be required as well.

Eligibility Requirements

- 18 years of age
- Eligible to work in the United States
- Job Seekers must have a disability

Programs Provided

- Short-term Training
- On-the-Job Training
- Paid Internships
- Supportive Services

Duration of Programs

- Varies – Grant ends 09/30/2018

Skills Assessments Used

- WorkReady!
- Any Assessment Needed by Employer

Follow-Up Services

- Case by Case

Contact for Staff and Customers

- Phone: 316-771-6818
- Email: mfink@workforce-ks.com

Office Hours
2021 N Amidon, St 1100
Wichita, KS 67203
Monday through Friday 8:00 am – 5:00 pm

When Should Staff Refer Customer to DEI

- Job seekers with questions about workplace accommodations or how/when to ask an employer to make accommodations.
- Job seekers who are interested in the Ticket to Work program (only available to SSI/SSDI recipients).
- Job seekers who have questions about their SSI/SSDI and how income impacts those benefits.
- Job seekers who receive Medicaid (KanCare, NOT Medicare) and have questions or concerns about losing their eligibility by earning income.

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The hearing impaired may contact the Workforce Center by calling the Kansas Relay Center at 1-800-766-3777

- Job seekers who have questions about disability and work that you aren’t able to answer. When making these referrals, please indicate what question(s) they have or at least what the question relates to if they do not want to fully disclose.

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Episcopal Social Services
The Episcopal Social Services Employment Resources Center is open to individuals looking for employment. We offer computers for resume and cover letter preparation, Internet access to job posting sites, fax machines, and telephones. Employment classes are in partnership with DCF. Staff teaches employment classes to DCF recipients about how to find employment, interpersonal and written communication skills.

Eligibility Requirements
- Must already be established with the Referring Agency

Average Wait for Eligibility
- Minimal to None

Programs Provided
- Aggression Replacement Training (Youth)
- Teen Intervention Program Sedgwick Co
- Teen Intervention Program Butler Co
- Breakthrough Club
- Job Readiness
- Case Management
- Food Ministry
- Representative Payee Program
- Health Plus Health

Duration of Programs
- Varies

Follow-Up Services
- Job Retention

Contact for Staff and Customers
- Leonor Loughridge – (316) 269-4160 ext 116

Please call in advance to refer a Workforce Center customer

Office Location and Hours
1010 N Main
Wichita, KS 67203
Monday through Friday 8:30 am to 4:30 pm

Website: http://www.esswichita.org/

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Flint Hills Job Corps
Flint Hills Job Corps is an education and career skills training program that helps young, economically challenged men and women prepare for a career and take control of their lives. At Job Corps, you can learn career skills, earn your high school diploma or GED, and get help finding a job.

Eligibility Requirements
- Age 16 to 24
- Limited Financial Resources (Poverty Income Level OR Proof of Public Assistance)

Average Wait Time for Eligibility
- Determination made at Interview

Programs Provided
- GED Preparation or High School Diploma
- Career Technical Training
- Career Development
- Career Transition Services
- Residential Living
- Recreational Activities
- Single Parent Dormitory for Single Parents and their Depended Children

Duration of Programs
- 1 to 2 years

Skill Assessment Test Used
- TABE

Follow-Up Services Provided
- Up to 1 year of Follow up Services with Employment Needs

Main Contact for Staff
- Karen Cline, cline.karen@jobcorps.org (316-771-6778)
- Debora Weve, weve.debora@jobcorps.org (316-771-6779)

Main Contact for Customers
- Karen Cline, cline.karen@jobcorps.org (316-771-6778)

Office Hours and Location
2021 N Amidon, Suite 1100
Wichita, KS 67203
Monday through Friday 8:00 am to 5:00 pm
Orientations are held every Monday at 12:00 p.m. at Wichita Workforce Center; no appointment necessary to attend an orientation. Additionally, Job Corps has a Placement Specialist, Deb Weave located at the Wichita Workforce Center to assist graduates of Job Corps in finding employment after program completion.

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Website: http://flinthills.jobcorps.gov/careerdevelopment.html

Jobs for Veterans State Grant (JVSG) – Kansas Department of Commerce

The local Disabled Veteran Outreach Program Representative (DVOP) and Local Veterans Employment Representative (LVER) offer employment and training services to eligible veterans with significant barriers to employment.

Eligibility:

- An individual who is a veteran or an eligible spouse of an eligible veteran
- A veteran is defined as a person who served more than 180 days of active military, naval, or air service, and who was discharged or released under conditions other than dishonorable, as specified in 38 U.S.C. 101(2)

Active service includes full-time Federal service in the National Guard or a Reserve component. Active service does not include full-time duty performed strictly for training purposes (i.e., that which is referred to as “weekend” or “annual” training), nor does it include full-time active duty performed by National Guard personnel who are mobilized by State rather than Federal authorities

Eligible spouse is the spouse of any of the following:

1. Any eligible veteran who died of a service connected disability
2. Any member of the Armed Forces serving on active duty who, at the time of application, is listed in one or more of the following categories and has been so listed for a total of more than 90 days
   - Missing in action
   - Captured in the line of duty by a hostile force
   - Forcibly detained or interned in the line of duty by a foreign government or power
3. Any eligible veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veteran’s Affairs
4. Any eligible veteran who died while a disability was in existence

A spouse whose eligibility is derived from a living veteran or service member would lose his or her eligibility if the veteran or service member were to lose the status that is the basis for the eligibility. Similarly, for a spouse whose eligibility is derived from a living veteran or service member, that eligibility would be lost upon divorce from the veteran or service member.

Significant Barriers to Employment:

1. A special disabled or disabled veteran, as those terms are defined in 38 U.S.C § 4211(1) and (3);
2. Homeless
3. Recently-separated service member, who at any point in the previous 12 months has been unemployed for 27 or more consecutive weeks;
4. An offender released from incarceration within the last 12 months;
5. No high school diploma or equivalent certificate; or
6. Low-income
7. Age 18-24
8. Wounded Warrior family caregiver

Services:

- Job search assistance
- Career guidance
- Resume and cover letter review and preparation
- Interview preparation
- Labor market research
- Referral to employment
- Referral to VA for benefits and assistance
- Referral to other services

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Veterans meeting the eligibility criteria should be referred for JVSG services. All referrals for Veterans' services should be directed to the JVSG Program Supervisor. Additionally, appointments can be made to meet with Veterans in any of the six counties in Local Area IV.

The Veterans Program is located at the Wichita Workforce Center at 2021 N. Amidon, Suite 1100, Wichita, KS 67203. For more information, please contact Larry Lee 316-771-6806 or at llee@kansasworks.com.

Attachment B
Title: Partner Referral Guidelines

Kansas Department of Labor – Unemployment Insurance

Information on how to apply for Unemployment Insurance and the necessary resources to file a claim (telephones, computers, and fax machines) are available through the Workforce Centers.

All claims/inquiries are handled by the Kansas Department of Labor through a call center in Topeka, KS. The Kansas Department of Labor is open Monday through Friday from 8:00 am until 4:15 pm. Duration of program varies.

Program

- Unemployment Benefits for Eligible Recipients while they are Temporarily without a Job

What you Need on Hand when Contacting Kansas Department of Labor

- Name
- Social Security Number
- Date of Birth
- Home Mailing Address
- Phone Number
- Email Address
- County in which you live
- Driver's License or ID card
- Company Name of most recent Employer
- Mailing Address of Employer
- Start Date and End Date
- Reason for Separation
- DD-214 (if applicable)
- Form SF-50, SF-8, or W-2 (if applicable)
- Alien Registration or Work Visa Number (if applicable)

Website: www.getkansasbenefits.gov

Telephone Number for Filing an Initial Claim

316-383-9947 (from the Wichita area)
800-292-6333(outside the Wichita area; toll free)

Telephone Number for Filing a Weekly Claim:

316-269-0633 (from the Wichita area)

NexStep Alliance (Goodwill Industries and Wichita Area Technical College)
NexStep Alliance offers adult basic education, GED preparation, and ESL classes.

Eligibility Requirements
- 16 years of age and older, AND
- Is currently not enrolled in school, AND
- Any one of the following apply:
  - Does not have a secondary credential (high school or GED diploma), OR
  - Will work on obtaining a Kansas State High School Diploma by passing the GED tests
  - Has a high school diploma or a GED; however,
  - Does not have basic reading, writing, or math skills
  - Does not have proficiency in the English language necessary to function in the multiple adult roles of citizen, employee, and family member
  - TABE tested is required, contact NexStep for details

Average Wait Time for Eligibility
- 3 to 5 Days

Skill Assessment Tests
- Testing Adult Basic Education (TABE) by McGraw Hill/CTB

Programs
- Adult Education
- GED Preparation
- English Language/Civics Classes

Duration of Program
- GED Classes Offered Every 6 Weeks for one Program Year
- English Classes Offered Every 8 Weeks for one Program Year

Follow-Up Services
- Post-Secondary Education Enrollment
- Financial Aid Navigation Assistance
- Employment Assistance

Main Contact for Customers and Staff
- Eva Garcia for Customers
- Carolyn Hytche for Staff

Address and Hours of Operation
3155 N Webb Road
Wichita, KS 67226
Monday through Thursday 8:00 am to 9:00 pm
Friday 8:00 a.m. to Noon

"Equal Opportunity Employer/Program - Auxiliary aids and services are available upon request to individuals with disabilities."
The hearing impaired may contact the Workforce Center by calling the Kansas Relay Center at 1-800-766-3777

Website: http://www.nexstepalliance.org

"Equal Opportunity Employer/Program - Auxiliary aids and services are available upon request to individuals with disabilities."
The hearing impaired may contact the Workforce Center by calling the Kansas Relay Center at 1-800-766-3777

Preparation for Advanced Career Employment System (PACES)
PACES is funded through a regional funding collaborative working together to strengthen and expand workforce partnerships. The mission of PACES is to create a more accessible and flexible employment and training system to move both unemployed and underemployed workers into high demand and high skill careers in aviation, healthcare, and advanced manufacturing industries.

PACES assists individuals in the Wichita with the following characteristics:

- Over 18 years old
- Low Income – Individual or Family
- Unemployed or Underemployed
- Documented Barriers to Entering Training
  - Limited Transportation
  - Limited Childcare
  - Unfamiliarity with Post-Secondary Education Processes
  - Limited Literacy Skills
  - Limited Financial Resources

In order to be eligible for PACES customers must

- Be willing to attend short or long-term training programs (Up to 2 years)
- Be willing to participate in project evaluation, including follow-up evaluation
- Be able to take and pass a drug test
- Complete entrance assessments
- Commit to seek aviation, healthcare, or advanced manufacturing employment after training

Contact for Staff
Phone: 316-771-6661
Email: Amanda@workforce-ks.com

Contact for Customers
Phone: 316-771-6800

Address and Hours of Operation
2021 N Amidon, Ste 1100
Wichita, KS 67203
Monday through Friday 8:00 am to 5:00 pm

"Equal Opportunity Employer/Program - Auxiliary aids and services are available upon request to individuals with disabilities."
The hearing impaired may contact the Workforce Center by calling the Kansas Relay Center at 1-800-766-3777

<u>Registered Apprenticeship (Kansas Dept. of Commerce)</u>
Registered Apprenticeships (RA) are innovative job-driven, work-based learning and post-secondary earn-and- learn models that meet national standards for registration. RA improves the skills of the American workforce and enhances the efficiency and productivity of American industries.

RA is an ideal way for employers to build and maintain a skilled workforce. RA combines full-time employment, on-the-job learning (OJL) and related technical instruction (RTI). The OJL must be overseen by a mentor that is skilled in the occupation. The RTI may be provided through community or technical colleges, correspondence, online, distance learning, contract vendors or apprenticeship training centers to both educate and develop business and industries' workforce.

There are over 1000 apprenticeable occupations in which Registered Apprenticeship programs can be developed. If an employer has training needs in an apprenticeable occupation, refer the customer to a Kansas Apprenticeship Program Consultant.

The **List of Apprenticeable Occupations** may be found on our website: www.KansasApprenticeship.org (Click on the **EMPLOYER** tab at the top of the page, then click on the **SPONSOR RESOURCES** drop-down box to download the list.) When working with an employer with training needs, verify that the occupation is 'apprenticeable' from this list.

NOTE: This list identifies occupations for which a RA program COULD be developed. All occupations are not currently in use in Kansas

RA programs **must have an employer—employee relationship** in order to exist. An employer must develop and register a set of Standards of Apprenticeship with the Kansas Department of Commerce - Kansas Apprenticeship Council in order to become a sponsor. As a RA Sponsor, the employer will be responsible for all elements of the program, including the selection and placement of apprentices in their program.

REFERRAL PROCESS:

- All employers in need of training in an apprenticeable occupation should be referred to a Kansas Apprenticeship Consultant. Contact information is on our website.
- All job seekers should be referred to **KANSAS**WORKS.com for open apprenticeship positions.

NOTE: In order to connect Kansas job seekers to a Registered Apprenticeship program, Apprenticeship Program staff has requested employer/sponsors post all job openings on **KANSAS**WORKS.com. Job seekers can do a key word search on **KANSAS**WORKS for '**Apprenticeship'** and it will identify all posting that mention the key word ***apprenticeship***. Kansas employer/sponsors with a Registered Apprenticeship Program will be identified with a **BOLD RED 'RA'.** Job seekers should check those listings for openings in his/her area(s) of interest and qualifications and then follow the posted directions for application. The <u>Sponsor</u> will contact the Apprenticeship Consultant to register a new apprentice under their program.

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Attachment B
Title: Partner Referral Guidelines

If a workforce partner is doing a customer assisted job posting on **KANSAS**WORKS for an apprenticeship sponsor, please contact an Apprenticeship Consultant for the program registration number. (The **BOLD RED 'RA'** will not show up next to the posting without the registration number.)

The Early Childhood Associate Apprenticeship Program (ECAAP) is located in the R.H. Garvey Building at 300 W. Douglas, Suite 850 Wichita, KS 67202. For more information, please contact Kristin Roth at 316-771-6848 or kroth@kansascommerce.com

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The hearing impaired may contact the Workforce Center by calling the Kansas Relay Center at 1-800-766-3777

ResCare Workforce Services – JET Program/JUMPSTART

The ResCare Workforce Services Wichita office provides job readiness training through a partnership with the Kansas Department for Children and Families, formerly Social and Rehabilitation Services. Through this partnership, ResCare Workforce Services tracks participation and provides TANF recipients with resources to become and remain successfully employed.

Eligibility:

- Must be TANF Recipients
- Referral required from DCF

Average Wait Time for Eligibility:

- Depends on Eligibility through DCF

Skill Assessment Test:

- Assessment done through DCF for Eligibility is used

Programs:

- Readiness Workshop
  - ResCare Workforce Training Program

Duration of Program:

- 8 Weeks

Follow Up Provided:

- Retention Services for 90 days

Main Contact for Staff and Customers

- Velma Weston, VWeston@workforce-ks.com (316) 771-6740

Address and Hours of Operation

2021 N. Amidon, Suite 1100
Wichita, KS 67203
Monday through Thursday 8:00 am to 5:00 pm
Friday 9:00 am to 5:00 pm

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Sedgwick County Human Resources
Sedgwick County Human Resources is located at 510 N Main Suite 306 Wichita, KS For more information; please contact 316-660-1160
To apply for positions with Sedgwick County, visit www.hrepartners.com.

Office Hours
Monday through Friday 8:00 am to 5:00 pm
510 N. Main #306 Wichita, Ks 67203

Clerical Test Schedule: Tuesday, Wednesday, or Thursday, 10:00 a.m. to noon or 2:00 to 4:00 p.m. No appointment required.

Detention Test Schedule: By appointment only.

Senior Employment Services, Senior Services, Inc. of Wichita
Senior Employment Services offers employment services for individuals age 55 and over including resume preparation, job readiness skills seminars, basic computer training, job club, and weekly job listings.

Eligibility Requirements
- Must be 55 Years of Age or Older

Programs Provided
- Orientation
- Job Club
- Weekly Job Lists
- Bi-Yearly Job Fairs

Follow-Up Services Provided
- Follow-Up for 90 days after employment

Main Contact for Staff
- Cherie Wenderott-Shields, cheriew@seniorservicesofwichita.org (316-267-1771)

Main Contact for Customers
- Hila Boyer (316-267-1771)

Office Hours and Location
200 S. Walnut
Wichita, KS 67213
Monday through Friday 9:00 am to 3:00 pm

Additionally, applications are available for applicants to pick up at the Senior Employment desk at the Wichita Workforce Center at 2021 N. Amidon, Suite 1100, Wichita, KS 67203. Services are available at no cost to job seekers.

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The hearing impaired may contact the Workforce Center by calling the Kansas Relay Center at 1-800-766-3777

Website: http://www.seniorservicesofwichita.org/

"Equal Opportunity Employer/Program - Auxiliary aids and services are available upon request to individuals with disabilities."
The hearing impaired may contact the Workforce Center by calling the Kansas Relay Center at 1-800-766-3777

Senior Program – SCSEP
The Senior Program, operated by the Workforce Alliance of South Central Kansas, provides temporary part-time subsidized community service assignments, eligibility, outreach, intake & orientation assessment, and job search and placement supportive services information.

Average Wait Time for Eligibility

- Once all required documents have been received in the SCSEP office, eligibility is usually determined in 2-5 business days.

Eligibility Requirements

- Must be 55 years of age or older
- Must be unemployed at the time of application
- Eligible to work in the United States
- Income cannot exceed 125% of the current federal HHS Poverty Guidelines

Skill Assessments Used

- Skills Self-Assessment

Duration of Program

- 48 months

Programs

- Placement at Host Agencies for job skills development training/experience
- Supportive Services

Follow-Up Services

- For participants that exit for unsubsidized employment, quarterly follow-ups occur for the first, second, and third quarters after exit.

Main Contact for Staff and Customers
Sandra Holt (316) 771-6750
Gary Brown, gbrown@workforce-ks.com (316) 771-6832

Address and Hours of Operation
2021 N Amidon, Suite 1100
Wichita, KS 67203
Monday through Thursday 8:00 am to 5:00 pm
Friday 9:00 am to 5:00 pm

Website: http://www.workforce-ks.com

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SER Corporation of Kansas – National Farmworker Jobs Program (NFJP)
The goal of SER NFJP is to provide permanent year round employment to migrant and seasonal farm workers (MSFW) through support in occupational and basic skills training. Customers who have worked in various types of agricultural labor in the past two years may be eligible to receive assistance with training costs and supportive services.

Average Wait Time for Eligibility
Once all of the paperwork and necessary documents are completed, customer moves immediately into services

Eligibility

- Citizen or legally authorized to work in the United States
- Selective Service Registration
- 18 Years of Age or Older
- Meet HHS income level guidelines or 70% of the LLSIL
- Be an eligible MSFW who for 12 consecutive months out of 24 months prior to application has been primarily employed in agricultural or fish farming labor that is characterized by chronic unemployment or underemployment
- Received at least 50% of their earned income from agricultural work
- Worked at least 25 days in agriculture or earned at least $800 in agricultural work or
- Be the spouse or dependent of the eligible farm worker and meet the first and second eligibility requirements above
- Faces at least two barriers to economic self-sufficiency
- Public Assistance Recipient
    - Disabled
    - Offender
    - Language Barrier
    - Homeless
    - Long-term agricultural employee
    - Underemployed
    - Laid-Off
    - Lacks significant work history
    - Basic skills deficient
    - Homeless/Runaway
    - Foster Care
    - High School drop-out
    - Single head of household w/dependents under 18
    - Pregnant and/or parenting

Skill Assessments Used

- TABE Skill Assessment

Duration of Programs

- Up to 2 years

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Attachment B
Title: Partner Referral Guidelines

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Programs

- Occupational Skills Training
- On-the-Job Training
- Supportive Services
- Housing/Rental
- Out-of-Area Job Search Assistance
- GED/ESL/Alternative Diploma
- Career Services
- Short-Term Pre-vocational Skills
- Job Development
- Counseling
- Tutoring
- Job Coaching
- Case Management
- Follow-up

Follow-Up Services

- Career Services
- Case Management
- Counseling
- Job Coaching
- Supportive Services

To apply, download an application at http://www.sercorp.com/ (available in English and Spanish) and mail your application to the office nearest you

Wichita Office
1020 N. Main, Suite D
Wichita, KS 67203
(316) 264-5372
Client Service Agent Richard Vargas
Client Service Agent Joel Leiva
Monday - Friday 8:00 am to 5:00 pm Walk-Ins

Goodland Office
Northwest Kansas Technical College
1209 Harrison
Goodland, KS 67735
(785) 890-3300
Client Service Agent Roberta Pianalto
Monday 8:00 am to 5:00 pm Walk-Ins
Tuesday – Thursday By Appointment Only
Friday 8:00 am to 5:00 pm Walk-Ins

Dodge City Office
Dodge City Community College
Technical Education Center Rm. 125
2501 N. 14th Ave
Dodge City, KS 67801
(620) 371-6056
Client Service Agent Mike Medina
Monday 8:00 am to 5:00 pm Walk-Ins

Hays Office
1008 E 17th #7
Hays, KS 67601
(785) 623-4016
Client Service Agent Vicki Needham
Monday 8:00 am to 5:00 pm Walk-Ins
Tuesday – Thursday By Appointment Only
Friday 8:00 am to 5:00 pm Walk-Ins

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The hearing impaired may contact the Workforce Center by calling the Kansas Relay Center at 1-800-766-3777

Tuesday – Thursday By Appointment Only
Friday 8:00 am to 5:00 pm Walk-Ins

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Trade Adjustment Assistance (TAA)

Trade Adjustment Assistance (TAA) is a federally funded program that offers help to workers who lose their jobs or whose hours and wages are reduced as a result of several factors. Customers may be eligible for the TAA program if they are laid off from an employer with a certified TAA petition within the impact and expiration dates of the petition.

Average Wait Time for Eligibility

- 7 Days

Eligibility Requirements

- Must be laid off from a TAA Certified Employer

Skill Assessment Tests Used

- MyNextMove
- O*Net Skills Profiler
- WorkKeys Assessment

Programs Provided

- Wage Subsidy for age 50 and older
- Training Assistance
- Re-Employment Services
- Job Search
- Relocation Assistance
- Income Support
- Transportation/Subsistence Support

Follow-Up Services

- Assistance with Job Search after Completion of Training

Main Contact for Staff and Customers

- Alicyn Kidd, akidd@kansasworks.com (316) 771-6823

Address and Hours of Operation

2021 N Amidon, Suite 1100
Wichita, KS 67203
Monday through Thursday 8:00 am to 5:00 pm
Friday 9:00 am to 5:00 pm

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Attachment B
Title: Partner Referral Guidelines

Wagner-Peyser (Labor Exchange Services)
Wagner-Peyser services are offered to provide and facilitate quality employment and related services responsive to the needs of Kansans. Assistance is available for job seekers in assessing current skills and identifying employment opportunities. When required, assistance may be accessible to enhance basic skills or enroll in training.

Self-service resources are available onsite, including
- Computers for online job searches, developing and posting resumes
- Copy machines for making copies of resumes
- Fax machines to send out resumes

Staff-assisted services to job seekers include
- Career planning
- Job counseling
- Interview training
- Job preparation and life skills coaching
- Comprehensive assessments
- Labor market information
- Referral to partner services

Wagner-Peyser services are located in the Career Centers of the Workforce Centers of South Central Kansas. Locations are listed below:

Wichita Workforce Center
2021 N. Amidon, Suite 1100
Wichita, Kansas 67203
316-771-6800 or 877-509-6757

Monday- Thursday 8:00 a.m. to 5:00 p.m.
Friday 9:00 a.m. to 5:00 p.m.

Cowley Workforce Center
108 East 12th Avenue
Winfield, Ks 67156
620-221-7790

Monday and Wednesday
8:00 a.m. to Noon and
1:00 p.m. to 5:00 p.m.

Butler Workforce Center
524 N. Main
El Dorado, Kansas 67042
316-321-2350

Monday- Thursday
8:00 a.m. to 1:00 p.m. and
2:00 p.m. to 5:00 p.m.

Sumner Workforce Center
123 N Jefferson
Wellington, Kansas 67152
620-326-2659

Tuesday and Thursday
8:30 a.m. to Noon and
1:00 p.m. to 4:30 p.m.

For more information, please contact Justin Powell at 316-771-6805 or jpowell@kansasworks.com.
Website: www.kansasworks.com

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The hearing impaired may contact the Workforce Center by calling the Kansas Relay Center at 1-800-766-3777

WIOA Adult and Dislocated Worker Programs

The WIOA Adult and Dislocated Worker (DW) Programs, operated by the Workforce Alliance, offer free services to help individuals obtain or retain employment in occupations considered in-demand for South Central Kansas.

Interested individuals may access services by visiting the Workforce Center and providing documentation of the following:

- Date of Birth (documenting age of 18 or older)
- Authorization to Work in the United States
- Compliance with Selective Service (males 18 and older, born after January 1, 1960)
- Layoff from Employer (if applicable)

The WIOA Adult and DW Programs begin in the Career Centers of Workforce Centers of South Central Kansas. Locations are listed below:

Wichita Workforce Center
2021 N. Amidon, Suite 1100
Wichita, Kansas 67203
316-771-6800 or 877-509-6757

Monday- Thursday 8:00 a.m. to 5:00 p.m.
Friday 9:00 a.m. to 5:00 p.m.

Butler Workforce Center
524 N. Main
El Dorado, Kansas 67042
316-321-2350

Monday- Thursday
8:00 a.m. to 1:00 p.m. and
2:00 p.m. to 5:00 p.m.

Cowley Workforce Center
108 East 12th Avenue
Winfield, Ks 67156
620-221-7790

Monday and Wednesday
8:00 a.m. to Noon and
1:00 p.m. to 5:00 p.m.

Sumner Workforce Center
107 South Washington
Wellington, Kansas 67152
620-326-2659

Tuesday and Thursday
8:30 a.m. to Noon and
1:00 p.m. to 4:30 p.m.

For more information regarding our Career Centers please contact Aletra Chaney at 316-771-6731 or achaney@workforce-ks.com

Website: http://www.workforce-ks.com

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The hearing impaired may contact the Workforce Center by calling the Kansas Relay Center at 1-800-766-3777

Attachment B
Title: Partner Referral Guidelines

WIOA Youth Program

The WIOA Youth Program, operated by the Workforce Alliance, is a resource to assist young people, ages 14-24, overcome the obstacles that keep them from completing their education and getting a job.

Eligibility

Out of School Youth must meet all the below criteria:

- **Between the ages of 16 and 24**
- **Not attending any school**
- **Compliant with Selective Service requirements**
- **Eligible to work in the United States**
- **One of the following options**
  - **School dropout**
  - **A youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter**
  - **An individual who is subject to the juvenile or adult justice system**
  - **A homeless individual, homeless child, or youth**
  - **A runaway**
  - **In foster care or has aged out of the foster care system**
  - **A child eligible for assistance under Section 477 of the Social Security Act**
  - **An out of home placement**
  - **Pregnant**
  - **Parenting**
  - **Individual with a disability**
  - **Recipient of a secondary school diploma or its recognized equivalent and is low income and basic skills deficient or an English language learner**
  - **Low income individual who requires additional assistance to enter or complete an educational program or to secure and hold employment**

In School Youth must meet all the below criteria

- **Between the ages of 14 and 21**
- **Attending school**
- **Compliant with Selective Service requirements**
- **Eligible to work in the United States**
- **Low income**
- **One of the following options**
  - **Basic skills deficient**
  - **An English language learner**
  - **Offender**
  - **A homeless individual, homeless child or youth**
  - **A runaway**
  - **In foster care or has aged out of the foster care system**
  - **A child eligible for assistance under Section 477 of the Social Security Act**
  - **An out of home placement**
  - **Pregnant**

- **Parenting**
- **Individual with a disability**
- **Individual who requires additional assistance to complete an educational program or to secure and hold employment**
  - **Eligibility under this option is limited to 5% of in school youth**

Main Contact for Staff and Customers
Stacy Cotten, scotten@workforce-ks.com (316) 771-6636

Address and Hours of Operation
2021 N Amidon, Suite 1100
Wichita, KS 67203
Monday through Thursday 8:00 am to 5:00 pm
Friday 9:00 am to 5:00 pm

Website: http://www.workforce-ks.com

"Equal Opportunity Employer/Program - Auxiliary aids and services are available upon request to individuals with disabilities."
The hearing impaired may contact the Workforce Center by calling the Kansas Relay Center at 1-800-766-3777

BOARD MEMBER CONFERENCE ATTENDANCE AND REIMBURSEMENT POLICY

1. GENERAL

The Workforce Alliance (WA) encourages the participation of WA Board and Committee members and Task Force members in events designed to impart a greater understanding of workforce issues. Great benefit can be realized when the membership of workforce organizations stay abreast of current practices and concepts.

The WA shall notify the WA Board and Committee members of upcoming events that may be of interest to them as soon as the event is made known, and as far in advance as possible.

2. PARTICIPATION

It shall be the policy of the WA to encourage the voluntary rotation of attendance among Board and Committee/Task Force members to allow the greatest chance of participation equally to all concerned.

WIOA related conference attendance, whenever personal schedules allow, is encouraged for all WA Board and Committee/Task Force members to promote understanding and knowledge of WIA related programs and strategies

The WA, through its Executive Committee, reserves the right to limit the number of conference participants whenever funding restrictions require such action. In such circumstances, the Chairman shall determine the member(s) most appropriate to attend.

Requests for participation in any event shall be made as far in advance of the event as possible, but not less than thirty (30) days prior to the event.

3. PAYMENT FOR PARTICIPATION EXPENSES

When adequate time is available prior to the planned participation, advance registration, travel and hotel reservations will be made through the administrative offices of the WA. Advance payment will be accomplished for these items using the regular voucher system of the WA.

When adequate time is not available for the WA to accomplish advance accommodations or payment, attendees may submit requests for reimbursement of event related expenses such as travel, hotel, event registration fees, meals and other relevant participation expenses. *Reimbursement shall be limited to the direct expenses of the individual attendee exclusive of expenses to accommodate spouse, companion, or others*.

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Expense reimbursement will be made according to current WA payment processing. Reimbursement payments are generally made within thirty (30) days of submission; however, delays may be experienced due to the absence of all required documentation. WA staff may provide reminders and make requests for receipts to assist in payment processing; nevertheless, *it is the sole responsibility of the individual requesting expense reimbursement to provide the necessary documentation*.

Reimbursement for expenses not directly related to attendance of a conference event will not be made. Examples of non-reimbursable expenses may include clothing, extended hotel stay, sightseeing/tour, vehicle rental, alcoholic beverages, meals and/or meeting expenses when not a part of the published event schedule, travel to and from home to point of embarkation, mileage reimbursement for travel in excess of direct travel to and from event site, etc.

Mileage reimbursement shall be limited to the actual mileage driven and will be compensated at the current WA authorized rate.

Reimbursement for event related expenses shall be limited to the actual cost of each item and requests for reimbursement shall be accompanied by an original receipt(s). Acceptance of photocopied receipts, although not generally accepted, may be determined on a case by case basis by the President/Chief Executive Officer, in consultation with the WA Chairman.

For the purposes of this Policy the term “original receipt(s)”, is defined as the actual receipt offered by the agency or firm from which the expensable item was purchased, or an original copy of a credit statement displaying the payment of the expense(s) including a description of the item(s) purchased, amount of each purchase, date and place of purchase, and the name of the company or establishment from whom the purchase was made.

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Attachment C
Title: Resource/Cost Sharing for LA IV Workforce Centers

Resource/Cost Sharing for LA IV Workforce Centers

1. Facility

A. Rent

Rent will be shared and allocated based on the total leased space divided into dedicated space and common space. Each partner will be allocated cost for their dedicated space as a percentage of the total leased space. Each partner will be allocated costs for common space at the same percentage rate.

B. Security

Security services will be allocated based on the percentage of the total dedicated space held by each partner.

C. Parking

If parking must be purchased for staff or customer parking. Costs will be allocated to partners by the percentage of full time equivalent (FTE) positions located at the facility.

D. Notice of Leaving Co-location

If a one stop partner chooses to move from the One- Stop Workforce Center as much notice as possible would be appreciated, but at a minimum a 30 day written notice must be provided to the Workforce Alliance.

2. Center Operations

A. Custodial

Custodial service costs will be allocated to the partners based on their percentage of the total dedicated space held.

B. Utilities

Utilities consisting of electric, gas, trash, phone, internet, and water/sewer or any other utility that may be identified will be allocated to the partners based of their percentage of the total dedicated space held.

C. Operations

Operations costs will be allocated to the partners based on the partner's percentage of FTE positions. Allocations may include salary costs associated with staff time dedicated to center operations.

Attachment CC
Title: Code of Business Conduct and Ethics

CODE OF BUSINESS CONDUCT AND ETHICS

The Workforce Alliance of South Central Kansas Inc. (Workforce Alliance) is a not-for-profit corporation.

The Workforce Alliance Board of Directors appoints a President/Chief Executive Officer responsible for general management and oversight of the workforce and community development programs for which it is responsible, including the management of personnel. The President/Chief Executive Officer reports to and serves at the pleasure of the Board of Directors of the Workforce Alliance.

The policies and procedures contained in the attached Handbook apply to all officers of the Board, and employees; and may be discontinued or changed at the discretion of the Workforce Alliance Board of Directors. The Senior Staff include: President and Vice Presidents. The Workforce Alliance subscribes to the employment-at-will doctrine, and nothing contained in this Handbook constitutes or implies an employment contract between the Workforce Alliance and its employees. The policies and procedures in this Handbook supersede and replace all prior communication.

The Code of Business Conduct and Ethics serves to (1) emphasize the Workforce Alliance's commitment to ethics and compliance with the law; (2) set forth basic standards of ethical and legal behavior; (3) provide reporting mechanisms for known or suspected ethical or legal violations; and (4) help prevent and detect wrongdoing; and (5) outline the personnel policies and procedures to be followed by the employees of the Workforce Alliance.

The Code of Business Conduct and Ethics is a policy adopted by the Board of the Workforce Alliance and does not constitute a contract between the Workforce Alliance and its employees, and should not be construed as such. The policies and information contained in this Handbook may be changed or amended at any time by the Workforce Alliance with or without notice. Employment by the Workforce Alliance is "at will," not for a definite term. An employee may resign at any time and the Company may release an employee any time. Only the President/Chief Executive Officer or the Board of Directors (and only if done in written form) have authority to enter into an agreement for employment for any specified period of time or make any binding representations or agreements inconsistent with this Handbook.

Attachment: Code of Business Conduct and Ethics Handbook

CODE OF BUSINESS CONDUCT
AND ETHICS HANDBOOK

Sign-off Page for Code of Business Conduct and Ethics:

I acknowledge that I have received a copy of the Workforce Alliance of South Central Kansas Code of Business Conduct and Ethics. I agree to read it thoroughly. I agree that if there is any policy or provision that I do not understand I will seek clarification from my supervisor. I understand that Workforce Alliance of South Central Kansas is an “at will” employer, and as such, such employment with Workforce Alliance of South Central Kansas is not for a fixed term or definite period and may be terminated at the will of either party, with or without cause, and without prior notice. In addition, I understand that these policies and practices are in effect on the date of publication. I understand that nothing contained herein may be construed as creating a promise of future benefits or a binding contract with Workforce Alliance of South Central Kansas for benefits or for any other purpose. I also understand that these policies and procedures are continually evaluated and may be amended, modified or terminated at any time.

I understand that failure to comply with guidelines, policies, work rules and procedures may result in disciplinary action, up to and including, termination of employment.

I understand that any outstanding payment(s) I owe the Workforce Alliance of South Central Kansas (e.g. insurance payment, equipment purchase, etc.) is (are) considered to be a cash advance. Therefore, I thereby authorize the Payroll Department to deduct any balances due the Workforce Alliance from my final paycheck(s) if my employment with Workforce Alliance of South Central Kansas should terminate.

Please sign and date this receipt and return it to the Human Resources Department.

Date: ____

Signature: ____

Print Name: ____

CODE OF BUSINESS CONDUCT AND ETHICS OF THE WORKFORCE ALLIANCE OF SOUTH CENTRAL KANSAS

TABLE OF CONTENTS

1 ETHICAL STANDARDS

A. AT WILL EMPLOYMENT

Employment by the Workforce Alliance is "at will," not for a definite term. An employee may resign at any time and the Company may release an employee at any time. Only the Board of Directors (and only if done in written form) has any authority to enter into any agreement for employment for any specified period of time or make any binding representations or agreements inconsistent with this Handbook.

B. CONFLICTS OF INTEREST

A conflict of interest exists when a person's private interest interferes in any way with the interests of the Workforce Alliance. A conflict may arise when an employee takes actions or has interests that may make it difficult to perform his or her work objectively and effectively. Conflicts of interest may also arise when an employee, or members of his or her family, receives improper personal benefits as a result of his or her position. Conflicts of interest may not always be clear-cut: if there is a question consult with a supervisor or manager or, if circumstances warrant, the Vice President/Chief Operating Officer. Any employee who becomes aware of a conflict or potential conflict should bring it to the attention of a supervisor, manager or other appropriate personnel.

C. CORPORATE OPPORTUNITIES

Employees are prohibited from taking for themselves opportunities that are discovered through the use of corporate property, information or position without the consent of the President/Chief Executive Officer. No Employee may use corporate property, information or position for improper personal gain and no employee may compete with the Workforce Alliance directly or indirectly without the knowledge and consent of the President/Chief Executive Officer. Employees owe a duty to advance the legitimate interests of the Workforce Alliance whenever possible.

