



LWDB One-Stop Advisory Council Agenda

June 3, 2021 – 11:30 a.m.

Zoom Meeting

<https://us02web.zoom.us/j/84508727745?pwd=K0lCMi95Rk0zTzIxZjdpc2tucjFhQT09>

1. Welcome: Tisha Cannizzo (11:30 a.m.)
2. Workforce Center Operations: George Marko (11:35 a.m.)
3. WIOA One-Stop Memorandum of Understanding: Chad Pettera (11:45 a.m.) pp. 2-22
 - A. One Stop Budget pp. 23
4. Collaboration around the Local Area IV Plan (11:55 am)
5. Advisory Council Partner Updates: Tisha Cannizzo (12:30 p.m.)
Time is reserved on the agenda for Council partners to provide updates and share news and activities that impact the workforce system.
6. Consent Agenda and Reports: Tisha Cannizzo (12:55 p.m.)
Members of the Committee may request discussion on any of the action items at the meeting or the items may be accepted as presented in a single motion.
 - A. Unemployment Insurance FAQ pp. 24-31
 - B. Meeting Minutes from 4/1/21 pp. 32-35

Recommended Action: Approve consent agenda as presented.
7. Announcements
 - A. Workforce Center Workshops pp. 36
 - B. Workforce Center Practice Makes Progress pp. 37
8. Adjourn: Tisha Cannizzo (1:00 p.m.)

June 3, 2021

Submitted By: Chad Pettera

Item

One-Stop Partner Memorandum of Understanding (MOU)

Background

The required partner MOU has been revised and shared with all the partners.

Analysis

The MOU's have been shared with all the partners. Some service delivery grids are still outstanding. A budget for PY21 is enclosed as well as an updated MOU document. We are still putting the service delivery grids together. MOU's for signature should be going out to partners in the next few days.

Recommended Action

Receive and File.

Kansas Local Workforce Innovation and Opportunity Act Service Delivery Area IV

Memorandum of Understanding

Between the Workforce Alliance of South Central Kansas
and XXXXXXXXXXXXXXXX

July 1, 2021

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Introduction

This Memorandum of Understanding (MOU) is between the Workforce Alliance of South Central Kansas, Inc. Board of Directors (WA) for Local Area IV (LAIV) and the XXXXXXXXXXXXXXXX (Partner), entered into the 1st day of July 1, 2021 pursuant to the Workforce Innovation and Opportunity Act (WIOA), Section 121(c).

This MOU is executed between LAIV LWDB, Chief Elected Officials Board (CEOB), and One-Stop System Partners (Partners).

The MOU is developed to confirm the understanding of the parties regarding the operation and management of the American Job Centers, also known as Workforce Centers or One Stop Centers in LAIV. LAIV is comprised of Butler, Cowley, Harper, Kingman, Sedgwick and Sumner counties in south central Kansas. The LWDB and CEOB oversee the operation and outcomes of the Workforce Delivery through the American Job Centers.

The LWDB with an agreement with the CEOB will jointly select the One-Stop Operator through a competitive procurement process.

The One Stop Operations Budget and Infrastructure Funding Agreement (IFA) establish a financial plan, including terms and conditions, to fund the services and operating costs of the LAIV One Stop Service Delivery model. The parties to this MOU agree joint funding is an essential foundation for an integrated service delivery system and necessary to maintain LAIV quality services in LAIV.

The goal is to create integrated locations and a unified structure and process of proactive, transparent, and effective job seeker and business services, provided in a seamless collaborative effort to support all partners services and outcomes. The purpose of this MOU is to define the parameters with which education, workforce, economic development, and other partner programs and entities operation in LAIV create a seamless, customer-focused network which aligns service delivery across the board and enhances access to all program services. By realizing One Stop opportunities together, partners are able to build community- benefiting bridges, rather than silos of programmatic isolation.

The vision is Growing the Regional Economy through a Skilled Workforce in south central Kansas. This is accomplished by promoting economic prosperity and the self sufficiency of individuals and families by creating a workforce which is competitive in the global marketplace.

Effective Period

This MOU is entered into on July 1, 2021. The MOU will become effective as of the date of the final signature is applied. The MOU will terminate June 30, 2024. The MOU may also terminate if the partner no longer operates the required program. The MOU maybe re-negotiated at anytime if partners believe services or terms in this MOU no longer represent the services delivered in the local area. The MOU will be reviewed annually at the One Stop Advisory Committee, partners are encouraged to review the MOU at least annually and suggest ideas

for improvements or changes to the committee. The Service Delivery Grid may be updated annually, unless a significant change occurs in that Service Delivery Grid, the MOU will remain in effect.