D. PROHIBITIONS ON SOLICITATION, DISTRIBUTION AND ACCESS TO PROPERTY

The Workforce Alliance wants to avoid distractions and uninvited interruptions while employees are at work. Therefore, the following rules apply:

1. Solicitation of any kind by one employee of another is strictly prohibited while either is on working time. "Working time" does not include break time, meal time or immediately before and after the work day begins. Solicitation includes, but is not limited to sale of raffle tickets, household goods (such as Avon products), food products or personal items. Exceptions are allowed for certain charitable contributions.

2. Distribution by an employee of advertising material, handbills, printed or written literature, of any kind which doesn't pertain to the mission or vision of the Workforce Alliance, is strictly prohibited during working time and in work areas at all times. Work areas include interior and exterior locations where work-related activities are conducted.

3. Hourly (non-exempt) employees are not permitted access to the interior of our facilities and all working areas when they are not scheduled to work for safety and security reasons without notification of a supervisor/manager.

E. FAIR DEALING

Employees shall behave honestly and ethically at all times and with all people. They shall act in good faith, with due care, and shall engage only in fair and open practices, by treating ethically suppliers, customers, and colleagues. No employee should take unfair advantage of anyone through manipulation, concealment, abuse of privileged information, misrepresentation of material facts, or any other unfair practice. The offer or acceptance of cash gifts by any employee is prohibited. Employees should discuss with their supervisors, managers or other appropriate personnel any gifts or proposed gifts which may be inappropriate.

F. CONFIDENTIALITY

Covered Parties must maintain the confidentiality of private, protected information entrusted to them, except when disclosure is authorized by an appropriate legal officer of the Workforce Alliance or required by laws or regulations. Confidential information includes all non-public information. It also includes information that customers have entrusted to the Workforce Alliance. The obligation to preserve confidential information continues even after employment ends.

All communications that contain information which is protected as private information should include the following confidentiality statement which is posted on the Public Network Drive:

"All information in this Communication, including attachments, is strictly confidential and intended above solely for delivery to and authorized use by the addresses(s) identified above, and may contain privileged, confidential, proprietary and/or trade secret information entitled to protection and/or exempt from disclosure under applicable law. If you are not the intended recipient, please take notice that any use, distribution or copying of this Communication, and/or any action taken or omitted to be taken in reliance upon it, is unauthorized and may be unlawful. If you have received this Communication in error, please notify the sender and delete this Communication."

G. PROTECTION AND PROPER USE OF CORPORATE ASSETS

All employees should endeavor to protect the Workforce Alliance's assets and ensure their efficient use. Theft, carelessness, and waste have a direct impact on the Workforce Alliance. Any suspected incident of fraud or theft should be immediately reported for investigation. Equipment should not be used for non-corporate business, though incidental personal use is permitted.

The obligation of employees to protect assets includes its proprietary information. Proprietary information includes intellectual property such as trade secrets, patents, trademarks, and copyrights, as well as business, marketing and service plans, engineering and manufacturing ideas, designs, databases, records, and any unpublished financial data and reports. Unauthorized use or distribution of this information would violate policy. It could also be illegal and result in civil or criminal penalties.

H. COMPLIANCE WITH LAWS, RULES, AND REGULATIONS

Obeying the law, both in letter and in spirit, is the foundation on which the Workforce Alliance's ethical standards are built. In conducting business employees shall comply with applicable governmental laws, rules and regulations at all levels of government. Although not all employees are expected to know the details of these laws; it is important to know enough about the applicable local, state and national laws to determine when to seek advice from supervisors, managers or other appropriate personnel.

I. TIMELY AND TRUTHFUL PUBLIC DISCLOSURE

In reports and documents filed or submitted, and in other public communications, the employees involved in the preparation of such reports and documents (including those who are involved in the preparation of financial or other reports and the information included in such reports and documents) shall make disclosures that are full, fair, accurate, timely and understandable. Where applicable, these employees shall provide thorough and accurate financial and accounting data for inclusion in such disclosures.

J. DEALING WITH THE MEDIA

No employee of the Workforce Alliance shall communicate or interact with the media except for the Communications Manager/Public Information Officer or the President/Chief Executive Officer, or unless given prior approval by the Public Information Officer or the President/Chief Executive Officer.

K. SOCIAL MEDIA

The Five Core Values of the Workforce Alliance in the Online Social Media Community are:

1. Transparency in every social media engagement. The Workforce Alliance does not condone manipulating the social media flow by creating "fake" destinations and posts designed to mislead followers and control a conversation.
2. Protection of our customer's and/or fellow staff members privacy. The collection, storage, usage, or sharing of Personally Identifiable Information (PII) should be done pursuant to applicable privacy and information policies and laws and shall not be shared via Social Media without consent.
3. Respect of copyrights, trademarks, rights of publicity, and other third party rights including regard for user generated content. Consult with management to make informed, appropriate decisions.
4. Responsibility in the use of technology. Do not use or align the Company with any organizations or websites that deploy the use of excessive tracking software, adware, malware, or spyware.
5. Utilization of best practices, listening to the online community, and compliance with applicable regulations to ensure that these Online Social Media Principles remain current and reflect the most up-to-date and appropriate standards of behavior.

L. SIGNIFICANT FISCAL DEFICIENCIES

Stewardship of the company's funds dollar is the upmost expectation. Stealing or misuse of corporate funding will not be tolerated and will result in disciplinary action including and up to termination.

M. COMPLIANCE PROCEDURES- HOW TO COMPLY WITH THIS CODE

Staff must work together to ensure prompt and consistent action against violations of this code. In some situations, however, it is difficult to know if a violation has occurred. Because every situation that will arise cannot be anticipated, it is important that there is a process to approach a new question or problem. These are the steps to keep in mind:

- <u>Make sure all the facts are known</u>. In order to reach the right solutions, it is necessary to be as informed as possible.

- <u>Ask the question: What specifically is being asked? Does it seem unethical or improper?</u> Use judgment and common sense. If something seems unethical or improper, it probably is.

- <u>Clarify responsibilities and roles</u>. In most situations, there is shared responsibility. Are colleagues informed? It may help to get others involved and discuss the problem.

- <u>Discuss the problem with a supervisor</u>. This is the basic guidance for all situations. In many cases, the supervisor will be more knowledgeable about the questions, and he or she will appreciate being consulted as part of the decision-making process.

- <u>Seek help from Workforce Alliance resources</u>. In rare cases where it would be inappropriate or uncomfortable to discuss an issue with a supervisor, or where it is believed the supervisor has given an inappropriate answer, discuss it locally with a member of Senior Staff.

- Ethical violations may be reported in confidence without fear of retaliation. If the situation requires that a person's identity be kept secret, anonymity will be protected to the maximum extent consistent with the legal obligations. The Workforce Alliance in all circumstances prohibits retaliation of any kind against those who report ethical violations in good faith. Any employee may report any violation to their supervisor or other Senior Staff. The employee may report any violations of the Whistle Blowers Act by calling 1-800-572-2249.

- Ask first, act later. If unsure of what to do in any situation, seek guidance before acting.

N. DISCIPLINARY ACTIONS

The Workforce Alliance has adopted a progressive discipline policy to identify and address employee and employment related problems. This policy applies to any and all employee conduct that the company, in its sole discretion, determines must be addressed by discipline. Of course, no discipline policy can be expected to address each and every situation requiring corrective action that may arise in the workplace. Therefore, the Workforce Alliance takes a comprehensive approach regarding discipline and will attempt to consider all relevant factors before making decisions regarding discipline.

Most often employee conduct that warrants discipline results from unacceptable behavior, poor performance or violation of the Workforce Alliance's policies, practices or procedures. However, discipline may be issued for conduct that falls outside of those identified areas. Equally important, the Workforce Alliance need not resort to progressive discipline, but may take whatever action it deems necessary to address the issue at hand. This may mean that more or less severe discipline is imposed in a given situation. Likewise, some polices like harassment, contain specific discipline procedures.

Progressive discipline may be applied to employees even when the conduct that leads to more serious discipline is not the same that resulted in less severe discipline. That is, violations of different rules shall be considered the same as repeated violations of the same rule for purposes of progressive action.

The Workforce Alliance will normally adhere to the following progressive disciplinary process:

1. Verbal Warning: An employee will be given a verbal warning when a problem is identified that justifies a verbal warning or the employee engages in unacceptable behavior during the period a verbal caution is in effect. Verbal warnings are documented and placed in the employee's personnel file.

2. Written Warning: A written warning is more serious than a verbal warning. A written warning will be given when an employee engages in conduct that justifies a written warning. Written warnings are maintained in an employee's personnel file.

3. Suspension: A suspension without pay is more serious than a written warning. An employee will be suspended when he or she engages in conduct that justifies a suspension or the employee engages in unacceptable behavior.

4. Decision Making Leave: Generally following a suspension, an employee will be reprimanded then sent home for the day on decision making leave. This is intended to help the employee decide whether they should continue employment with the Workforce Alliance. If the employee returns they will be expected to improve performance, and to follow the Workforce Alliance's policies and procedures and continue their employment without interruption. The other option is the employee

may choose to resign.

5. Termination: An employee will be terminated when he or she engages in conduct that justifies termination or does not correct the matter that resulted in less severe discipline.

Again, while the Workforce Alliance will generally take disciplinary action in a progressive manner, it reserves the right, at its sole discretion, to decide whether and what disciplinary action will be taken in a given situation.

O. SUSPECTED ILLICIT ACTIVITY

The people that the Workforce Alliance serve shall not be subjected to physical or verbal abuse, neglect, or any form of mistreatment by staff or visitors of the Workforce Alliance.

- Definition: Illicit activity is any activity perpetrated against a person that is in violation of that person's rights, including, but not limited to, assault, rape or sexual assault, abuse, theft or criminal conduct.

Any alleged violation shall be immediately reported to the supervisor who is responsible for initiating a thorough investigation and ensuring the details are written and presented to the President/Chief Executive Officer. If the act is a direct threat to any individual the employee is to contact the appropriate emergency services (policy, fire, etc.) before contacting a supervisor or other employee or partner. Failure to report any incident may be grounds for dismissal. The supervisor will maintain confidentiality as far as possible by reminding staff not to discuss the incident with anyone except the supervisor and President/Chief Executive Officer.

If the allegation is substantiated, the President/Chief Executive Officer shall be responsible for invoking appropriate discipline up to, and including, termination. This action will be recorded and will be placed in the employee's personnel file. The President/Chief Executive Officer will report the incident to the appropriate authorities.

2 ENVIRONMENTAL CONCERNS

A. INCLEMENT WEATHER

If inclement weather is affecting any part of its service area, the Workforce Alliance will make a determination on the operational status of any of the Workforce Centers.

If a decision is made to close a Workforce Center or open late, the decision will be made by 6:15 a.m., and the information will be relayed to staff and the public. Staff of the Workforce Center can call the staff operation phone line at 316-771-6677. A recorded message will be left by 6:15 a.m. relaying the status of any of the Workforce Centers.

B. TORNADO PROCEDURES

In the event of a tornado threat, all employees shall evacuate to the identified designated safety area:

- Wichita Workforce Center – The Eisenhower, McConnell, and Jabara rooms should be filled first, then overflow into the Air Capital Room
- Garvey Center- Interior space away from windows or the basement of either of the facilities
- Butler Workforce Center – South Central Mental Health has a designated shelter on the south side of the building
- Cowley Workforce Center – in the Community National Bank
- Sumner Workforce Center – the interior restroom

Once in the designated safety area, persons shall:

- Stay away from all glass windows and doorways
- Remain in the safety area until given the all clear from Emergency Coordinators

Employees and/or customers with disabilities should discuss what to do in case of a tornado with their supervisor on duty and Emergency Coordinator.

Tornado drills will be held annually each spring.

C. FACILITY CLOSED

If the facility is announced to be closed on a given day, the Workforce Alliance staff will receive regular pay for the day of closure. If the facility makes the decision to open at the regular time, but close early, or open late, all staff will be paid for the duration of their schedule for that particular work day.

D. FACILITY OPEN

If the facility remains open on an adverse weather day, employees who report to work will receive normal pay for the day, i.e., exempt staff will receive their regular salary and hourly employees will be paid at their base rate for all hours worked. If an employee elects not to report to work on a facility open day, the employee can elect to 1) use any accrued paid time off for the missed day or 2) the employee will not be paid for the day.

E. ADA POLICY

The Americans with Disabilities Act (ADA) and ADA Amendments Act (ADAAA) of 2008 requires employers to reasonably accommodate qualified individuals with disabilities. It is the policy of The Workforce Alliance to comply with all Federal and state laws concerning the employment of persons with disabilities.

It is Workforce Alliance policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training, or other terms, conditions, and privileges of employment.

The Workforce Alliance will reasonably accommodate qualified individuals with a temporary or long-term disability so that they may perform the essential functions of a job.

An individual who can be reasonably accommodated for a job, without undue hardship, will be given the same consideration for that position as any other applicant.

All employees are required to comply with safety standards. Applicants who pose a direct threat to the health or safety of other individuals in the workplace, which threat cannot be eliminated by reasonable accommodation, will not be hired. Current employees who pose a direct threat to the health of safety of the other individuals in the workplace will be placed on appropriate leave until an organizational decision has been made in regard to the employee’s immediate employment situation.

Definitions

As used in this policy, the following terms have the indicated meaning and will be adhered to in relation to the ADA policy.

“Disability” refers to a physical or mental impairment that substantially limits one or more of the major life activities of an individual. An individual who has such an impairment, has a record of such an impairment, or is regarded as having such an impairment is a “disabled individual.”

"Direct threat to safety" means a significant risk to the health or safety of others that cannot be eliminated by reasonable accommodation.

A "qualified individual" means an individual who, with or without reasonable accommodation, can perform the essential functions of the employment position that the individual holds or has applied for.

"Reasonable accommodation" means making existing facilities readily accessible to and usable by individuals with disabilities, job restructuring, part-time or modified work schedules, reassignment to a vacant position, acquisition or modification of equipment or devices, adjustment or modification of examinations, adjustment or modification of training materials, adjustment or modification of policies, and similar activities.

"Undue hardship" means an action requiring significant difficulty or expense by the employer. The factors to be considered in determining an undue hardship include: (1) the nature and cost of the accommodation; (2) the overall financial resources of the facility at which the reasonable accommodation is to be made; (3) the number of persons employed at that facility; (4) the effect on expenses and resources or other impact upon that facility; (5) the overall financial resources of the Workforce Alliance; (6) the overall number of employees and facilities; (7) the operations of the particular facility as well as the entire Workforce Alliance; and (8) the relationship of the particular facility to the Workforce Alliance. These are not all of the factors but merely examples.

"Essential job functions" refers to those activities of a job that are the core to performing said job for which the job exists that cannot be modified.

F. ALCOHOL AND DRUG FREE WORKPLACE

This policy establishes guidelines for maintaining an Alcohol and Drug Free Workplace as delineated in the Federal Drug Free Workplace Act.

All employees are prohibited from unlawfully manufacturing, distributing, dispensing, possessing or using controlled substances. Any staff member violating this policy is subject to discipline, up to and including termination, for a first offense. Controlled substances include, but are not limited to:

- Alcohol
- Narcotics (heroin, morphine, etc.)
- Cannabis (marijuana, hashish)
- Stimulants (cocaine, methamphetamine, etc.)
- Depressants (tranquilizers)
- Hallucinogens (PCP, LSD, "designer drugs", etc.)

Any employee convicted of violating a criminal drug statute must inform the Workforce Alliance of such conviction (including a plea of guilty or nolo contendere) within five days of the conviction. Failure to inform the Workforce Alliance subjects the employee to disciplinary action up to and including termination for the first offense.

The Workforce Alliance may test employees for drug usage at any time.

G. WEAPON FREE WORKPLACE

To ensure that the Workforce Alliance maintains a workplace safe and free of violence for all employees, the possession or use of perilous weapons on Workforce Alliance property is prohibited. A license to carry a weapon does not supersede Workforce Alliance policy. Any employee in violation of this policy will be subject to prompt disciplinary action, up to and including termination. All Workforce Alliance visitors are subject to this provision, including contract and temporary employees, and customers on Workforce Alliance property.

"Workforce Alliance property" is defined as all Workforce Alliance owned or leased buildings and surrounding areas such as sidewalks, walkways, driveways and parking lots under the Workforce Alliance's ownership or control.

"Dangerous weapons" include, but are not limited to, firearms, explosives, knives and other weapons which may be considered dangerous or that could cause harm.

Employees are responsible for making sure that any item possessed by the employee carried onto Workforce Alliance property is not prohibited by this policy.

The Workforce Alliance reserves the right at any time and at its discretion to search all Workforce Alliance-owned or leased vehicles and all vehicles, packages, containers, briefcases, purses, lockers, desks, enclosures and persons entering its property, for the purpose of determining whether any weapon has been brought onto its property or premises in violation of this policy.

H. TOBACCO FREE WORKPLACE

Smoking, e-cigarettes, or the use of smokeless tobacco shall not be permitted in any enclosed Workforce Alliance facility. This includes common work areas, auditoriums, classrooms, conference and meeting rooms, private offices, elevators, hallways, cafeterias, employee lounges, stairs, restrooms, and all other enclosed facilities. This policy applies to all employees, clients, contractors, and visitors. Smoking shall be permitted only at a reasonable distance of at least 20 feet outside entrances, operable windows, and ventilation systems of enclosed areas where smoking is prohibited; so as to insure that tobacco smoke does not enter those areas.

Those employees who smoke, use e-cigarettes, or use smokeless tobacco and would like to take this opportunity to quit are invited to call the free Kansas Tobacco Quitline (1-800-QUIT-NOW) for telephone cessation counseling and support. The success of this policy will depend on the thoughtfulness, consideration, and cooperation of both smokers and nonsmokers. All employees share in the responsibility for adhering to and enforcing this policy.

I. SAFETY STANDARDS

Since the Workforce Alliance strives to ensure a safe workplace, it will be the responsibility of each staff member to adhere to the following:

- Work according to good safety practices as posted, instructed and discussed;
- Refrain from any unsafe act that might endanger oneself, the people served or co-workers;
- Use all safety devices provided for his or her protection; failure to comply with safety requirements could result in immediate dismissal;
- Report any unsafe situation or acts immediately to the supervisor;
- Assume his or her share of the responsibility for thoughtless or deliberate acts that cause injury to oneself, co-workers or those we serve; and
- The workplace may be monitored by security personnel and security cameras to help protect employees.

Employees who are injured while at work must notify their supervisor immediately.

Note: Employees are not expected to perform first aid nor subject themselves to risks arising from blood borne or bodily fluid exposure. Every employee should feel free to call 911 for emergency assistance. No approval is needed from supervisors or managers. Informing them that the call was placed is necessary in order to direct services.

1. Fire Prevention and Emergency

- Electrical equipment should be turned off when not in use.

- Employees should notify a supervisor of any equipment that has cracked or exposed wiring, is causing a shock or emitting sparks, or appears to be a potential fire hazard.

- Employees should familiarize themselves with the location of fire exits, alarms and extinguishers.

- If an employee sees smoke or fire, the fire alarm should be pulled to alert the people on the floor and in the building. If it is a small fire, a nearby fire extinguisher may be used as necessary after the fire department is notified.

- Only if time permits before evacuation of the building, secure classified information; turn out lights, shut off equipment and close doors.

In the event of an emergency, all employees shall evacuate to the identified designated evacuation area:

- Wichita Workforce Center – in the parking lot north of Walmart
- Garvey Center- In front of the Metro Chamber of Commerce
- Butler Workforce Center – Parking lot away from the facility
- Cowley Workforce Center – directly across Main Street
- Sumner Workforce Center – directly across Washington Street

Staff shall not interfere with any emergency personnel but shall provide assistance if requested by emergency personnel.

2. Bomb Threats

Bomb threats may be made in a variety of ways. The majority of threats are received through phone calls, but can be communicated in person, in writing, or by a recording. Information you collect is vital in helping authorities in the investigation. All employees must have access to the Workforce Center Bomb Threat Checklist form; keep a blank copy near your phone. If a threat is made or a suspicious device or package noticed, call 911.

An electronic version of the form will be made available to all partner agencies. Additionally, a printable PDF version of the form may be accessed through the Workforce Alliance website by following the steps below:

1. Go to www.workforce-ks.com
2. Click on the “Workforce Alliance” tab in the top menu
3. Click on “Document Central”
4. Type Bomb Threat Checklist in the search field and click on “Search Document Name”
5. Click on link to open the PDF document

3 PERSONNEL POLICIES AND PROCEDURES

A. EEO & AFFIRMATIVE ACTION

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

The Workforce Alliance believes that equal opportunity for all employees is important for the continuing success of the organization. In accordance with state and federal law, the Workforce Alliance will not discriminate against an employee or applicant for employment because of race, disability, color, creed, religion, sex (including marital status), age, national origin, ancestry, citizenship, veteran status, sexual orientation, gender expression and gender identity or non-job related factors in hiring, promoting, demoting, training, benefits, transfers, layoffs, terminations, recommendations, rates of pay or other forms of compensation. Opportunity is provided to all employees based on qualifications and job requirements. Employees may address questions or concerns about Equal Employment Opportunity to their supervisor, Vice President/Chief Operating Officer, or the President/Chief Executive Officer.

AFFIRMATIVE ACTION STATEMENT

The Workforce Alliance provides equal employment opportunity to all persons without regard to race, disability, color, creed, religion, sex (including marital status), age, national origin, ancestry, citizenship, veteran status, sexual orientation, gender expression and gender identity or non-job related factors, and promotes the full realization of this policy through a positive, continuing program of affirmative action. The Workforce Alliance is committed to equal opportunity for all applicants and employees in personnel matters including recruitment and hiring, benefits, training, promotion, compensation, transfer and layoff or termination. The Workforce Alliance strives for a staff which reflects the diversity of the community it serves.

B. ANTI-HARASSMENT POLICY

The Workforce Alliance promotes a productive work environment and does not tolerate verbal or physical conduct by any employee that harasses, disrupts, or interferes with another's work performance or that creates an intimidating, offensive, or hostile environment.

Employees are expected to maintain a productive work environment that is free from harassing or disruptive activity. No form of harassment will be tolerated.

Each supervisor and manager has a responsibility to keep the workplace free of any form of harassment, in particular, sexual harassment.

No supervisor or manager is to threaten or insinuate, either explicitly or implicitly, that an employee's refusal or willingness to submit to sexual advances will affect the employee's terms or conditions of employment.

Other sexually harassing or offensive conduct in the workplace, whether committed by supervisors, managers, non-supervisory employees, partners or non-employees, is also prohibited. Prohibited conduct includes, but is not limited to:

- Unwanted physical contact or conduct of any kind, including sexual flirtations, touching, advances, or propositions;
- Verbal harassment of a sexual nature, such as lewd comments, sexual jokes or references, and offensive personal references;
- Demeaning, insulting, intimidating, or sexually suggestive comments about an individual;
- The display in the workplace of demeaning, insulting, intimidating, or sexually suggestive objects, pictures, or photographs;

- Demeaning, insulting, intimidating, or sexually suggestive written, recorded, or electronically transmitted messages.

Any of the above conduct, or other offensive conduct, directed at individuals because of their of race, disability, color, creed, religion, sex (including marital status), age, national origin, ancestry, citizenship, veteran status, sexual orientation, gender expression and gender identity or any other characteristic protected by law is also prohibited.

Any employee who believes that a supervisor, manager, other employee, or non-employee's actions or words constitute unwelcome harassment has a responsibility to report/complain about the situation as soon as possible. Correspondingly, The Workforce Alliance expects any supervisor, manager, or employee who receives information indicating that this policy has been violated by any person to report such information to the proper level of authority. The report/complaint should be made to the employee's supervisor; or to any member of senior management, up to and including the President/Chief Executive Officer if the complaint involves the supervisor or manager.

Employees always have a viable means to report violations of this policy to upper management, and will not be retaliated against for reporting violations at any level.

All complaints of harassment will be investigated promptly and in as impartial and confidential a manner as possible. Employees are required to cooperate in any investigation. A timely resolution of each complaint should be reached and communicated to the parties involved.

Any employee, supervisor, or manager who is found to have violated the harassment policy may be subject to appropriate disciplinary action, up to and including termination. The Workforce Alliance prohibits any form of retaliation against employees for bringing bona fide complaints or providing information about harassment.

C. CHAIN OF COMMAND

The Workforce Alliance Board of Directors is responsible for approving policies for its operations. The Board employs the President/Chief Executive Officer, to whom it delegates responsibility for the day-to-day administration of the Workforce Alliance. The President/Chief Executive Officer manages the staff using policies approved by the Board of Directors.

Workforce Alliance staff members are accountable to the President/Chief Executive Officer. In the absence of the President/Chief Executive Officer, the Vice President/Chief Operating Officer has the authority to act in the President/Chief Executive Officer's behalf. Senior Staff include the President and the Vice Presidents.

All staff members are encouraged to provide input and suggestions concerning overall operation and programs of the Workforce Alliance, following the proper channels of communication. Staff members should initially bring their comments to their immediate supervisor. In those cases where this may not be appropriate; employees may approach the President/Chief Executive Officer or the Vice President/Chief Operating Officer,

The Workforce Alliance operates in an "open door" manner. All staff input is considered and may be presented without fear of personal recrimination against the staff member or his/her position.

D. HIRING POLICY

All vacant positions will be posted both internally and for the general public. At the discretion of the President/Chief Executive Officer a posting may be limited to current employees only or a promotion maybe awarded based on performance to a current employee. The posting will include instructions for applying, a statement of Equal Opportunity compliance and accommodation, a closing date.

Following a review of all complete applications, the Workforce Alliance will determine which candidates most nearly meet the posted requirements and merit an interview. Interview panels must consist of a minimum of two Workforce Alliance employees, unless a written waiver by the President/Chief Executive Officer has been issued due to unusual circumstances. Interview panels will use a set of standard questions which each applicant will be asked, and the responses scored by the panel. Additional questions maybe asked during the interview to clarify or expand the panel's understanding of the responses. Each interview team will determine a consistent and fair process for evaluating the application, including the written application and the interview, in order to make a recommendation which may lead to a conditional job offer.

The President/Chief Executive Officer, or his designee, will make conditional offers of employment to those candidates recommended by the interview panel. The conditional job offer is based on: the applicant's written assent to acknowledge Workforce Alliance policies, consenting to and passing all necessary drug, background and reference checks, and any other condition set by the Workforce Alliance that must be met before the candidate is considered an employee. The Workforce Alliance is an Equal Opportunity Employer.

Following an acceptance of an offer of employment, all new employees will be given a start date and location to report for an orientation session. Authorization forms and policies must be signed and returned within two business days. Time spent in orientation is paid. During the orientation new employees will be given a copy of the Employee Handbook and other workplace rules, policies and information about their positions.

In accordance with state and federal law, the Workforce Alliance will not discriminate against an employee or applicant for employment because of race, disability, color, creed, religion, sex (including marital status), age, national origin, ancestry, citizenship, veteran status, sexual orientation, gender expression and gender identity or non-job related factors in hiring, promoting, demoting, training, benefits, transfers, layoffs, terminations, recommendations, rates of pay or other forms of compensation. Opportunity is provided to all employees based on qualifications and job requirements.

E. PERFORMANCE REVIEWS

All employees shall receive, at least annually, a performance review which will objectively assess his/her performance and accomplishments relative to the position description. Performance reviews will be given at the completion of six months employment and at annual intervals thereafter.

If an existing employee is placed in a new role that significantly changes their primary job duties an evaluation must be completed before a transfer to the new position is completed. Employees will then receive a review 6 months after the position transfer and annually thereafter.

A performance review may be given at any time at the discretion of the President/Chief Executive Officer.

All employees must be given the opportunity to review and receive copies of performance reviews. Employees are encouraged to include written comments on the performance review, if appropriate. Employees who disagree with performance reviews are encouraged to discuss areas of disagreement with their supervisor, or a member of senior staff. Employees must sign and date the performance review after all comments have been noted.

Performance reviews become a permanent part of the employee's personnel file. This information will be held in strict confidence, and may only be released to a third party with the prior written approval of the employee.

F. COMPENSATION

Compensation will be reviewed by the Workforce Alliance annually. Base Workforce Alliance wages/salary will be based on labor statistics gathered to ensure compensation is in-line with the regional averages for the work performed. Salary/Workforce Alliance wage ranges will be established based on the labor data for each position and posted on the position descriptions provided to employees.

Salary increases are based on merit and performance as indicated in the employee’s written evaluation. The fulfillment of a certain period of time in a position does not, in itself, justify a salary increase.

Salary increases depend on the Workforce Alliance's ability to meet its budget and performance standards.

Incentive awards may be awarded by the President/Chief Executive Officer based on the organization’s and/or individual’s performance.

G. BENEFITS

Employees with a normal scheduled work week of 30 hours or more will be eligible for all benefits. The employee will be eligible for participation in the retirement plans after successful completion of six months employment. Employees will be eligible for health, dental, and other insurance plans 30 days after their start date, but benefits will not begin until 1st day of the following month. Part-time Employees will be eligible for the different leave with pay categories addressed in the sections below.

Voluntary deductions are made only with written authorization of the employee which is kept on file with the HR Office. Voluntary deductions include sums designated for the retirement plan and other insurance plans. If errors in deductions occur, the employee shall notify the HR Office of the error. WA will correct any errors in deductions the pay period following the notification of error. Forms are available on the Public Network Drive or by contacting the HR Office. Changes to insurance plans may only be made during the open enrollment period which will be 30 days in November into December of each year. If certain qualifying life events occur, a change may be permitted, but the benefit provider will set the determining life events criteria.

Health Insurance will be available through a contracted provider. The Workforce Alliance will share in the costs associated with the plan.

Dental Insurance will be available through a contracted provider. The Workforce Alliance will match the cost at the same percentages as the health insurance.

Medical Flex Spending Account may be available through a contracted provider. The Workforce Alliance will not match any part of the benefit and will be solely funded by the employee.

Dependent Care Spending Account may be available through a contracted provider. The Workforce Alliance will not match any part of the benefit and will be solely funded by the employee.

Other Insurances (disability, life, etc.) may be available through a contracted provider. The Workforce Alliance will not match any part of the benefit and will be solely funded by the employee.

Workers Compensation Insurance will be provided for all employees. This insurance covers medical care for work related injuries and financial income (in certain situations). All on the job accidents should be reported to the employee’s supervisor/manager as soon as possible after the accident. The supervisor/manager will provide the instructions and procedures to follow.

Unemployment Insurance will be provided for all employees through the State of Kansas. Unemployment Insurance provides financial assistance (weekly benefit payments) during a time when an employee is unemployed. Benefits are based on eligibility determined by the State of Kansas.

H. LEAVE TIME

1. Paid Time Off (PTO)

The Workforce Alliance provides paid time off (PTO) for rest and relaxation which the Workforce Alliance believes is important for employees' physical and mental health.

Full time employees accrue PTO time per pay period according to the accrual schedule below. Part time employees will accrue PTO at a prorated level of actual hours worked based on the accrual schedule below:

Years of Service	Pay Period Accrual	Annual Accrual	Maximum Balance
0-2	4.62 hours	120 hours	240 hours
3-5 Years	6.15 hours	160 hours	240 hours
6-9 Years	6.92 hours	180 hours	300 hours
10+ Years	7.31 hours	190 hours	300 hours

No more than 10 consecutive leave days may be taken without approval from a member of Senior Staff.

Employees that terminate employment will be paid out their PTO balance at the following rates.

Years of Service	Pay Out %
<1	0% of Balance
1-5	50% of Balance
6+	100% of Balance

Once an employee gives notice of termination (required two weeks) or quits without two weeks notice, any PTO scheduled prior to the termination date or taken during the final two weeks of employment will be changed to leave without pay. However, employees with PTO leave approved at least 60 days prior to the termination date will be allowed to take PTO leave. Unused PTO may not be used if an employee has been placed on suspension or administrative leave.

2. LONG TERM SICK LEAVE ACCOUNT (LTSL)

Long term sick leave (LTSL) is an account for employees to accumulate leave for planned or unplanned absences due to illness or medical leave for themselves or immediate family members or any FMLA approved absence. LTSL may only be taken on absences of greater than 4 consecutive working days. Any leave time less than or equal to 4 days will be charged to PTO if available or leave without pay. On June 1st of each year, if an employee has more than 140 hours of PTO available, the employee may transfer part or all of those excess hours into this account. If the employee wishes to transfer PTO hours to LTSL, the employee has until June 15th to notify HR of any PTO hours they wish to transfer. The maximum Long Term Sick Leave account balance will be 800 hours.

Upon employee termination, any employee with a balance in their LTSL account will be eligible for payout based on the following schedule.

Length of Service	% paid out
0-2 Years	0%
3-5 Years	15%
6-9 Years	25%
10+ Years	50%

Once an employee gives notice of termination (required two weeks) or quits without two weeks notice any LTSL scheduled during the final two weeks of employment will be changed to leave without pay.

3. LEAVE WITHOUT PAY

Leave without pay may only be approved by a member of Senior Staff. Leave without pay is not generally accepted, unless in unforeseen circumstance. Full Time hourly paid employees are expected to be in pay status for 40 hours each week. A pattern or continual usage or requests for leave without pay will result in implementation of the Discipline Policy (section M).

4. BEREAVEMENT LEAVE

With the recommendation of the supervisor and the approval of the President/Chief Executive Officer, the employee may be granted up to five (5) days of bereavement leave depending upon the relationship to the deceased and necessary travel time.

Generally, bereavement leave may be approved based on the following relationships:

- Spouse
- Parent (natural, step, adopted, or foster)
- Child (natural, step, adopted, or foster),
- Grandparent or grandparent-in-law,
- Grandchild (natural, step, adopted, or foster),
- Brother or sister (natural, half-, step, or adopted),
- Father- or mother-in-law,
- Son- or daughter-in-law, and
- Aunt or uncle

Exceptions to the above may be granted by the President/Chief Executive Officer.

Proof of funeral leave taken (e.g., copy of funeral announcement from newspaper or memorial service announcement) must accompany the Workforce Alliance employee's time sheet for the pay period during which leave was taken. The following information must be included with the leave request: relationship of the deceased to the employee, place (city and state) and date of the funeral, and the date of death.

All employees are paid funeral leave based on the number of their regular scheduled hours per day; e.g. an employee who works 6 hours per day may receive 6 hours paid funeral leave.

5. MILITARY LEAVE

A member of the National Guard or Reserves, who is directed to participate in periodic field training, will receive unpaid military leave for a maximum period of 15 calendar days annually. Such leave shall not affect the vacation leave in any way. This benefit shall be available to Part-Time Employees.

Employees who are indefinitely deployed in active service or an act authorizing the President to order to active duty the National Guard and reserve components of the Navy, Coast Guard, Army, Air Force or Marine Corps are entitled to military leave. Military leave is a leave of absence without pay and terminates either 90 days after the employee's discharge from the service, or one year after the employee is released from hospitalization continuing after discharge. The employee will be reinstated to his or her former position or to a position of similar seniority, status and pay if the Workforce Alliance is informed of the discharge no fewer than 60 days prior to the employee's planned return.

6. JURY DUTY & SUBPOENAED LEAVE

If employees are called to serve on jury duty, they should notify their supervisors immediately. All full time employees will be on paid status while serving jury duty. Part-time employees will be on paid status if the leave falls on a normally scheduled work day.

Employees will be paid the difference between their regular salary and the amount received as jury pay. A copy of the jury summons must be submitted to supervisors in order for employees to receive pay.

If an employee is served with a subpoena requiring him or her to serve as a witness, the employee will be permitted time off to attend hearings/trial without loss of job. If the subpoena is directly related to work, the time spent shall not result in any loss in pay. Subpoenaed employees will be paid the difference between their regular salary and the amount received as any fee that may be earned from the court. Documentation of witness times and any payment must be submitted to the employee's supervisor.

7. LEAVE OF ABSENCE

At the discretion of the President/Chief Executive Officer, a leave of absence may be granted without pay to employees who have been employed at least six months by the Workforce Alliance. The Family and Medical Leave Act (FLMA) policy would supersede this section if FLMA is applicable.

8. PAID HOLIDAYS

The Workforce Alliance will follow the State of Kansas Official Holidays. The holidays can be found at the following web link:

http://da.state.ks.us/ps/subject/holiday.htm

All full time employees will receive the Workforce Alliance recognized holidays with pay, at their individual regular rate.

Hourly Employees required to work (ordered by a Senior Staff Member) will be paid at twice their normal rate for that day. Salaried employees required to work a scheduled holiday will receive the number of hours worked credited to their PTO account at 1.5 times the hours worked.

Part time employees whose officially scheduled work day falls on a holiday will receive holiday pay based on the normal number of hours that would normally be worked during that day. Part time employees will receive compensation at a rate equal to his or her regular hourly rate.

Employees who are absent, without prior approval from their supervisor, on either the day before or the day after a holiday must bring a slip from a physician, detailing the reason for the absence.

Failure to furnish this physician's slip will result in the staff member not being paid for the holiday, as well as the day missed. This policy is subject to the requirements of the Family and Medical Leave Act.

The President/Chief Executive Officer has the discretion to modify the Holiday Schedule.

9. Volunteer Time Off (VTO)

Purpose/Goal:
The purpose of this volunteer time off is to support activities and organizations that enhance and serve communities in which we live and work and impact quality of life.

The intention is to participate in giving back and supporting the community and to allow the employees of the Workforce Alliance to share in that effort. At the same time, the Workforce Alliance recognizes that participating in these sorts of activities enriches the lives of its employees. Community is not defined as just local community, but may encompass the global community.

Amount of Time:
Employees can donate up to 16 work hours per calendar year. Time must be taken in hourly increments, and must occur during the employees normal work hours. Time taken must not put an employee at more than 40 hours in a work week.

This donated time, up to 16 hours per calendar year, will be considered paid leave time (Volunteer Time Off or VTO).

Employees will be granted additional PTO hours at a rate of ½ of the time volunteered into their PTO Account up to 8 hours.

Eligibility:
All full time employees are eligible to participate in this program after six months of continuous employment. Employees can choose a charity of their choice or work together with other employees on a team effort. Opportunities sponsored or directed by the Workforce Alliance will not count towards VTO. Employees must provide documentation upon completion of VTO verifying volunteer activities completed.

Ineligibility:
You are ineligible to participate in the Program, if:
The employee's employment terminates for any reason.
The employee is on a Corrective Action Plan.
The Program is discontinued. The Workforce Alliance reserves the right to amend or terminate this program at any time. The Workforce Alliance also reserves the right to revoke approval if it is felt that the employee is misusing the Program.

Approval Process:

Approval of time is dependent upon ensuring our Workforce Centers are adequately staffed to provide service to our customers. Not all requests will be granted. This is a privilege not a right, and all requested will be reviewed by the employee's supervisor and HR. Employees must submit a request by email describing the volunteer activity at least two weeks before the start of the requested time off.

Sponsored VTO may not be used for organizations that discriminate based on creed, race, religion or sexual orientation.

Examples of appropriate uses for VTO:
Election Day Work or other Public Service Opportunities
Building a house for Habitat for Humanity
Donating time at a food bank
Donation of Blood to Red Cross
Disaster Clean Up
Cleaning up the highway or park
Coaching a basketball team of inner city disadvantaged young adults

Participating in Big Brother/Big Sister programs or other mentoring programs organized by a not for profit or governmental organization

Inappropriate examples:
Taking a ski vacation and charitably giving ski lessons
Coaching your kid's basketball team
Attending your kid's PTA conference, or school/daycare field trips
Attending a professional, religious, political or personal interest conference

I. LEAVE REQUEST POLICY/PROCEDURES AND TIME/LEAVE DOCUMENTS

1. Leave Request and Approval

All requests for time off (paid or unpaid), regardless of the length of time being requested, must be made using the Leave Request Form.

The supervisor indicates whether the time off is approved or not approved and notifies the employee immediately. If approved, the supervisor signs the request. The original request once approved is returned to staff to be attached to the appropriate time sheet. Leave approval is always subject to available staff and workloads.

Employees are expected to provide as much advance notice as possible when requesting leave time and to follow all policies and procedures in place. Generally, two weeks advance notice for the use of vacation leave is required.

An ill employee is required to personally notify his/her immediate supervisor that he/she will not be reporting to work due to illness as soon as possible. It is preferred that contact be made verbally, rather than by e-mail or text message.

If the employee has advance notice he/she will be taking sick leave (such as hospitalization), the employee is required to complete the Leave Request form prior to the absence. The supervisor may request a doctor's statement, which includes prognosis, diagnosis, and expected date of return. Workforce Alliance may request a doctor's authorization to return to work.

Bereavement leave (discussed further on Section H 4) must be requested on the Leave Request form. The following information must be included: relationship of the deceased to the employee, place (city and state) and date of the funeral, and the date of death.

Non-exempt employees must take leave time in fifteen-minute increments. Exempt employees take leave time in full day increments.

Sick and Vacation leave, as appropriate, must be used before seeking approval to use leave without pay.

2. Time and Leave Documents

Time and Leave Documents are maintained on a bi-weekly basis, beginning on Sunday of each bi-weekly pay period. The exact bi-weekly schedule is determined by the Vice President/Chief Operating Officer.

Each employee is responsible for his/her Time and Leave Documents. Time reported, whether it is time worked or time off for any reason, will be accurately recorded on a daily basis.

The employee is responsible for totaling his/her times and signing the Time and Leave Documents at the end of the pay period. The employee is responsible for submitting the document to his/her supervisor no later than 9:00 a.m. Monday following the end of the pay period.

Supervisors must review and approve Time and Leave Documents before they are sent to the Vice President/Chief Operating Officer. If the immediate supervisor is not available, then the documents are reviewed and approved by the next available supervisor.

J. OFFICE HOURS

Office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday except during summer extended hours when the Wichita location will be open until 8 p.m. Tuesdays and Wednesdays. Time for lunch breaks is to be scheduled by the supervisor. Breaks are given at the discretion of the Workforce Alliance. No time is accumulated for breaks not taken; nor may breaks be combined or taken in lieu of requesting leave time.

Staff parking is available to all employees. Employees must park in the staff designated area(s).

K. OVERTIME

Overtime must be approved in advance by Senior Staff. Overtime is any time worked by a non-exempt employee which exceeds 40 hours per work week. Overtime will be paid at 1-1/2 times the hourly rate of the employee.

Overtime Compensation- Overtime may be paid to the employee through the normal payroll cycle.

Exempt – Senior Management and/or Supervisors.

Non-Exempt – Secretary/Admin., Case Managers, Program Monitors/Quality Control, Asst./Temp/PT

L. ATTENDANCE/TARDINESS

Employees are expected to be on the job between the hours of 8:00 a.m. and 5:00 p.m. unless other work hours have been approved by their supervisor, or until 8 p.m. during extended hours. If the employee expects to be late, he/she is required to contact the supervisor. If an employee needs to be absent during any part of the day, the absence must be approved by the supervisor prior to the departure. If tardiness or absenteeism becomes an ongoing problem, the employee will be counseled and repeated offenses will result in the Disciplinary Actions (section M). Full time employees are expected to be in paid status for 40 hours each week. If an employee is absent or tardy leave time must be taken or the work hours adjusted (see Leave Time Section H).

M. FAMILY AND MEDICAL LEAVE ACT

Eligible employees may take up to twelve (12) workweeks of unpaid, job-protected leave under the Family and Medical Leave Act ("FMLA") in a 12-month period for specified family and medical reasons.

Employee Eligibility

To be eligible for FMLA leave, an employee must:

- have worked at least 12 months for The Workforce Alliance;
- have worked at least 1,250 hours for The Workforce Alliance over the preceding 12 months; and
- worked at a location where there are at least 50 employees within 75 miles.

Conditions Triggering Leave

FMLA leave may be taken for the following reasons:

- birth of a child, or to care for a newly-born child;
- placement of a child with the employee for adoption or foster care;
- to care for an immediate family member (spouse, child, or employee's parent) with a serious health condition; or
- because of the employee's serious health condition which makes the employee unable to perform the functions of the employee's job.

Duration of Leave

Eligible employees may receive up to 12 work weeks of <u>unpaid</u> leave during any "rolling" 12-month period, measured backward from the date of any FMLA leave.

FMLA leave for the birth or placement of a child for adoption or foster care must be concluded within twelve (12) months of the birth or placement.

FMLA leave may be taken intermittently, or by reducing the normal weekly or daily work schedule, when medically necessary for personal or an immediate family member's serious health condition. Intermittent leave is not permitted for birth of a child, to care for a newly born child or for placement of a child for adoption or foster care. Employees who require intermittent leave or reduced-schedule leave must try to schedule their leave so that it will not disrupt the organization's operations.

Intermittent Leave or a Reduced Work Schedule

An employee may take FMLA leave in 12 consecutive weeks, may use the leave intermittently (take a day periodically when needed over the year) or, under certain circumstances, may use the leave to reduce the workweek or workday, resulting in a reduced-hour schedule. In all cases, the leave may not exceed a total of 12 workweeks (or 26 workweeks to care for an injured or ill service member over a 12-month period).

The Workforce Alliance may temporarily transfer an employee to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced schedule, in instances of when leave for the employee or employee's family member is foreseeable and for planned medical treatment, including recovery from a serious health condition or to care for a child after birth, or placement for adoption or foster care.

For the birth, adoption or foster care of a child, the Workforce Alliance and the employee must mutually agree to the schedule before the employee may take the leave intermittently or work a reduced-hour schedule. Leave for birth, adoption or foster care of a child must be taken within one year of the birth or placement of the child.

If the employee is taking leave for a serious health condition or because of the serious health condition of a family member, the employee should try to reach agreement with their supervisor before taking intermittent leave or working a reduced-hour schedule. If this is not possible, then the employee must prove that the use of the leave is medically necessary.

Benefits during Leave

Depending on the purpose of the leave request, the employee may choose (or the organization may require) the use of accrued paid leave, if available, concurrently with some or all of the FMLA leave.

In addition, there is no eligibility to accrue seniority or benefits, including vacation and holidays, during any period of an FMLA leave.

Maintenance of Health Benefits

If an employee and/or his family participate in the group health plan, the Workforce Alliance will maintain coverage under the plan during FMLA leave on the same terms as if he had continued to work.

If applicable, arrangements must be made to pay the employee's share of health plan premiums while on leave. In some instances, the Workforce Alliance may recover premiums it paid to maintain health coverage or other benefits for an employee and family.

Job Restoration

Upon returning from FMLA leave, the employee will normally be restored to his original job or to an equivalent job with equivalent pay, benefits, and other employment terms and conditions.

Notice and Medical Certification

When seeking FMLA leave, the following must be provided:

- Thirty (30) days advance notice of the need to take FMLA leave, if the need is foreseeable, or notice as soon as practicable in the case of unforeseeable leave;
- Medical certification supporting the need for leave due to a serious health condition affecting the employee or an immediate family member must be returned before leave begins, or if not possible, within fifteen (15) days of the organization's request to provide the certification. If the employee fails to do so, the commencement of leave may be delayed or the designation of FMLA leave withdrawn, in which case the leave of absence would be unauthorized, subjecting the employee to discipline up to and including termination. Second or third medical opinions and periodic recertification may also be required;
- Periodic reports as deemed appropriate during the leave regarding the employee's status and intent to return to work; and
- Medical certification of fitness for duty before returning to work, if the leave was due to a serious health condition.

Failure to comply with the foregoing requirements may result in delay or denial of leave.

Failure to Return after FMLA Leave

Any employee who fails to return to work as scheduled after FMLA leave or exceeds the 12-week FMLA entitlement may be subject to termination of employment.

Limited Nature of This Policy

This policy is intended to provide only those leave benefits and protection required by FMLA.

Service Member Family and Medical Leave

As of January 28, 2008 the federal Family and Medical Leave Act ("FMLA") was amended. It now entitles eligible employees to take leave for a covered family member's service in the Armed Forces of the United States of America ("Armed Forces"). This leave is known as Service Member FMLA Leave ("Service Member FMLA").

This policy is in addition to the FMLA policy and provides a summary and notice of an eligible employee's rights to Service Member FMLA Leave. An eligible employee' rights and obligations to Service Member FMLA Leave are also governed by existing FMLA policy, with the following additions and exceptions:

An Eligible Employee's Service Member FMLA Leave

Service Member FMLA provides eligible employees with an *unpaid*, job protected leave for a combination or for any one of the following reasons:

- A "qualifying exigency" arising out of a covered family member's active duty or call to active duty in the Armed Forces in support of a contingency plan; and/or
- To care for a covered family member who has incurred an injury or illness in the line of duty while on active duty in the Armed Forces, provided that such injury or illness may render the family member medically unfit to perform duties of the member's office, grade, rank or rating.

Length of Service Member FMLA Leave

- *When Leave is Because of a "Qualifying Exigency"*: Eligible employees may receive up to 12 work weeks of ***unpaid***,(unless otherwise provided for by law) **job protected** leave during any "rolling" 12- month period, measured backwards from the date of any FMLA / Service Member FMLA leave. To care for the service member.
- *Leave To Care for an Injured or Ill Service Member*: Eligible employees may receive up to 26 workweeks of ***unpaid***, (unless otherwise provided for by law) job protected leave during any "rolling" 12- month period, measured backwards from the date of any FMLA / Service Member FMLA leave to care for the Service Member.
- Leave to care for an injured or ill Service Member, when combined with other FMLA qualifying leave, may not exceed 26 weeks in a single "rolling" 12-month period.
- Service Member FMLA runs concurrent with any other leave entitlements provided under federal, state and local law.

Military Leave Of Absence

The Workforce Alliance provides unpaid military leaves of absence to employees who serve in the uniformed services as required by the Uniformed Services Employment and Reemployment Act of 1994 (USERRA) and applicable state laws.

Leave is available for active duty, active duty for training, initial active duty for training, inactive duty training, full-time National Guard duty and for examinations to determine fitness for any such duty. Supervisors should be notified as far in advance as possible and presented a copy of the official call to duty orders.

N. TRAVEL APPROVAL

Employees of The Workforce Alliance may be required to travel on official business. In order to contain the cost of travel and lodging, all employees will meet the following criteria:

- The President/Chief Executive Officer must approve conference, seminar and overnight travel in advance.
- All itemized receipts for parking fees, toll charges, airfare, taxis, etc. will be attached to the employee travel expense report and will be submitted for reimbursement on the appropriate form.
- All personal vehicles used for official travel shall be kept in good cosmetic and operating condition. All employees using personal vehicles for official travel shall maintain continuously in force with respect to all such vehicles a policy of liability insurance having a

limit of at least $500,000 per occurrence for bodily injury and $50,000 per occurrence for property damage.

Lodging/Meals

Meals will be reimbursed at the federally defined per diem rate when overnight stay is involved. If day travel is required, that is not part of a normal daily schedule, and the employee will be in work status during the following normal meal times, the employee will be paid the per diem rate for those meals.

Breakfast	Work Day Starts before 6:30 a.m.
Lunch	Between hours of 11 and 2
Dinner	Work Day Ends after 7 p.m.

Per Diem Rates will be paid based on the Federal Government allowable rates. Current rates can be found at www.gsa.gov and usually vary by location.

The Workforce Alliance will not pay for expenses incurred by anyone other than Workforce Alliance approved travelers.

All travel expenses should not exceed Government Accounting Office (GAO) rates if the vendor offers GAO rates to The Workforce Alliance.

O. REIMBURSEMENTS/PRE-APPROVED BY THE PRESIDENT/CHIEF EXECUTIVE OFFICER

Workforce Alliance designated training/conference/meeting expenses shall be approved by the President/Chief Executive Officer prior to the event.

Meals for meetings which have an approved business purpose must include the business purpose and people in attendance in the documentation for reimbursement.

Mileage and Per Diem reimbursements will be paid at no more the federal approved rate. Actual reimbursement rates shall be set by the President/Chief Executive Officer. All reimbursements will be turned in biweekly along with the appropriate time sheet, as long as the total is at least $20, or as otherwise directed. For mileage to be reimbursed it must exceed 10 miles round trip in a single day. If an employee travels more than 10 miles round trip in a single day all miles will be eligible for reimbursement if the mileage is work related. If travel is more cost effective by rental car, an employee maybe directed to rent a car in lieu of employee’s private transportation.

P. IT NETWORK POLICY

Computers and telecommunications should be used as a tool to assist each employee in accomplishing duties and assignments. The first obligation as an employee is to protect information assets. The data and information that comprise the computer network are private information and should be protected as such. Here are the general principles for computer and telephone usage for work purposes are:

- Material that would be considered inappropriate, offensive or disrespectful to others will not be accessed or stored;
- Software must be downloaded or installed by the IT Staff only;
- Use only network services with authorization to access; and;
- All products, emails, documents, web postings, and/or materials produced on Workforce Alliance equipment and/or while a staff member is being compensated by Workforce Alliance is the property of Workforce Alliance

Any device that accesses email, calendars, network drives, or voicemail (work computer network) must be protected with a PIN or password to ensure the device is secure. If a personnel device has been configured to access work becomes lost or stolen, the WA IT department must be notified immediately to reduce risks of unauthorized access.

Passwords to access computer networks must be keep secure and only known by the employee. Password requirements are set by the servers being accessed, and must be changed on a regular schedule and may not repeat the last 10 passwords.

Proximity Cards

A Proximity cards, also known as a "prox card" provides access and security to a location by using an embedded metallic antenna that stores cardholder information. The Workforce Centers use prox cards to control access to several buildings, records areas and to print to the Network Copy Machines.

All employees and partners will be issued a prox card by the Workforce Alliance IT Department.

Prox Cards are to be used only by the authorized employee or partner, they are not transferable and any unauthorized use by anyone other than the employee or partner, whom the card has been issued, is grounds for confiscation of the card.

A lost or stolen Prox Card must be reported immediately to your supervisor (if applicable), either in person or via email, and to the WFA IT Department via email at helpdesk@workforce-ks.com. Normal daily use of a prox card has a lifespan of 2 plus years from the time of issue. If you lose or damage your card within 2 years, it will be replaced as described below and your 2 year cycle will start over from your replacement date.

- The first time a card is lost or damaged the replacement is free.
- The second (or subsequent) time a card is lost or damaged there will be a $10.00 replacement fee, cash only, payable when new card is received.
- Damaged cards will be replaced in person, and brought to the WFA IT Department, before a replacement card can be issued.
- Worn out cards, more than 2 years old, may be replaced without charge.

If a card malfunctions, and is not damaged, bring the card in person to the WFA IT Department, staff will determine the cause of the malfunction, and will fix or replace as needed.

Please take the following into consideration:

- Do not use the card for any other purpose other than for access control.
- Do not leave it in direct sunlight, for example on the dash of a car.
- Do not expose it to extreme heat or open flame, for example clothes washers, dryers or irons.
- Do not expose it to organic solvents, thinners, mineral spirits, etc.
- Do not use it as an ice scraper or scraping tool.
- Do not crimp, bend, or twist the card
- Do not machine wash or submerge in water

Specifically, telecommunications, computers, or the Internet should not be used:

- For personal gain or profit;
- To represent yourself as someone else;
- To provide information about employees to persons or businesses not authorized to possess that information;
- When it interferes with your job or the jobs of other employees. This includes employee owned cell phones and other electronic devices;
- When it interferes with the operation of the Internet for other users; or;
- Consult with a supervisor if in doubt about any use of the Internet.

Computer and telecommunications usage is monitored and inappropriate usage may lead to disciplinary actions including termination.

Q. Cell Phone Policy

In order to be respectful of other staff and customers, Workforce Center staff are to follow the below guidelines regarding cell phone and electronic devices at the Workforce Center.

- Cell phone or other electronic device ringers should be turned off or changed to mute or vibrate during work hours.
- Personal cell phone calls should be made during break or lunch times to the maximum extent possible.
- Frequent or lengthy cell phone calls are not acceptable as they may adversely affect productivity and disturb others. Cell phone use is prohibited when meeting with customers.
- The use of cameras on cell phones or other electronic devices during work time is prohibited without the express consent of management and of the person(s) present at the time to protect the privacy of fellow employees and customers.
- Cell phones or other electronic devices shall not be left unattended in the work place. Employees assume the risk of loss or damage to cell phones or electronic devices carried during their workday.
- Streaming music, video, etc. is allowed as long as it does not interfere with staff productivity and is not done while seeing customers. Staff is not to use Workforce Center WiFi and must use their own data for streaming. Staff streaming music must use headphones. However, headphones must be left at staff desks.

R. CHANGE OF PERSONAL INFORMATION

Any time an employee's personal information or status changes, he or she must report the change to the Vice President/Chief Operating Officer. Change forms are provided for this purpose and can be found on the public network drive.

S. REQUEST FOR INFORMATION ABOUT EMPLOYEES

The Workforce Alliance recognizes the individual employee's right to privacy. Therefore, all requests for information about a current, retired or terminated employee must be transferred to the President/Chief Executive Officer or Vice President/Chief Operating Officer who may disclose to prospective employers dates of employment, final title or position and job location.

The Workforce Alliance will require each employee involved in record keeping, to adhere to this policy and practice, and violations may result in disciplinary action up to and including termination.

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T. PERSONAL APPEARANCE

It is the policy of the Workforce Alliance that each employee presents himself/herself in a positive and professional manner. This includes, but is not limited to, professional dress and appearance, and proper maintenance of work areas.

Professional appearance is directly related to the success of the Workforce Alliance. This includes not only the maintenance of clean and efficient work areas, but also the proper personal appearance of employees. Employees at all levels are representatives of the Workforce Alliance and therefore should understand that their dress, grooming, and personal hygiene will affect both the public's impression of the Workforce Alliance and internal morale. Dress should be business casual, but based on activities a more professional dress maybe required. Employees who exhibit inappropriate work attire may be asked to go home without pay and change clothes to comply with this policy.

Business Casual-

Women
- Name or ID badge shall be worn at all times
- Sleeveless blouses and dresses should only be worn when accompanied by a jacket/sweater.
- Dress pants (full-length, ankle-length/cropped style, or Capris) may be worn, but must be below the knee in length and should be professional and in good condition. Styles that are extremely casual, faded, frayed, wrinkled, or worn are not permitted.
- Jeans may not be worn at any time unless authorized by Senior Staff.
- Stirrup and stretch pants or leggings do not project a professional image and are not permitted
- Skirts should be of proper length for the business environment; specifically, no shorter than three inches above the knee when standing.
- Tennis shoes and sport shoes are not permitted unless authorized by Senior Staff
- Sandals and other open-toed shoes are permitted
- Flip flops or beach/pool sandals are not permitted
- Hairstyles should be well-groomed and clean
- Visible tattoos and body piercings other than those in the ears are not permitted.

Men
- Name badge or ID Badge should be worn at all times
- Button down and polo shirts are permitted
- Jeans may not be worn at any time unless authorized by Senior Staff
- Dress pants recommended, but khakis are allowed. Styles that are extremely casual, faded, frayed, wrinkled or worn are not permitted.
- Sandals, flip flops, tennis shoes, or sport shoes are not permitted, unless authorized by Senior Staff
- Socks should be worn at all times
- Hairstyles should be well-groomed and clean
- Facial hair must be neat and closely trimmed
- Visible tattoos and body piercings are not permitted other than those in the ears

Business Professional-

Women
- Dresses, suites, and business-like skirts or dress slacks with coordinating blouse, sweater, jacket, vest, or blazer
- Denim or jean-like material does not reflect a professional image and is not considered appropriate
- Dress Shoes

Men
- Dress shirt, tie, and dress slacks. However, a suit or jacket projects a more professional image
- Denim or jean-like material does not reflect a professional image and is not considered appropriate
- Dress Shoes

U. JOB ABANDONMENT

Employees who miss work for two consecutive days without notifying their supervisor or the Workforce Alliance Administrative Staff in the absence of their immediate supervisor, or have two consecutive days of unexcused absences, are considered to have resigned.

Attachment D
Title: Employer Needs Assessment Form Sample

Date: _____ **Staff Name:** _____ **Agency:** Select One

Section 1: Company Information

Company Name	**FEIN/SEIN #**	**NAICS**

Mr./Mrs./Ms./Other	**First Name**	**Last Name**	**Title**
Address	**City**	**County**	**Zip Code**

Phone Number	**Fax Number**	**Email**

Years in Business	**# of Existing Employees**	**12-Month Projected #**	**Average Hourly Wage**

Is 51% of revenue from out-of-state ☐ **Yes** ☐ **No**	**Project Location** ☐ **HQ** ☐ **Ancillary**
Recruitment Efforts- How?	**Hiring Issues**

Layoff/Reduction in Workforce Previous 12 Months? ☐ **Yes** ☐ **No**

Yes, Explain

Does Company Contract with Federal Government? - *Referral* ☐ **Yes** ☐ **No**

Company Interested in Learning About Inclusion/Incentive Programs for Diversity? - *Referral* ☐ **Yes** ☐ **No**

Is Company Currently Using Services From ☐ **VR** ☐ **Workforce Center** ☐ **Adult Education** ☐ **DCF (non-VR)**

Yes, Explain

Previous State and Federal Programs Utilized ☐ **KIT** ☐ **KIR** ☐ **IMPACT** ☐ **KEOIF** ☐ **HPIP** ☐ **WIOA** ☐ **OJT**
☐ **Community College/Technical College Training- *Referral***

Section 2: Identified Employer Needs

Hiring	**Retention**	**Training - *Referral***	**Expansion**
☐ Specialized Recruitment	☐ Labor Market Information	☐ Apprenticeship	☐ Financing
☐ Job Posting	☐ Seminars	☐ On-the-Job (OJT)	☐ New Business
☐ Job Fairs	☐ Skills Assessments	☐ Customized Training	☐ Site Location
☐ Co-Op/Internship	☐ Consulting	☐ English as a 2nd Language	
☐ Targeted Job Development	☐ Outplacement/ Layoff Aversion	☐ GED® Preparation	
☐ Kansas WORK*Ready*!/NCRC		☐ Employability/Basic	
		☐ College Prep Skill Building	
		☐ New/Existing Technology	
		☐ Other	

Referral Source ☐ **Chamber of Commerce** ☐**Eco Devo** ☐ **SHRM** ☐ **Employer** ☐ **Adult Ed** ☐ **VR** ☐ **Other** _____

Comments/Summary:

Referral Date: **Agency:** Select One **Agency Contact:**

A "yes" response to questions with (Referral) indicates a referral to Vocational Rehabilitation/Adult Basic Education may be appropriate

SAMPLE

Attachment D
Title: Employer Needs Assessment Form Sample

SAMPLE

A “yes” response to questions with (Referral) indicates a referral to Vocational Rehabilitation/Adult Basic Education may be appropriate

Attachment DD
Title: Compensation Policy

Workforce Alliance of South Central Kansas
Compensation Policy

I. Background and Purpose: WIOA section 683.290, limits salary and bonus compensation for individuals who are paid by funds appropriated to the Employment and Training Administration and provided to recipients and sub-recipients. All recipients of ETA appropriated funds, including Local Workforce Development Boards are required to inform staff, sub-recipients, and contractors of the salary and bonus limitations.

II. Policy: The information contained within this document should be made available to all staff and Board members responsible for workforce development programs administered by the Workforce Alliance of South Central Kansas in Kansas Local Area IV.

No funds available under title I of WIOA or the Wagner-Peyser act may be used by a recipient or subrecipient of such funds to pay the salary and bonuses of an individual, either as direct costs or indirect costs, at a rate in excess of the annual rate of basic pay prescribed for level II of the Executive Schedule under 5 U.S.C. 5313, which can be found at www.opm.gov.

In instances where funds awarded under title I of WIOA or the Wagner-Peyser Act pay only a portion of the salary or bonus, the WIOA title I or Wagner-Peyser funds may only be charged for the share of the employee's salary or bonus attributable to the work performed on the WIOA title I or Wagner-Peyser grant. That portion cannot exceed the proportional Executive level II rate. The restriction applies to the sum of salaries and bonuses charged as either direct costs or indirect costs under title I of WIOA and the Wagner-Peyser Act.

The limitation described above will not apply to contractors (as defined in 2 CFR 200.23) providing goods and services. In accordance with 2 CFR part 200.330, characteristics indicative of contractor are the following:

1) Provides goods and services within normal business operations;
2) Provides similar goods or services to many different purchasers;
3) Normally operates in a competitive environment;
4) Provides good or services that are ancillary to the operation of the Federal program; and
5) Is not subject to compliance requirements of the Federal program as a result of the agreement, though similar requirements may apply for other reasons

If a state is a recipient of such funds, the State may establish a lower limit than is provided above for salaries and bonuses of those receiving salaries and bonuses from a subrecipient of such funds, taking into account factors including the relative cost of living in the State, the compensation levels for comparable State or local government employees, and the size of the organizations that administer the Federal programs involved.

"Equal Opportunity Employer/Program - Auxiliary aids and services are available upon request to individuals with disabilities."
The hearing impaired may contact the Workforce Center by calling the Kansas Relay Center at 1-800-766-3777

When an individual is working for the same recipient or subrecipient in multiple offices that are funded by title I of WIOA or the Wagner-Peyser Act, the recipient or subrecipient must ensure that the sum of the individual's salary and bonus does not exceed the prescribed limit.

III. Procedures: this policy will be strictly adhered to by Local Area IV sub-recipients when determining salary and bonus compensation for employees.

"Equal Opportunity Employer/Program - Auxiliary aids and services are available upon request to individuals with disabilities."
The hearing impaired may contact the Workforce Center by calling the Kansas Relay Center at 1-800-766-3777

Attachment E
Title: Partner Referral Form

☐ **Veteran**
☐ **Eligible Spouse**

Participant ID: ______

Customer Name: ____________	**Date:** ____________
Address: ____________	City, ST, Zip: ____________
Phone: ____________	E-mail: ____________
Date of Birth: ____________	Last Four of SSN: ____________
Facebook: ____________	Twitter/Snapchat: ____________

Referring Partner: ____________	**Customer Referred to:** ____________
Staff Name: ____________	
Phone: ____________	**Partner/Contact:** ____________
Fax: ____________	
E-mail: ____________	**Address:** ____________
Follow-up Requested: ☐Yes ☐No	**City, ST, Zip:** ____________
Follow-up By: ☐E-mail ☐Phone ☐Mail ☐N/A	**Phone:** ____________
Attachments Included: ☐Yes ☐No	**Email:** ____________

Reason for referral to partner agency (see referral guidelines):

____

____

____

Receiving Partner Use Only
Date Referral Received: __________ **Date Assigned:** __________ **Staff Name:** __________

"Equal Opportunity Employer/Program - Auxiliary aids and services are available upon request to individuals with disabilities."
The hearing impaired may contact the Workforce Center by calling the Kansas Relay Center at 1-800-766-3777

CONTINUITY OF OPERATIONS PLAN

A. Declaration that the plan is in effect is made by the Executive Director in consultation with the Chairperson of the Board.
B. Contact is made with the insurance carrier and the landlord to determine scope.
C. All staff will be notified using a calling tree. Contact information is to be kept updated by the personnel office. Individual partners will be responsible for their own continuity plans. The Workforce Alliance will be responsible for Career Center operations. See attachment.
D. Media contacts are to be made by the Executive Director or his designee. See attachment.
E. If Workforce Center leased space is untenable other space made available by the landlord will be used temporarily. If there is no suitable space the partner agencies will be approached, then the Local Elected Officials Board. If donated space is not available then emergency procurement procedures will be instituted.
F. Access to electronic data is stored offsite and accessible via the Internet.
G. Every effort will be made to lessen any disruption of services to the public.

"Equal Opportunity Employer/Program - Auxiliary aids and services are available upon request to individuals with disabilities."
The hearing impaired may contact the Workforce Center by calling the Kansas Relay Center at 1-800-766-3777

Attachment F
Title: LWDB Strategic Plan 2015-2017

BOTHNER·BRADLEY
COMMUNICATION AND CONSULTING

Workforce Alliance
Local Workforce Development Board (LWDB)
2015 – 2017 Strategic Plan

June 15, 2015

Executive Summary

In early 2015, the Workforce Alliance of South Central Kansas embarked on a strategic planning process designed to guide the Local Workforce Investment Board (LWIB) in future decision-making and continuous improvement. Elements included:

- Facilitation of eight to 10 stakeholder meetings focused specific topics
- Anticipated implementation of the Workforce Innovation and Opportunity Act (WIOA)
- Analysis of the 2013-2015 Strategic Plan
- Research and assessment of the strengths, weaknesses, opportunities and threats (SWOT) for the organization

This report outlines the process, findings and goals and objectives for a strategic plan that can guide the Local Workforce Development Board (LWDB) for two years: 2015 – 2017. The LWDB will be established in July 2015 and will replace the LWIB under WIOA.

In short, the Workforce Alliance – particularly its staff – is perceived as credible leaders and important partners within the workforce system. The Alliance provides and connects critical resources for job seekers and employers in south-central Kansas.

Two issues in the 2013-2015 Strategic Plan were identified as places where work needs to continue:

- **Diversification** of funding
- Increasing **awareness** and understanding of the Workforce Alliance

In addition, three new areas of focus included:

- **NEW WAYS OF DOING BUSINESS**
    - New partnerships based on WIOA requirements
    - Reconstruction of the LWIB membership
    - Internal processes that will change based on WIOA implementation
- **REGIONAL STRATEGIES** that reach the smaller and more rural parts of the south-central Kansas, so job seekers, employers and partners can access services
- **TECHNOLOGY** as a way to increase awareness, understanding and access to workforce services

In summary, the Workforce Alliance and Workforce Centers are perceived as leaders in the employment and training system in the region, but also need to do more to raise awareness and understanding of the system while simultaneously working in new ways.

Strategies for achieving these priorities are:

1. Develop a consolidated Youth Employment Plan
2. Develop fundraising strategy for Workforce Inc. (Corporation for Regional Collaboration – See 2015 Workforce Alliance Strategic Plan)
3. Implementation of Workforce Innovations and Opportunities Act (WIOA)
4. Emphasize a regional focus on service delivery
5. Integrated and intentional communication efforts, both internally and externally

The report is organized as follows:

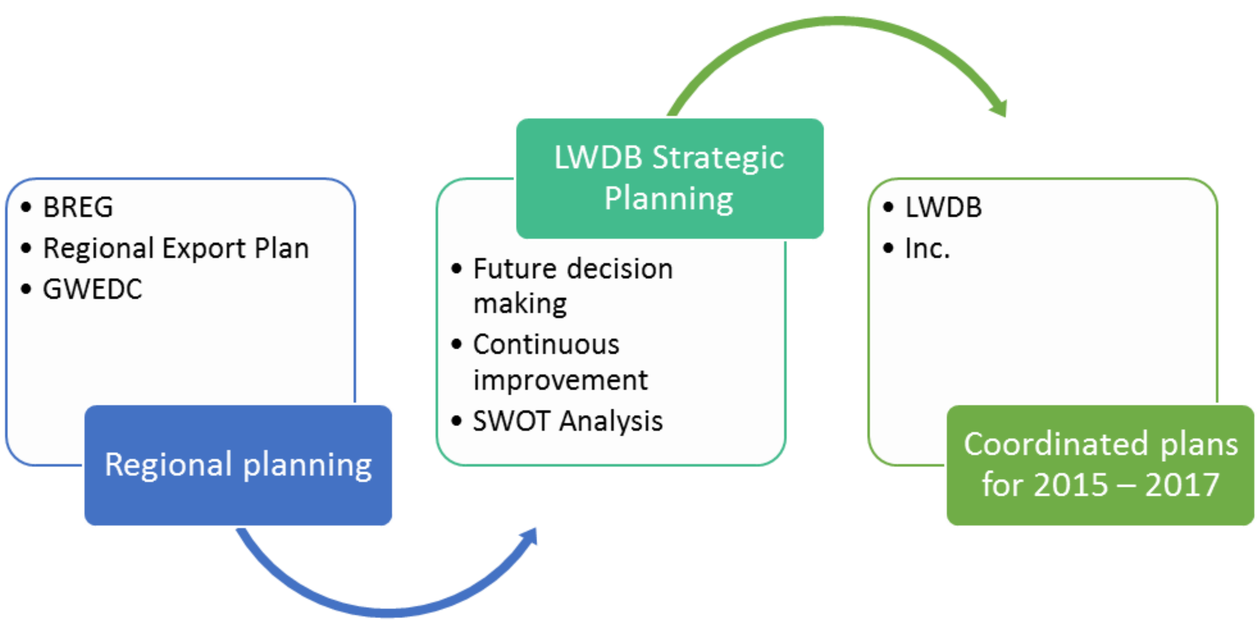
CHAPTER 1: PROCESS

An inclusive strategic planning process targeted key stakeholder groups, and focused on topics deemed significant for the overall operations of an effective Workforce Alliance in south-central Kansas. Key stakeholders included:

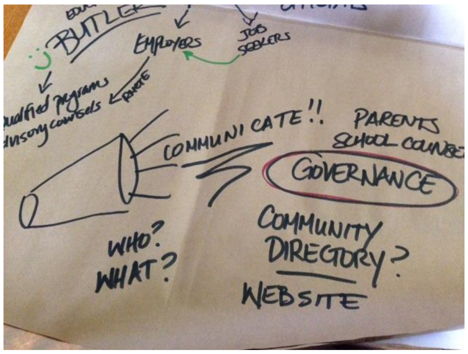
- Businesses
- Community-based organizations
- Economic development organizations
- Elected officials
- Public partners, including City, County, State and School District leaders from the region
- Education and training partners

In addition, the Alliance wanted to consider other planning in the region, including the Blueprint for Economic Growth (BREG), the Wichita Regional Export Planning Initiative, and development of the Greater Wichita Partnership, which includes the Greater Wichita Economic Development Coalition and Wichita Downtown Development Corporation as well as initiative focused on education and workforce issues – the Business and Education Alliance (BEA).

The process, as this diagram shows, would allow the Alliance to coordinate plans for the LWIB and the Workforce Alliance Inc. Board.



For the LWIB planning, a World Café-type of facilitation allowed participants to provide input on each set of questions. Senior staff from the Workforce Alliance served as table leaders. Participants and table leaders took notes on paper "table cloths" and a facilitator kept conversations going and captured common themes at the end of each meeting.



Facilitation of each group included questions designed for each topic, but with a common focus on – "Help us understand how we did," and "The future will look different; how can we more efficiently and effectively serve our region?"

Between April and May 2015, more than 70 people participated in a series of five meetings covering the following topics:

- Regional cooperation
- Youth
- Community Impact
- Professional Staff
- Leadership

In addition, a planning session with Board members focused on how the Alliance did toward achieving its 2013-2015 goals and objectives, a SWOT exercise and a discussion about issues that are on the horizon in the next couple of years that will impact the work of the Alliance.

CHAPTER 2: FINDINGS

Overall, as explained in the Executive Summary, participants in the planning process gave good grades to the Workforce Alliance, particularly in leadership and partnership. Youth employment was considered a success, but one that had much more potential than was realized.

Two issues in the 2013-2015 Strategic Plan were identified as places where work needs to continue:

- **Diversification** of funding
- Increasing **awareness** and understanding of the Workforce Alliance

In addition, three new areas of focus included:

- **NEW WAYS OF DOING BUSINESS**
  - New partnerships based on WIOA requirements
  - Reconstruction of the LWIB membership
  - Internal processes that will change based on WIOA implementation
- **REGIONAL STRATEGIES** that reach the smaller and more rural parts of the south-central Kansas, so job seekers, employers and partners can access services
- **TECHNOLOGY** as a way to increase awareness, understanding and access to workforce services

Finally, the landscape in south-central Kansas is changing when it comes to economic development, including workforce employment and training. This means new partners and new ways to engage and communicate with people who live, work and seek services throughout the region.