American Job Centers

LAIV has four American Job Centers (AJC) designed to provide a full range of assistance to job seekers and businesses under one roof. Established under the Workforce Investment Act (WIA) and continued by the WIOA. The AJC's are located at

Wichita Workforce Center (Comprehensive) 2021 N Amidon Suite 1100 Wichita, KS 67203 Public Hours M-Th 7 a.m.-6 p.m. F 9 a.m. – 12 p.m. 316-771-6800	Butler Workforce Center (Affiliate) 524 N Main St El Dorado, KS 67042 Public Hours M-Th 8 a.m.-5 p.m. Closed 12 p.m.-1 p.m. 316-321-2350
Sumner Workforce Center (Affiliate) 314 N Washington Ave. Wellington, KS 67152 Public Hours M-F 8 a.m.-5 p.m. 620-326-2659	Cowley Workforce Center (Affiliate) 125 S 2 nd Arkansas City, KS 67005 Public Hours M-F 8 a.m. – 4:30 p.m. 620-441-5313

Co-Located Partners

Partner Program	Partner Organization	Contact Information	Notes
Wagner-Peyser	Kansas Department of Commerce	Erica Ramos 316-771-6800	
Jobs for Veterans	Kansas Department of Commerce	Erica Ramos 316-771-6800	
WIOA Title 1	Workforce Alliance of South Central Kansas	George Marko 316-771-6800	
Job Corps	Flint Hills Job Corps	Melisa Hamilton 785-564-4903	
Native American Workforce Program	American Indian Council	Chris Campbell 816-471-4898	
Senior Community Service Employment Program	Workforce Alliance of South Central Kansas	Denise Houston 316-771-6800	
Trade Act Adjustment	Kansas Department of Commerce	Erica Ramos 316-771-6800	
Re-Employment Services	Kansas Department of Commerce	Erica Ramos 316-771-6800	

Non Co-Located Partners

Partner Program	Partner Organization	Contact Information	Notes
Unemployment Insurance	Kansas Department of Labor	Nicole Struckhoff 785-581-7630	www.kansasemployer.gov
Senior Community Service Employment Program	SER National	Emma Trevino 469-549-3649	
Adult Education	Butler Community College	Sherry Watkins 316-323-6079	
Adult Education	Cowley Community College	Jennifer Anderson 620-441-5258	
Adult Education	WATC/Goodwill/NexStep	Chris Stanyer 316-677-1835	
Career and Technical Education (Carl Perkins)	Butler Community College	Jamie Goering 316-322-3188	
Career and Technical Education (Carl Perkins)	WSU Tech	Sindy Dick 316-677-1972	
Career and Technical Education (Carl Perkins)	Cowley Community College	Chris Cannon 620-229-5985	
Vocational Rehabilitation	Kansas Department of Children and Families	Dan Decker 785-368-7143	
National Farm Worker Jobs Program	SER Corporation Kansas	Richard Lopez 316-264-5372	

One Stop Center Operations

Mission

“Growing the regional economy through a skilled workforce”

Vision

“Supporting and advancing a competitive workforce in South Central Kansas”

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, designed to provide information to make career and labor market decisions. Career services, training and support services will be made accessible on-site.
2. Customers and Shared Customers: This MOU identifies shared customers as individuals with disabilities, education, language, work history/experience and income barriers, and those with Veterans status who will achieve measurable outcomes in the areas of education, training, job placement/retention and career pathways toward self-sufficiency.
3. 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.
4. 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.
5. 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.
6. 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.

SECURITY AND SAFETY: The One Stop Centers is a place that individuals may present a risk, but individuals can come to receive services, and equally promotes initiatives in the community to support appropriate employment to individuals with multiple barriers to employment. The LWDB asks that all One Stop System Partners follow the following safety standards:

- Utilize work areas or offices that allow for easy exits or insure the presence of another staff/team member when meeting with a customer where there a potential risk.
- Restrict access to items that may be used as a weapon.
- If available inform the security guard when meeting with a customer that presents a risk. If security is not available coordinate services with a supervisor/manager.
- Call the security guard should you feel uncomfortable or see a fellow staff member in an escalating situation. The security guard can be reach by dialing *01 on all desk phones or by cell phone at 316-239-4802.
- Ensure the security of One Stop Center proxy cards and inform helpdesk@workforce-ks.com should your proxy card be missing.

In order to provide a productive and safe environment for all One Stop System Partners the LWDB requires all One Stop System Partners to disclose to Chief Operating Officer if an employee working out of or is collocated at one of the Workforce Centers in Local Area IV has a felony. All partners are

required to perform adequate background checks on staff and volunteers. Please note the following provisions:

- Individuals with crimes against a person will not be permitted to collocate or work out of LAIV Workforce Centers.
- In order to provide the most successful environment for employees a safety plan will be in place for other felonies in order to mitigate any potential threat. Example: individuals with financial crimes will not work with money.
- The LWDB will support the One Stop Partner Agency in screening, assessing, and conducting background checks at the agencies request. A background check must be provided to the LWDB Administrative Agency, the Workforce Alliance, prior to the start date of the employee.

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.

Roles and Responsibilities of the Partners

Parties shall:

- Collaborate and reasonably assist each other in the development of necessary service delivery protocols,
- Agree the provisions contained herein are made subject to all applicable federal and state laws, implementing regulations, and guidelines imposed on either or all Parties relating to privacy rights of customers, maintenance or records, and other confidential information relating to customers, and
- Agree all equipment and furniture purchased by any party for the purpose described herein shall remain the property of the purchaser.

CEOB Duties

The CEOB will at a minimum:

- In partnership with the LWDB and other partners within the planning region, develop and submit a single regional plan which includes a description of the activities shall be undertake by all LWDB and their partners, and incorporate plans for each of the Local Areas in the planning region.
- Approve the Integrated Service Delivery Plan, LWDB Budget and MOU.
- In partnership with the LWDB approve the selection of the One Stop Operator.
- Oversee the operations and outcomes of the AJC's.
- Enter into an agreement with the LWDB for WIOA Operations.

LWDB Duties

The LWDB will at a minimum:

- In Partnership with the CEOB and other partners develop and submit a Regional Plan which includes a description of the activities that shall be undertaken by the LWDB and its Partners, and aligns with its strategic plan.
- In Partnership with the CEOB and other partners develop and submit a single regional plan including a description of the activities shall be undertaken by all LWDB's and their partners, and incorporate plans for each of the Local Area's in the planning region.
- In cooperation with the CEOB design and approve the integrated service delivery structure in the local area and select a One Stop Operator through a competitive process.
- Ensures the workforce related needs of employers, job seekers, and workers in the local area are being meet to the ability possible given resources available.
- Approve budgets
- Leverage existing funding and solicit new funding to expand workforce services.
- Review performance of the local area.
- Negotiate the MOU's with partners with the support and assistance of the One Stop Operator.
- Secure additional funding to expand workforce development services.
- Review performance of the workforce system and the One Stop Operator.
- Completed the Local and Regional WIOA plans.
- Conduct reviews and resolve customer grievances.

One Stop Operator Duties

The One Stop Operator will at a minimum:

- Coordinate services and outreach in conjunction with system partners.
- Communicate the strategic goals, mission, and vision of the LWDB to partners and the community.
- Promote effective communication among partners, staff, providers and other community partners and stakeholders.
- Complete One Stop Certification(s)
- Facilitate One Stop Advisory Committee meetings.
- Provide system outcome and performance reports to partners, staff, CEOB, and the LWBD and its committees.
- Enforce LWDB Policies.
- Review the One Stop Delivery System for areas of improvement.
- Ensure access to workforce data, information, performance, and local labor market data.

The One Stop Operator will not:

- Assist in the development, preparation and submission of the Local/Regional Plans.
- Participate in any way in the selection process of the One Stop Operator.
- Participate in the selection of program providers.
- Negotiate local performance.
- Develop or participate in the budget activities of the LWDB.

Partners

Partners commit to cross-training staff, as appropriate, and providing other professional learning opportunities which promote continuous quality improvement. Partners will promote system integration to the maximum extent possible through:

- Effective communication, information sharing and collaboration with the One Stop Operator.
- Be an active participant in joint planning, policy development and system design process.
- Commitment to the joint mission, vision, goals, strategies, and performance measures.
- The use of common and/or linked data management systems and data sharing methods, as appropriate when possible.
- Leveraging of resources, including other public agency and non-profit organization services.
- Participate in a continuous improvement process designed to increase outcomes and increase customer satisfaction.
- Participate in the One Stop Advisory Committee and other committees and taskforces as appropriate.
- Provide outreach activities targeting populations most in need in coordination with one another, actively referring customers to the most appropriate partner.
- Provide reports on service delivery and performance as requested.
- Co-Located Partners will:
 - a. Adhere to the provisions in the Centers Handbook approved by the Partners
 - b. Present a professional appearance
 - c. Maintaining good work habits, e.g., practicing common courtesy, maintaining a neat workspace, being punctual, appreciating diversity, exceeding customer expectations
 - d. Compliance with established professional and ethical standards
 - e. Maintaining adequate levels of staffing during all hours of operation, including non-traditional hours
 - f. Shared responsibility for compliance with established security and emergency guidelines.
- Commit to service delivery as described in Attachment A.

Referrals

The primary principle of the referral system is to provide integrated and seamless delivery of services to workers, job seekers, and employers. In order to facilitate such a system, Partners agree to:

- Review the Partner Referral Guidelines for regular updates. Provide those updates to the One Stop Operator.
- Familiarize themselves with the basic eligibility and participation requirements, as well as with the available services and benefits offered by each of the partners programs.
- Share information on program requirements and summary information on the services provided.
- Provide referrals to customers that are believed to be eligible and would benefit from other partner services.
- Commit to follow up on referrals received with 48 business hours.
- Regularly evaluate ways to improve the referral process.
- Commit to ongoing communication required for an effective referral process.

One Stop Budget

The purpose of this section is to establish a financial plan, including terms and conditions, to fund the services and operating costs of the LAIV One Stop service delivery. The Parties to this MOU agree joint funding is necessary foundation for an integrated service delivery system. The goals of the operating budget is to develop a funding mechanism which establishes and maintains the local workforce delivery system at a level meeting the needs of the job seekers and employers and reduces duplication and maximizes the sharing of services, resources, and technologies among Partners.

The Partners consider this One Stop Operating budget (Attachment D) necessary to maintain the local Workforce Centers. The One Stop Operating Budget is expected to be transparent and negotiated among Partners on an equitable basis to ensure costs are shared appropriately. All Partners must negotiate in good faith and seek established outcomes which are reasonable and fair.

Partners Shared Costs and Infrastructure Funding Agreement

All partners will review the budget and allocations at least annually. Partners will be given the opportunity to review costs and participate in budget development. Partners will be given a budget update regularly through the One Stop Advisory Committee showing the budget and expenditures and collected revenues. The budget will be reconciled at least annually at the end of the program year. Partners shall submit new program participants or budget information quarterly within 15 days after the end of the quarter to establish equitable share and update the budget and allocations amongst partners. The budget will be reconciled to actual costs and updated at the One Stop Advisory Council meetings for all partners to review. Additional costs will be allocated to partners at the end of that reconciliation based on the same allocation formula. Savings will be refunded or credited to the partners future costs, at the partners discretion.

All Partners to this MOU and Infrastructure Funding Agreement (IFA) recognize infrastructure costs are applicable to all WIOA Partners, whether they are physically located in the One Stop Center or not as required by the WIOA. Each partner’s contributions to these costs, however, may vary, as these contributions are based on the proportionate use and relative benefit received, consistent with the Partner’s programs laws and regulations and uniform guidance.