Following are summaries of each planning session. Full notes can be found in separate attachments.

PLANNING WITH MEMBERS OF LWIB

Members of the Local Workforce Investment Board participated in a review of the Workforce over the past two years, and offered guidance on issues likely to impact the success of the operations in the next two years – between 2015 and 2017.

A summary of the "report card" exercise, which asked, "On a scale of 1 to 4, how well did the Workforce Alliance do toward its 2013-2015 goals?" indicated that in general the Workforce Alliance did well toward its goals. The lowest scores were related to youth employment and work experience, which one board member described as a difficult population to reach. "It's a struggle."

<u>**GOAL 1:**</u> **To acquire multiple funding sources to expand community and economic impact**

Board scores = 3.3
Staff scores = 2.7

- Comments:
  - "We didn't get a lot of private funding. Opportunities existed, but they came more as a partnership (in-kind) v. financial support"

<u>**GOAL 2:**</u> **To facilitate and convene partnerships with industry, employers and community-based organizations**

Board – 3.3
Staff – 3.5

- Comment:
  - "We do this well."

<u>**GOAL 3:**</u> **To increase the public's knowledge of the Workforce Alliance and its role in the community**

Board – 3.0

- Comments:
  - "This is a continual objective; we never really 'arrive.'"
  - "As board members, we need to share what we know with other employers."

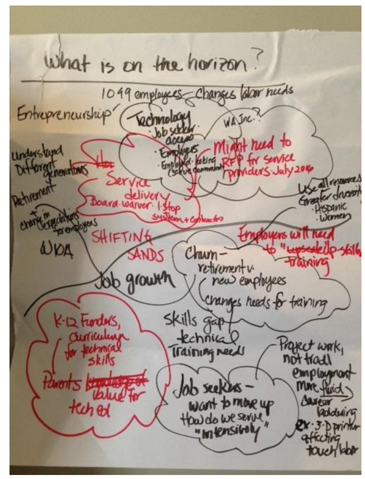
Staff – 2.7

- Comments:
  - "This is a continuous battle."
  - "Improvement has been made but there is always room for improvement."

GOAL 4: **To be the primary resource for youth employment and work experiences in the region**

Board – 2.8
Staff – 2.8

- Comments:
    - "(We were) limited by funding. We met goals for the number we could serve; we need to diversify funding."
    - "We've done well with summer youth; but room for improvement with WIOA – year-round."



On the horizon, the Board identified immediate and long-term issues that will affect success. Among the most immediate is how implementation of Workforce Innovation and Opportunity Act (WIOA) could change the service delivery model currently implemented by the Workforce Alliance.

A little farther down the road, in the next 18 months to two years, the "churn" of the workforce – from aging workers, retirements, pipeline challenges and "career laddering" for younger workers – will affect the workforce system, and in particular how the Workforce Alliance operates.

Other issues identified included:

- Education (K-12)
    - Funders and curriculum development don't seem to value technical skills (expensive programs)
    - Parents don't seem to value a technical education
- Skills
    - Job growth – how to find employees with the right skills?
    - Skills gap for technical training needs
- Technology – How can we serve the community with various needs?
    - Job seeker access
    - Employers access
    - Employed, but looking
- Diversity in job seekers
    - Need to use all resources
    - Will be greater diversity, especially Hispanic and women employees
        - Example: Women make up 49% of workforce in Wichita, but less than 1% in construction industry
    - Need to understand needs of different generations

REGIONAL COOPERATION

Participants in this planning session, which was done in Mulvane, identified three common needs when it comes to effectively serving the regional workforce:

- A “centralized hub zone”
- Resource sharing
- Communications

Discussions took place around four questions:

- How do we define the region?
- Who are our primary stakeholders?
- How can we serve the region better?
- A focus on regional exports

In summary, the responses were:

1. Defining the region:

- Should include Reno and Harvey County, given work/commute patterns
  - Share businesses and workers
  - People, population
- Smaller than Local Area I (LAI has 64 counties LAIV serves 6 counties)
- Barriers
  - Rural v. city
  - Distance – transportation

2. Stakeholders:

- Not every stakeholder will have same entry port
- Mature workers, 55 years old and older are job seekers
- Youth – K-5 v. older = prevent a problem v. fix a problem

3. Exports:

- Knowledge
- Need a centralized hub
- Specialized skill sets are needed to help companies
  - Maybe focus on 10 companies and help them hire people with content knowledge
- Culture of awareness
  - “Fear factor” – engage college and universities to help – HI-B visas, relationship building

4. Better serve the region:

- Awareness
- Outreach
- Job seekers
- Businesses
- K-12/K-5 – target different groups differently
- Hub – a place where people come to and employers direct people to services
- Technology – Kansas Works.com; how it fits together and is relevant

YOUTH

An estimated 33 people participated in the planning session to discuss work employment. Questions focused on four topics:

- How to successfully engage youth?
- How can the Workforce Centers act as a catalyst to fill a gap for in-school students?
- How do we define "work experience"?
- How can we define a regional approach that addresses workforce issues for youth?

Engage youth

- Meeting kids where they are
- Tech important, but still want personal connection
- Reaching out to youth
    - YEK
    - Mayor's Youth Council
    - Peer mentorship
- Conduct forum with youth – ask them

Acting as a catalyst

- Community and business
- Workforce Centers are hubs
- Mentors/volunteers
- Meeting kids where they are
- Programs already in schools – need to put those on steroids with structure and guidance

Work experience

- Structured
- Paid – entry level
- Ongoing (10 hours/week)
- Related to study/career
- Soft skills
- Employers invest – benefits job seeker and employer
- Technical assistance for employers
- Dependability
- Transportation a barrier
- Parents need to be engaged

Regional cooperation

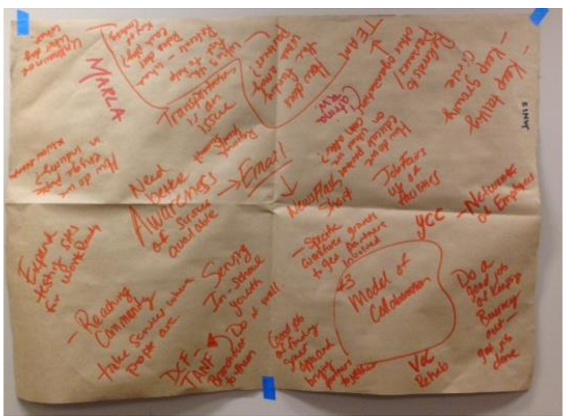
- Get to know the communities – both rural and urban
- Sports analogy – schools can get their teams from one community to another to compete, why not find a way to get them to jobs/centers
- Challenge –
    - Can't catch in school
    - Focus is always on college
    - Two career paths
- Champions in rural and urban areas
- Change conversation – not just about college, but also technical education and career ready
- Find kids where they are
    - Clusters in different areas
        - Manufacturing, agriculture
    - Get them there and we (employers) will teach – message to parents, guardians, case workers

A summary of the STEMPACT 20/20 project was also provided, as a possible connecting point to youth workforce programs. A copy is included in the Appendix.

COMMUNITY IMPACT

An estimated 22 people participated in this planning session, which examined the impact the Workforce Alliance has had, and what it should consider moving forward. Discussions focused on questions such as:

- Community Development – How is it described? What does it look like? Who is involved? Where is it happening?
- Workforce Development – adults and youth – In addition to Workforce Centers, who else is interested or working in this area?
- Innovation – How is it described? What does it look like? Who is involved? Where is it happening?
- What would collaboration look like if we get it right in the next couple of years? What will we be doing? What will our partners be doing? What will the impact be on job-seekers and employers?
- In terms of youth, what types of businesses are interested in hiring youth?
- What do employers need? What do youth who are seeking jobs need?



Overall, themes included:

- Value of relationship with people
  - Face-to-face
  - Grassroots
  - (Not just social media)
- Recognize barriers
  - Transportation
  - Access to flexible and affordable child care
  - On-the-job training that is paid for
  - Technical careers are valuable (just as valuable as college-educated in some cases)
  - Now need to break down those barriers

By discussion, the themes were:

Community:

- Need more communication/PR/marketing
  - Increase awareness of resources
- We need a common frame for what all we are trying to accomplish
  - Common vision
  - Common message –
    - A proposed 'campaign' – "A Community that values work"
  - From Mayor Longwell: Phrase of the day – "Connection to the mission"

Partnerships

- More resources – specifically how to find more people
- Connect to YMCA, Big Brothers/Big Sisters, community based organizations
- Needs –
    - Job seekers – soft skills
    - Move to younger demographics to create career awareness
- Concerned about duplication of services (relates to need for an well-defined system of services)

Model of Collaboration

- Bringing resources together – People and Programs
- Education/Awareness of services
- A 211-type of one-call for all workforce issues – so people know who to call
- Issue that keeps coming up – Transportation
- Need to 'formalize' the system – to build on strengths of all organizations and prevent duplication

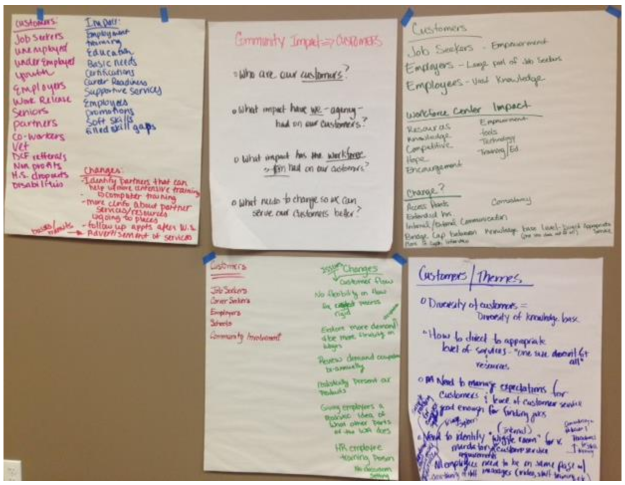
Youth Partnerships

- A long list of traditional partnerships exist (see notes in Addendum)
- There are some non-traditional partnerships, but those need to be increased – for example, Real Men, Real Heroes and churches
- What employers need –
    - Soft skills as a foundation
        - Showing up on time
        - Work ethic

PLANNING WITH PROFESSIONAL STAFF

An estimated 18 employees participated in the strategic planning session, including those from the Workforce Alliance, Workforce Centers, Kansas Department of Commerce, and they represented a variety of front-line roles.

Questions discussed centered on three topics:
- Partnerships
- Community impact and customers
- Community impact and systems



Themes included a focus on restructuring the way customers are taken through the system. As one person said, “We need a triage system for directing customers to the right place ….”

Themes by category are as follows.

Partnerships
- Diversity of groups we serve
- Importance of filling gaps becomes important
- Outer counties operate in partnerships differently – and not as equipped to develop those
- Employees are important partners and many partners have the relationships to strengthen those partnerships
- Ease to be served through these partners
    - Serve almost any need
    - But on horizon, changes are coming that might lower the depth of our services
- Workforce Alliance will need to redefine those expectations

Community impact and customers
- Diversity of customers means a diversity in knowledge base (education, experience)
- How to direct people to appropriate level of services and resources – “one size does not fit all”
    - “Triage system” for directing customers to the right place, workshop, etc.
- Need to manage expectations for customers and yet provide a level of customer service that is good enough for finding jobs
- (Internal) Need to identify “wiggle room” v. mandatory requirements for customer service
    - All employees need to be on the same page with messages – provide video? Staff training?
    - Cross-training of staff
    - Consistency in policies and procedures for staff (training?)
    - (External) Need simple marketing for complex systems

Community impact and systems

- Impact – Connecting the dots between job seekers and employees; decreasing unemployment rate
- Communication
    - Internal first and then external (marketing)
- East of access
    - “Youth only” section on website
        - Mobile app
    - Felony-friendly checklist
    - Programs – checklist – database – “smarter search”
        - Training on KansasWorks (believe it is under used by staff)
    - Requirements – orientation – expectations
    - Sharing across departments
    - Expand – volunteer training at access points
    - Host an “expungement workshop”

LEADERSHIP

An estimated 30 people participated in a discussion about workforce leadership in the region. Questions focused on:

- What is the perception of Workforce Alliance in the region?
- Who are the organizations and individuals needed to make the workforce system successful?
- How is the Workforce Alliance doing toward its goal to support and advance a skilled workforce that grows the local economy?
- Who is responsible for making sure the workforce system operates efficiently and effectively?

Discussion themes identified the Workforce Alliance as the perceived leader in the region, but also identified areas that needed improvement, including increasing resources, ensuring there isn't duplication of services and increasing awareness of the system and how individuals and organizations can interact with it.

Themes are identified below.

Perception in the region

- There is confusion with the unemployment office
- Lack of awareness – of all services (people do not have understanding of the broad range of services provided)
- Differences between urban/rural
    - Transportation
    - Branding
- Use technology

Partnerships

- Partners are government, elected officials, education, non-profits and state agencies
- There needs to be efforts to bring resources together (financial and people) – we do well, but can do more
- There is a need for a "clearinghouse directory"

Community impact

- Positives:
    - Customer service
    - Staff
    - Effort
    - Connections to post-secondary and Air Force Base
- Minuses:
    - Resources, including funding
    - Integration/duplication?
    - Lack of awareness

Governance

- Perception that “no one” is in charge
- LWIB – make sure there is collaboration, accountability
- Partners/Elected officials
- Need to “spread knowledge” – elevator speech
- Perception that Workforce Alliance is government and this is an anti-government environment
- Military analogy
    - Generals
    - Captains/Majors
    - Enlisted
        - At every level:
            - Mission is clear, objectives - everyone buys in
            - Communication

CHAPTER 3: STRATEGIES AND PLANS

Based on the themes from the community meetings, the following goals and objectives were identified with Workforce Alliance's senior staff:

1) **Strategy:** Develop a consolidated **Youth Employment Plan**
    - By January 1, 2016, develop a plan and begin implementation
    - Leadership: Keith and Chad
    - Features:
        - Multiple partners, including the City of Wichita, YMCA and Workforce Alliance
        - Consider BREG clusters
        - Coordinate with Business and Education Alliance (BEA)
        - Develop "pooled resources"
        - Consider youth work-ready certificate that focuses on
            - Customer service
            - Soft skills
        - Advocate for changing minimum age requirements in Career Centers
        - Develop a communications plan
        - Integrate technology based on what is learned from youth focus groups

2) **Strategy:** Develop **fundraising strategy** for Workforce Inc. (Corporation for Regional Collaboration – See 2015 Workforce Alliance Strategic Plan)
    - By the end of 2015, create a fundraising strategy that identifies targeted goal and how to implement
    - Leadership: Inc. Board of Directors and Keith
    - Features:
        - Re-evaluate golf tournament and determine viable events
        - Identify potential grants
        - Include direct funding sources, as well as fee for service
        - Integrate technology within the goals, as well as in raising awareness and developing relationships

3) **Strategy:** Implementation of **Workforce Innovations and Opportunities Act (**WIOA)
    - By July 1, 2016, complete implementation of WIOA
    - Leadership: Katie, Aletra and Angie
    - Features:
        - By July 1, 2015, develop structure and assignment of One-Stop Partners Advisory Council, including a list of agencies, roles and responsibilities for the Task Force, which will make recommendations on redesigning the service system at the Workforce Centers to the LWDB Executive Committee
        - Include sector strategies via BREG
        - Identify priority of service
        - Redefine LWDB Board membership
        - Integrate a technology plan that reaches communities beyond Wichita, including:
            - Online workshops
            - Online training

        - Use of existing HD conferencing
        - Website redesign – Phase two, which could provide materials and online chat mechanisms
    - Person-to person outreach
    - Communications plan

4) **Strategy:** Emphasize a **regional focus on service delivery**
   - By September 1, 2015, develop a regional implementation plan based on BREG clusters
   - By January 1, 2016, begin implementation of Workforce Alliance priorities from the plan, such as career mapping
   - Leadership: Keith and Amanda
   - Features
     - Goal is to provide regional service delivery in employment and training services, including
       - An asset map and needs assessment to identify budget and talent by January 1, 2016
       - Integration of technology to deliver services
     - Partner on a **regional identity** in conjunction with other regional partners, including WSU, Greater Wichita Partnership, ICTAlliance, REAP

5) **Strategy:** Integrated and intentional **communication** efforts, both internally and externally
   - **Internal** strategic focus
     - By October 1, 2015, develop a plan for aligning employees and partners based on the recommendations of the One-Stop Advisory Council; implementation to follow
     - Leadership: Angie, Katie, and Aletra
     - Features
       - Intranet for employees
       - Focus on how to work together
       - Determine policies on how to use social media for employment and training
         - Who will use different platforms, for example a Twitter Team
         - Who to tag, such as reporters
       - Key messages, for example:
         - Economic, employment trends
         - Job fairs for youth, older adults, traditional job seekers, etc.
         - Training
         - Interviewing
       - Determine
         - Who?
         - How?
         - When?
       - Include Community Impact Team
       - Develop an info-graphic/mapping of services and resources of the system

- **External** strategic focus
    - By October 1, 2015, develop an **overall communications plan** for increasing awareness and understanding of the employment and training system in the region; implementation to follow
    - Leadership: Angie, Katie, and Aletra
    - Features
        - Tied to website roll-out in mid-September
        - Coordinate with regional partners involved in BREG
        - Develop materials and messages for BREG rollout on September 1, 2015
        - Include an info-graphic/mapping of services and resources of the system

CHAPTER 4: RECOMMENDATIONS

The focus of this process was to engage key partners and stakeholders in discussions that would allow the Workforce Alliance to identify key strategies and goals for 2015 – 2017. It is clear this is an ongoing process, and what follows is a list of recommendations for consideration.

- **FEEDBACK:** Once strategies and goals are confirmed, communicate with those who were invited to participate, with a short summary of highlights. Thank them for their input, indicate the Workforce Alliance will be finding opportunities to continue to work together and ask them for ideas related to achieving the goals in the next two years.

- **YOUTH FOCUS GROUPS:** Conduct focus groups with students, from grade school to high school, with a goal to identify what barriers are and how to reach those in school and those no longer in school.

- **ENGAGE STAFF:** As changes to the workforce system are happening, engage staff members who are on the front lines. Ideas for changing the internal workings, both in Wichita and in the smaller communities, will affect external perceptions.

- **INFOGRAPHIC:** Consider a planning session – or charrette – that would allow the development of an "info-graphic" that explains the workforce system. This would be one piece in a larger communications plan, but it could be the centerpiece that both continues to engage stakeholders and allows development of other materials that better defines the multiple pieces of the workforce system.
    - Imagine employers, including small and large, as well as multiple types of job-seekers, and where they enter the system so the idea that "there is no wrong door" is fully understood by all partners.
    - Also helps brand the Workforce Alliance and Workforce Centers; could even consider a position for Workforce Inc. as its roles are evolving.

APPENDIX

STEMpact2020 Menu of General Opportunities

View the General Volunteer Opportunities below, then:

Visit STEMpact2020.org to choose from existing opportunities! **OR** Get Creative! Create a unique volunteer opportunity and contact us to get started

Bridging STEM Focuses on student groups who are currently under-represented in STEM careers.

Hands-on Focuses on experiential learning opportunities led by STEM professionals.

Multi-Session Engages students on a sustained basis thereby increasing students' opportunities to learn and identify with their mentors.

Volunteer Support Includes staff orientation and ongoing volunteer support for the duration of the volunteer experience.

Data Driven Commits to measure a common set of metrics focused on student interest in pursuing a STEM career and volunteer satisfaction.

Company Name:
Volunteer Recruitment Target Date Range:
Volunteer Recruitment Target Number:

Type of Activity	Time Commitment	Organizations Involved	Opportunity Description/ STEM integration	Example	Sign-up Deadline	# of Volunteers Needed
Adopt a School	Depends on engagement	Schools	Create an ongoing relationship with a school near to your office.	We have had several companies do work with a school in various ways. Be the first to officially adopt a school!	Ongoing	5-20.
Ongoing STEM Mentorship	1-2 hours per week (minimum of 1 year)	Big Brothers Big Sisters, Youth Horizons, YMCA Reach and Rise	Make a profound difference on a child by being an ongoing mentor. Ongoing mentors are matched with a child and meet with him/her weekly/monthly for a minumum of one year. STEM professionals are encouraged to share with their mentees about their jobs, have the mentee visit their office, do hands-on STEM activities with the mentee, attend STEM events together, etc.	Each year hundreds of STEM professionals mentor youth in the Wichita community. Hundreds more are needed!	Ongoing	100+
Classroom project mentor	4-6 weeks, 1-2 hours per week	Schools	Partner with a STEM classroom at a local school to provide mentors for groups of students doing a STEM focused project	Andover Middle School needed engineers to mentor their students to create a water filtration system for a school in Nairobi	1-2 weeks prior to activity	1-5 per classroom
Internship	1-2 hours per week	Corporations/businesses	Design a basic internship for students at a local school to solve a real-life problem. Allow youth to interact/larn from STEM professionals while solving a real-life problem.	NetApp has 3 interns from Northeast HS working on a real world problem	Decided by Corp.	1-5.
STEM Club: 4-8 weeks	1-2 hours per week	Girl Scouts	Lead a group of students in a STEM focused curriculum for 4 to 6 weeks.	NetApp professionals lead a girl scout club at Jackson Elementary	1-2 weeks prior to start	2-5 per club
Classroom speakers	One-time (1-2 hours)	Schools, Children First: A-STEM	Speak to a STEM classroom at a local school. Share about your STEM profession, do a fun, hands-on STEM activity with the students.	The WSU Engineering Council organized several members to speak with a group of students at Spaght Elementary	1-2 weeks prior to event	1-2 per classroom
Interactive company visit	Planning (5-10 hours) Event (6-8 hours)	Corporations/businesses	Host groups of youth at your corp./busniess without having to leave your offices. Allow youth to see how their classroom learning connects with real-life problems by doing fun, hands-on STEM activities with youth	Be the first to make this happen!	Decided by Corp.	15-20
STEM Camp	5-10 Staff Planning (10-30 hours) Camp (10-40 hours)	Corporations/businesses/college	Provide a STEM focused camp at your corporation/business for students to learn from STEM professionals.	NetApp hosts/facilitates a STEM camp for girls in the summer at NetApp	Decided by Corp.	10-20.
STEM Night	One-time (4-6 hours)	Schools, Exploration Place	Sponsor and/or participate in a night of STEM activity at a local school. STEM professionals engage as volunteers by doing fun, hands-on STEM activities with event patrons. STEM nights are encouraged to be a collaboration between commonly interested organizations.	Spirit Aerosystems sponsored and provided volunteers for a STEM night of fun, hands-on STEM activities for parents and students at Southeast High School	1 month prior to event	15-20
STEM Professional for a Day	One-time (6-8 hours)	Corporations/businesses/college	Organize a job shadow day for students to interact with STEM professionals doing normal day to day activity in a real-life place of employment	Wichita Society of Professional Engineers organizes a day for high school students to shadow an engineer	Decided by Corp.	2-20.
Big For A Day	One-time (6-8 hours) per STEM professional	Big Brothers Big Sisters	Provide an opportunity for a child on the waiting list for a mentor to shadow a STEM professional. If the match is successful the pair can continue in a mentor/mentee relationship.	Westar Energy has hosted Littles on the waiting list for a Big to shadow a professional while doing fun activities	1-2 weeks prior to event	5-20.
Create a real life challenge	1-2 hours per week	Schools	Create a competition to solve a real-life problem and pose it to a local school's STEM program	Be the first to make this happen!	Decided by Corp.	2-5.
STEM Mentoring Café/ Lunch and Learn	One-time (1-2 hours)	Schools	This is speed dating for STEM mentors. Organize a group of STEM professionals to visit a local school to interact with and answer questions posed by youth regarding your profession.	Spirit Aerosystems organized a group of STEM professionals to do a forum at Southeast High School to answer students' questions about their profession	Decided by Corp.	2-10.
STEM Fair Judge	One-time (4-6 hours)	Schools, Regional, State	Judge for a science fair at local, regional, state events, allowing you to interact with the most talented youth in STEM	Each year there are dozens of STEM fair judging opportunities that need STEM professionals.	1-2 weeks prior to event	10-20 per event

Attachment FF
Title: Development and Issuance of Policy

Workforce Alliance of South Central Kansas
Development and Issuance of Policy

I. Background and Purpose: This document applies to all workforce development and administrative policies of the Workforce Alliance of South Central Kansas.

II. Policy: The procedures described in this document should be made available to all staff and Board members responsible for workforce development programs administered by the Workforce Alliance of South Central Kansas.

III. Procedures:

A. The author of the policy sends the **draft** policy by email to the Policy Manager using the format established by the Workforce Alliance.
B. The draft policy is reviewed by the Workforce Alliance executive and administrative staff. The President/Chief Executive Officer will determine if the proposed policy is to be denied and the author notified, to be placed on the agenda of the Board or its committee(s), or released and circulated as final.
C. The Policy Manager releases the **final** policy, posts it, and notifies interested parties.
D. The same procedure is to be employed when modifications or additions to existing policies are requested.

"Equal Opportunity Employer/Program - Auxiliary aids and services are available upon request to individuals with disabilities."
The hearing impaired may contact the Workforce Center by calling the Kansas Relay Center at 1-800-766-3777

Attachment G
Title: Memorandum of Understanding 2016-2020

Kansas Local Workforce Service Delivery Area IV

MEMORANDUM OF UNDERSTANDING

Between the Workforce Alliance of South Central Kansas and One Stop System Partners

I. PURPOSE OF MEMORANDUM OF UNDERSTANDING

A. PURPOSE: The purpose of this Memorandum of Understanding (MOU) is to provide information about the relationship between the above mentioned parties regarding their respective roles, duties, obligations and responsibilities and expectations for implementation of the provisions of section 121(c) of Title I of the Workforce Innovation and Opportunity Act (WIOA) of 2014. This MOU is also intended to contribute to a cooperative and mutually beneficial relationship between the Workforce Alliance of South Central Kansas (WA), the WIOA Local Workforce Development Board, and the various partners to coordinate resources to prevent duplication and ensure the effective delivery of workforce services, and to establish joint processes and procedures that will enable partners to integrate the current service delivery system resulting in a seamless and comprehensive array of job matching, education, support services, job training and other workforce development services. Parties to this document propose to coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties' respective programs, services and agencies. This MOU also documents the importance of WIOA performance measures and continuous improvement initiatives.

B. PERIOD OF RELEVANCE: This MOU is designed to serve as a record of the relationship of the signatories from July 1, 2016 until June 30, 2020 unless modified by the partners. The Period of Relevance for each partner will commence upon the date of that partner's signature.

II. INTRODUCTION/BACKGROUND

A. BACKGROUND: The Workforce Alliance of South Central Kansas and the One Stop Centers partners developed this Memorandum of Understanding to ensure that the following principles of the Workforce Innovation and Opportunity Act of 2014 are implemented:

1. Universal Eligibility: All customers, including those with barriers to employment, will have access to job seeker services at each One Stop Center,

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designed to provide information to make career and labor market decisions. Career services, training and support services will be made accessible on-site.

2. One Stop System Approach: All customers may explore work preparation and career development services and have access to information on a range of employment, training and adult and occupational education programs. Services will be made available through the One Stop Centers or WIOA Partner Programs.

3. Individual Choice: Customers will have access to a multitude of career, skill, employment and training information to obtain the services and skills they need to enhance their employment opportunities, based on their individual needs, building on the advice and counseling provided by workforce centers staff.

4. Regional Development: To develop a workforce development system that upgrades the regional area workplace skills and enhances the economic development of the area. Services such as tax credits and labor market information will be made accessible on-site.

5. Cost-Effectiveness: All customers will have access to a system that minimizes costs, enhances the participation of employers and job seekers served through the system and does not duplicate services.

B. WORKFORCE ALLIANCE MISSION AND VISION:

Mission

Supporting and advancing a competitive workforce in South Central Kansas.

Vision

Growing the regional economy through a skilled workforce.

The Workforce Alliance works with employers and partners throughout Local Area IV to align services, leverage resources, and promote a seamless and integrated service delivery model in the region. This ensures both employers and job seekers are served at a high level creating the greatest community impact.

III. PARTIES TO THE MEMORANDUM OF UNDERSTANDING

A. PARTIES AND THEIR ROLES: WIOA clearly identifies the One Stop System as the service delivery system for programs funded under the Act and its partner programs.

The One Stop System Partners are a collaboration of co-located and non co-located partners who are responsible for administering WIOA, educational and other human resource programs and funding streams. The following parties are involved in the administration of WIOA and the Local Area IV One Stop System:

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1. *Chief Elected Officials Board* (CEOB) which oversees the local workforce development system and represents the local governing authorities.

2. *Workforce Alliance of South Central Kansas (WA)*, the local Workforce Development Board *(LWDB)* designated to work in partnership with the CEOB and to establish policies and oversee the workforce development system.

3. *One Stop Operator(WA)*, designated by the CEOB as responsible for the coordination of activities at the physical One Stop Centers.

4. *One Stop System partners:*

   i. Programs authorized under title I of WIOA, serving:
      1. Adults;
      2. Dislocated workers;
      3. Youth;
      4. Job Corps;
      5. Native American programs;
      6. Migrant and seasonal farmworker programs; and
      7. Veterans' workforce programs (WIOA sec. 121 (b)(1)(B)(i));

   ii. Programs authorized under the Wagner-Peyser Act* (29 U.S.C. 49 et seq.); (WIOA sec. 121 (b)(1)(B)(ii));

   iii. Adult education and literacy activities authorized under title II of WIOA*; (WIOA sec. 121(b)(1)(B)(iii));

   iv. Programs authorized under parts A and B of title I of the Rehabilitation Act of 1973* (29 U.S.C. 720 et seq.); (WIOA sec. 121(b)(1)(B)(iv));

   v. Senior community service employment activities authorized under title V of the Older Americans Act of 1965 (42 U.S.C. 3056 et seq.); (WIOA sec. 121(b)(1)(B)(v));

   vi. Postsecondary vocational education activities under the Carl D. Perkins Vocational and Applied Technology Education Act (20 U.S.C. 2301 et seq.); (WIOA sec. 121(b)(1)(B)(vi));

   vii. Trade Adjustment Assistance and NAFTA Transitional Adjustment Assistance activities authorized under chapter 2 of title II of the Trade Act of 1974 (19 U.S.C. 2271 et seq.); (WIOA sec. 121(b)(1)(B)(vii));

   viii. Activities authorized under chapter 41 of title 38, U.S.C. (local veterans' employment representatives and disabled veterans outreach programs); (WIOA sec. 121(b)(1)(B)(viii));

   ix. Employment and training activities carried out under the Community Service Block Grant (42 U.S.C. 9901 et seq.); (WIOA sec. 121(b)(1)(B)(ix));

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x. Employment and training activities carried out by the Department of Housing and Urban Development; (WIOA sec. 121(b)(1)(B)(x)); and
xi. Programs authorized under State unemployment compensation laws (in accordance with applicable Federal law); (WIOA sec. 121(b)(1)(B)(xi).)
xii. Programs authorized under section 212 of the Second Chance Act of 2007 (42 U.S.C. 17532) (WIOA sec. 121(b)(1)(B)(xii).)
xiii. TANF Programs authorized under part A of title IV of the Social Security Act (42 U.S.C. 601 et seq.), subject to subparagraph (C). (WIOA sec. 121(b)(1)(B)(xiii).)

**Designates WIOA Core Partners*

IV. PARTNER RESPONSIBILITIES

WIOA Section 121(b) lists the minimum responsibilities of all required partners under WIOA.

1. Make Career Services available, consistent, and coordinated through the one stop delivery system
2. Methods of referral of individuals between the one-stop operator and the one-stop partners for appropriate services and activities
3. Methods to ensure the needs of workers and youth, and individuals with barriers to employment, including individuals with disabilities, are addressed in the provision of necessary and appropriate access to services, including access to technology and materials, made available through the one-stop delivery system; and
4. Describe how the costs of such services and the operating costs of such system will be funded
5. Duration of the MOU and the procedures for amending the memorandum during the duration of the memorandum

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This section also allows for additional responsibilities to be determined; the following will be included:

1. Standards of services and branding for co-located partners
2. Commitment to cross training partner staff
3. Communication
4. Service delivery to employers

<u>Availability of Career Services</u>
Basic Career Services will be made available to the universal population. Further assessments may necessitate the need for more one on one and/or Training services. These services, customized and based upon Local Area IV are outlined in the Partner Referral Guidelines, Attachment B.

Each partner is responsible for their provision of services associated with the One Stop System and determining eligibility for their programs with the exceptions of Title I- Adult/ Dislocated Worker programs and Title III Wagner Peyser who work together under the local Integration Plan and jointly determine eligibility under each Title.

Partners will strive to provide services seamlessly and will seek to prevent duplication whenever possible.

Referrals to System Partners

Referrals will be made to partner programs as appropriate. The Partner Handbook (Attachment B) includes partner referral guidelines and a universal referral form to be sent to partners to initiate contact and serve as documentation of the referral. Partners are expected to respond to referrals in a timely manner based on agency work flow and resources.

Supporting documentation, assessments, or other relevant information will be sent with the referral once a release of information is signed by the customer being referred.

Serving Populations with Multiple Barriers to Employment

Partners will ensure services are available to individuals with barriers to employment, WIOA defines the following populations:

- Displaced homemakers
- Low-income individuals
- Indians, Alaska Natives, and Native Hawaiians, as such terms are defined in section 166
- Individuals with disabilities, including youth who are individuals with disabilities
- Older individuals
- Ex-offenders
- Homeless individuals (as defined in section 41403(6) of the Violence Against Women Act of 1994 (42 USC. 14043e–2(6), or homeless children and youths (as defined in section 725(2) of the McKinney-Vento Homeless Assistance Act (42 USC. 11434a(2)
- Youth who are in or have aged out of the foster care system
- Individuals who are English language learners, individuals who have low levels of literacy, and individuals facing substantial cultural barriers
- Eligible migrant and seasonal farmworkers, as defined in section 167(i)
- Individuals within 2 years of exhausting lifetime eligibility under part A of title IV of the Social Security Act (42 USC. 601 et seq.)
- Single parents (including single pregnant women)
- Long-term unemployed individuals

Partners will conduct outreach targeting these populations in coordination with one another and will actively refer customers to the most appropriate partner to provide services based on need and available services.

RESOURCE/COST SHARING

The provision of direct services to individuals and businesses is a key component in the One Stop Center. Each partner serves a specific segment of the population and provides services that benefit those individuals. Each partner is responsible for the funding of their direct program services.

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All partners will share an equitable and proportionate responsibility for the costs of the operational expenses of the One Stop Centers if co-located. Attachment C outlines the cost sharing agreement.

Continuous Improvement and Duration of MOU

All partners will participate in a process of program review and continuous improvement to offer the best possible services and seize opportunities for further integration. To assure that services are responsive to the needs of the community, partners will survey customers to obtain feedback on customer satisfaction. All partners will participate in the ongoing development and improvement of the One Stop System/Center procedures, policies and operational management through the activities of the One Stop Advisory Council. All partners will be part of a process that will continuously review the needs of the workforce and business community and refine the services of the One Stop Centers based upon those needs.

This MOU is designed to serve as a record of the relationship of the signatories from July 1, 2016 until June 30, 2020 unless modified by the partners. A review of the MOU will take place in 2018. The Period of Relevance for each partner will commence upon the date of that partner's signature

Cross Training

The One Stop partners will encourage, accommodate staff and/or provide training and cross-training, as deemed appropriate, to ensure that all partner staff are familiar with all programs represented within the One Stop System in order to integrate services, reduce duplication, and improve overall service delivery.

The WA will coordinate a training calendar and will work with One Stop partners to schedule trainings. One Stop partners will be asked to provide training at a minimum of biannually.

Communication

One Stop Partners are invited to participate in the One Stop Advisory Council, a committee of the LWDB. Participating members will be required to keep contact information updated and serve as the liaison to the staff of the One Stop Partner locally. This committee will be focused on the following:

- Service delivery system improvement and enhancement
- Training opportunities
- New developments with each partner
- Development of web based/technology driven resources

Services to Employers

One Stop Partners engage in two types of services to employers

1. **Outreach-** Educating and providing general information to employers about how Business Services can be their one-stop solution to employment related challenges
2. **Business Services** – Developing personalized strategies based on the Employer Needs Assessment that will innovatively address challenges in Recruitment, Hiring, Training, Business Closings or Layoffs

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One Stop Partners will agree to use a common Employer Needs Assessment (Attachment D) and will make an automatic referral or inclusion of One Stop Partner based on the employers need. KANSASWORKS.com will be used for Business Outreach and Services activities including documentation of employer services, notes, job postings, and EEO reporting. A business services protocol will be established and training provided to all One Stop Partners participating in services to employers on the KANSASWORKS system.

STANDARD OF SERVICE FOR ONE STOP CAREER CENTERS

All partners are expected to adhere to established standards for providing services in the One Stop Center, these include:

1. Statutory compliance with all federal, state, and local rules including those established by the One Stop Centers so far as they are not in conflict with the specific application of any law and regulation governing the One Stop operation

2. Use of a "no wrong door approach" within the One Stop Center to create a customer friendly seamless service delivery system

3. All persons in the One Stop Centers are expected to practice a code of conduct which includes:
    a. Presenting a professional appearance
    b. Maintaining good work habits, e.g., practicing common courtesy, maintaining a neat workspace, being punctual, appreciating diversity, exceeding customer expectations
    c. Compliance with a practice of established professional and ethical standards
    d. Maintaining adequate levels of staffing during all hours of operation including non-traditional hours
    e. Shared responsibility for compliance with established security and emergency guidelines.