1. Infrastructure

Co-located and non-co-located one-stop partners are required to share in the one stop infrastructure costs.

A. Rent

Co-located partners will pay rent for their dedicated space plus a proportional share of any common space including conference rooms, bathrooms, break areas, hallways, and conference rooms based on their dedicated space percentage. All required one stop partners will pay the cost of the resource room and workshop room(s) based on the number of participants enrolled in their program during the previous program year.

Example

	Annual Rent	Allocated Dedicated Space	Shared Conf Room	Total Co-Located	Resource Room
One Stop	\$ 42,000	3000	200	3200	1000
	% Allocation	71%	5%	76%	24%
	Rent Allocation	\$ 30,000	\$ 2,000	\$ 32,000	\$ 10,000
Co-Located Partners	Dedicated Office Space	% of Dedicated Space	Allocated Conf Space (based o Dedicated Space Allocation	Total Dedicated Space	Cost
Partner A	1,000 sq ft	33%	67	1067	\$ 10,667
Partner B	2,000 sq ft	67%	133	2133	\$ 21,333
	3000	100%	200	3200	\$ 32,000
All Partners- Resource Room					
	Resource Room Sq Ft	1000 sq	24% of Total Rent	\$ 10,000.00	
		# of Participants			
	Partner A	50	20%	\$ 2,000.00	
	Partner B	100	40%	\$ 4,000.00	
	Partner C	100	40%	\$ 4,000.00	
	Total Participants	250	100%	\$ 10,000.00	
Total Rent Costs					
		Co Location	All Partners	Total	
	Partner A	\$ 10,667	\$ 2,000.00	\$ 12,667	
	Partner B	\$ 21,333	\$ 4,000.00	\$ 25,333	
	Partner C	0	\$ 4,000.00	\$ 4,000	
				\$ 42,000	

B. Security Contract

Total security costs will be divided amongst co-located and all required partners at the same percentage as the rent allocation between co-located and all required partners. Co-located partners will pay security costs based on their dedicated space percentage. All partners (non-co-located and co-located) will pay a portion of the security contract costs allocated for the resource room and/or workshop room(s) based on the number of participants enrolled in their program during the previous program year.

C. Custodial Contracts

Custodial costs will be divided amongst co-located and all required partners at the same percentage as the rent allocation between co-located and non-co-located partners. Co-located partners will pay custodial contractual costs based on their dedicated space percentage. All partners will pay a portion of the custodial contract costs allocated for the resource room and workshop space based on the number of participants enrolled in their program during the previous program year.

D. Utilities/Copiers/Supplies

If utilities costs consisting of electric, gas, trash, phone, internet, water/sewer, or any other necessary utility (not included in a lease), copier lease and paper supplies for the public. These costs will be allocated amongst co-located and all required partners at the same percentage as the rent allocation between co-located and non-co-located partners.

Co-located partners will pay utilities costs based on their dedicated space percentage. All partners will pay a portion of the utilities costs allocated for the resource room and workshop space based on the number of participants enrolled in their program during the previous program year.

E. Technology- For Public Use

Technology (Hardware and Software) costs for public use, will be allocated amongst all required partners based on the number of participants enrolled in their program during the previous program year.

F. Technology- Co-Located Partners

Technology (Hardware and Software) costs for staff located at the One Stop, will be allocated amongst all co-located partners based their dedicated space usage percentage. Costs may include computer network server operational costs including upgrades and maintenance, phone system and security services.

G. One Stop Operator

WIOA requires a procured One Stop Operator for the local area. If the LWDB decides those costs should be allocated to partners, those costs will be allocated based on the number of participants enrolled in their program during the previous program year.

2. Center Operations- Other Shared Costs

A. Operations

Operations costs will be allocated to the partners based on the partner's co-located percentage of dedicated space. Allocations may include personnel costs associated with staff time dedicated to center operations. Operational costs include personnel that provide information technology and facility set up.

3. Available In-Kind Services

The centers infrastructure budget will incorporate different in-kind services the WIOA Partners can contribute to the one stop infrastructure costs. It will be up to the partner to offer those services during the program year and report those to the One Stop Operator.

Confidentiality

All partners agree that information issued, received by or exchanged between 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 released except in accordance with applicable federal, state and local laws, rules, regulations and policies.

Non-Discrimination and Equal Opportunity

All partners to this MOU are equal opportunity employers and operate equal opportunity programs. 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 gender, gender identity, race, color, religion, sex, national origin, age, disability, veterans status, 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 as a lawfully admitted immigrant authorized to work in the United States, or his or her for participation in any WIOA Title I-financially assisted program or activity.

Additionally, staff and partners will be provided training to provide services to all, regardless to the range of abilities, mobility, age, language, learning style, or comprehension or education level.

The One Stops will make adaptive technology equipment available and interpretation services to any customer.

Accessibility

Accessibility to the services provided by the Workforce Centers and all Partner Agencies is essential to meeting the requirements and goals of the Workforce Development Network. Job seekers and businesses must be able to access all information relevant to them via visits to physical locations as well as through virtual services,

regardless of gender, age, race, religion, national origin, disability, veteran's status, or on the basis of any other classification protected under state or federal law.

One Stops will have available assistive technology and equipment available to all customers. System design will strive to exceed ADA standards. Staff and partners will be trained on assistive technology and how to best assist those with disabilities.

Impetration services will be available through contract with Language Line for language interpretation and through video for sign language. Signage will be provided for customers and staff on the availability of the service and how to access.

One Stops will maintain a culture of inclusiveness and the physical characteristics of the facility, both indoor and outdoor, will meet the latest standards of accessible design.

Dispute Resolution

All Parties will participate in local negotiations in a good faith effort to reach agreement. Any disputes shall first be attempted to be resolved informally. Should informal resolution efforts fail, the dispute resolution process must be formally initiated by the petitioner seeking resolution. A disagreement is considered to have reached the level of dispute resolution when an issues arrives out of the development, negotiation and implementation of an MOU not easily coming to a point of resolution. All disputes reaching this level will refer to Kansas Department of Commerce Policy 05-25-00.

Monitoring

LAIV LWDB, or its designated staff, CEOB, officials from the state and local administrative entities, the US Department of Labor, Education, and Health and Human Services have the authority to conduct fiscal and programmatic monitoring.

Modification Process

Except for amendments necessary for compliance with applicable federal, state and local laws, rules, regulations and policies and amendments as set forth in paragraph below, non-partner specific amendment or modification of the information contained in this MOU may only be accomplished by written consent of all of the Partners. Any request to amend a provision should be made in writing (email is sufficient) to the WA and must be agreed to in writing by all partners. The WA will notify the other partners of the details of any requested modification. b) This MOU may also be modified from time to time without the prior consent of existing One Stop Center partners to add new 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 and adjusted by WA prior to adding additional partners.

It is understood by the parties that each should be able to fulfill its One Stop role in full accordance with all applicable federal, state and local laws, rules, regulations and policies which govern or affect their activities. If at any time any party is unable to perform its functions under this Agreement, the affected party should immediately provide written notice to all parties of their intent to discontinue their participation as a One Stop Provider at least 30 days in advance thereof. No consent from the other parties will be requested if discontinuation of participation is made pursuant to this provision. Any adjustment of cost sharing items will be reviewed and adjusted by WA upon such discontinuance.

Termination

This MOU will remain in effect until the end date specified in the effective period unless all Partners mutually agree to terminate this MOU prior to the end date.

In the event it becomes necessary for one or more Partners to cease being a party to this MOU, said parties shall notify the other parties, in writing 30 days in advance of the intention.

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 herein 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: _____

BY: _____

DATE:

(Signature of partner representative)

FOR THE WA: Gabe Schlickau Chair, Local Workforce Development Board- LAIV

DATE:

(Signature of LWDB Chair)

FOR THE CEOB:

DATE:

(Signature of CEOB Chair)

Attachment A: XXXX Service Delivery Grid

Attachment B: System Service Delivery Grid

Attachment C: Partner Referral Guidelines

Attachment D: Budget

LAIV One Stop Budget
PY21 July 2021-June 2022

Infrastructure Costs	Total	% Co-Located	% All Partners
Rent	\$ 428,014	\$ 358,616	\$ 69,398
Security	\$ 36,000	\$ 31,282	\$ 4,718
Parking- Customers	\$ -	\$ -	\$ -
Custodial	\$ -	\$ -	\$ -
Utilities/Copiers/Supplies	\$ 161,807	\$ 140,602	\$ 21,205
Technology	\$ 29,000	\$ -	\$ 29,000
One Stop Operator Contract	\$ -	\$ -	\$ -
Total	\$ 654,821	\$ 530,501	\$ 124,320

Other Shared Costs	Total	% Co-Located	% All Partners
Operations	\$ 48,000	\$ 48,000	\$ -
Parking- Staff	\$ -	\$ -	\$ -
Total	\$ 48,000	\$ 48,000	\$ -

Total	\$ 702,821.24	\$ 578,500.98	\$ 124,320.26
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Co-Located Partners- Dedicated Space	Rent	Security	No Used	Custodial	U/S/C	Operations	Career Services (not shared)	Total
American Indian	\$ 5,537	\$ 552	\$ -	\$ -	\$ 1,477	\$ 847		\$ 8,413
Job Corps	\$ 7,943	\$ 792	\$ -	\$ -	\$ 2,119	\$ 1,215		\$ 12,068
KS Dept of Commerce								
Wagner Peyser	\$ 61,595	\$ 6,140	\$ -	\$ -	\$ 16,431	\$ 9,421		\$ 93,586
RESEA	\$ 25,012	\$ 2,493	\$ -	\$ -	\$ 6,672	\$ 3,826		\$ 38,003
Trade Adj Act	\$ 64,306	\$ 6,410	\$ -	\$ -	\$ 17,154	\$ 9,836		\$ 97,706
Vets	\$ 16,115	\$ 1,606	\$ -	\$ -	\$ 4,299	\$ 2,465		\$ 24,484
Appr.	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -
Vacant	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		\$ -
Workforce Alliance of South Central Kansas								
Business Services	\$ 28,481	\$ 1,351	\$ -	\$ -	\$ 22,554	\$ 2,073	\$ 323,993	\$ 378,453
Job Seeker Services	\$ 58,037	\$ 4,298	\$ -	\$ -	\$ 30,438	\$ 6,594	\$ 528,032	\$ 627,399
Training Services	\$ 78,073	\$ 6,292	\$ -	\$ -	\$ 35,854	\$ 9,655	\$ 962,698	\$ 1,092,572
Operations	\$ 13,518	\$ 1,348	\$ -	\$ -	\$ 3,606	\$ 2,068	\$ 445,108	\$ 465,647
Co-Located Partners Sub Total	\$ 358,616	\$ 31,282	\$ -	\$ -	\$ 140,602	\$ 48,000	\$ 2,259,831	\$ 2,838,332