5. VETERANS PREFERENCE
   All federally funded employment and training programs administered by all One Stop Center partners will include a veteran priority system to provide maximum employment and training opportunities to veterans and other eligible persons within each targeted group as established by applicable federal law and state and federal policy in the service area.

6. ONE STOP CENTER POLICIES AND PROCEDURES
   The partners have agreed to maintain operational control and responsibility for staff assigned to the One Stop Centers, while assuring staff adhere to policies and procedures of the One Stop Centers. Any partner specific variances with the One Stop Centers' policies and procedures should be documented in a supplemental agreement separate from, and attached to this MOU. The One Stop Center Policies and Procedures are outlined in the Partners Handbook (Attachment A). All partners will

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follow the One Stop Policies and Procedures. Where there is a conflict between those policies and procedures and those of a partner agency, the partner agency's policies and procedures shall take precedence. The partner agencies and the designated One Stop Operator shall work together to minimize such conflicts.

V. GENERAL PROVISIONS

A. PERFORMANCE GOALS: All partners have agreed to work together to meet and exceed the WIOA Performance Measures for the One Stop Centers. The One Stop Operator (WA) will report on the progress of these measures and all partners agree to discuss ways of mutually attaining these performance measures to reach shared outcomes. The WIOA Performance Measures are issued annually.

B. PERFORMANCE REPORTING: All partners have agreed to participate in a common intake, referral and individual tracking system operating through the One Stop Centers. Whenever WIOA funds are expended in part or whole for service on an individual, all partners agree to enter/maintain that individual information in the automated system. In addition, all partners agree to refer and/or enter all job openings.

C. INFORMATION SHARING/CONFIDENTIALITY: All partners agree that any information considered public assistance information pursuant to section 5101.26 of the Revised Code received by partners pursuant to their involvement with the One Stop Center will be used only for the purposes set out in this MOU and will not be re-released to anyone except as allowed by section 5101.27 of the Revised Code or any other state or federal law which governs release of the information.

D. AMENDMENTS:

1. a) Except as set forth in paragraph (2), the information contained in this MOU may be modified or amended by written consent of all of the partners. Any request to amend a provision should be made in writing to the WA and must be agreed to by all partners. The WA will notify the other partners of the details of any modification request. b) The MOU may be modified from time to time to add new One Stop Center partners. These new members may sign the MOU in its existing form as of the time that they are being added. All partners to the MOU will be notified in writing of additional parties joining in the MOU. Any adjustment of cost sharing items will be reviewed prior to adding additional partners.
2. It is understood by the parties that each should be able to fulfill its One Stop role in full accordance with any federal and state laws and policies which govern or affect their activities. If at any time any party is unable to perform its functions under this Agreement consistent with federal, state or local statutory, regulatory or policy mandates, the affected party should immediately provide written notice to all parties of their intent to amend or modify the Agreement at least 30 days in advance of effectuating the amendment or modification. No consent from the other parties will be requested if an amendment or modification is made pursuant to this provision.

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3. Periodically the Resource/Cost Sharing Agreement (Attachment C) may require adjustments based upon reconciliation of projected costs to actual expenses and/or minor adjustments to cost sharing items. Minor adjustments of this type will not require a formal amendment to the MOU but it is agreed partners will be notified of any such modification(s) in writing.

E. SUPPLEMENTAL AGREEMENTS: To ensure utmost flexibility for all partners, it is understood that the WA may enter into separate legally enforceable agreements with each partner, or a combination of partners, which will specify the rights and obligations of that particular partner and the WA.

F. IMPASSE RESOLUTION: In the event that an impasse should arise between the partner(s) and/or the WA concerning the conditions, performance, or administration of this MOU, the following procedure will be initiated:

It is the policy of the LWDB that all workforce programs operated by or under the WA shall be operated in conformance with all applicable laws and regulations. It is also the policy of the WA that no programs or provision of services under those programs shall allow discrimination on the basis of race, color, national origin, age, sex, political affiliation, belief, citizenship or disability.

Participants Rights: Any participant who believes a violation of applicable legislation or regulation has occurred or who believes he or she has been discriminated against, with regard to program eligibility, enrollment or provision of services has the right to file a complaint. The complaint procedure is contained within the Partner Handbook (Attachment A)

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G. NON-DISCRIMINATION: All partners to this MOU are equal opportunity employers. All understand they must comply with 29 C.F.R. 37.30 which states it is against the law for a partner to discriminate on the following basis: against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief: and against any beneficiary of programs financially assisted under Title I of the Workforce Innovation and Opportunity Act of 2014 on the basis of the beneficiary's citizenship/status participation in any WIOA Title I-financially assisted program or activity. The recipient must not discriminate in any of the following areas: deciding who will be admitted, or have access to any WIOA Title I-financially assisted program or activity; providing opportunities in, or treating any person with regard to such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity.

H. MAINTAIN A DRUG FREE WORKPLACE: It is the policy of the WA to provide and maintain a safe and drug free workplace; therefore, all partners shall have a written policy regarding a drug free work place, having at least an equal force and effect as the policy currently in place with the Workforce Alliance.

I. MISCELLANEOUS:

1. NO INDEMNIFICATION AND LIABILITY: By executing this MOU each partner agrees to work together to deliver One Stop Centers services for employers, employees and those seeking employment. However, the partners are not legally "partners" to the extent that term encompasses joint and several liability. Each partner under this MOU is responsible for its own employees, representatives, agents and subcontractors.

2. MUTUAL RESPECT OF ORGANIZATIONAL PRACTICES: All partners identified in this MOU or in supplemental agreements to this MOU will respect each other's organizational practices and management structures in the provision of services under the MOU.

3. RECORDS MAINTENANCE: The One Stop Operator (WA) shall be responsible for all records pertaining to the administration and operation of the One Stop Centers. The designated One Stop Operator will provide all partners with an annual report that outlines budget expenditures/reconciliations, services provided and populations served and performance information. The source records for this report will be made available to all partners upon request. When a partner's record retention policies are not equal to those stated in the WIOA (29 CFR 97.42), the most stringent of these policies should be applied to all partners in regard to any One Stop Center. Generally, participant case files and fiscal records shall be maintained by each partner agency for a minimum of three years.

4. TRANSFERABILITY OF MOU: This MOU shall remain in full force and effect upon the designation of a One Stop Operator to the extent that the designated One Stop Operator shall assume the role of the Workforce Alliance as it applies to the areas of operational responsibility, records maintenance, reporting and performance standards, continuous improvement, EOO standards, conflict resolution and support of the collaborative effort as outlined in this agreement.

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VI. SIGNATURE PAGE

BY EXECUTING THIS MEMORANDUM OF UNDERSTANDING (MOU), as evidenced by the signatures set forth below, all parties represent that they have received a copy of this MOU, have reviewed the MOU, find it accurately reflects a general understanding of their role as a partner in the One Stop Centers, and agree to participate in and fully support all of the procedures, policies and processes set forth therein without reservation. The person(s) signing this MOU on behalf of each partner and/or its organization represent that they are duly authorized by the partner and/or its organization to execute this Memorandum of Understanding on its behalf.

FOR THE PARTNER:____________________________________
(Typed or printed partner agency name)

BY: ____
(Typed or printed name of partner representative)

____
(Title)

_______________________________________ DATE: _____________
(Signature of partner representative)

FOR THE WA: ____
(Typed or printed name of WA representative)

____
(Title of WA representative)

________________________________ DATE: _____________
(Signature of WA representative)

FOR THE CEOB:____
(Typed or printed name of CEOB Chair)

_________________________________ DATE:________________

DRAFT

Attachment GG
Title: Equal Opportunity and Affirmative Action

The Workforce Alliance of South Central Kansas is an Equal Opportunity Employer with equal opportunity programs and services in Local Area IV

To Accomplish this we:

- Ensure our facilities, programs, services, information and equipment are accessible to individuals with disabilities
- Expend reasonable efforts to meet the specific needs of individuals with limited English proficiency, regardless of the numerical significance of the group to which he/she belongs
- Review all local plans, contracts, and agreements to ensure they contain the required nondiscrimination assurances
- Communicate our dedication to providing equal opportunity to our community, our partners, and our customers
- Treat complaints and concerns in the prescribed manner giving them the attention they deserve
- Train our staff and partners to uphold our dedication to equal opportunity
- Designate individuals responsible for compliance with the spirit and letter of the laws regarding equal opportunity
- Notices are visibly posted to inform staff, participants, and providers of the complaint process which has been adopted as a policy by the Board of Directors
- Policies and procedures are developed in accordance with applicable laws that demonstrate our commitment to the principles of the laws and regulations
- Compliance is monitored by monitors and the State of Kansas

For additional information contact the Equal Opportunity Officer:

Mickayla Fink
Disability Resource Coordinator/Equal Opportunity Officer
150 N Main, Suite 200
Wichita, KS 67202
316-771-6600
info@workforce-ks.com

Local Workforce Development Board Member Job Description

Position Title: Member, Local Workforce Development Board (LWDB)

Mission: The mission of the Workforce Alliance of South Central Kansas is supporting and advancing a competitive workforce in South Central Kansas.

Vision: Our vision is a growing regional economy through a skilled workforce.

Purpose:
- Identify and assess workforce issues and needs of business and the community and endeavor to establish partnerships to align LWDB services to meet the community's workforce needs.
- Solicit input and participation by the public and private sectors for joint planning and the provision of services to the residents of the Local Area IV.
- Provide overall policy guidance and oversight on the use of WIOA funds and on the approach to delivery of services.
- Establish a committee structure that insures adequate review of proposals, oversight of program operations, long-range planning, and marketing to the business community.

Minimum Job Requirements:
- A demonstrated interest in the economic vitality of the community and the related service goals of the LWDB.
- Specific experience and/or knowledge in at least one element: resource development, evaluation, training, program development, policy administration, finance, human resource administration, or public relations.
- Representative of some aspect or segment of the community.
- Ability to represent the interests of their sector and the best interests of the community.
- Willingness to participate actively, including regular attendance at board and committee meetings.
- Have optimum policy making or hiring authority at their organization.

Expectations:
- Members will attend LWDB meetings and participate in selected committees.
- Members will endeavor to engage their entity in the issues, interests and solutions developed by the LWDB.
- Take an active interest in a board function/committee e.g. marketing, fund raising, performance review, advocacy, etc.

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Code of Conduct

Local Workforce Development Board members should:

- Have a genuine concern and knowledge of local workforce development and training needs.
- Express their opinions and respect others' opinions.
- Be trustworthy and honest.
- Have a strong sense of independence in making decisions.
- Have a clear understanding of their roles and responsibilities.
- Conduct themselves in good faith and a manner that they reasonably believe to be in the best interest of the LWDB.
- Use such care, including reasonable inquiry, skills and diligence, in making decisions as a reasonable person would use under similar circumstances.
- Act without conflict of interest. (See Conflict of Interest Policy)
- Serve in a voluntary capacity (e.g. LWDB members will not be compensated for their services, however, they may be reimbursed for expenses incurred on behalf of the LWDB when such expenses are first approved by the LWDB).
- Actively seek ways in which to advocate for the LWDB and to leverage resources.
- Commit to attending all LWDB meetings and contributing effort to support committee and taskforce assignments.
- Refer requests for public comment to the appropriate spokesperson.

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Conflict of Interest

Local Workforce Development Board (LWDB) Members, LWDB Staff

LWDB members should avoid all conflict of interest, both actual and perceived.

Federally funded programs have specific requirements concerning conflict of interest. To avoid a conflict of interest, whenever board members believe that a conflict may exist (real or perceived), and board members must:

- Declare the conflict (real or perceived) and remove themselves from discussions.
- Refrain from influencing decisions.
- Abstain from voting on the provision of services by the member organization which that member directly represents.
- Any matter from which the member would directly or indirectly benefit financially.

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Financial Management System

The Workforce Alliance Financial Management System ensures that the organization is able to perform the financial management functions required when operating federal and state funded Workforce System Grants, as well as private funding. The financial system's controls are in place to protect the organization's assets.

Overview of Financial System

The Workforce Alliance contracts with an independent accounting firm to process and review all Workforce Innovation and Opportunity Act and other financial transactions, and to provide financial statements, reports, and books. This Paymaster service is contracted through a Request for Proposal process completed at a minimum of every 3 years.

I. Budget Controls

The Workforce Alliance prepares annual budgets at the beginning of each fiscal year or at the beginning of a grant. The Vice President/Chief Operating Officer has the primary responsibility for preparing all budget(s) and presenting them to the Finance and Executive Committee of the Workforce Alliance and the Chief Elected Officials Board (CEOB) for review and action. Upon adoption the budget(s) are given to the Paymaster for data entry into the financial management program maintained by the Paymaster. The board staff, Finance and Executive Committees, and the CEOB review budgets monthly with the full board reviewing quarterly. The organization also analyzes monthly obligation reports to track program obligations to ensure adequate funding for program services.

II. Cash Management

Cash management of federal funds will require a contract with an independent Paymaster to ensure federal funds are drawn reasonably and necessarily; and to ensure the funds are disbursed timely. The Paymaster will draw funds up to twice per week to issue payments which have been authorized for payment by the Workforce Alliance. All issuances of payment shall be made by the Paymaster within five business days of the request for payment by the Workforce Alliance. No funds shall be drawn in advance of reimbursement unless advance payment has been approved by the President/Chief Executive Officer due to circumstances beyond the control of the Workforce Alliance.

III. Program Income

Program income is gross income received that is directly generated by the grant supported activity or earned as a result of the grant agreement during the grant period. Program income must be reported monthly on financial reports and used to support the grant which generated the income.

IV. Cost Allocations

The purpose of this cost allocation plan is to summarize, in writing, the methods and procedures that the Workforce Alliance of South Central Kansas uses to allocate costs to various programs, grants, contracts and agreements.

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2 CFR 200 and 2 CFR 2900, establish the principles for determining costs of grants, contracts and other agreements with the Federal Government. *Workforce Alliance of South Central Kansas (Workforce Alliance)* Cost Allocation Plan is based on the Direct Allocation method described in 2 CFR 200. The Direct Allocation Method treats all costs as direct costs except general administration and general expenses.

Direct costs are those that can be identified specifically with a particular final cost objective. Indirect costs are those that have been incurred for common or joint objectives and cannot be readily identified with a particular final cost objective.

Only costs that are allowable, allocable and reasonable, in accordance with the cost principles, will be allocated to benefiting programs by *Workforce Alliance*.

General Approach- The general approach of the *Workforce Alliance* in allocating costs to particular grants and contracts is as follows:

A. All allowable direct costs are charged directly to programs, grants, activities, etc.

B. Allowable direct costs that can be identified to more than one program are prorated individually as direct costs using a base most appropriate to the particular cost being prorated.

C. All other allowable costs that benefit all programs and cannot be identified to a specific program are allocated to programs, grants, etc. using a base that results in an equitable distribution.

Allocation of Costs- The following information summarizes the procedures that will be used by *Workforce Alliance.*

A. Compensation for Personnel Services - Documented with timesheets showing time distribution for all employees and allocated based on time spent on each program or grant. Salaries and wages are charged to the program for which work has been done.
    1. Health insurance, dental insurance, retirement contributions and other employment taxes are allocated to programs based on their prorata share of the entire payroll.

    2. Vacation, holiday, and sick pay are allocated in the same manner as salaries and wages.

B. Supplies/Equipment/Postage/Copier - Costs for allowable equipment used solely by one program are charged directly to the program using the equipment. If more than one program uses the equipment, then an allocation of the costs will be based on the ratio of each program's number of participants or based on time documentation of the users.

C. Rent/Utilities/Communications/Security or other Facilities Costs – All

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direct program costs will be allocated to the program. If more than one program benefits the cost will be allocated based on time documentation of the staff benefiting from the service or prorated based on the number of each program's number of participants.

D. Travel Costs - Allocated based on purpose of travel. All travel costs (local and out-of-town) are charged directly to the program for which the travel was incurred. Travel costs that benefit more than one program will be allocated equally to those programs by a base established by the traveler's time documentation.

E. Contract Services Costs – All program costs will be allocated to the program benefiting from the service. Costs that benefit more than one program will be allocated to those programs based on the ratio of each program's number of participants.

F. Insurance - Insurance needed for a particular program is charged directly to the program requiring the coverage. Other insurance coverage that benefits all programs is allocated based on the ratio of each program's number of participants.

G. Training/Conferences/Meeting – Allocated to the program benefiting from the training, conferences or meeting. Costs that benefit more than one program will be allocated to those programs based on a ratio of each program's number of participants.

V. Allowable Costs

The Workforce Alliance is established as a 501(c) 3 Not For Profit Organization and follows 2 CFR Part 200 and 2 CFR 2900 for Uniform Administrative Requirements and cost principles. The organization also reviews and monitors each grant award for specific allowable activities or non-allowable activities to ensure compliance.

VI. Internal Controls

The Workforce Alliance established the following controls to ensure compliance with all laws and regulations and to safeguard the organizations assets:

Cash Controls-

All invoices are received by administrative support staff and are logged when received. They are then forwarded to the fiscal department for payment. A payment is generated by the fiscal department when an approved budget for the invoice exists. If an approved budget for the invoice does not exist, the invoice is routed to program staff for further investigation before a payment is generated. All payments are routed to the Vice President/Chief Operating Officer for review and approval. Once the COO approves payments, they are presented to the

President/Chief Executive Officer for approval or denial. If the payment is approved it is then processed and allocated to the correct budget and line item and

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forwarded to the Paymaster. The Paymaster will review, process, and issue all payments. Checks issued for payment by the Workforce Alliance Paymaster shall be valid for no more than ninety (90) days from the date of issue. The Paymaster will provide an aging report listing all outstanding checks to the Workforce Alliance. The Workforce Alliance will perform payment follow-up activities to determine the status of each outstanding check and to remind the vendor of the check validity period. After ninety (90) days from the date of issue of any check, the Paymaster will void the check and notify the Workforce Alliance of that action. The Workforce Alliance will notify the effected vendor(s) of the invalidation of the check(s) and that a new check will be issued to accomplish payment of relevant invoice(s).

Property Controls-
Security-The Workforce Alliance will maintain security services for the administrative offices and the comprehensive One Stop. Security will safeguard property and maintain a safe and secure work environment.

Insurance- The Workforce Alliance will secure and maintain adequate insurance to safeguard financial assets and property, and provide general liability coverage. The Workforce Alliance will also ensure that contracts and agreements contain any required clauses to ensure the Workforce Alliance is protected and listed as an additional interest in any insurance coverage that covers the actions or non-action of any contractor or partner in which a legal agreement has been entered.

Purchasing Authority- Senior Management Staff will have the authority to purchase supplies/equipment using authorized vendors up to a unit cost of $500.00 not to exceed a total purchase of $1,000.00. Any purchases over these amounts will require approval by the Vice President/Chief Operating Officer up to $2,000. If purchases exceed $2,000.00 approval by the President/Chief Executive Officer is required. All procurement policies established by the Federal Government, State Government, CEOB and the Board of Directors must be followed by staff making purchases.

Training and Client Support Service Obligations- Two fiscal staff members together have the authority to obligate client training and supportive service funds up to the current limits established in the training policies and the available budget. Final expenditures will be subject to purchasing authority.

The Workforce Alliance Senior Staff utilize Credit Cards to complete some transactions. The restrictions and appropriate use of cards are as follows.

Acceptable Uses, Limits and Procedures- Workforce Alliance of South Central Kansas Credit Cards/Credit shall be used solely for official Workforce Alliance of South Central Kansas business. Therefore, Credit Cards/Credit shall not be used for personal or private business purchases. Credit Cards/Credit shall be issued

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only to individuals who have appropriate purchasing authority. Authorized use of Credit Cards/Credit shall be limited to the person whose name appears on the face of the Credit Card, or who is specifically authorized by the Workforce Alliance President/Chief Executive Officer and/or Chairman of the Board to use the Card. Credit Cards shall not be loaned to other individuals.

Intentional misuse or fraudulent abuse of any Credit Card may result in disciplinary action, up to and including dismissal.

Auditing and Documentation- The Vice President/Chief Operating Officer shall provide a copy of this policy to each employee receiving a Credit Card, and require the employee to acknowledge receipt of the policy by signing.

Documentation shall support the business purpose of all transactions made with Credit Cards, and shall include the following items:

- Copy of this policy, signed by each Card holder in the agency
- Copies of order forms, when available
- Packing slips (for goods received)
- Original cashier receipts or vendor invoices

The Workforce Alliance shall be responsible for auditing records to ensure that Credit Cards/Credit are used only by authorized users for official Workforce Alliance of South Central Kansas business.

Security- Card Holders shall be responsible for safeguarding Credit Cards at all times. Card Holders shall also be responsible for immediately and properly reporting lost or stolen Credit Cards. All Credit Cards shall be returned to the Workforce Alliance of South Central Kansas immediately upon request or upon termination of employment (including retirement).

VII. Financial Reporting

The paymaster will provide budget reports, grant balances, trial balances, and a general ledger update by the 15th of each month of the previous month's financial activity. Reports will also be shared with Staff, CEOB, and Board of Directors as well as reported to the State of Kansas and the US Department of Labor monthly. The Finance Committee of the Workforce Alliance has the primary task of reviewing all financial documents and reports.

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Attachment I
Title: Eligibility Determination Policy for WIOA Adult Program

Workforce Alliance of South Central Kansas
Eligibility Determination Policy for WIOA Adult Program

I. Background and Purpose: The integration of staff representing partners within a Workforce Center providing services from varying programs with different eligibility requirements creates a need to formulate customer service flow in a manner that expedites service and meets compliance requirements for the participating partner programs. Additionally, each Local Board is responsible for setting self-sufficiency standards for program eligibility.

II. Policy: It is the policy of the Workforce Alliance to determine eligibility for WIOA programs for all Adult customers who receive WIOA funded staff assisted career services beyond informational activities. The Local Board periodically determines the self-sufficiency standard for Adult program eligibility. Any exception must be approved by a committee consisting of at least two WA Senior Staff members.

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Adults must meet all the below criteria to be eligible to receive career services:

- Age 18 or over
- Compliant with Selective Service requirements
- Eligible to work in the United States

Adults must meet the below criteria to be eligible to receive individualized career services:

- Be in need of individualized career services in order to obtain employment or retain employment

Adults must meet all the below criteria to be eligible to receive training services:

- Meet the eligibility requirements for career services
- After an interview, evaluation, or assessment, and career planning are:
    - Unlikely or unable to retain employment that leads to self-sufficiency or wages comparable to or higher than wages from previous employment through career services
    - In need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment
    - Have the skills and qualifications to participate successfully in training services
- Selected a program of training services that is directly linked to employment opportunities either in the local area or in another local area where the individual is willing to relocate
- Unable to obtain grant assistance from other sources to pay the cost of training, including such sources as State funded training funds, Trade Adjustment Assistance, Federal Pell Grants established under Title IV of the Higher Education Act of 1965, or require WIOA assistance in addition to other sources of grant assistance, including Federal Pell Grants

Priority of Service should be given to recipients in accordance with the Priority of Service Policy.

III. Senior Community Service Employment Program: The Workforce Alliance deems eligible participants in the SCSEP eligible for the WIOA Adult Program.

IV. Procedures: Staff will determine eligibility for the WIOA Adult program or refer to a partner program if appropriate. WIOA self-sufficiency standards are found in the following attachments:

Attachment A: Self Sufficiency Standards

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Attachment II
Title: Grievance and Complaint Policy

WORKFORCE ALLIANCE OF SOUTH CENTRAL KANSAS
GRIEVANCE AND COMPLAINT POLICY

It is the policy of the Workforce Alliance of South Central Kansas (WA) that all workforce programs operated by or under the WA shall be operated in conformance with all applicable laws and regulations. It is also the policy of the WA that no program or provision of services under those programs shall allow discrimination on the basis of race, color, national origin, age, gender, political affiliation, belief, religion, citizenship or disability.

Who May File

Any applicant, participant, service provider, Operator, Partner, or other interested party may file a complaint alleging a violation of local programs, agreements or Workforce Alliance policies and activities.

Complainants with Disabilities

Complainants with disabilities will be accommodated in communication and location. Alternate formats will be used on request to notify the complainant of hearings, results and any other written communication. Auxiliary aides and services, such as deaf interpreters or assistive listening devices, will be provided on request for negotiations, hearings and any other meetings where aural communication occurs. An accessible location will be used for hearings and other meetings on request.

Time and Place for Filing

Complaints may be filed with the Workforce Alliance or the service provider within one year from the date of the event or condition alleged to be a violation.

Resolution Process

Service providers and employers of participants must have procedures in place to process complaints related to the terms and conditions of the participant's training or employment. Employers and service providers may elect to utilize the system established by the Workforce Alliance or operate their own complaint procedures. If the employer is required to use the complaint processing procedures under a covered collective bargaining agreement, then those procedures may be used to handle general complaints.

Any hearings conducted by an employer must comply with all provisions for hearings described in this policy.

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Step 1 - Initial Review
If the complaint alleges a violation of any statute, regulation, policy, or program that is not governed by WIOA, the complaint will be referred to the appropriate organization for resolution. Notice of the referral will be sent to the complainant.

The Workforce Alliance or the service provider will receive the complaint from the complainant or the complainant's designated representative. All complaints will be logged. A complaint file should be established that contains the following:

1. Application and enrollment forms;
2. Completed General WIOA Complaint Form or complainant's written statement;
3. Chronological log of events or conditions alleged to be a violation;
4. Any relevant correspondence; and
5. Record of the attempted informal resolution.

Step 2 - Informal Resolution
An attempt should be made by the Workforce Alliance or the service provider to informally resolve the complaint to the satisfaction of all parties. The informal resolution process must be completed within ten business days from the date the complaint is filed. If all parties are satisfied, the complaint is considered resolved and the terms and conditions of the resolution must be documented in the complaint file. When a service provider attempts the informal resolution, the service provider will forward the complaint file to the Workforce Alliance. The Workforce Alliance will review the complaint file and investigate it further if necessary.

Step 3 - Formal Resolution
When an informal resolution is not possible, the Workforce Alliance will issue a determination within 20 calendar days from the date the complaint was filed. If an appeal of the determination is not requested, the complaint is considered resolved and the complaint file should be documented accordingly. Any party dissatisfied with the determination may request a hearing within 14 calendar days of the date of the determination.

Step 4 - Hearing
A complaint may be amended or withdrawn at any time prior to a scheduled hearing.

If the complaint is not withdrawn, the Workforce Alliance will request that the Workforce Compliance and Oversight, Legal Services Division of the Kansas Department of Commerce, 1000 S.W. Jackson, Suite 100,Topeka, Kansas 66612 designate a hearing officer to ensure the complaint receives fair and impartial treatment. The hearing must be conducted within 45 calendar

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days from the date the complaint was filed. The hearing officer will schedule a formal hearing and mail a written notice to the complainant, the respondent, and any other interested party at least seven business days prior to the hearing. The notice will include the date, time, and place of the hearing.

Parties may present witnesses and documentary evidence, and question others who present evidence and witnesses. The complainant may request that records and documents be produced. Attorneys or another designated representatives may represent each party. All testimony will be taken under oath or affirmation. The hearing will be recorded either in writing or by audiotape. The hearing officer's recommended resolution will include a summary of factual evidence presented during the hearing and the conclusions upon which the recommendation is based.

Step 5 - Final Decision
The Workforce Alliance will review the recommendation of the hearing officer and issue a final decision within 60 calendar days from the date the complaint was filed.

Step 6 - Appeal
Any party dissatisfied with the Workforce Alliance's final decision, or any party who has not received either a final decision or a resolution within 60 calendar days from the date the complaint was filed, may request an appeal. The appeal must be received by the Kansas Department of Commerce (Commerce) within 90 calendar days from the date the complaint was filed at the following address:

Kansas Department of Commerce
Workforce Compliance and Oversight
1000 S.W. Jackson Street, Suite 100
Topeka, Kansas 66612-1354

Commerce will review the complaint file, the hearing record, and all applicable documents and issue a final decision on the appeal within 30 calendar days from the date the appeal was received.

Participants receive Complaint and Grievance Procedures at enrollment. A receipt for these copies is kept in the participant file. Additional notice is given as a part of the registration process for **KANSAS**WORKS.

Required postings in each One Stop Center are made according to Federal mandate and are reviewed for compliance as a part of the regular local monitoring efforts in accordance with the local monitoring policy.

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The Complaint Procedure is intended to provide direction for any potential complaints. In addition, the Workforce Alliance policies regarding complaints relating to discrimination, criminal activity, non-criminal activity, and grievances of all types are designed to assure compliance with the provisions of State Policies.

The Workforce Alliance Grievance and Complaint Officer is:

Katie Givens
Vice President of Community Relations
300 W Douglas, Suite 850
Wichita, KS 67202
Telephone: 316-771-6600
Fax: 316-771-6690
TTY: 1-800-766-3777
Email: info@workforce-ks.com

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Workforce Alliance of South Central Kansas
Eligibility Determination Policy for WIOA Dislocated Worker Program

I. Background and Purpose: The integration of staff representing partners within a Workforce Center providing services from varying programs with different eligibility requirements creates a need to formulate customer service flow in a manner that expedites service and meets compliance requirements for the participating partner programs. Additionally, each Local Board is responsible for setting self-sufficiency standards for program eligibility.

II. Policy: It is the policy of the Workforce Alliance to determine eligibility for WIOA programs for all Dislocated Worker customers who receive WIOA funded staff assisted career services beyond informational services. The Local Board periodically determines the self-sufficiency standard for Dislocated Worker program eligibility. Any exceptions to this policy must be approved by a committee consisting of at least two WA Senior Staff members.

Dislocated Workers must meet all the below criteria to be eligible to receive career services:

- Age 18 or over
- Compliant with Selective Service requirements
- Eligible to work in the United States
- One of the following Dislocated Worker options
  - Has been terminated or laid off, or has received a notice of termination or layoff from employment; and is eligible for, or has exhausted entitlement to unemployment compensation; or has been employed for a duration sufficient to demonstrate attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that was not covered under a State unemployment compensation law; and is unlikely to return to a previous industry or occupation
  - Has been terminated or laid off, or has received a notice of termination or layoff, from employment as a result of any permanent closure of, or any substantial layoff, at a plant, facility or enterprise
  - Is employed at a facility at which the employer has made a general announcement that such facility will close within 180 days
  - For non-individualized career services only, is employed at a facility at which the employer has made a general announcement that such facility will close
  - An individual who is self-employed (including employment as a farmer, rancher, or fisherman), but is unemployed as a result of a natural disaster, or "economic conditions" in the community where the individual resides
  - An individual who has been providing unpaid services to family members in the home; and who has been dependant on the income of another family member but is no longer supported by that income; and is unemployed or underemployed and is experiencing difficulty obtaining or upgrading employment
  - An individual who has been providing unpaid services to family member in the home and who is the dependent spouse of a member of the Armed Forces on active duty and who family income is significantly reduced because of a deployment, a call or order to active duty, a permanent change of station, or the service-connected death or disability of the member and is unemployed or underemployed and is experiencing difficulty in obtaining or upgrading employment

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- Is the spouse of a member of the Armed Forces on active duty and who has experienced a loss of employment as a direct result of relocation to accommodate a permanent change in duty station of such member
- A spouse who leaves his/her job to follow his/her spouse to a new duty assignment might be considered a dislocated worker if the spouse has been terminated or laid off, or has received a notice of termination or layoff from employment; or the spouse is unable to continue an employment relationship due to the service member's permanent change of military station; or the spouse loses employment as a result of the spouse's discharge from the military; and is eligible for or has exhausted entitlement to unemployment compensation; or has been employed for a duration sufficient to demonstrate attachment to the workforce, but is not eligible for unemployment compensation due to insufficient earnings or having performed services for an employer that was not covered under a State unemployment compensation law; and is unlikely to return to a previous industry or occupation

Dislocated Workers must meet the below criteria to be eligible to receive individualized career services:
- Be in need of individualized career services in order to obtain employment or retain employment

Dislocated Workers must meet all the below criteria to be eligible to receive training services:
- Meet the eligibility requirements for career services
- After an interview, evaluation, or assessment, and career planning are:
    - Unlikely or unable to retain employment that leads to self-sufficiency or wages comparable to o;r higher than wages from previous employment through career services
    - In need of training services to obtain or retain employment leading to economic self-sufficiency or wages comparable to or higher than wages from previous employment
    - Have the skills and qualifications to participate successfully in training services
- Selected a program of training services that is directly linked to employment opportunities either in the local area or in another local area where the individual is willing to relocate
- Unable to obtain grant assistance from other sources to pay the cost of training, including such sources as State funded training funds, Trade Adjustment Assistance, Federal Pell Grants established under Title IV of the Higher Education Act of 1965, or require WIOA assistance in addition to other sources of grant assistance, including Federal Pell Grants

III. Procedures: Staff will determine eligibility for the WIOA Dislocated Worker program or refer to a partner program if appropriate. WIOA self-sufficiency standards are found in the following attachments:

Attachment A: Self Sufficiency Standards

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Attachment JJ
Title: Internal Control Reporting System

Workforce Alliance of South Central Kansas
Internal Control Reporting System

Recipients of federal funds must maintain stewardship of those funds by creating an internal control reporting system in order to ensure the integrity of the operation. Sub-grantees, vendors, participants, third parties or citizens, and employees must be informed of their rights to make public their concerns about WIOA management, and the mechanism for having those concerns addressed in an open, non-threatening manner.

It is the policy of the Workforce Alliance of South Central Kansas to inform interested parties that they may make reports directly to the U.S. Department of Labor at the DOL Hotline-Office of the Inspector General at 1-800-347-3756 or by contacting the Equal Opportunity Officer Mickayla Fink at the Wichita Workforce Center, 2021 N Amidon, 316.771.6600, or info@workforce-ks.com.

A record of each report will be made and retained using the Workforce Alliance Incident Report Form**.** The complainant will be afforded the opportunity to meet with Workforce Alliance staff for the for the purpose of clarifying the information and determining the desired outcome of the complainant.

A determination as to a course of action will be made by staff in consultation with legal counsel if deemed appropriate. The complainant will be apprised of the decision of the Workforce Alliance in so far as is possible without jeopardizing any future legal recourse. If informal resolution is not possible the complaint procedure of the Kansas Department of Commerce will be instituted, up to and including the formal appeal process.

This policy will be transmitted to all interested parties upon request, and the rights contained herein communicated.

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Workforce Alliance of South Central Kansas
Eligibility Determination Policy for WIOA Youth Program

I. Background and Purpose: The integration of staff representing partners within a Workforce Center providing services from varying programs with different eligibility requirements creates a need to formulate customer service flow in a manner that expedites service and meets compliance requirements for the participating partner programs.

II. Policy: It is the policy of the Workforce Alliance to determine eligibility for WIOA programs for all Youth customers who receive a service beyond eligibility determination. Any exceptions, including use of the five percent exception, must be approved by a committee consisting of at least two WA Senior Staff members.

For any given program year, at least 75% of the funds allocated to the youth program shall be used to serve out of school youth. Additionally, at least 20% of the funds allocated to the youth program shall be used to provide paid or unpaid work experiences, summer employment opportunities and other opportunities available throughout the school year, pre-apprenticeship programs, internships and job shadowing, and on-the-job training opportunities.

Out of School Youth must meet all the below criteria:

- Between the ages of 16 and 24
- Not attending any school
- Compliant with Selective Service requirements
- Eligible to work in the United States
- One of the following options
    - School dropout
    - A youth who is within the age of compulsory school attendance, but has not attended school for at least the most recent complete school year calendar quarter
    - An individual who is subject to the juvenile or adult justice system
    - A homeless individual, homeless child, or youth
    - A runaway
    - In foster care or has aged out of the foster care system
    - A child eligible for assistance under Section 477 of the Social Security Act
    - An out of home placement
    - Pregnant
    - Parenting
    - Individual with a disability
    - Recipient of a secondary school diploma or its recognized equivalent and is low income and basic skills deficient or an English language learner
    - Low income individual who requires additional assistance to enter or complete an educational program or to secure and hold employment

In School Youth must meet all the below criteria:

- Between the ages of 14 and 21
- Attending school

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- Compliant with Selective Service requirements
- Eligible to work in the United States
- Low income
- One of the following options
    - Basic skills deficient
    - An English language learner
    - Offender
    - A homeless individual, homeless child or youth
    - A runaway
    - In foster care or has aged out of the foster care system
    - A child eligible for assistance under Section 477 of the Social Security Act
    - An out of home placement
    - Pregnant
    - Parenting
    - Individual with a disability
    - Individual who requires additional assistance to complete an educational program or to secure and hold employment
        - Eligibility under this option is limited to 5% of in school youth

III. Procedures: Staff will gather information for eligibility determination for the WIOA Youth program or refer to a partner if appropriate. WIOA eligibility requirements and acceptable documentation standards are found in the appropriate protocols.

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Attachment KK
Title: Inventory and Capitalization Policy

Workforce Alliance of South Central Kansas
Inventory and Capitalization Policy

The Workforce Innovation and Opportunity Act of 2014 (WIOA) and Kansas Department of Commerce Policy requires the maintenance of an accurate inventory of all equipment purchased using WIOA funds. The federal and state provisions set five thousand dollars ($5,000) as the value of acquisitions that requires inventory tracking.

Acquisition and Tracking
The Workforce Alliance (WA) has determined the tracking of all equipment or property having an acquisition or appraised value equal to or in excess of one thousand ($1,000.00) dollars is necessary to insure the appropriate expenditure of public funds. An inventory database shall be maintained that will track the equipment or property acquired. The database must include a description of the item, date of purchase, purchase value, serial number (if present), location, and current condition. The condition of the inventory items must be updated and certified every two years.

Depreciation and Capitalization
A straight-line depreciation schedule will be used beginning the month of acquisition and ending the month prior to disposition or completed depreciation for items with an acquisition cost equal to or greater than five thousand dollars ($5,000.00). The useful life of office equipment will be three (3) years.