All Partners - IFA Costs	Rent	Security	No Used	Custodial	U/S/C	Technology	One Stop Operator	Operations	Total
Department of Labor Programs									
WIOA Adult- Workforce Alliance	\$ 694	\$ 47.19	\$ -	\$ -	\$ 212	\$ 290	\$ -	\$ -	\$ 1,244
WIOA- Dis Worker- Workforce Alliance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
WIOA Youth- Workforce Alliance	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Job Corps	\$ 120	\$ 8.13	\$ -	\$ -	\$ 37	\$ 50	\$ -	\$ -	\$ 214
Native American- American Indian Council	\$ 67	\$ 4.58	\$ -	\$ -	\$ 21	\$ 28	\$ -	\$ -	\$ 121
National Farm Worker- SER	\$ 17	\$ 1.16	\$ -	\$ -	\$ 5	\$ 7	\$ -	\$ -	\$ 31
Wagner Peyser- KS Dept of Commerce	\$ 5,566	\$ 378.35	\$ -	\$ -	\$ 1,701	\$ 2,326	\$ -	\$ -	\$ 9,970
Senior Community Service Program- Workforce Alliance	\$ 73	\$ 4.95	\$ -	\$ -	\$ 22	\$ 30	\$ -	\$ -	\$ 130
Senior Community Service Program- SER National	\$ 81	\$ 5.50	\$ -	\$ -	\$ 25	\$ 34	\$ -	\$ -	\$ 145
Trade Act Adjustment- KS Dept of Commerce	\$ 751	\$ 51.05	\$ -	\$ -	\$ 229	\$ 314	\$ -	\$ -	\$ 1,345
Unemployment Insurance- KS Dept of Labor	\$ 53,956	\$ 3,667.97	\$ -	\$ -	\$ 16,486	\$ 22,547	\$ -	\$ -	\$ 96,657
Jobs for Veterans- KS Dept of Commerce	\$ 2,123	\$ 144.33	\$ -	\$ -	\$ 649	\$ 887	\$ -	\$ -	\$ 3,803
Re-Entry Employment Opportunities	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Dept of Education Programs									
Adult Education- Butler Comm College	\$ 122	\$ 8.31	\$ -	\$ -	\$ 37	\$ 51	\$ -	\$ -	\$ 219
Adult Education- Cowley Comm College	\$ 42	\$ 2.87	\$ -	\$ -	\$ 13	\$ 18	\$ -	\$ -	\$ 76
Adult Education- WATC/Goodwill	\$ 366	\$ 24.88	\$ -	\$ -	\$ 112	\$ 153	\$ -	\$ -	\$ 656
Career and Technical Education (Carl Perkins)- Butler CC	\$ 897	\$ 60.95	\$ -	\$ -	\$ 274	\$ 375	\$ -	\$ -	\$ 1,606
Career and Technical Education (Carl Perkins)- Wichita Area Tech C	\$ 3,054	\$ 207.61	\$ -	\$ -	\$ 933	\$ 1,276	\$ -	\$ -	\$ 5,471
Career and Technical Education (Carl Perkins)- Cowley CC	\$ 363	\$ 24.70	\$ -	\$ -	\$ 111	\$ 152	\$ -	\$ -	\$ 651
Vocational Rehabilitation- KS Dept of Child/Fam	\$ 1,106	\$ 75.19	\$ -	\$ -	\$ 338	\$ 462	\$ -	\$ -	\$ 1,981
Dept of Health and Human Services									
Community Services Block Grant- City of Wichita	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Community Services Block Grant- Mid-KS Community Action Program	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Co-Located & Non Co-located Partners Sub Total	\$ 69,398	\$ 4,718	\$ -	\$ -	\$ 21,205	\$ 29,000	\$ -	\$ -	\$ 95,320

Partner Total	Rent	Security	Not Used	Custodial	U/S/C	Technology	One Stop Operator	Operations	Shared Costs Annual Total	Shared Costs Monthly Total	Career Services (not shared)	Total Center Budget
American Indian Council	\$ 5,604	\$ 557	\$ -	\$ -	\$ 1,498	\$ 28	\$ -	\$ 847	\$ 8,534	\$ 711	\$ -	\$ 8,534
Flint Hills Job Corps	\$ 8,062	\$ 800	\$ -	\$ -	\$ 2,155	\$ 50	\$ -	\$ 1,215	\$ 12,282	\$ 1,024	\$ -	\$ 12,282
Kansas Department of Commerce	\$ 175,467	\$ 17,224	\$ -	\$ -	\$ 47,134	\$ 3,527	\$ -	\$ 25,548	\$ 268,899	\$ 22,408	\$ -	\$ 268,899
Vacant	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Workforce Alliance	\$ 178,877	\$ 13,341	\$ -	\$ -	\$ 92,686	\$ 321	\$ -	\$ 20,390	\$ 305,614	\$ 25,468	\$ 2,259,831	\$ 2,565,445
SER- Local	\$ 17	\$ 1	\$ -	\$ -	\$ 5	\$ 7	\$ -	\$ -	\$ 31	\$ 3	\$ -	\$ 31
SER- National	\$ 81	\$ 6	\$ -	\$ -	\$ 25	\$ 34	\$ -	\$ -	\$ 145	\$ 12	\$ -	\$ 145
Kansas Dept of Labor	\$ 53,956	\$ 3,668	\$ -	\$ -	\$ 16,486	\$ 22,547	\$ -	\$ -	\$ 96,657	\$ 8,055	\$ -	\$ 96,657
Butler Community College	\$ 1,019	\$ 69	\$ -	\$ -	\$ 311	\$ 426	\$ -	\$ -	\$ 1,825	\$ 152	\$ -	\$ 1,825
Cowley Community College	\$ 406	\$ 28	\$ -	\$ -	\$ 124	\$ 169	\$ -	\$ -	\$ 727	\$ 61	\$ -	\$ 727
WATC/Goodwill	\$ 3,420	\$ 232	\$ -	\$ -	\$ 1,045	\$ 1,429	\$ -	\$ -	\$ 6,126	\$ 511	\$ -	\$ 6,126
Kansas Dept of Child/Fam	\$ 1,106	\$ 75	\$ -	\$ -	\$ 338	\$ 462	\$ -	\$ -	\$ 1,981	\$ 165	\$ -	\$ 1,981
City of Wichita	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Mid-KS Community Action Program	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total	\$ 428,014	\$ 36,000	\$ -	\$ -	\$ 161,807	\$ 29,000	\$ -	\$ 48,000	\$ 702,821	\$ 58,568	\$ 2,259,831	\$ 2,962,652

**Kansas Department of Labor (KDOL)
Frequently Asked Questions
Week of 05/24/21 – 05/28/21**

Continued Federal Benefits

The following statement can be attributed to the Governor’s Office regarding federal unemployment benefits on 05/12/21:

“At this time, Governor Kelly does not intend to end the federal unemployment benefit programs early. While the Governor will monitor this situation closely over the coming months, her primary focus remains on continuing her administration’s record-setting efforts recruiting new businesses and jobs to Kansas. She strongly encourages Kansans who are seeking employment, to visit www.kansasworks.com for job placement resources and assistance.”

Modernization Next Steps

What are the next steps on the RFP?

On 04/06/21, Governor Laura Kelly announced a major step forward in the effort to modernize the state’s Unemployment Insurance (UI) system at KDOL. The agency issued its Request for Proposal (RFP) for modernizing the over 40-year-old computer system.

Prior to the pandemic, at Governor Kelly’s direction, KDOL staff traveled to states that had modernized their unemployment systems to learn from them how Kansas could build a system that would more efficiently serve claimants and businesses. In the past year, the agency has dedicated a specialized team to complete and expedite the modernization plan, incorporating the findings and best practices from these states. The RFP process is the next major step in the agency’s effort to modernize.

The system has largely been stabilized and is paying out legitimate claimants in the traditional state unemployment program and new federal benefit programs. This project was included in House Bill 2196, which was signed into law on 04/26/21. The amount of funding for this project is \$37.5 million.

The RFP, published on 04/01/21, has the event number EVT0007951.

How long will completing the buildout of a new system take?

KDOL’s team of SMEs began researching what worked in other states in 2019. That work was paused when the pandemic hit, and picked up again late in 2020. KDOL has repeatedly said that the agency

thinks that in 2-3 years it can be done, as we see and learn from other states best practices on their deployments. In the RFP, KDOL has stated a date of fall 2023.

However, we need to focus on vendor selection and moving through the contract stage. These are the next important steps and the timeline will be included in the contract.

American Rescue Plan Act

Have extensions for programs from the Act paid out yet?

Yes. These extensions began paying out the week ending 03/20/21. PEUC, PUA and FPUC were extended through the week ending 09/04/21.

Claimants can better understand the unemployment programs pathway by clicking [here](#).

For more questions and answers on unemployment insurance programs, please visit the KDOL UI FAQ page by clicking [here](#).

We understand there is a filing change for PUA claimants due to the American Rescue Plan, what is it?

Yes. The American Rescue Plan Act of 2021 now requires that PUA claimants' wages be reassessed each quarter to determine if any new wages have changed their PUA eligibility. To do this, claimants must now reapply for regular UI benefits each quarter. If a claimant is found to be ineligible for regular UI benefits, she/he can continue filing weekly claims for PUA benefits. If the claimant is found eligible for regular UI or PEUC, the person will then file weekly claims for that program.

PUA Backlog

As of 05/24/21, the approximate number of PUA claimants that need to be adjudicated is approximately 625. The week prior (05/17/21), the number was approximately 1,250.

Regular UI and Adjudications

Last year, the regular UI backlog was at about 25,000. Where does it stand today?

In January, KDOL eliminated the backlog. If there are no issues with a person's unemployment claim, the average turnaround time for paying out on a regular UI claim is approximately six days. If a claim is disputed and needs to be adjudicated, it could take up to a month. These timelines are set in statute.

While you say the backlog for PUA is being worked through, and the regular UI backlog is gone, we still hear from claimants that they have not received payments. Why so many similar cases? Are these people backlogged?

As we have said before, every claimant's case is like a fingerprint, unique to that person. Further, we cannot publicly speak to any specific claimant's case.

For the original CARES Act, those federal benefit programs ended on 12/26/20.

For the Continued Assistance Act, those federal benefits programs ended on 03/13/21.