Disposition
If equipment becomes no longer useful or is fully depreciated the item can be disposed of by two Senior Staff members. The Kansas Department of Commerce and the Federal Department of Labor must grant permission to dispose or any property with a value of five thousand ($5,000.00) or greater. Any disposal actions will require tracking of the disposal location, means of disposal, date of disposal, and the value when disposed in the inventory database.

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Handling and Protection of Personally Identifiable Information

Federal law, OMB Guidance, and Departmental and Employment and Training Administration (ETA) policies requires that Personally Identifiable Information (PII) and other sensitive information be protected. To ensure compliance with Federal law and regulations, the Workforce Alliance (WA) and employees must secure transmission of PII and sensitive data.

Employees must ensure that PII is not transmitted to unauthorized users, all PII and other sensitive data transmitted via email or stored on CDs, DVDs, thumb drives, etc. must be encrypted using a Federal Information Processing Standards (FIPS) 140-2 compliant and National Institute of Standards and Technology (NIST) validated cryptographic module. Employees must not email unencrypted sensitive PII to any entity, including ETA or contractors.

Employees must take the steps necessary to ensure the privacy of all PII obtained from participants and/or other individuals and to protect such information from unauthorized disclosure. Employees shall ensure that any PII used has been obtained in conformity with applicable Federal and state law governing the confidentiality of information.

Employees must acknowledges that all PII data obtained shall be stored in an area that is physically safe from access by unauthorized persons at all times and the data will be processed using issued equipment, managed information technology (IT) services, and designated locations approved by the WA. Accessing, processing, and storing of PII data on personally owned equipment, at off-site locations e.g. employee’s home, and non-WA managed IT services, e.g. Yahoo mail, is strictly prohibited unless expressly approved by the WA.

Employees and other personnel who will have access to sensitive/confidential/proprietary/private data will be advised of the confidential nature of the information, the safeguards required to protect the information, and that there are civil and criminal sanctions for noncompliance with such safeguards that are contained in Federal and state laws.

Employees and other personnel, before being granted access to PII, should acknowledge their understanding of the confidential nature of the data and safeguards with which they must comply in their handling of such data as well as the fact that there may be liable to civil and criminal sanctions for improper disclosure.

Access to PII must be restricted to only those employees who need it in their official capacity to perform duties in connection with their work.

All PII data must be processed in a manner that will protect the confidentiality of the records/documents and is designed to prevent unauthorized persons from retrieving such records by computer, remote terminal or any other means. Data may be downloaded to, or maintained on, mobile or portable devices only if the data are encrypted using NIST validated software products based on FIPS 140-2 encryption.

The WA will allow onsite inspections during regular business hours for the purpose of conducting audits and/or conducting investigations to assure compliance with confidentiality

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requirements described in this policy. The WA will make records available to authorized persons for the purpose of inspections, review, and/or audit.

The WA will retain data only for the period of time required to use it for assessment and other purposes, or to satisfy applicable Federal records retention requirements. Thereafter, all data will be destroyed, including the degaussing of magnetic tape files and deletion of electronic data.

It is required to protect PII when transmitting information, but it is also required that PII and other sensitive information be protected when collecting, storing, and/or disposing of information as well.

Unique identifiers should be used for participant tracking instead of social security numbers. Appropriate methods for destroying PII in paper files should be used (i.e. shredding or using a burn bag) and sensitivity electronic PII must be securely deleting. Records containing PII should not be left open and unattended. Documents containing PII should be stored in locked areas when not in use.

Any breach or suspected breach of PII should be reported immediately to management.

Definitions

Personally Identifiable Information (PII) is any information that can be used to distinguish or trace an individual's identity; either alone or in connection with other personal or identifying information that is linked or linkable to a specific individual

Sensitive Information is any unclassified information whose loss, misuse, or unauthorized access to or modification of could adversely affect the interest or the conduct of programs, or the privacy to which individuals are entitled under the Privacy Act.

Protected Personally Identifiable Information (Protected PII) is information that if disclosed could result in harm to the individual whose name or identity is linked to that information. Examples of protected PII include, but are not limited ot, social security numbers, credit card numbers, bank account numbers, home telephone numbers, ages, birthdates, marital status, spouse names, educational history, biometric identifiers (fingerprints, voiceprints, iris scans, etc.), medical history, financial information and computer passwords.

Non-sensitive PII is information that if disclosed, by itself, could not reasonably be expected to result in personal harm. Essentially it is stand-alone information that is not linked or closely associated with any protected or unprotected PII. Examples of non-sensitive PII include information such as first and last names, email addresses, business addresses, business telephone numbers, general education credentials, gender, or race. However, depending on the circumstances, a combination of these items could potentially be categorized as protected or sensitive PII.

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Attachment LL
Title: Limited English Proficiency Policy

Workforce Alliance of South Central Kansas
Limited English Proficiency Policy

Introduction

The mission of the Workforce Alliance of South Central Kansas is to develop and lead a flexible, integrated workforce system that identifies and responds to our future community need.

The vision of the Workforce Alliance of South Central Kansas for the future is a diversified, inclusive, highly skilled workforce functioning within a flexible, accessible system of education and economic development to advance the quality of life for our community.

Goal

Language assistance, when necessary, is available to ensure that LEP persons are able to participate meaningfully in the programs and activities of Local Area IV.

LEP Coordinator

Director of One Stop Operations
Workforce Alliance of South Central Kansas
2021 N Amidon Ave
Wichita, KS 67203
316-771-6800

LEP Coordination Duties:

- Coordinate identification of language service needs and strategies for responding to those needs
- Ensure identification and securing of existing and needed resources (in-house, new hires contract, resource sharing with other agencies, volunteers, or other) to provide oral and written language services
- Identify and develop or recommend Directives/general orders to implement the policy
- Identify criteria for designation of languages for initial round of translation, based on demographic data and usage projections
- Create systems to distribute translated documents, post electronically, and maintain supply
- Identify training needs and provide for training to facility LEP Monitors, staff, and managers needing to use language services, as well as language service providers
- Establish protocols for ensuring quality, timeliness, cost-effectiveness, and appropriate levels of confidentiality in translations, interpretation, and bilingual staff communications
- Identify and implement a system for receiving and responding to complaints by staff, customers, or others of ineffective language assistance measures
- Exchange promising practices information

Facilities LEP Monitor

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Workforce Alliance of South Central Kansas
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316-771-6800

Facility LEP Monitor Duties:

- Identify needs and strategies so that staff will have access to appropriate language services in their interactions with customers
- Ensure the facility's compliance with the LEP Policy, including all Directives/orders
- Provide training to facility staff on implementation of LEP Policy and Directives
- Establish and maintain the facility's language assistance resource list, ensuring competency; revise the list as needed
- Maintain data on selected interactions with LEP persons and provide reports to management as appropriate

Identification of LEP Persons

The Census data and surveying the partners indicate that Spanish and Vietnamese are the languages most often used in Local Area IV by persons with Limited English Proficiency. If a person's primary language is not recognized by the experienced staff the language identification flashcards will be used. Staff will then contact a supervisor or the LEP coordinator for instructions unless it is an emergency. In an emergency call 911 and the responders will provide language assistance.

Language Assistance Measures

For emergency situations Diane Gage, Director of the 911 Call Center for Sedgwick County states, "We use "Language Line" for all translation services. Since we are a 911 Center we have priority when we use them. If a 911 call comes in and the person cannot speak English, we do a 3 way call with them, a translator and the dispatcher. Depending on if the person is on a cell phone or a hard wire phone, we may or may not be able to start a response initially. Right now we are handling about 150 calls per month with this service. There are over 100 languages represented, though Spanish is about 98% of our translation needs at this time."

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For non-emergency situations consult your supervisor or the Director of One Stop Operations for guidance.

Interpretation

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When language services are needed, Local Area IV staff should use qualified interpretation services when a non-bilingual employee needs to communicate with an LEP person or vice versa, when qualified bilingual employees are unavailable, and when available bilingual staff lack the skills, rank or assignment to provide direct communication services.

Resources

Agency:	**American Red Cross-Midway-Kansas Chapter**
Address:	1900 E. Douglas
	Wichita, KS 67214
Phone:	(316) 219-4000
E-mail:	N/A
Languages:	Not Specified

Agency:	**Catholic Charities**
Address:	437 N. Topeka
	Wichita, KS 67202
Phone:	(316) 264-8344 ext. 290
E-mail:	dosio@wkscatholiccharities.org
Languages:	Vietnamese, Spanish.

Agency:	**Hunter Health Clinic Interpreter Services**
Address:	829 N. Market
	Wichita, KS 67214
Phone:	(316) 219-5923
E-mail:	sschwartz@hunterhealthclinic.org
Languages:	Not Specified

Agency:	**Wichita IndoChinese Center, Inc.**
Address:	2502 E. Douglas
	Wichita, KS 67214
Phone:	(316) 689-8729
E-mail:	email@wichindo.kscoxmail.com
Languages:	Vietnamese, Cambodian, Spanish, Lao, English.

Agency:	**Wichita State University Language Lab**
Address:	1845 Fairmount
	Wichita, KS 67260
Phone:	(316) 978-3422
E-mail:	N/A
Languages:	Spanish, Russian, French, Japanese, Italian, Greek, Chinese and Latin.

- Language Identification Flash Cards-included in the Centers Handbook
- Directory of Bilingual Employees-included in the Centers Handbook

Training Staff

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Training is critical so that staff understands how to access language services, and so that those staff involved in actually providing the language services are competent to do so.

- Initial and periodic training for staff coming into contact with LEP persons, as well as managers and those in charge of classifications, program, treatment eligibility, medical, disciplinary, or any other aspect of this policy, and Directives
- Including training on the Policy and implementing Directives, and tools in new employee orientation
- Providing training to staff, contact interpreters, shared interpreter resources from other agencies, and community volunteers who may provide oral or written language assistance services for LEP persons on how and when it is appropriate for them to do so, confidentiality and conflict of interest requirements, necessary terminology, language skills development, and other important guidelines
- Including in the policy and appropriate Directives what steps will be instituted in terms of staff training, and who is responsible.

Monitoring Plan

- Setting forth clear expectations for staff and managers regarding language assistance
- Implementing a system to monitor effectiveness of the policy and its implementation
- Seeking feedback on the quality and effectiveness of the language service resources available and utilized by staff
- Reviewing programs, the linguistic demographics of the population, and the language resources available in an ongoing fashion, and more formally at least once per year (or as appropriate), and make adjustments as necessary and appropriate to ensure meaningful access and to reflect improves approaches to providing language access
- Including in the policy and/or Directives information on how monitoring will take place and who is responsible for it

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Workforce Alliance of South Central Kansas
Priority of Service for Veterans and Eligible Spouses Policy

Introduction
The requirement to provide priority of service applies to all Workforce Innovation and Opportunity Act (WIOA) and Wagner-Peyser funded activities, including technology-assisted activities; the Senior Community Service Employment Program (SCSEP); and any other current or future qualified job training program. All program activities, regardless of how they are procured, must be administered in compliance with priority of service requirements.

Understanding What it Means to Provide Priority of Service
Priority of service means that veterans and eligible spouses are given priority over non-covered persons for the receipt of employment, training, and placement services provided under a qualified job training program. Priority means that veterans and eligible spouses are entitled to precedence over non-covered persons for services. This means that a veteran or an eligible spouse either receives access to a service earlier in time than a non-covered person or, if the resource is limited, the veteran or eligible spouse receives access to the service instead of or before the non-covered person.

For a service such as classroom training, priority of service applies to the selection procedure, as follows. First, if there is a waiting list for the formation of a training class, priority of service is intended to require a veteran or eligible spouse to go to the top of that list. Second, priority of service applies up to the point at which an individual is both: a) approved for funding, and, b) accepted or enrolled in a training class. Therefore, once a non-covered person has been both approved for funding and accepted/ enrolled in a training class, priority of service is not intended to allow a veteran or eligible spouse who is identified subsequently to "bump" the non-covered person from that training class.

Identifying Veterans and Eligible Spouses
Veterans and eligible spouses must be given the opportunity to identify themselves at the point of entry to the system or program, and veterans and eligible spouses must be given the opportunity to take full advantage of the priority. When identifying veterans and eligible spouses, veterans and eligible spouses must be made aware of:

- Their entitlement to priority of service
- The full array of employment, training and placement services available
- Applicable eligibility requirements for programs and services

Eligibility for Priority of Service
Veterans and eligible spouses, including widows and widowers as defined in the statute and regulations, are eligible for priority of service. For the purposes of implementing priority of service, the broad definition of veteran found in 38 U.S.C. 101(2) is used:

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- Veteran
  - A person who served at least one day in the active military, naval, or air service, and who was discharged or released under conditions other than dishonorable, as specified in 38 U.S.C. 101(2).

- Active service
  - Includes full-time Federal service in the National Guard or a Reserve component. Active service does not include full-time duty performed strictly for training purposes (i.e., that which often is referred to as "weekend" or "annual" training), nor does it include full-time active duty performed by National Guard personnel who are mobilized by State rather than Federal authorities.

- Eligible spouse defined at section 2(a) of the JVA (38 U.S.C. 4215[a]) means the spouse of any of the following:
  - Any veteran who died of a service-connected disability
  - Any member of the Armed Forces serving on active duty who, at the time of application for the priority, is listed in one or more of the following categories and has been so listed for a total of more than 90 days.
    - Missing in action
    - Captured in the line of duty by a hostile force
    - Forcibly detained or interned in the line of duty by a foreign government or power
  - Any veteran who has a total disability resulting from a service-connected disability, as evaluated by the Department of Veterans Affairs.
  - Any veteran who died while a disability was in existence
    - A spouse whose eligibility is derived from a living veteran or service member would lose his or her eligibility if the veteran or service member were to lose the status that is the basis for the eligibility (e.g. if a veteran with a total service-connected disability were to receive a revised disability rating at a lower level). Similarly, for a spouse whose eligibility is derived from a living veteran or service member, that eligibility would be lost upon divorce from the veteran or service member.

The priority of service regulations refer to those veterans and spouses who are eligible for priority of service as "covered persons" and refer to those not eligible for priority of service as "non-covered persons." In the interest of specificity, this policy refers to those eligible as "veterans and eligible spouses." However, in the interest of brevity, this policy also adopts the regulatory terminology by referring to those who are not eligible as "non-covered persons."

Verifying Status

It is neither necessary nor appropriate to require verification of the status of a veteran or eligible spouse at the point of entry, unless the individual who self-identifies as a veteran or eligible spouse:

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- is to immediately undergo eligibility determination and be registered or enrolled in a program, and
- the applicable program requires verification of veteran or eligible spouse status at that time

Even in those instances in which eligibility determination and enrollment occur at the point of entry, a veteran or eligible spouse should be enrolled and provided immediate priority and then be permitted to follow-up subsequently with any required verification of his or her status as a veteran or eligible spouse. For programs or services that cannot rely on self-attestation (e.g., classroom training), verification only needs to occur at the point at which a decision is made to commit outside resources to one individual over another. In contrast, the commitment of staff effort does not require verification of status by a veteran or eligible spouse. For example, if a veteran or eligible spouse self-identifies, staff should be permitted to deliver any appropriate career services, while permitting the veteran or eligible spouse to follow-up subsequently with verification of his or her status.

Applying Priority of Service

The application of priority of service varies by program depending on the eligibility requirements of the particular program. Qualified job training programs fall into two basic categories: universal access programs and programs that require prospective participants to meet specified eligibility criteria. The first two subsections below describe how priority of service applies to these two basic types of programs.

- Universal access programs
  - For programs that operate or deliver services to the public as a whole without targeting specific groups, veterans and eligible spouses must receive priority of service over all other program participants. For example, the primary universal access services are the "career" services delivered through the One-Stop system under the Wagner-Peyser and WIOA programs. Veterans and eligible spouses receive the first level of priority in universal access programs.
- Programs with Eligibility Criteria
  - Eligibility criteria identify basic conditions that each and every participant in a specific program is required to meet. For example, for the Senior Community Service Employment Program (SCSEP) every participant is required to meet four criteria: a) age 55 or over; b) low-income; c) resident of a designated area; and, d) not job- ready. It is important to note that a veteran or eligible spouse must first meet any and all of the statutory eligibility criteria in order to be considered eligible for: a) enrollment in the program; b) receipt of priority for enrollment in the program; and c) priority for receipt of services.

In addition to the eligibility criteria that all participants are required to meet, some programs also have priorities that establish a rank order to be observed in enrolling or serving participants. These priorities can be of two types: a) statutory; or, b) discretionary. The following two subsections provide guidance on how priority of service interacts with these two types of priorities.

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- Programs with Statutory Priorities
    - Some programs are required by law to provide a priority or preference for a particular group of individuals or require the program to spend a certain portion of program funds on a particular group of persons. An example of this type of priority is the priority for low-income individuals and for recipients of public assistance for the WIOA adult formula programs. For programs with this type of mandatory priority, program operators must determine the status of each individual veteran or eligible spouse and apply priority of service as described below:
        - Veterans and eligible spouses who meet the mandatory priorities or spending requirement or limitation must receive the highest level of priority for the program or service.
        - Non-covered persons who meet the program's mandatory priority or spending requirement or limitation then receive the second level of priority for the program or service.
        - Veterans and eligible spouses outside the program-specific mandatory priority or spending requirement or limitation then receive the third level of priority for the program or service.
        - Non-covered persons outside the program-specific mandatory priority or spending requirement or limitation then receive the fourth level of priority for the program or service.

- Programs with Discretionary Priorities
    - Some qualified job training programs may include a focus on a particular group or make efforts to provide a certain level of service to a particular group without the authorizing law specifically mandating that the target group be served before other eligible individuals. Because a discretionary focus of this type is not a statutorily mandated priority or targeting requirement, veterans and eligible spouses must receive the highest priority for programs or services with a discretionary targeting requirement. Non- covered persons within the discretionary targeting group then receive the second level of priority. Non-covered persons outside the discretionary targeting group receive the third level of priority. With respect to priority of service, the only feature that distinguishes discretionary targeting programs from universal access programs is the additional application of the discretionary targeting criterion to the non-covered persons. Therefore, for veterans and eligible spouses, priority of service applies to discretionary targeting programs and services the same way that it applies to universal access programs, i.e., veterans and eligible spouses first.

<u>Exceptions</u>
No exceptions to this policy will be allowed.

LOCAL AREA IV CERTIFICATION

OPERATOR

WORKFORCE CENTERS

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Local Area IV Certification Process

I. CEOB
   A. Establishes Local Operator Certification Process
      1. Written Application
      2. On-site review
      3. Review team
      4. Written feedback report
   B. Secures Operator Agreement
      1. Must include:
         - Parties to the Agreement
         - Duration of Agreement
         - Definition of Roles/Responsibilities of Each Party
         - Mission/Vision of Local System
         - Performance standards/Outcomes-Baldrige
         - Oversight and Review Schedule
         - Description of Technical Assistance Available
         - Reporting Requirements
         - Breach of Agreement
         - Modification of Agreement
         - Process for Re-Certification
   C. Post Certification Audits
      1. Timeframe for delivery dates of major and minor milestones of the original certification agreement.
      2. Annual self-assessment
      3. Revisit vision and reconfirm, revise and expand quality standards.
         - The integrity of the One-Stop vision
         - The appropriateness of the quality standards to achieving the vision
         - Gaps in system oversight
         - The viability of attracting the best and most capable Operator
         - The strength of the currently certified Operator
         - The appropriateness of the Operator's systems and processes for meeting standards
      4. Amend and sign any action plans, business plans, and other time or performance critical agreements
      5. Feedback Report
      6. Technical assistance, training, support
   D. Recertification
      1. Update quality standards based on the Baldrige categories
      2. Require a self-assessment and revision of business plan by the recertification applicant.
      3. Completion of application
      4. On-site review/audit
      5. Feedback report
      6. Recertification decision
      7. Technical assistance, training, support

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II. Local Board
   A. Operate a Workforce Center which meets minimum standards of State policy 3-06-00
   B. Establishes Local Workforce Centers Certification Process
      1. Create a Certification Task Force
      2. Create an initial framework of the seven Baldrige quality standards (must meet minimum standards of State Policy 3-06-00)
         a. Present the standards for broader review, create mechanism for feedback
      3. Complete the application for each site
         a. Application form
         b. Self-assessment
         c. Business plan
         d. On-site review
         e. Feedback report
   C. Submits packet to CEOB to locally certify
   D. Complete application for state certification
      1. Copy of local certification process
      2. CEOB local certification
      3. Attestation
      4. Non-Compliance Policy
      5. Copy of One-Stop Operation Agreement
      6. On-site validation by the State Monitory Unit
      7. Written feedback to LWDB/CEOB
         a. Certification granted or
         b. Technical Assistance
      8. Modify two year plan/MOU as needed
   E. Post Certification Audits
      1. Timeframe for delivery dates of major and minor milestones of the original certification agreement
      2. Annual self-assessment
      3. Customer service satisfaction surveys analysis
      4. Reconfirm, revise, expand quality standards
      5. Amend and sign any action plans, business plans, and other time or performance critical agreements
      6. Feedback reports
      7. Technical Assistance, training support
   F. Recertification

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Certification Self-Assessment

1. LEADERSHIP

All levels of leadership demonstrate a belief in integrated service delivery and regularly articulate that belief to staff.
*Individual Score:*____________
*Consensus Score:*____________

Top administrators are personally visible in efforts to learn about and focus on customers.
*Individual Score:*____________
*Consensus Score:*____________

2. STRATEGIC PLANNING

All workforce opportunity and innovation partners participate in setting strategic directions
*Individual Score:*____________
*Consensus Score:*____________

People know what the strategic plan requires of their daily work.
*Individual Score:*____________
*Consensus Score:*____________

Each of the processes that underpin an integrated delivery system are operated in a consistent manner within and across agencies.
*Individual Score:*____________
*Consensus Score:*____________

There are processes and practices in place that foster good communication within the workforce investment system.
*Individual Score:*____________
*Consensus Score:*____________

Staff within each partner agency can articulate what each agency does and how they do it against the strategic directions.
*Individual Score:*____________
*Consensus Score:*____________

The product line and service menu is up to date based on current customer and labor market data.
*Individual Score:*____________
*Consensus Score:*____________

There are strategy and action plans to align current technologies across agencies and to incorporate the most effective and up to date technology.
*Individual Score:*____________
*Consensus Score:*____________

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Services are of consistent quality across agencies and these services are built and/or abandoned based on customer needs and demographics.
*Individual Score:*____________
*Consensus Score:*____________

3. CUSTOMER AND MARKET FOCUS

The workforce opportunity and innovation system enhances the satisfaction of its customers by reducing the number of hand-offs and insuring that the hands-off are accurate the first time.
*Individual Score:*____________
*Consensus Score:*____________

The workforce opportunity and innovation system enhances the satisfaction of its customers by reducing the redundancies in data collection.
*Individual Score:*____________
*Consensus Score:*____________

The workforce opportunity and innovation system enhances the satisfaction of its customers by providing environmentally pleasant surroundings.
*Individual Score:*____________
*Consensus Score:*____________

The workforce opportunity and innovation system meets customer expectations through insuring that staff are credible, professional and friendly.
*Individual Score:*____________
*Consensus Score:*____________

The workforce opportunity and innovation system meets customer expectations through ongoing identification and consistent use of workforce skill standards.
*Individual Score:*____________
*Consensus Score:*____________

The workforce opportunity and innovation system meets customer expectations by getting customers what they need.
*Individual Score:*____________
*Consensus Score:*____________

Customers have easy access to all services.
*Individual Score:*____________
*Consensus Score:*____________

The employer customer is provided quailed applicants each and every time
*Individual Score:*____________
*Consensus Score:*____________

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Services, both initial and ongoing, are initiated in a timely fashion.
*Individual Score:*____________
*Consensus Score:*____________

The workforce opportunity and innovation system determines customer requirements, expectations, and preferences through varied date collection mechanisms.
*Individual Score:*____________
*Consensus Score:*____________

4. *INFORMATION AND ANALYSIS*

The workforce opportunity and innovation system continuously uses data and information to evaluate itself and improve performance.
*Individual Score:*____________
*Consensus Score:*____________

Decisions about what data to collect are guided by consistent criteria.
*Individual Score:*____________
*Consensus Score:*____________

Data is reliable.
*Individual Score:*____________
*Consensus Score:*____________

Data is immediately available to the system workers who need it to make decisions about work processes.
*Individual Score:*____________
*Consensus Score:*____________

Benchmarks are established against world class systems similar to us.
*Individual Score:*____________
*Consensus Score:*____________

5. *HUMAN RESOURCE DEVELOPMENT AND MANAGEMENT*

Work is designed, organized and managed to promote empowered employees.
*Individual Score:*____________
*Consensus Score:*____________

Work is designed, organized and managed to promote team-based problem solving and decision making.
*Individual Score:*____________
*Consensus Score:*____________

Employee knowledge and skills are developed based on progressive models of human service delivery.
*Individual Score:*____________

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*Consensus Score:*____________

Employees demonstrate respect and value for each other's knowledge and skills within and across agencies.
*Individual Score:*____________
*Consensus Score:*____________

6. PROCESS MANAGEMENT

Service delivery processes are designed to transfer data and information from agency to agency.
*Individual Score:*____________
*Consensus Score:*____________

System partners offer capabilities and competencies that directly support the products and services customers want.
*Individual Score:*____________
*Consensus Score:*____________

Processes are in place to ensure that customers experience a "one stop" approach to information collection about them.
*Individual Score:*____________
*Consensus Score:*____________

Communications mechanisms, including technology, used to communicate between agencies and workers about customers, services, and practice encourage and easily facilitate information sharing between agencies, centers, work units, and individual staff members.
*Individual Score:*____________
*Consensus Score:*____________

Processes and tools used ensure that customers are provided access to all partner's programs and other community programs.
*Individual Score:*____________
*Consensus Score:*____________

Customers are provided accurate, timely consumer report information to assist them in making choices among service and training providers.
*Individual Score:*____________
*Consensus Score:*____________

7. Business Results

All our services contribute to meeting customer needs.
*Individual Score:*____________
*Consensus Score:*____________

Employers regularly choose to use our system to meet their needs.

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*Individual Score:*___________
*Consensus Score:*___________

Customers articulate that they get what they want.
*Individual Score:*___________
*Consensus Score:*___________

The system has clearly articulated outcomes that are known to all and are measured consistently within the system.
*Individual Score:*___________
*Consensus Score:*___________

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Quality Standards Self-Assessment

Scoring refers to the process of identifying strengths, areas for improvement and issues for on-site review.

0%-9%	• Anecdotal only • No system evident
10%-40%	• Beginning of a systemic approach to addressing the primary purpose of the indicator • Early stages of the transition from reacting to problems to preventing problems • Very early stages of developing trend data • Data not reported for many of the key processes
40%-60%	• Beginnings of a Continuous Quality Improvement process in place • Beginning to be deployed in pockets of the organization
60%-90%	• Fact-based improvement process is in place • Approaches beginning to be saturated in all relevant areas and activities • Some trends and current performance are evaluated against relevant comparison benchmarks
90%-100%	• Fact-based improvement process is a key management tool • Clear evidence of improvements as a result of improvement cycles and analysis • Fully saturated • Excellent improvement trends • Sustained excellent performance

Scoring Notes

- 100% means saturation, that the goals of the item are integrated into normal operations.

- Above 50% means that learning, refinement, maturation, integration and deployment are taking place.

- 50% means your organization has a sound approach for accomplishing the purposes addressed in the criteria and this approach in having a positive effect on most of the people and operations addressed in this item.

- Below 50% means that many of the organizations activities are reactive. It may reflect the beginnings of a systemic approach.

- 0% means that a systematic approach is entirely lacking. The agency approach to quality may be entirely or largely reactive or "ad hoc."

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BUSINESS PLAN REVIEW

Defining the Business

Framing Questions:

- Why is the career center being established? What is its primary business objective?
- What is the concise definition of the core business as it relates to the local labor market?
- Who comprises the centers current and/or proposed customer base?
- What location has been chosen for the center and why?
- What is the center's relationship to other community service providers?

Areas to Address:

_______ Vision and mission are clearly defined and consistent with Workforce Development Board/System vision.

_______ Operator's/partners' vision and mission reflects new approach to Career Center operations, including emphasis on customer-focus, service integration, and measurable results.

Management Plan

Framing Questions:

- What is the center's management structure?
- What is the background and expertise of key management and operations staff who influence success or failure?
- What is the relationship between center management and staff?
- What center-wide policies and procedures are needed or are being established?
- What staff are needed? What are their duties?
- What structures are already in place (corporate status, personnel structures, financial management structures, legal assistance)? What will need to be developed or acquired?
- What will the center actually manage and what will be managed by other service providers?
- What employee development strategies are in place or planned?

Areas to Address:

_______ Identifies management structure, including organizational chart, job titles by department, division or function, the integration of services through a description between all partners, and the management process for decisions made on the basis of center goals, objectives, and business plan.

_______ Includes MOUs signed by all partners and showing active participation in or electronic linkage with center(s), and agreement to serve in the management structure.

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_______ Identifies the most important staff skills and competencies needed to meet goals and objectives, and short- and long-term plans for ongoing investment in employee training to ensure a competent and highly motivated staff.

_______ Demonstrates how centers are committed to employee empowerment and team building through "de-layering" of decision-making, cross-training of staff, and creation of cross-functional work teams.

_______ Describes evidence of management commitment to creating/maintaining an employee-friendly environment, including an effective labor relations structure and mechanisms for obtaining and using employee feedback for continuous improvement.

_______ Plan/process exists for rewarding and recognizing employee excellence.

_______ Clearly indicates staff positions primarily responsible for oversight of all customer satisfaction and for continuous improvement.

_______ Identifies a clear plan for providing neutral brokering services, including reasonable percentages of referrals to center-related entities.

_______ Describes strategy for preparing for and recovering from issues and problems that arise.

Service Delivery Plan

Framing Questions:

- What are the primary products and services of the center(s)?
- Who are the targeted customers of each product and service (i.e., employers or individuals)?
- Who will provide these services?
- Who will pay for the products and services?
- What information will be needed to determine what future products and services will be delivered by the center? How will that information be obtained?
- How will products and services be accessed by customers? Is there a good, functional resource center available for customer use?

Areas to Address – Employers:

_______ Clearly shows a plan to increase employer use of center(s).

_______ Identifies performance measures for employer customers which support center and system objectives.

_______ Describes how employer satisfaction is surveyed, including frequency and results, as well as how survey results are disseminated to staff and others.

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_______ Identifies plan for improvement in actual results.

_______ Describes a mechanism to identify any needed technical assistance in working with employers.

Areas to Address – Individual Job Seekers:

_______ Clearly shows a plan for increasing individual customer use of center(s) through universal access and/or enrollment in various programs.

_______ Includes diagram of customer flow through services.

_______ Demonstrates clear flow of services between all partners.

_______ Identifies performance measures related to individual customers which customers which support center and system objectives.

_______ Describes how individual customer satisfaction is surveyed, including frequency and results, as well as how survey results are disseminated to staff and others. Identifies plan for improvement in actual results.

_______ Describes mechanism to identify the need for technical assistance in working with individual customers.

_______ Clearly outlines career services, as required by the Workforce Innovation and Opportunity Act.

_______ Identifies a system for referrals to training services.

_______ Identifies the use of ITAs, including planned service level and estimated cost.

_______ Demonstrates knowledge of and linkage with educational grants, student loans, and other education support/financial aid programs.

Marketing Plan

Framing Questions:

- What are the short and long-term marketing strategies?
- How does the center define its market?
- What market analysis exists? What analysis needs to be done?
- What is the center's market niche in the community?
- What is the center's forecast for growth and how is it justified?

Areas to Address:

_______ Describes the marketing need for the local area and planned measures of marketing success, including a plan to increase employer and job-seeker use of center(s) and ensuring community-wide recognition of center(s) as a valuable resource.

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_______ Clearly defined plan exists for establishing market presence of center(s), including a market presence baseline and identification of market niche.

_______ Identifies marketing pieces to be developed, such as TV, internet, radio and print campaigns, and linkages with other partners' marketing divisions are established and maintained by a dedicated staff position.

_______ Identifies any need for technical assistance and marketing capacity building.

Technology Plan

Framing Questions:

- What are the technology needs of the center?
- What plans are already in place to achieve full technological capacity?
- Are the center partners prepared to create and use integrated management information?
- Are technology and MIS needs being defined and linked to customer needs?

Areas to Address:

_______ Clearly describes the plan to assure state-of-the-art technology for both customer and staff.

_______ Describes electronic linkages between partners and how linkages will be maintained, including types of subcontractors, consultants, or staff positions.

_______ Lists software planned for use and its compatibility with required programs and reporting systems.

_______ Clearly identifies staff positions providing oversight, staff and partner training, maintenance, repair, reporting, supervision of technology staff, and other information that indicated emphasis on a high level of technology and use.

_______ Describes any technology links with planned satellite, affiliate or specialty centers, and with all other One-Stop centers.

Process Management Plan/Measuring Success

Framing Questions:

- How will the center(s) measure success against the Workforce Board's certification criteria?
- What are the major milestones of success?
- How will center management recognize and reward success among center staff?
- How will center(s) ensure that suppliers and partners are committed to achieving, measuring and documenting success?
- What types of information will need to be collected in order to meet certification criteria and support continuous improvement?

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Areas to Address:

_______ Identifies how center(s) will be prepared to establish and tack baseline outcomes based on center performance measures, and to use outcomes data for continuous improvement.

_______ Describes continuous improvement strategies, how all levels of center staff will be involved, and the planned timeframe for implementing continuous improvement throughout centers.

_______ Describes the link between customer satisfaction information and its use in the continuous improvement process, including the process for sharing customer satisfaction results internally and externally.

_______ Describes strategy for ensuring supplier commitment to success and using supplier performance data to support continuous improvement of supplier performance, as well as overall center performance, e.g., providing supplier performance data to customer, improving referrals to suppliers.

_______ Describes how improvement data will be used in policy decisions.

Location, Facilities, Operations

Framing Questions:

- What is the center's service delivery structure, i.e., location, service mix and customer flow?
- What is the status of operations, what is the time frame for moving to full scale?
- What special transition provisions will be needed?
- What other location and access issues will affect the center(s) (e.g., customer flow, ADA compliance, available parking and public transportation, effective signage, safe environment)?
- Are there other influences which affect operations, such as access to resources or time frames?

Areas to Address:

_______ Identifies location(s) (or possible sites) tied to the needs within the service areas for center services, including general population and employers.

_______ Provides a detailed description of building(s) or proposed building(s), including square footage and the ratio of parking spaces footage. Identify each building as either full-service or affiliate.

_______ Describes the conditions of furniture, equipment, telephone services, etc. (or planned if not currently available). Furniture, etc. provided by partners should be valued and included in in-kind contributions in the Financial Plan.

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_______ Describes how services will be provided through any affiliated center(s). If electronic linkages only will be used, described the technology plan for affiliates. If affiliates will be staffed, provides job titles, services available (by partner), hours of operations, and staff responsible for oversight of affiliates.

_______ Identifies public transportation access and/or plan to center(s) or proposed center(s).

Financial Plan

Framing Questions:

- What is the current budget and what are the sources and levels of funding?
- What is the projected budget, cash flow and break-even analysis; what are the underlying assumptions, i.e., how are they related to the growth forecast and marketing plan?
- What new funding opportunities have been identified for future growth, i.e., grants, fee-for-service, etc.?
- Who will be responsible for raising funds?

Areas to Address:

_______ Identifies revenue and resources needed to meet planned service levels and enumerates various cash and in-kind sources provided by partners and affiliates.

_______ Planned costs of all facilities is identified.

_______ Financial strategy for long-term sustainability exists.

_______ Describes how fee-for-services will be implemented for employers and individuals, including timeline and estimated revenue.

_______ Demonstrates ability to mange ITAs, supportive service payments of all invoices for the center.

_______ Identifies insurance coverage and estimated annual cost.

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On-Site Review Feedback Report

Purpose: purpose of the report; name of site reviewer

Background: common background piece in each report

Site Description: site name, location, partners; impression of the site from customer perspective, including the following:

Parking/transportation availability
- Hours of operation
- Signage
- Environment
- Resource Room
- Staff

Summary of Observations and Interviews: overall impressions after meeting with center staff; identify what the Center is doing to meet the certification criteria. For example:

1. **Leadership**
   How often do the leaders meet?
   How do they use customer data for CQI?
   How do they communicate what is occurring at the center inside their individual agencies?
   How has the center changed the way daily business gets done?

2. **Strategic Planning**
   Is there a strategic plan for the operator (or partnership)? For the center?
   Does staff know that one exists?
   How is it used?
   How does the operator or partnership hold itself accountable to the strategic plan?
   What is the process for strategic planning?

3. **Customer and Market Focus**
   Do both customer groups use the center (employers and job seekers)? How?
   How is customer data collected?
   How is it used for CQI?

4. **Information and Analysis**
   How does the center use customer data and performance data for CQI?
   How is information shared?
   How often is customer information reviewed?

5. **Human Resource Focus**
   Is there a formal training plan that is for the one-stop system, not agency by agency?
   Is there a systematic approach to cross-training staff?
   What are some of the topics that have been covered in cross-training?

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Do staff receive training on the skills and competencies required of staff within a one-stop environment?

6. **Process management**

Integration

How often are staff from partner agencies here (days and hours)?
How do staff like their schedule?
Do staff view working at the one-stop center as being different when they worked at the "home" office? If so, how?
What do staff think were the initial challenges to working together as co-located staff?
Have these challenges been overcome? If so, how?
How had the center gone beyond co-location to integration of technology, information, assessment, initial intake, and other service offerings?

Customer Flow

How have the customers responded to the center?
What is the value of this center versus the way business was conducted before the one-stop system was created?
What does this center still need to completely meet the one-stop vision of customer friendly, convenient customer service?

Center Operations

Who is on site and how many hours per week are they on site?
Check attitude of staff toward customers and toward each other as team members; do they back each other up at reception, in the resource room, etc.?
How is the day-to-day operation organized?
How do staff communicate?
How do decisions on operational issues get made? How effective is this process?

7. **Business Results**

How is performance measured?
How is customer satisfaction data used?
Are the goals set forth in the strategic plan being met?
Is each agency using outcomes achieved through the center to assist with performance measures mandated for each separate agency?

Plans for the Future: discuss challenges cited by center staff and areas targeted for improvement.

Recommendations for Improvement: identify any areas that have been overlooked by center staff and offer feedback on opportunities for improvement.

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Attachment N
Title: Equal Access Policy

Workforce Alliance of South Central Kansas
Equal Access

I. **Background:** In order to comply with the requirement that a public entity must operate each service, program, or activity so that the service, program or activity, when viewed in its entirety is readily accessible to and useable by individuals with disabilities the Workforce Alliance adheres to all rules, laws, and regulations applicable to providing workforce development services in Local Area IV. These may include but are not limited to: WIOA Section 188; Americans with Disabilities Act Section 35.150; Wagner-Peyser Act; and U.S. Department of Labor Regulations 29 CFR, Part 37.

II. **Policy:** The WA also complies with State Policy 1-12-01 and any subsequent revisions which address Basic Access Standards. These may include but are not limited to:

Architectural Access

Each workforce center shall be housed in a facility that meets the standards for architectural access as provided by the ADA Accessibility Guidelines for Buildings and Facilities. These standards for access include, but are not limited to, standards for building access, accessible parking, Braille, raised letter signage, and visual alerting.

Program Access

Each workforce center shall provide program access, including communication access, as required by WIOA and ADA. Unlike architectural access, there are no national standards for program and communication access.

Communication Access

In providing alternative methods of oral communication access, each workforce center shall provide a full range of communication options. Each workforce center shall have procedures and time lines in place to provide information in an alternate format if a person with a visual or reading impairment requests it or a sign language interpreter if a person with a hearing or speech impairment requests one.

<u>*Telephones*</u>

Each workforce center shall provide the following basic assistive technology that ensures effective communication with voice telecommunications for individuals with disabilities:

1. *Amplified Telephone*
2. *TTY with Printout*
3. *Hands-Free Speaker Phone with Large Number Pad*

<u>*Computers*</u>

Each workforce center shall provide the following basic assistive technology to ensure effective communication with computer input and output for individuals with disabilities:

1. *Large Monitor with Moveable Mounting Arm* - A large monitor (19"- 21") with a moveable mounting arm is effective for persons with low-vision. It provides for increased character size in proportion to monitor dimensions and provides a crisper, sharper image.

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2. *Screen Enlargement Software* - Screen enlargement software is effective for persons with low vision and can be paired with a large monitor.

3. *Speech Synthesizer and Screen Reading Software* - Speech synthesizer and screen reading software is effective for persons with visual disabilities and reading limitations.

4. *Flatbed Scanner* – A flatbed scanner is effective for persons with all types of disabilities who need information in digital rather than print form.

5. *Trackball* - A trackball is an alternative to the mouse for persons who have gross motor skills, but lack fine motor skills.

6. *Alternative Keyboard* - An alternative keyboard is a modified version of the standard keyboard which supports key selection by variable hand and finger motion.

7. *Word Prediction Software* - Word prediction software enables the user to reduce the number of keystrokes used in typing by the selection of a desired word from an on-screen list or prediction window.

8. *Large Keyboard Caps and Keyboard Orientation Aids* - These key markings assist low vision users by enlarging letters and numbers on the keyboard.

9. *Height Adjustable Table* - Conventional tables are often not functional for wheelchair users or people of short stature.

Printed Material
In providing alternative methods of print access, each workforce center must be able to produce a full range of alternative format materials either with internal staff or by securing the services through external resources. Career services, such as brochures, shall be available in all alternative formats without special request. For all other materials, each center shall have established procedures and timelines for consumers to request the alternative format needed. Staff responsible for communications are to assure promotional materials, in a variety of accessible formats and media, shall be available to market the availability of accessible technologies and services at the One Stop centers.

Oral Communication
Each workforce center shall provide effective communication with print materials via the following assistive technology:

- *Tape Recorder* - A tape recorder can be used by staff to record printed information for individuals who have visual disabilities or reading disabilities, so they can listen to the information instead of reading.

- *Electronic Enlarging* - The magnification of printed material by a closed-circuit television system allows low vision users to read a full range of printed materials. Electronic enlarging

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devices should have stationary beds for material placement, rather than hand-held cameras, and at least a 14-inch display monitor.

Each workforce center shall provide effective communication with auditory information via the following assistive technology:

1. *Portable Assistive Listening Device* - Hard-of-hearing individuals with mild to severe hearing loss most often use assistive listening devices.

2. *Captioning Display* - Captioning display devices allow for viewing of text captions that correspond to the speech in videotapes and similar media.

The WA shall address in the Local Area Plan how the program and architectural access needs of persons with disabilities will be met. Any location where services are provided through the One Stop delivery system shall have no less than minimum ADA compliance.

The *Vice President/ Chief Operating Officer* is responsible for assuring that assistive technology shall be purchased and installed in each One-Stop Center to ensure access to telephony, computer data/sound, print, and oral communication. Details of the program and architectural access plans for the One Stop centers shall be incorporated into the Memorandum of Understanding between the One Stop partners and the WA.

The *One Stop Operator* is responsible for on-going training and/or technical assistance shall be provided to staff in each One Stop Center regarding the following:

- Installation and use of basic assistive technology purchased;
- Procedures and local resources to be used to arrange access to services such as sign language, interpreting, Braille transcription, etc.;
- Procedures for responding to a request for auxiliary aids and services beyond those provided in the Basic Access Standards.
- Guidance on disability etiquette and culture.

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Attachment NN
Title: Monitoring Policy

Workforce Alliance of South Central Kansas
Monitoring Policy

Introduction
The purpose of this policy is to provide information and guidance regarding the monitoring of programs and operations in South Central Kansas (Local Area IV).

Staff designated by the Workforce Alliance of South Central Kansas (WA) shall conduct regular, periodic monitoring to determine compliance with federal regulations, state policies, and WA policies and procedures. Monitoring activities shall include, but are not limited to, administrative and financial activities, customer file reviews, customer interviews, worksite interviews, data validation, and performance evaluation.

Monitoring activities shall be conducted with such frequency and in such detail, both quantitative and qualitative, to provide reasonable assurance of compliance and effective program operations. Feedback regarding monitoring reviews shall be provided in a timely manner.

Monitoring Objectives
Program monitoring efforts are performed under the precept that the mission is not only to carry out a review process to identify weaknesses and areas of non-compliance, but also to provide an opportunity for technical assistance and training, identify best practices, allow sufficient time for corrective action, and follow up to ensure corrective action is completed.

Monitoring Areas of Emphasis

Compliance may include a review of:
- Eligibility determination
- Needs determination
- Progression towards performance achievement
- Other areas of service provision
- Administrative controls
- Personnel
- Civil rights & ADA compliance
- Audit and audit resolution
- Facilities

Fiscal may include a review of:
- Review of the payment determination process
- Source documentation
- Traceability for all transactions
- Match and leveraged resources
- Budget control
- Cash management
- Program income
- Cost allocation

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- Allowable costs
- Cost classification
- Financial reporting
- Training resource management
- Procurement
- Equipment
- Intangible property
- Sustainability

Performance may include the review of:
- Customer outcomes information
- Other factors directly affecting the achievement of Local Area IV negotiated performance standards and other local performance indicators
- Data validation

Satisfaction may include the review of:
- Interviewing customers to determine type and satisfaction of services received
- Interviewing worksites to determine type and satisfaction of services received

Monitoring Schedule
- Customer files will be reviewed on a monthly basis. A minimum of 10% of customer files shall be reviewed in a program year
- Performance measures will be reviewed on a quarterly basis
- Customer and worksite interviews will be conducted on a monthly basis. A minimum of 10% of customers and worksites will be interviewed in a program year
- All other areas will be reviewed once a program year

Reports will be generated from regular monitoring data to present a timely, accurate and appropriate vehicle for staff reporting of program and overall operations efficiencies/deficiencies.

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Attachment O
Title: Priority of Service Policy

Workforce Alliance of South Central Kansas
Priority of Service Policy

Background: Section 134 of WIOA specifies that priority will be given to recipients of public assistance, other low-income individuals, and individuals who are basic skills deficient.

Policy: Priority of Service for career and training services in LAIV shall be given as follows:

1. Receives or is a member of a family who is receiving or in the past six months has received SNAP, TANF, Supplemental Security Income, or state or local income based public assistance
2. Member of a family with a total family income that does not exceed the poverty line or 70% of the lower living standard income level
3. Homeless
4. Receives or is eligible to receive free or reduced school lunches
5. Foster child
6. Individual with a disability whose own income does not exceed the poverty line or 70% of the lower living standard income level, but who is a member of a family whose income does not meet the requirements
7. Basic skills deficient defined as: An individual who is unable to compute or solve problems, or read, write, or speak English, at a level necessary to function on the job, in the individual's family, or in society

Definitions and documentation requirements regarding Priority of Service are found in the Priority of Service Supporting Documentation Requirements Protocol.

<u>This policy applies only to the WIOA Adult Program</u>.
Other funding streams or programs are not subject to Priority of Service determinations by WIOA.

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Attachment OO
Title: Occupations/Industries Approved for Training

Occupations/Industries Approved For Training in Local Area IV
(effective March 09, 2016)

Industry	**Occupations**
Advanced Manufacturing	Aviation Maintenance Technology/ A&P (Aircraft Mechanics) Avionics CAD/CAM & CATIA Composite Fabrication & Repair Computer Controlled Machine Tool Operator (CNC) Electrician Engineering (Aerospace/Chemical/Electrical/Industrial/Mechanical) Heat Treating Equipment Setters, Operators & Tenders, Metal and Plastic Heavy Equipment Operator Industrial Equipment Operator Industrial Maintenance Technician Machine Tool Operator-Metal and Plastic Manufacturing or Production Technicians Non-Destructive Testing (NDT) or Inspection Operations Management Technical Certification Quality Control or Inspection (O*NET –Quality Control Analyst) Tooling Tool and Die Maker Transportation Equipment (Heavy and Tractor Trailer Truck Drivers) Sheet Metal Workers Welders, Cutters, Solderers, and Brazers Diesel Mechanics
Construction	Electrical Apprentice Plumbers and Pipefitters Registered Apprenticeship (Kansas RA Programs) HVAC
Health Care	Acute Coding/Medical Billing (Billing, Posting, and Rate Clerks) Administration/Management (Medical and Health Service Managers) American Health Information Management Association Certified Coding Specialist Bachelor of Science in Nursing (BSN) Certified Medication Aide (CMA) Dental Assistant/Hygienist Health Information Technology (HIT) Licensed Practical Nurse (LPN) Medical Assistant Medical Laboratory Technician Medical Technology BS Medical Records Technician Occupational Therapy Assistant Pharmacy Technician/Pharmacy Aid Physical Therapy Assistant (PTA) Radiology Technician/Sonography Respiratory Therapist Registered Nurse (RN) Surgical Technologist

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Information Technology	Computer and Information System Managers (IM System Managers) Cyber Security (Information Security Analysts) Network and Computer System Administrators Software Engineers Software Applications Computer User Support Specialists
Transportation	CDL
K-12 CTE	All Certifications and Credentials included on the KANSAS SB 155 approved list are included on the Kansas Local Area IV WIA (Adult and Dislocated Worker) Approved Training List
Registered Apprenticeship	All Occupations and Related Technical Instructions for Apprenticeship Programs that have been registered with the Kansas State Office of Apprenticeship for the South Central Region are included on the Kansas Local Area IV WIOA (Adult and Dislocated Worker) Approved Training. RA's must also meet Local Area IV self-sufficient wage requirements. List: http://www.kansasapprenticeship.org/employers/Pages/SponsorsinLocalAreaIV.aspx
On-the-Job Training	All occupations with demonstrated self-sufficient wages will be approved for OJT if employer has active contract with the Workforce Alliance
Retail	For participants in the WIOA Youth program only

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Workforce Alliance of South Central Kansas
Adult Needs Related Payments Policy

Needs related payments may be available when necessary to enable a client to participate in training activities.

SECTION – I LOCAL AREA IV CRITERIA FOR NEEDS RELATED PAYMENTS APPROVAL

- Needs related payments may only be provided when:
  - Client is participating in Training services, AND
  - the service is necessary to participate in training activities, AND
  - the client is in compliance with all aspects of the program.

- The WA reserves the right to make the determination that funds are limited. In the event of such a determination, services will be allocated using the WA Priority of Services Policy.

SECTION – II NEEDS RELATED PAYMENTS

Needs Related Payments

Needs related payments differ from supportive services in that needs related payments provide financial assistance for the purpose of enabling clients to participate in training. Prior to offering needs related payments to a client, staff shall consult their supervisor. A gap analysis and resolution plan must be considered when considering needs related payments.

Needs related payments may be provided in the event the client cannot participate in training due to financial circumstances unrelated to the training. Clients may receive needs related payments while waiting to start a training program if they have been accepted into the training program and the training program begins within 30 calendar days.

All needs related assistance must meet the following conditions:

1. Client is unemployed
2. Client does not qualify for, or has ceased qualifying for unemployment compensation
3. Client is enrolled in a training program approved by the WA

Needs related payments are limited to the poverty level for an equivalent period.

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Attachment PP
Title: Public Comment Policy

Workforce Alliance of South Central Kansas
Public Comment During Board of Directors Meetings

The Kansas Open Meetings Act (KOMA) K.S.A. 75-4317 through 75-4320a established guidelines for open or public meetings in the state of Kansas. Workforce Alliance Board of Directors meetings fall under the authority of the KOMA.

No action will be taken relative to items on this agenda other than referral for information. Requests to appear will be placed on a "first-come, first-served" basis. This portion of the meeting is limited to ten minutes and shall be subject to a limitation of two minutes for each presentation to be extended at the discretion of the chairman of the board. No speaker shall be allowed to appear more frequently than once during a meeting. Members of the public desiring to present matters to the Board of Directors on the public comment portion of the agenda must submit a request in writing to the office of the President/Chief Executive Officer 48 hours preceding the Board of Directors meeting. Matters pertaining to personnel, litigation and violations of laws and ordinances are excluded from the agenda. Rules of decorum and common courtesy should be observed.

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Workforce Alliance of South Central Kansas
Adult Supportive Services Policy

Supportive services may be available when necessary to enable a client to participate in employment and training activities. The Supportive Services made available in this policy have been chosen due to their limited availability from other federal, state, local, and community based agencies.

<u>SECTION – I LOCAL AREA IV CRITERIA FOR SUPPORTIVE SERVICE APPROVAL</u>

- Supportive services may only be provided when:
  - Client is participating in Career or Training services, AND
  - the service is necessary to participate in employment or training activities, AND
  - the client is in compliance with all aspects of the IEP.

- The WA reserves the right to make the determination that supportive service funds are limited. In the event of such a determination, supportive services will be allocated using the WA Priority of Services Policy.

<u>SECTION – II SUPPORTIVE SERVICES</u>

<u>Transportation</u>

- Fuel assistance - available for clients who have a valid driver's license and access to a vehicle that has valid tags, registration, and insurance. The actual miles driven by the client must be documented using MapQuest or Rand McNally. Only the miles driven to and from the client's primary residence to a required activity or place of instruction will be reimbursed. The current mileage reimbursement rate is $0.35/mile, up to $300.00 per month. Reimbursements will not be made for amounts less than $50.00. Reimbursement amounts under $50.00 will be held until the amount reaches $50.00.

  When considering fuel assistance for training, if it would be less expensive to pay for the client's lodging, the least expensive option may be chosen.

- Bus Passes - the least expensive option, such as discounted passes or unlimited use passes, shall be used.

- Car Repair - limited to a maximum of $1,000 during program participation.

  All car repairs must meet the following conditions:
  1. Client is the owner or co-owner of the vehicle
  2. The vehicle's value is more than the cost of the car repair as determined by Kelley Blue Book (www.kbb.com) using the Private Party Value and the applicable condition of the vehicle in consultation with the repair shop providing the estimate for the car repair.
  3. Client has valid driver's license and insurance
  4. The vehicle has valid tags and registration

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5. The requested repair is related to the function or safety of the vehicle, excluding preventative maintenance; e.g., no oil changes, repairs to stereo systems, cosmetic body work, etc.
6. Client obtains written estimates for the necessary repairs from three local repair shops
7. There is not a bus route or other means of public transportation available to the client

Child and Dependent Care

- Child care assistance - funds may only be used to pay for child care assistance provided by an individual or center that is licensed.

  All child care assistance must meet the following conditions:
  1. Legally dependent children under age thirteen
  2. Not eligible for Federal, State, or local supported child care services
  3. Care must be at the provider's address, not at the client's home
  4. There is not an available legally responsible adult in the home
  5. Child care payments are limited to the rates as established annually by the State of Kansas
  6. The amount of child care assistance needed will be calculated based on the client's required seat time for training

Employment Related Expenses

- Employment Related Expenses - limited to the cost of tools, protective clothing, uniforms, or shoes, necessary to secure offered employment or retain employment, or costs for securing required licenses and testing fees (not tuition). Comparison shopping must be conducted and documented by the client prior to purchase. The least expensive retailer shall be utilized; if employer mandates the retailer, documentation must be present to indicate such mandate.

Subsistence

In order to receive subsistence assistance, the client must show a significant change in circumstances that would preclude participation in the IEP. Client must also propose a solution to ensure resolution.

- Housing assistance is limited to $1,200 for a single occurrence, in a twelve month period. The lease or mortgage must be in the client's name. The amount to be paid must bring the client's account current.
- Utilities assistance is limited to $1,000 for a single occurrence in a twelve month period, per utility. The utility must be in the client's name, and the amount to be paid must bring the client's account current. Utilities assistance is limited to natural gas, electricity, and water.
- Medical assistance is limited to $1,000 in a twelve month period for medically necessary prescriptions or procedures.

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Additional Requirements

- All supportive services requests must be accompanied by appropriate documentation (e.g. utility bill, repair estimate, etc.). Documentation and justification shall be maintained in the client file.

- Supportive Services may be offered to clients during a follow-up period, which is defined as the first 90 days after the date of exit. Expenses must be necessary to allow the client to continue in employment. The same supportive services policy requirements apply to services provided during follow-up.

Exceptions

Any exceptions to this policy must be approved by a committee consisting of at least two WA Senior Staff members.

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Record Maintenance and Retention Policy

BACKGROUND

The Workforce Alliance is required to maintain and retain records of all fiscal and program activities funded from public and private sources. With some exceptions, such records shall be available to the public. This policy sets forth the minimum requirements, the timeframes for records retention, and the extent to which such records may be made available to the public.

1. Records Retention

   a. Retain all records pertinent to the grant, grant agreements, interagency agreements, contracts or any other award, including financial, statistical, property, applicant or registrant records, and supporting documentation, for a period of at least three (3) years after submittal of the final expenditure report (closeout) for that funding period to the awarding agency.

   b. Retain all records of non-expendable property for a period of at least three (3) years after final disposition of property.

   c. Retain all records pertinent to applicants, registrants, eligible applicants/registrants, participants, current and former employees, and applicants for employment for a period of not less than three years from the close of the applicant program year.

   d. Retain records regarding complaints and actions taken on the complaints for a period of not less than 3 years from the date of resolution of the complaint.

   e. Retain all records beyond the required three (3) years if any litigation or audit is begun or a claim is instituted involving the grant or agreement covered by the records. The records shall be retained for an additional three (3) years after the litigation, audit, or claim has been resolved.

   f. After the files have been retained for the appropriate period defined above in sections a-e, approval of two Senior Staff members must be granted before destruction. A destruction log shall be kept and maintained.

Copies of records made by microfilming, photocopying, or similar methods may be substituted for the original records if they are preserved with integrity and are admissible as evidence.

If the Workforce Alliance fails to no longer exist, all records will be transferred to the appropriate oversight body or funding organization.

2. Public Access to Records

Personal records of all participants will be private and confidential, and will not be disclosed to the public. Personal information may be made available to Workforce Alliance partners on a selective basis consistent with the registrant's signed "Release of Information" form. In addition, this information may be made available to persons or entities having responsibilities under WIA/Grant Provider including representatives of:

   a. The Department of Labor Designated Auditors/Monitors

   b. United States Office of Management and Budget

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c. The State of Kansas or Designated Auditors/Monitors

d. Regional Economic Area Partnership as the Chief Elected Officials Board

e. Appropriate governmental authorities involved in the administration of WIA/Grant Provider to the extent necessary for its proper administration

The conditions under which information may be released or withheld are shown below:

a. Participants will have access to all information concerning themselves as individuals unless the records or information are exempted from disclosure as determined by legal counsel.

b. Requests for information shall be submitted to the Vice President/Chief Operating Officer. Requests will be reviewed and determined if they are part of the public domain. If it is determined that the request covers information in the public domain the requestor will be notified of the cost of providing records (cost will include staff time to gather and prepare records and duplicating costs). The appropriate records will be provided as soon as logistically possible.

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Workforce Alliance of South Central Kansas
Dislocated Worker Needs Related Payments Policy

Needs related payments may be available when necessary to enable a client to participate in training activities.

SECTION – I LOCAL AREA IV CRITERIA FOR NEEDS RELATED PAYMENTS APPROVAL

- Needs related payments may only be provided when:
  - Client is participating in Training services, AND
  - the service is necessary to participate in training activities, AND
  - the client is in compliance with all aspects of the IEP.

- The WA reserves the right to make the determination that funds are limited. In the event of such a determination, services will be allocated using the WA Priority of Services Policy.

SECTION – II NEEDS RELATED PAYMENTS

Needs Related Payments

Needs related payments differ from supportive services in that needs related payments provide financial assistance for the purpose of enabling clients to participate in training. Prior to offering needs related payments to a client, staff shall consult their supervisor. A gap analysis and resolution plan must be considered when considering needs related payments.

Needs related payments may be provided in the event the client cannot participate in training due to financial circumstances unrelated to training. Clients may receive needs related payments while waiting to start a training program if they have been accepted into the training program, and the training program begins within 30 calendar days.

All needs related payments assistance must meet the following conditions:

1. Client is unemployed and has ceased qualifying for unemployment compensation or trade readjustment allowance under the TAA programs, and is enrolled in a training program approved by the WA by the end of the 13th week after the most recent layoff that resulted in their eligibility as a dislocated worker, or, if later, by the end of the 8th week after the worker is informed that a short term layoff will exceed 6 months.

OR

2. Client is unemployed and did not qualify for unemployment compensation or trade readjustment assistance under TAA.

Needs related payments are limited to the following

1. For clients who were eligible for unemployment compensation, the payment may not exceed the applicable weekly level of the unemployment compensation benefit
2. For clients who did not qualify for unemployment compensation, the weekly payment may not exceed the poverty level for an equivalent period.

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Workforce Alliance of South Central Kansas
Transportation of Confidential Information Policy

The Workforce Alliance (WA) maintains client files for program participants. The information contained in the client files is personal and confidential and should be treated as such at all times. Client files and the documents contained in a client file should rarely leave the office in which the file originated. However, there are times when client files or documents may need to be transported to another location. This policy sets the guidelines for transporting client files and documents.

Staff should only transport the necessary portions of the client file needed for the situation. Generally, only a portion of the client file would need to be transported, but there are situations in which the entire client file would need to be transported.

There are three situations when client files or documents would need to leave the originating office:

- Staff member is meeting with a client at a different office
- The client file or document needs to be reviewed by staff at another office
- Staff member is working from home

Staff must first have written approval from their supervisor prior to the transport. Staff must transport the client files or documents in a WA approved and provided locked container. The locked container shall be placed in the vehicle trunk during transport. If a trunk is not available the container shall be placed where it is not easily seen by others. The locked container shall not be left in the vehicle unattended.

Client files and documents shall remain in the locked container unless staff is working on the documents. When staff is working on documents care should be taken to ensure that others do not have access to the file or documents.

When the client files or documents reach their intended destination, staff should notify their supervisor. If the client files or documents need to be transported back to the originating office the same process outlined above shall be followed.

If at any time the information being transported is lost, stolen, damaged, or confidentiality is compromised staff shall notify their supervisor of the breach within 2 hours of the occurrence.

<u>Exceptions</u>
No exceptions to this policy will be allowed.

Issued 07-02-2012

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Workforce Alliance of South Central Kansas
Dislocated Worker Supportive Services Policy

Supportive services may be available when necessary to enable a client to participate in employment and training activities. The Supportive Services made available in this policy have been chosen due to their limited availability from other federal, state, local, and community based agencies.

SECTION – I LOCAL AREA IV CRITERIA FOR SUPPORTIVE SERVICE APPROVAL

- Supportive services may only be provided when:
    - Client is participating in Career or Training services, AND
    - the service is necessary to participate in employment or training activities, AND
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- The WA reserves the right to make the determination that supportive services funds are limited. In the event of such a determination, supportive services will be allocated using the WA Priority of Services Policy.

SECTION – II SUPPORTIVE SERVICES

Transportation

- Fuel assistance - available for clients who have a valid driver's license and access to a vehicle that has valid tags, registration, and insurance. The actual miles driven by the client must be documented using MapQuest or Rand McNally. Only the miles driven to and from the client's primary residence to a required activity or place of instruction will be reimbursed. The current mileage reimbursement rate is $0.35/mile, up to $300.00 per month. Reimbursements will not be made for amounts less than $50.00. Reimbursement amounts under $50.00 will be held until the amount reached $50.00.

  When considering fuel assistance for training, if it would be less expensive to pay for the client's lodging, the least expensive option may be chosen.

- Bus Passes - the least expensive option, such as discounted passes or unlimited use passes, shall be used.

- Car Repair - limited to a maximum of $1,000 during program participation.

  All car repairs must meet the following conditions:
  1. Client is the owner or co-owner of the vehicle
  2. The vehicle's value is more than the cost of the car repair as determined by Kelley Blue Book (www.kbb.com) using the Private Party Value and the applicable condition of the vehicle in consultation with the repair shop providing the estimate for the car repair.
  3. Client has valid driver's license and insurance
  4. The vehicle has valid tags and registration

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5. The requested repair is related to the function or safety of the vehicle, excluding preventative maintenance; e.g., no oil changes, repairs to stereo systems, cosmetic body work, etc.
6. Client obtains written estimates for the necessary repairs from three local repair shops
7. There is not a bus route or other means of public transportation available to the client

Child and Dependent Care

- Child care assistance **-** funds may only be used to pay for child care assistance provided by an individual or center that is licensed.

  All child care assistance must meet the following conditions:
  1. Legally dependent children under age thirteen
  2. Not eligible for Federal, State, or local supported child care services
  3. Care must be at the provider's address, not at the client's home
  4. There is not an available legally responsible adult in the home
  5. Child care payments are limited to the rates as established annually by the State of Kansas
  6. The amount of child care assistance needed will be calculated based on the client's required seat time for training

Employment Related Expenses

- Employment Related Expenses **-** limited to the cost of tools, protective clothing, uniforms, or shoes, necessary to secure offered employment or retain employment, or costs for securing required licenses and testing fees (not tuition). Comparison shopping must be conducted and documented by the client prior to purchase. The least expensive retailer shall be utilized; if employer mandates the retailer, documentation must be present to indicate such mandate.

Subsistence

In order to receive subsistence assistance, the client must show a significant change in circumstances that would preclude participation in the IEP. Client must also propose a solution to ensure resolution.

- Housing assistance is limited to $1,200 for a single occurrence, in a twelve month period. The lease or mortgage must be in the client's name. The amount to be paid must bring the client's account current.
- Utilities assistance is limited to $1,000 for a single occurrence in a twelve month period, per utility. The utility must be in the client's name, and the amount to be paid must bring the client's account current. Utilities assistance is limited to natural gas, electricity, and water.
- Medical assistance is limited to $1,000 in a twelve month period for medically necessary prescriptions or procedures.

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Additional Requirements

- All supportive services requests must be accompanied by appropriate documentation (e.g. utility bill, repair estimate, etc.). Documentation and justification shall be maintained in the client file.
- Supportive Services may be offered to clients during a follow-up period, which is defined as the first 90 days after the date of exit. Expenses must be necessary to allow the client to continue in employment. The same supportive services policy requirements apply to services provided during follow-up.

Exceptions

Any exceptions to this policy must be approved by a committee consisting of at least two WA Senior Staff members.

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Attachment SS
Title: OJT, Customized and Employed Worker Training Policy
Date: Revised June 17, 2015

Workforce Alliance of South Central Kansas
WIOA On-the-Job Training, Customized Training, and Employed Worker Training Policy

On-the-Job Training

On-the-Job Training Overview

On-the-Job Training (OJT) is defined as training by an employer that is provided to a paid client who is engaged in productive work in a job that provides knowledge or skills essential to the full and adequate performance of the job. The goal of OJT is to prepare the client for permanent, unsubsidized employment through placement with a contracting employer in a demand industry or position at a self-sufficient wage.

OJT training provides payment to the employer of up to 50 percent of the wage rate of the client, for the extraordinary costs of providing training and additional supervision related to the training. OJT is limited in duration as appropriate to the occupation for which the client is being trained, taking into account the content of the training, the prior work experience of the client, and the plan of the client.

Requirements for On-the-Job Training

OJT is provided under a contract with an employer in the public, private non-profit, or private sector. Through the OJT contract, a service (e.g..; occupational training) is procured for the client in exchange for a consideration (e.g.; training payment). The OJT contract shall be clearly presented as a procurement of services. The payment is in consideration of the extraordinary costs associated with delivery of the service (training). The value of this service is based on a negotiated percentage (not to exceed 50%) of the hourly base wage rate the trainee receives from the employer during the period of the contract. OJT contract payments are not to be presented or construed as subsidies, rebates, enticements, or kick-backs.

All regulations governing OJT contracts shall be applied equally to all employers, regardless of any representation on the Local Workforce Development Board (LWDB), Chief Elected Officials Board (CEOB), or the state workforce board. However, no board member shall participate in any decisions regarding an employer with which he or she has a material interest or is in an employer-employee relationship.

The OJT training plan must be limited to the period of time required for a client to become sufficiently proficient to demonstrate a reasonable level of competency in the occupation for which the training is being provided. In determining the appropriate length of the training plan, consideration should be given to the skill requirements of the occupation, the academic and occupational skill level of the client, prior work experience, and the client's plan.

An OJT contract may not be made with an employer who has previously exhibited a *pattern of failure* to provide OJT clients with continued long-term employment with wages, benefits, and working conditions that are equal to those provided to regular employees who have worked a similar length of time and who are doing the same type of work.

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Providing Services by Contract

When the services provided are OJT, contracts for services may be used instead of Individual Training Accounts.

On-the-Job Training Employer Selection Criteria

The criteria for OJT employer selection includes, but is not limited to:

1. Position is a demand position or in a demand industry as identified by the LWDB
2. Entry wage is in conformance with the self sufficiency guidelines established by the LWDB or is an entry level position on a clear career ladder that results in achievement of self-sufficient wages within a specified period of time
3. Stability of employer and its work force
4. Employee turnover rate is less than the published standard for the industry and occupation
5. Clients considered for OJT program would not otherwise have been employed without WIOA training assistance
6. Work schedules
7. Work environment
8. Supervision and training available
9. Past placement performance

No more than one trainee may be placed with employers with fewer than 6 permanent employees. For larger employers, no more than one trainee may be placed for every 6 permanent full time employees. Exceptions may be made when an employer has demonstrated that adequate instruction, supervision and mentoring are available.

If at least 80% of previous trainees were not retained, reasons for termination will be determined. If the reasons are valid, additional contracts may be written. Valid reasons include but are not limited to termination for cause, resignation for advancement with another employer, resignation for other reasons initiated by the employee. If 80% or more of previous trainees were not retained and no valid reason can be determined, additional contracts will not be written unless significant changes in the employer's policies and procedures that address past problems and will increase OJT client retention can be documented.

The following performance criteria shall also be evaluated when considering employers for OJT contracts:

1. Client wages at completion of training
2. Percentage of training completers who obtain unsubsidized employment in the industry/occupation in which they were trained; and
3. Percentage of training completers who obtain unsubsidized employment in the industry/occupation in which they were trained and who are employed at six months

On-the-Job Training Contracts

OJT contracts shall be selected in response to the employment needs of individual employers and WIOA clients. Neither employers nor clients are pooled with the expectation of eventual matches.

No OJT contracts will be executed for temporary or leased positions. No OJT contracts will be executed for commission positions unless the position includes a permanent base wage equal to the self sufficiency wage determined by the LWDB and where the base wage is fixed and not dependent upon any level of sales.

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An OJT contract must include the following provisions:

1. Occupation(s) for which training is to be provided;
2. Duration of training;
3. Wage rate to be paid by the employer to the trainee;
4. Payment rate to be paid to the employer;
5. Maximum amount of the contract (e.g.; not to exceed $X total payments);
6. Training outline that reflects the work skills for the position for which the employer will provide the employee training and method(s) for evaluating proficiency attainment;
7. Description of any other classroom training that may be provided by the employer; and
8. Agreement with the employer that they will maintain and make available time and attendance, payroll and other records to support amounts claimed for reimbursement under the contract.

The President/Chief Executive Officer may at his discretion enter into contracts with businesses if five or fewer participants and/or less than $40,000 are committed to training. Any contract exceeding these limits or outside the demand occupations approved by the LWDB must be approved by the Executive Committee and the Chief Elected Officals Board prior to execution. Contracts approved by the President/Chief Executive Officer must be consistent with the requirements outlined in this policy, and the training must result in an introductory or gained wage at the current self-sufficiency rate set by the LWDB. The Executive Committee will be notified by email of any contracts approved by the President/Chief Executive Officer, and will affirm the decision at the next scheduled meeting. Eligible OJT providers are posted as public information on the Workforce Alliance website as a supplement to the Eligible Training Provider list managed at **KANSAS**WORKS.com.

Staff authorized to execute OJT contracts shall not develop or approve any contract that will result in personal gain for themselves individually, members of their immediate families, or the contracted agency and any division thereof.

The length of OJT training plans shall be based on the determination of appropriate time required for a client to acquire the skills associated with the position; OJT training plans generally should not exceed six months. OJT training plans may exceed six months when an industry requires a longer period of OJT for a specific occupation. OJT training plans exceeding six months may be approved by a committee consisting of at least two WA Senior Staff members.

Payments to Employers

OJT payments to employers are considered compensation for the extraordinary costs associated with training clients and the costs associated with the lower productivity of the clients. Employers may be paid at a negotiated rate up to 50 percent of the wage rate of an OJT client for the extraordinary costs of providing the training and additional supervision related to the OJT and shall be based on documented employer training costs. Training reimbursement shall be made available only in those cases where the OJT client is entering the industry/occupation for the first time.

Total training costs for an individual WIOA OJT client shall not exceed the ITA or scholarship limits set in the WA Training Policy, including both classroom training, OJT training or OJT reimbursements to the employer.

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Rate of Compensation for On-the-Job Training Clients
Individuals participating in OJT must be compensated at the same rates, including periodic increases, as trainees or employees situated in similar occupations by the same employer and who have similar training, experience and skills. Such rates must be in accordance with applicable law, but may not be less than the higher of the rate specified in Section 6(a)(1) of the Fair Labor Standards Act of 1938 29 U.S.C. 206(a)(1)) or the applicable State or local minimum wage law.

Benefits and Working Conditions for On-the-Job Training Clients
Individuals participating in OJT must be provided benefits and working conditions at the same level and to the same extent as other trainees or employees working a similar length of time and doing the same type of work.

OJT Activity for Youth Participants
OJT is available to youth clients over age 18 when appropriate based on the needs identified by the objective assessment. Youth clients must first earn a high school diploma or GED prior to being placed in OJT. If a youth client obtained a high school diploma or GED prior to enrolling in the Youth program, then the client must obtain a certificate prior to being placed in OJT, or the OJT must result in a certificate. The certificate must meet the requirements of the Youth Program Certificate policy. If a client is an out of school youth who is determined basic skills deficient, the client may enter OJT while concurrently working to increase their basic skills.

Customized Training

Customized Training Overview
Customized Training (CTP) is described as follows:

1. Training designed to meet the special requirements of an employer (or a group of employers);
2. Training conducted with a commitment by the employer to employ an individual on successful completion of the training; and
3. Training for which the employer pays for not less than 50 percent of the cost of the training.

Customized Training Requirements

All regulations governing CTP contracts shall be applied equally to all employers, regardless of any representation on the LWDB, CEOB or the state workforce board. However, no board member shall participate in any decisions regarding an employer with which he or she has a material interest or is in an employer-employee relationship.

Staff authorized to execute CTP contracts shall not develop or approve any contract that will result in personal gain for themselves individually, members of their immediate families, or the contracted agency and any division thereof.

Providing Services by Contract

When the services provided are Customized Training contracts for services may be used instead of Individual Training Accounts.

Customized Training Selection Criteria
The following performance criteria shall be evaluated when considering employers for customized training contracts:

1. Entry wage of training completers who obtain unsubsidized employment in the industry/occupation for which training was delivered;
2. Number of trainees/students by industry/occupation;
3. Percentage of training completers;
4. Percentage of training completers who obtain unsubsidized employment in the industry/occupation for which training was delivered; and
5. Percentage of training completers who obtain unsubsidized employment in the industry/occupation in which they were trained and who are employed at six months.

Customized Training Contract
Customized Training contracts shall address the following:

1. Special training requirements of the employer (or group of employers);
2. Agreement that the employer will pay for not less than 50 percent of the cost of the training; and
3. Agreement that the employer will employ an individual on successful completion of the training.
4. Curriculum
5. Performance and progress benchmarks
6. A clearly stated goal

Customized Training Costs

WIOA funding for customized training projects shall be limited to the cost of training and shall not exceed the ITA limits set in the WA Training Policy for each client. All CTP projects shall require an obligation by the employer or other funding sources for the provision of economic and/or human resources for up to fifty percent (50%) of the total cost of training.

All vacancies created as a result of a WIOA funded CTP shall be filled from a prescreened WIOA identified labor pool.

Employed Worker Training

Employed Worker Training Overview

Employed Worker Training (EWT) should only be used when an employer is executing a permanent expansion of its workforce; as a retention program for employees who would otherwise be released from employment; or when training is used to upgrade employed worker skills and prepare employees for permanent higher level positions within the industry and with the current employer.

Requirements for Employed Worker Training

All EWT programs are considered "customized training". Temporary, specific term expansions should not be considered for WIOA funded Employed Worker Training programs.

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EWT programs should not exceed two years in length and must contain specific progress benchmarks and clearly defined goals. EWT programs shall be conducted using a written training guide covering a specified period of time including performance measures and clearly stated goals.

EWT programs should be reviewed with the State of Kansas to insure the proper funding source is applied and the program is not in conflict with State Incumbent Worker Program Rules & Regulation.

EWT programs must result in the promotion and/or reassignment of the trainee(s), and the resulting vacancy must be filled by previously unemployed WIOA clients. Contracts for WIOA funded Employed Worker Training shall include a provision to fill any vacancy created as a result of the training from pre-screened WIOA clients.

Providing Services by Contract

When the services provided are Employed Worker Training contracts for services may be used instead of Individual Training Accounts.

Employed Worker Contracts

A Customized Training contract may be written to provide training for eligible employed workers for an employer (or group of employers) when the following conditions are met:

1. Employee is not earning a *self-sufficient wage*;
2. All other provisions of Customized Training are met; and
3. Customized Training relates to the introduction of new technologies, introductions to new production or service procedures, upgrading to new jobs that require additional skills or workplace literacy.

Employed Worker Training Costs

Employed Worker Training programs shall contain a provision requiring a minimum fifty percent (50%) of the total cost of training be contributed by the employer. WIOA funding for EWT programs is limited to the actual cost incurred specific to the training offered. Staff salaries are not included, nor are equipment maintenance costs and/or equipment purchases to accommodate the employer's larger workforce. Examples of allowable costs may include publication of training guides, additional safety equipment/clothing, measurement taking devices, hand tools used by trainees, practice materials, tests, etc. Wage re-imbursement is not available for EWT programs. EWT retention programs may be funded by a combination of WIOA and Dislocated Worker Program funds.

Total reimbursement for Employed Worker Training is limited to the ITA limits set in the WA Training Policy per WIOA client.

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On-the-Job Training, Customized Training, and Employed Worker Training Special Restrictions

Exclusion of Allowances, Earnings, and Payments
Allowances, earnings, and payments to individuals participating in OJT and Customized programs under WIOA are not considered *income* for purposes of determining eligibility for any Federal or Federally assisted program based on need other than as provided under the Social Security Act (42 U.S.C. 301 et seq.).

Assisting, Promoting or Deterring Union Organizing
Funds provided to employers for OJT or Customized Training may not be used to directly or indirectly assist, promote, or deter union organizing (20 CFR 663.730).

Employment Generating Activities, Economic Development, and Similar Activities
In accordance with WIOA Section 181(e), WIOA funds may not be spent on employment generating activities, investment in revolving loan funds, capitalization of businesses, investment in contract bidding resource centers, economic development, and other similar activities, unless they are directly related to training for eligible individuals. Employer outreach and job development activities are directly related to training for eligible individuals. These employer outreach and job development activities include the development of OJT and Customized Training opportunities.

Business Relocation
WIOA funds may not be used, or proposed to be used, for the encouragement or inducement of a business, or part of a business, to relocate from any location in the United States, if the relocation results in any employee losing his or her job at the original location.

OJT or Customized Training, skill training, or company specific assessments of job applicants or employees of a business or a part of a business may not be provided to a company that has relocated from any location in the United States, until the company has operated at that location for 120 calendar days, if the relocation has resulted in any employee losing his or her jobs at the original location.

Displacement
Clients shall not displace, including a partial displacement such as a reduction in the hours of non-overtime work, wages, or employment benefits, any currently employed employee.

A client shall not be employed in a job if any other individual is on layoff from the same or substantially equivalent job, the employer has terminated the employment of any regular employee or otherwise reduced the workforce of the employer with the intention of filling the vacancy so created with the client, or the job is created in a promotional line that will infringe in any way upon the promotional opportunities of currently employed individuals.

Impairment of Contracts
Activities shall not impair an existing contract for services or collective bargaining agreement, and no such activity that would be inconsistent with the terms of a collective bargaining agreement shall be undertaken without the written concurrence of the labor organization and employer concerned.

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Health and Safety

Health and safety standards established under Federal and State law otherwise applicable to working conditions of employees shall be applicable to working conditions of participants.

Supportive Services

WIOA funded supportive services shall not be made generally available to EWT, CTP clients. Any request for supportive services will be handled on a case-by-case basis. When determined appropriate, payments for supportive services shall be made, in accordance with the policies of the WA and only after all other resources available in the community to satisfy the need have been exhausted.

Appeal Process

In accordance with 20 CFR 667.640, the Kansas Department of Commerce (KDC) maintains an appeal process for denial of eligibility as a provider of OJT or Customized Training by a one-stop operator under WIOA. The process for the appeal process is as follows:

1. The training provider has 14 calendar days from the mailing of a notice of denial of a training program to file a written appeal to the originator of the notice. The appeal must identify the training program and location being denied, clearly states the reason(s) for the appeal, and is signed by the training provider. An appeal to the KDC should be submitted to the following individual:

   Kansas Department of Commerce
   Deputy Secretary of Workforce Services
   1000 S.W. Jackson Street, Suite 100
   Topeka, Kansas 66612-1354
   e-mail: workforcesvcs@kansasworks.com

2. The Workforce Alliance of South Central Kansas (WA) or the KDC (as appropriate) will review the request for appeal and, based on this review, may reverse the denial of a training program if an administrative error was made or additional information submitted by the training provider changes the basis on which the denial was issued. This process will be referred to as an *administrative reconsideration* and must be completed within five business days of the receipt of the request for appeal. If the WA reverses a prior decision, the WA will forward the appeal file to the KDC with a request to include the provider on the statewide list. The WA will also notify the provider in writing that the original decision has been reversed, and that the application has been forwarded to the KDC. If the KDC its prior decision, it will notify both the WA and the training provider and will follow the appropriate procedures to incorporate the provider into the statewide eligible provider list.

3. If, after the review process, the WA or KDC does not reverse their original decision, they must forward the appeal to the independent Hearing Officer within five business days of the receipt of the letter requesting the appeal. The Hearing Officer will conduct a hearing at which the training provider and party denying the training request (WA or KDC) will be allowed to present their cases. The Hearing Officer will issue a decision based on the information gathered at the hearing. A written decision will be issued to the training provider and other interested parties.

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4. If the Hearing Officer reverses the denial, the WA or KDC will comply with the decision in a prompt and efficient manner. The Hearing Officer's decision will be final and may not be appealed to the U.S. Secretary of Labor.

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Workforce Alliance of South Central Kansas
Adult and Dislocated Worker
Training Policy

LOCAL AREA IV CRITERIA FOR TRAINING PLAN APPROVAL

Training may be available to assist participants in obtaining the requisite skills associated with demand occupations, as determined by the Local Workforce Development Board, in order to obtain permanent, unsubsidized employment in the Local Area IV labor market at a self-sufficient wage.

- Training may be provided only to participants who after an interview, evaluation, or assessment and career planning have been determined unable to obtain or retain permanent employment at self-sufficient wages or wages comparable to or higher than wages from previous employment through Career Services and have been assessed and found to have the necessary skills to complete training.
- Participants must have a high school diploma or GED prior to being placed in occupational skills training. Participants who do not have a high school diploma or GED prior to the commencement of training must participate in Adult Education and Literacy Activities in combination with their occupational skills training.
- Training funds must lead to a recognized post-secondary credential.
- Training will not be approved for positions with compensation based upon commission, unless the position includes a permanent base pay that is at or above the self-sufficient wage.
- Training costs for participants shall be the same as charged to any other enrollee.
- Training funds may be used for the last two years of a longer training program if the participant is unable to complete the training without WIOA assistance. Enrollment shall be based on successful achievement and progress to date.
- Participants must make application for other sources of training payment or reimbursement for which they may be eligible; including federal, state and local grants/assistance, scholarships, private grants, gifts, and educational assistance available from Community Based Organizations, before WIOA funds are approved.
- A participant's unmet financial need is determined by calculating the cost of attendance, minus Federal Pell Grant eligibility, minus financial aid from other sources. The total amount of training assistance the participant may receive may not exceed the participant's unmet needs.
- Scholarships are available for maximum of $4,500 and for training programs completed within 2 years or less, with the exception of the following:
    - Aviation Manufacturing-$6,000 ITA limit
    - Healthcare-$6,000 ITA limit
    - Information Technology-$5,000 ITA limit
- Any exceptions to this policy must be approved by a committee consisting of at least two WA Senior Staff members.
- Priority for training services under the Adult Program shall be given based on the WA Priority of Services Policy.
- ITAs are only available for training programs and training providers approved and appearing on the Eligible Training Provider list or Registered Apprenticeships.

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Attachment TT
Title: Attendance, Nominations, and Succession Policy

Attendance, Nominations, and Succession Policy

Attendance:

The Local Workforce Development Board (LWDB) conducts regularly scheduled quarterly meetings. On occasion special meetings are called. The LWDB complies with the Kansas Open Meeting Act (KOMA). LWDB members are expected to attend all scheduled meetings of the Board that occur during the member's term of appointment. Three consecutive absences may constitute grounds for removal.

Many LWDB members also serve on committees and task forces appointed by the LWDB Chair. These members are expected to attend all scheduled meetings of the committees or task forces that occur during the member's term of appointment. Three consecutive absences may constitute grounds for removal by the LWDB Chairperson with the approval of the Chief Elected Officials Board.

It is understood that work commitments, medical issues or family reasons may create conflicts with scheduled meetings. LWDB members are asked to notify staff or the Chair in advance of the event they are not able to attend.

Appointment Process to the Workforce Alliance Local Workforce Development Board

The Workforce Innovation and Opportunity Act (WIOA) establish Local Workforce Development Boards (LWDBs) for the purpose of collaborating with local government officials to oversee publicly funded workforce development programs. The Workforce Alliance of South Central Kansas Inc. serves as the administrative entity for Local Area IV in South Central Kansas (Butler, Cowley, Harper, Kingman, Sedgwick and Sumner counties). The Chief Elected Officials Board (CEOB) as outlined in WIOA for Local Area IV appoints the members of the LWDB in accordance with Federal and State criteria. WIOA mandates membership of a number of public agencies and partner organization to LWDBs but requires that a majority of the members be from the private sector.

Members of the LWDB are appointed for a term of three years beginning July 1, and terms are staggered so that approximately one-third of the member's terms expire each year.

Private sector appointments require the support of a local business organization. Every effort will be made to appoint members to the LWDB that have optimal decision making authority in their organizations, as specified in WIOA. The CEOB will work to ensure there is geographic balance in the membership of the LWDB.

Attachment TT
Title: Attendance, Nominations, and Succession Policy

The Chief Elected Official (CEO) shall send letters by April 15 to business groups and organizations in each county of Local Area IV, and the outgoing private sector members, requesting nominations of private sector members to the LWDB. The CEO shall also send letters to each public agency or mandated member of the LWDB with a term expiring or vacant position to request a nomination.

Nominations for membership to the LWDB shall be submitted to the CEOB for consideration and appointment.

In the event an LWDB member resigns prior to the completion of the appointed term, the CEOB shall appoint an individual with similar credentials if it is a private sector member and, in compliance with WIOA criteria if it is a mandated or public sector member.

LWDB Officers

Officers:

The LWDB will elect a Chair and a Vice Chair. The Immediate Past Chair will also be an officer. The Chair shall preside at all LWDB meetings or in his/her absence the Vice Chair. The term of Chair and Vice Chair shall be two (2) years. The term of the Immediate Past Chair shall be one (1) year. Officers may serve more than one term in each position. Officers must have served as a member of the LWDB for a minimum of one (1) year to be nominated for an officer position.

Officers shall be nominated by a Nominating Committee.

Officer Duties:

- *Chair:*
  - Must be a private sector member.
  - Shall serve jointly as the Chair of the Executive Committee
  - Shall preside over meetings of the LWDB and Executive Committee
  - Represent or send a representative from the private sector membership of the LWDB to the National Association of Workforce Boards (NAWB) annual conference
- *Vice Chair*:
  - Must be a private sector member
  - Shall serve jointly as the Chair of the Finance Committee
  - In the absence of the Chair, shall preside over meetings of the LWDB and Executive Committee
- *Immediate Past Chair:*
  - Serve on the LWDB and Executive Committee for one year

Attachment TT
Title: Attendance, Nominations, and Succession Policy

Succession:

Officers shall begin in the position of Vice Chair, move to the position of Chair, and then the Immediate Past Chair. The term of Chair and Vice Chair shall be two (2) years. The term of the Immediate Past Chair shall be one (1) year. Officers shall succeed their position or term at the July meeting of the LWDB.

In the event that an officer resigns their position on the LWDB during their term, the remaining officers shall move to the next position in succession. The LWDB Chair shall reappoint the Nominating Committee to fill the remaining officer vacancy.

Nominating Committee:

The Chair shall appoint a Nominating Committee of three (3) to five (5) members at the April meeting of the LWDB. The duty of the Nominating Committee is to identify quality candidates for the positions. Members serving on the committee can be nominated for office.

The Committee shall report the nominations of officers at the July meeting of the LWDB. The LWDB Chair can then take additional nominations from the floor. Any member can bring forth a nomination.

A member can decline a nomination any time during the nominating process.

If more than one candidate is nominated for a position a majority vote will determine the winner. Any LWDB member not present during the vote forfeits their right to participate in the election. If one nominee is presented for each open position the LWDB Chair may accept a single motion to appoint the nominated members.

Workforce Alliance of South Central Kansas
Adult, Dislocated Worker and Youth
Credential Policy

Credential documents are recognized in accordance with the following:

A credential is awarded in recognition of an individual's attainment of measurable technical or occupational skills necessary to gain employment or advance within an occupation. These technical or occupational skills are based on standards developed or endorsed by employers.

1. **Vocational & Other Training Providers**
   a) High school diploma, GED, or an associate or bachelor degree from a state education agency or a state agency responsible for administering vocational and technical education.
   b) A program that has been approved by the Department of Veterans Affairs to offer education benefits to veterans and other eligible persons
   c) Job Corps centers that issue certificates

2. **Public & Private Schools, Colleges and Universities,**
   High school diploma, GED, or an associate or bachelor degree issued by a currently accredited private or public institution, legally authorized to offer post-secondary education, and recognized by the Kansas Board of Regents, or other appropriate agency, as a duly accredited institution of higher learning.

3. **Industry/Occupational Training & Apprenticeships**
   Certificates of training/employment in this category include:
   a) Certificate from a public regulatory agency, upon an individual's fulfillment of educational, work experience, or skills requirements that are legally necessary for an individual to use an occupation or professions title or to practice an occupation or professions (e.g., FAA aviation mechanic certification)
   b) Certificate recognizing successful completion of a National and/or State registered apprenticeship program stating attainment of a skill level designation.
   c) Certificate from a professional, industry, or employer organization (e.g., National Institute for Automotive Service Excellence certification) or a product manufacturer or developer (e.g., Certified Novell Engineer) using a valid and reliable assessment of an individual's knowledge, skills, and abilities

4. **Other Competency or Skill Credentials**
   For all circumstances regarding credentialing/certification not covered by the above options, approval must be sought from a committee consisting of at least two WA Senior Staff members.

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Process for Appointment to the Local Workforce Development Board

The Workforce Innovation and Opportunity Act of 2014 (WIOA) establishes a Local Workforce Development Board (LWDB) for the purpose of collaborating with local government officials to oversee publicly funded workforce development programs.

The Chief Elected Officials Board (CEOB) shall appoint the members of the LWDB in accordance with Federal and State criteria. WIOA mandates membership of a number of public agencies, labor representatives, and partner organizations to the LWDB, but requires that a majority of the members, at least fifty one percent, be representatives of businesses in the local area. Additionally, at least twenty percent of the members of the LWDB must be workforce representatives including labor representatives. The LWDB must also include a representative from Adult Education and Vocational Rehabilitation. Members appointed to the LWDB must have optimal policy making authority as specified in WIOA to maximize the effectiveness of the LWDB. Private sector appointments shall require the support of a local business organization.

The chairman of the CEOB shall send letters by April 15 to business groups and organizations in each county of Local Area IV, and the outgoing private sector members, requesting nominations of private sector members to the LWDB. The Chairman of the CEOB shall also send letters to each public agency or mandated representative of the LWDB with a term expiring to request a nomination. Members of the LWDB shall be appointed for a term of three years beginning July 1 and terms shall be staggered. Approximately one-third of the members terms expire each year.

Nominations for membership to the LWDB shall be submitted to the Chairman of the CEOB. In the event that a board member resigns prior to the completion of the appointed term, the CEOB shall appoint an individual with similar credentials.

The Kansas Department of Commerce will be informed of any and all membership changes to the LWDB within 5 days of action by the CEOB.

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Attachment V
Title: Youth Work Experience Policy

Workforce Alliance of South Central Kansas
Youth Work Experience Policy

Work experience is a planned, structured learning experience designed to enable youth to gain exposure to the world of work and its requirements. The goal of work experience is to assist youth in acquiring the personal attributes, knowledge, and skills needed to obtain employment and advance within a particular agency or field. Work experience must include academic and occupational education. At least twenty percent of the funds allocated to the youth program must be spent on work experiences.

The purpose of work experience is to assist the youth in gaining work readiness skills and in making decisions regarding academic and career choices. This may include summer employment opportunities and other employment opportunities available throughout the school year, pre-apprenticeship programs, internships, and job shadowing.

LOCAL AREA IV CRITERIA FOR WORK EXPERIENCE

- Prior to being placed in work experience, a youth's need for work experience must be documented
- All youth participating in a work experience shall attend a work readiness orientation that includes job readiness training prior to the start of the work experience
- Work experiences may include instruction in employability skills or generic workplace skills, exposure to various aspects of an industry, progressively more complex tasks, and integration of basic academic skills into work activities
- Work experience shall not be used to take the place of unsubsidized part-time or full-time employment
- Work experience may be paid or unpaid, subsidized or unsubsidized
- Only youth age 16 and older may participate in a work experience. Youth are limited to one 500 hour work experience per calendar year.
- Wages must be at a rate which is no less than the highest of one of the following standards: 1) federal minimum wage; 2) state minimum wage
- A youth may be placed at a public, private for profit, or non-profit worksite. Only one youth may be placed at a worksite with fewer than six permanent employees. For larger worksites, no more than one youth may be placed for every six permanent full-time employees.
- No youth may be placed at a worksite if a member of the youth's immediate family is directly supervised by or directly supervises that youth.
- Youth may not be placed at a worksite to carry out the construction, operation, or maintenance of any part of any facility used for sectarian worship.
- Youth may not be placed at a worksite to participate in any partisan political activity. This includes but is not limited to lobbying, fund-raising, delivering speeches, assisting political meetings, distributing pamphlets, etc.

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Attachment V
Title: Youth Work Experience Policy

- Worksites must provide a safe and healthy environment and adhere to the provisions of child labor laws, all applicable laws, ordinances, codes of State, Federal, and local government as well as any special provisions pertaining to the WIOA regulations.

- The worksite must ensure that a supervisor is on-site and available to direct and oversee the work of the youth when the youth is present at the worksite. However, the worksite is not the employer of record.

- Any exceptions to this policy must be approved by a committee consisting of at least two WA Senior Staff members.

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Attachment W
Title: Youth Client Incentive Policy

Workforce Alliance of South Central Kansas
Youth Client Incentive Policy

The goal of incentives is to recognize the achievements of Youth Program clients as they attain education and employment goals. Clients may receive monetary incentives as personal milestones and performance measures are met.

Incentives may be earned during active participation through the first quarter after exit, as funding allows. Only clients who are actively participating in the Youth Program in accordance with their Service and Training Plan(s) will be eligible for incentives.

The achievements that result in monetary incentives and the amounts of such incentives are as follows:

Increase of One Educational Functioning Level (for those out-of-school youth determined basic skills deficient) *Acceptable Documentation: CASAS Pre and Post Test Scores*	$100 *per increase in educational functioning level until client has exited or is no longer basic skills deficient*
Obtaining High School Diploma *Acceptable Documentation: Photocopy of High School Diploma*	$100 *(one time payment)*
Obtaining Recognized Occupational Skills Certificate *Acceptable Documentation: Photocopy of Occupational Skills Certificate*	$100 *(one time payment)*
Passing individual GED tests *Acceptable Documentation: Photocopy of passing scores for each test*	$50 per test with a maximum of $200
Successfully Completion of 1st year of a Registered Apprenticeship Training Program and Enrollment in 2nd year *Acceptable Documentation: Photocopy of Advancement Letter and Credentials Earned and proof of enrollment in 2nd year*	$100 *(one time payment)*
Increase one level in a skills assessment through individual practice or tutoring sessions *Acceptable Documentation: Print out from skills assessment showing practice time and increase of one level*	Gift card in the range of $10-$25
Attend scheduled appointment for CASAS or TABE testing *Acceptable Documentation: CASAS or TABE test results*	Gift card in the range of $10-$25

The client shall provide documentation of any achievement that will result in award of incentive within 60 days of achievement or graduation. Acceptable documentation is listed in the chart above. Any exceptions to this policy must be approved by a committee consisting of at least two WA Senior Staff members.

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Attachment X
Title: Youth Supportive Services Policy

Workforce Alliance of South Central Kansas
Youth Supportive Services Policy

Supportive services may be available when necessary to enable a client to participate in employment and education activities. The Supportive Services made available in this policy have been chosen due to their limited availability from other federal, state, local, and community based agencies.

SECTION – I LOCAL AREA IV CRITERIA FOR SUPPORTIVE SERVICE APPROVAL

- Supportive services may only be provided when:
    - The service is necessary to participate in employment or education activities AND
    - the client is in compliance with all aspects of Service and Training Plans.

- The WA reserves the right to make the determination that supportive services funds are limited. In the event of such a determination, supportive services will be allocated using the WA Priority of Services Policy.

SECTION – II SUPPORTIVE SERVICES

Transportation

- Fuel assistance - available for clients, or the client's parent or guardian if they are transporting the client, who have a valid driver's license and access to a vehicle that has valid tags, registration, and insurance. The actual miles driven must be documented using MapQuest or Rand McNally. Only the miles driven to and from the client's primary residence to a required activity or place of instruction will be reimbursed. The current mileage reimbursement rate is $0.35/mile, up to $300.00 per month. Reimbursements will not be made for amounts less than $50.00. Reimbursement amounts under $50.00 will be held until the amount reaches $50.00

  When considering fuel assistance for training, if it would be less expensive to pay for the client's lodging, the least expensive option may be chosen.

- Bus Passes - the least expensive option, such as discounted passes or unlimited use passes, shall be used.

- Car Repair - limited to a maximum of $1,000 during program participation.

  All car repairs must meet the following conditions:
  1. Client is the owner or co-owner of the vehicle
  2. The vehicle's value is more than the cost of the car repair as determined by Kelley Blue Book (www.kbb.com) using the Private Party Value and the applicable condition of the vehicle in consultation with the repair shop providing the estimate for the car repair.
  3. Client has valid driver's license and insurance
  4. The vehicle has valid tags and registration

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5. The requested repair is related to the function or safety of the vehicle, excluding preventative maintenance; e.g., no oil changes, repairs to stereo systems, cosmetic body work, etc.
6. Client obtains written estimates for the necessary repairs from three local repair shops
7. There is not a bus route or other means of public transportation available to the client

<u>Child and Dependent Care</u>

- Child care assistance **-** funds may only be used to pay for child care assistance provided by an individual or center that is licensed.

  All child care assistance must meet the following conditions:
  1. Legally dependent children under age thirteen
  2. Not eligible for Federal, State, or local supported child care services
  3. Care must be at the provider's address, not at the client's home
  4. There is not an available legally responsible adult in the home
  5. Child care payments are limited to the rates as established annually by the State of Kansas
  6. The amount of child care assistance needed will be calculated based on the client's required seat time for training

<u>Employment Related Expenses</u>

- Employment Related Expenses **-** limited to the cost of tools, protective clothing, uniforms, or shoes, necessary to secure offered employment or retain employment, or costs for securing required licenses and testing fees (not tuition). Comparison shopping must be conducted and documented by the client prior to purchase. The least expensive retailer shall be utilized; if employer mandates the retailer, documentation must be present to indicate such mandate.

<u>Subsistence</u>

In order to receive subsistence assistance, the client must show a significant change in circumstances that would preclude participation in Service and Training Plans. Client must also propose a solution to ensure resolution.

- Housing assistance is limited to $1,200 for a single occurrence, in a twelve month period. The lease or mortgage must be in the client's name. The amount to be paid must bring the client's account current.

- Utilities assistance is limited to $1000 for a single occurrence in a twelve month period, per utility. The utility must be in the client's name, and the amount to be paid must bring the client's account current. Utilities assistance is limited to natural gas, electricity, and water.

- Medical assistance is limited to $1,000 in a twelve month period for medically necessary prescriptions or procedures.

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Additional Requirements

- All supportive services requests must be accompanied by appropriate documentation (e.g. utility bill, repair estimate, etc.). Documentation and justification shall be maintained in the client file.
- Supportive Services may be offered to clients during a follow-up period, which is defined as the first 90 days after the date of exit. Expenses must be necessary to allow the client to continue in employment. The same supportive services policy requirements apply to services provided during follow-up.

Exceptions

Any exceptions to this policy must be approved by a committee consisting of at least two WA Senior Staff members.

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Attachment Y
Title: Youth Training Policy

Workforce Alliance of South Central Kansas
Youth Training Policy

LOCAL AREA IV CRITERIA FOR TRAINING PLAN APPROVAL

Training may be available to assist youth in obtaining the requisite skills associated with demand occupations, as determined by the Local Workforce Development Board, in order to obtain permanent, unsubsidized employment in the Local Area IV labor market at a self-sufficient wage.

- Youth must have a high school diploma or GED prior to being placed in occupational skills training. Youth who do not have a high school diploma or GED may only attend occupational skills training if they are currently participating in high school or a GED program and the occupational skills training is offered through a partnership with a USD and the youth obtains high school credit for the occupational skills training or the occupational skills training is offered as a portion of the GED program.
- Training must be outcome-oriented and focused on an occupational goal specified in the individual service strategy, be of sufficient duration to impart the skills needed to meet the occupational goal and result in the attainment of a recognized post-secondary credential.
- Training may only be provided to youth who have been assessed and found to have the necessary skills to complete training in accordance with Service and Training Plans.
- Training will not be approved for positions with compensation based upon commission, unless the position includes a permanent base pay that is at or above the self-sufficient wage.
- Training costs for youth shall be the same as charged to any other enrollee.
- Training funds may be used for the last two years of a longer training program if the youth is unable to complete the training without WIA assistance. Enrollment shall be based on successful achievement and progress to date.
- Youth must make application for other sources of training payment or reimbursement for which they may be eligible; including federal, state and local grants/assistance, scholarships, private grants, gifts, and educational assistance available from Community Based Organizations, before WIOA funds are approved.
- Loans may not be considered a source of funds.
- A youth's unmet financial need is determined by calculating the cost of attendance, minus Federal Pell Grant eligibility, minus financial aid from other sources. The total amount of training assistance the youth may receive may not exceed the youth's unmet needs.
- Scholarships are available for maximum of $9,000 and for training programs completed within 2 years or less, with the exception of the following:
  - Aviation Manufacturing - $12,500 Scholarship limit
  - Healthcare - $12,500 Scholarship limit
  - Information Technology - $10,000 Scholarship limit
- Any exceptions to this policy must be approved by a committee consisting of at least two WA Senior Staff members.
- The WA reserves the right to make determinations that training funds are limited. In the event of such a determination, training scholarships will be allocated using the WA Priority of Services Policy.
- Scholarships are only available for training programs the WA has an approved youth services contract for.

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Attachment Z
Title: Senior Community Service Employment Program Participant Termination Policy

Workforce Alliance of South Central Kansas
Senior Community Service Employment Program Participant Termination Policy

There are six (6) reasons a participant may be involuntarily terminated from the Senior Community Service Employment Program (SCSEP). The reasons are listed below along with an explanation. This policy will be followed fairly and equitably when involuntarily terminating participants. Participants will not be terminated based on age as there is no upper age limit for participation in SCSEP. Except as noted below in the case of serious violations, participants will receive progressive discipline and an opportunity for corrective action before a formal termination notice is issued. In all cases, participants will receive a 30 day termination letter notifying them of the exit date, reason for termination, and the right to appeal under the Workforce Alliance of South Central Kansas Grievance and Complaint Policy. A copy of the policy will be attached to the termination letter. Participants will receive both a copy and a verbal explanation of the SCSEP Participant Termination Policy during orientation. This policy is based on the Older Americans Act Amendments of 2006 and the SCSEP Final Rule, effective on October 1, 2010.

Types of Involuntary Terminations

A participant may be involuntarily terminated from SCSEP for six (6) reasons. The reasons are:

- Knowingly providing false information during the eligibility process
- Incorrectly determined eligible at enrollment or an annual recertification
- Determined no longer eligible at recertification
- Reaching the maximum 48 months participation limit
- Becoming employed during enrollment
- For cause, including refusing to accept a reasonable number of job offers or referrals to unsubsidized employment based on the Individual Employment Plan (IEP), with no extenuating circumstances hindering the participant from moving to unsubsidized employment

Knowingly Providing False Information During the Eligibility Process

A participant may be terminated for fraudulent actions, such as intentionally providing inaccurate information to qualify for SCSEP. If this occurs, the participant will be placed on leave without pay immediately, and a 30 day notification of termination will be sent.

Incorrectly Determined Eligible

A participant will be terminated if found ineligible for participation, through no fault of the participant, in SCSEP either after enrollment or after an annual recertification. A participant may be enrolled or deemed eligible for continued enrollment based on an error in determining program eligibility, e.g. income may be recorded or calculated inaccurately. When this occurs, the participant will be notified of the error and immediately sent a 30 day notification of termination letter. The participant will be able to continue participating in the program until the exit date noted in the letter.

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Determined No Longer Eligible at Recertification

Annually, or more frequently if there is a substantial change in circumstances, each participant is recertified to determine if he or she continues to be eligible to participate in SCSEP. During the recertification, a participant may be determined no longer eligible due to a change in eligibility criteria such as income, change in disability status, employment status, and number of household members. The participant will be notified and immediately sent a 30 day notification of termination letter. The participant will be able to continue participating in the program until the exit date noted in the letter.

Reaching the 48 Month Participation Limit

A participant will be terminated when he or she meets the 48 month maximum participation limit. The participant receives notification of this limit prior to enrollment in the program and again 30 days before the 48 month maximum participation limit is reached. Prior to reaching the limit a plan to transition the participant to unsubsidized employment or other assistance will be developed.

Becoming Employed During Enrollment

To qualify for enrollment in SCSEP, a participant has to be unemployed. All participants are informed that they must be unemployed while participating in the program and to notify a SCSEP staff member immediately upon gaining employment. A participant who is discovered to be employed while enrolled, without having notified the program of the employment, will be terminated from the program. If this occurs, the participant will be placed on leave without pay immediately, and a 30 day notification of termination will be sent.

For Cause

There are several reasons to terminate a participant "for cause." When warranted, a participant may be terminated for certain behaviors. The following are specific reasons; however, other similar reasons that demonstrate willful misconduct or an intentional disregard of program rules may cause involuntary termination:

- IEP related reasons: Refusing to accept a reasonable number of job offers or referrals to unsubsidized employment, or for not complying with the IEP. A participant may be subject to disciplinary action up to and including termination when he or she refuses a total of three job offers, referrals to job openings, or fails to follow through with objectives to achieve goals based on the IEP. If the participant fails, without good cause, to cooperate fully to accomplish the goals of his or her service strategy, an IEP related termination "for cause" may be in order. Examples of a lack of cooperation to accomplish IEP service strategies may include but are not limited to the following when provided for in the participant's IEP:
    - Refusing to search for a job
    - Sabotaging a job interview. For example, a participant tells the interviewer that he or she is not interested in the job or tells the interviewer that he or she is not qualified
    - Refusing to or not fully participating in training opportunities
    - Refusing to transfer to a new community service training assignment
    - Refusing to register at the One-Stop/Job Service Center
    - Refusing to take advantage of Workforce Investment Act opportunities

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- Refusing to accept, or a lack of follow through in, obtaining supportive services that will enhance the participant’s ability to participate in a community service assignment consistent with their IEP
- Refusing to cooperate with IEP related referrals
- Refusal to cooperate with the assessment or IEP process

- Non IEP related reasons:
  - Refusal to cooperate in recertifying eligibility. For example, refusing to provide required documentation to determine continued eligibility or refusing to attend or be available for the recertification appointment
  - Failure or refusal to perform assigned duties. For example, refusing without good cause to do assignments that are part of the training description and required to increase skills and knowledge
  - Falsification of official records, such as timesheets. For example, intentionally signing the signature of the host agency supervisor on a timesheet or other official document, or including hours on a time sheet that are not accurate
  - Intentional disclosure of confidential or private information obtained from the host agency, grantee, or local project. For example, informing others of information that is supposed to be kept private or confidential
  - Frequent tardiness or unauthorized absences, including reporting to the assignment late or not reporting to the assignment without notifying the supervisor. Generally, three instances of absence without good cause or without proper notice may warrant termination
  - Insubordination, defined as intentionally refusing to carry out the direction or instructions of a host agency supervisor or SCSEP staff member, provided there were no extenuating circumstances and the directions or instructions were reasonable
  - Workplace harassment or discrimination on the basis of sex, race, color, religion, national origin, age, marital status, or disability
  - Obscene, abusive, harassing, or threatening language or behavior
  - Physical violence or intentional destruction of property. For example, being violent, threatening violence, or carrying out threats that physically harm individuals or property
  - Theft, meaning illegally taking or withholding the property of another without permission
  - Causing an imminent threat to the health or safety of the participant or others
  - Non-compliance with drug and alcohol free policy, which prohibits participants from consuming, selling, purchasing, manufacturing, distributing, possessing or using any illegal or non-prescribed drug, from being under the influence of alcohol or drugs while performing their host agency assignment, or while carrying out objectives required by the IEP. Legally prescribed medications are excluded if they do not affect the participant’s ability to perform his or her duties or compromise the safety of the participant or others
  - Exceeding approved leave without pay by failing to return from an approved break by the required date without due notice or good cause

Participant Corrective Action and Warning

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Attachment Z
Title: Senior Community Service Employment Program Participant Termination Policy
Participants will be given opportunities to correct behavior, or to comply with IEP requirements, except in cases involving serious harm or imminent threat to health, safety, property, etc. At any point, if a participant makes positive progress or the participant's lack of action is justified, corrective action will be discontinued. The following steps for corrective action will be taken:

- Step 1: First Formal Warning
  If a participant displays behavior outlined in the reasons under "for cause" terminations or refuses to comply with IEP requirements, the participant will be given a verbal warning and counseled to correct his or her actions. Absent extenuating circumstances, the participant will be informed in writing by the Program Manager of the requirement to correct his or her behavior
- Step 2: Second Formal Warning
  When a participant for a second time displays behavior outlined in the reasons under "for cause" terminations or refuses to comply with IEP requirements, the participant will be verbally warned and counseled to correct his or her actions. Absent extenuating circumstances, the Program Manager will send the participant a written warning that he or she has 30 days from the date of the letter to correct his or her behavior. In the case of an IEP violation, the participant may be directed to complete specific IEP related tasks. The written warning will include a statement that failure to make improvement or complete the IEP related tasks will result in termination
- Step 3: When a participant does not make improvement in his or her actions or for a third time displays behavior outlined in the reasons under "for cause" terminations, a letter will be sent notifying the participant that he or she will be exited 30 days from the date of the letter

    For example, a participant's training goal is to become computer literate in preparation for a clerical position. First the Workforce Professional (WP) identified a community service assignment at the library but the participant refused it because she wouldn't have her own cubicle, she would be in an open area, so she turned down that opportunity. Next, the WP identified a training site in a school, but the participant turned down that opportunity. Finally, the WP tried the local museum, and the participant refused the training assignment at the museum, too. The WP spoke with the participant, and she had no legitimate reason for refusing the training offered at various assignments. After the first refusal, the WP asked the Program Manager to send the participant the first written warning letter. The Program Manager then sent her the second warning letter stating that she risked being terminated if she continued to fail to follow her IEP or to take corrective action. When the participant turned down a third assignment and there were no extenuating circumstance, the Policy Manager sent a 30-day notification of termination letter

<u>For Cause Terminations that Require Immediate Removal from Host Agency and Leave without Pay Pending Termination</u>

When a participant's violation of policy is of a serious nature, immediate action to remove the participant from the host agency may be required. In this case, the participant will be placed on

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leave without pay and a written 30 day notice of termination sent. Examples of circumstances warranting immediate removal from the host agency and leave without pay include, but are not limited to:

- Gross misconduct such as violating a drug or alcohol policy or intentionally endangering the lives of themselves or others
- Violence, including but not limited to physical or extreme verbal violence at the training site

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