Because the CARES Act programs lapsed on 12/26/20, and the majority of Continued Assistance Act programs did not begin paying out until the extensions were coded and programmed until mid-February 2021, many claimants on these programs did see a gap in payments. However, the agency estimates that the majority of the Continued Assistance Act programs either have been paid, or are now being paid, and the agency will continue to pay to legitimate claimants who are due those benefits.

The new ARP programs extend PUA, PEUC and FPUC payments until 09/04/21.

A claimant's benefit year ended, but the person remains unemployed. Does this person need to reapply?

Yes, if a claimant's benefit year has ended and she/he still needs unemployment benefits, this person must file a new initial claim on the GetKansasBenefits.gov website to reestablish a new benefit year (calendar year).

When the person files for a new benefit year, it will be reviewed as a new state unemployment claim and KDOL will determine the claimant's eligibility for either state or federal benefits.

This process of determination may take a few days and claimants will be notified via U.S. Mail. In the interim, claimants should continue to file weekly claims if they are not working or are working reduced hours.

KDOL Contact Center

We are hearing from many residents that they call in and can never get through and that they are calling hundreds of times a day. What is happening at the KDOL Contact Center?

On 03/03/21, Governor Laura Kelly announced that the Kansas Department of Labor would be upgrading the agency's server capacity and adding more availability, staff and support at the Contact Center, which is experiencing ongoing increases in call volume from claimants who are in need of speaking with customer service agents to help with their claims.

KDOL's server migration in mid-March expanded KDOL's capacity for customer service representatives to simultaneously engage with the software to handle claim data and information, and upload of pertinent claimant documentation. The migration was a success.

The details of expansion include the onboarding and addition of more than 500 customer service agents and surge staff, who are a mix of KDOL and Accenture partners working with claimants. This onboarding process is taking place at this time.

This also includes the additional training for certain surge staff members to handle more complex unemployment insurance benefit cases. Contact Center representatives are available on Saturdays between the hours of 8 a.m. to 5 p.m., Sundays between 1 p.m. - 5 p.m. Weekday hours have been extended from 8 a.m. to 9 p.m.

Why has it taken this long to add these additional staff?

The before mentioned server upgrade was required so that KDOL would have the increased capability to add these new resources. Up until the migration, the agency has been limited by the technical constraints of the existing servers.

Tell us more about auto dialers.

The agency has also communicated the high numbers of calls to the Contact Center traceable to automatic dialing services. Auto dialers do not work with the KDOL phone system. A claimant must call in each time and go through the menu prompts. An auto dialer will not get a claimant through the menu and into the queue. In fact, using one burdens the phone system, making it more difficult for anyone to get through to a customer service representative.

Through our systems and our tools, we are able to recognize call patterns. We can tell by the time between calls. When humans make calls there are some variations, there are not with auto dialers. Someone using the auto dialer will call every 19 seconds (for example), like clockwork. The dialers cannot sequence properly to our menus. Thus, they are just blocking the system for other callers trying to get through.

Any advice for callers to get through to the Contact Center?

Once a caller enters an initial call queue, she/he is able to speak with an initial customer service representative within 15 minutes. Our busiest times for the Contact Center is between the hours of 8 a.m. - 9 a.m. and 1 p.m. - 2 p.m. daily. If possible, claimants should avoid calling during these hours. If a caller gets into the queue, do not hang up. Our highest call volume day of the week is Monday. Our lowest call volume day is Friday.

Unemployment Fraud

When is the second Legislative Post Audit (LPA) report due?

We are working with LPA on that report at this time. If you have questions about timing of the report, we refer you to them.

What was KDOL's response to the results of the first LPA report?

LPA's estimate of fraud is flawed in both its underlying assumptions and methodologies. LPA also misunderstands important distinctions between the new federal pandemic unemployment insurance programs and existing state unemployment insurance program. LPA also misunderstands KDOL's measures to combat fraud.

It cannot be emphasized enough that fraud has been occurring across all 50 states, Washington D.C., and United States territories, not just in Kansas. Conservative estimates by USDOL estimates that fraud across all state unemployment trust funds and the PUA program totals at least \$63 billion. Kansas is not alone in the fight to protect the integrity of the UI program, and addressing UI fraud is of paramount importance to KDOL and the nation.

Further, on 02/23/20, KDOL released its own findings. Highlights from this announcement include that the agency has estimated that from 01/01/20, it has potentially stopped around 500,000 fraud attempts, totaling around \$22 billion.

In addition, following an in-depth analysis and IRS Form 1099-G reconciliation, KDOL has determined that from 01/01/20 through 12/31/20, about \$140 million in fraudulent claim payments were made from the Kansas regular unemployment insurance program. Additionally, more than \$150 million in fraudulent payments are attributed to federal benefits programs, for a total of \$290 million.

Finally, as part of a robust anti-fraud effort the agency has referred over 50,300 cases of alleged fraud to federal law enforcement partners for investigation and possible criminal prosecution, and is actively working with the Federal Bureau of Investigation, U.S. Secret Service, U.S. Department of Labor's Office of Inspector General (USDOL-OIG) and the U.S. Attorney's office to hold fraudsters to account.

Exactly what is KDOL's security software solution to stop fraud?

This system upgrade identifies and stops the flood of fraudulent claims Kansas and states across the country have been fighting against enabling the team at the Department of Labor to have more time to help unemployed Kansans.

KDOL is seeing a decline, and we hope eventually an outright elimination, of fraudulent benefit notices that individuals and businesses have been receiving from KDOL. The system also provides two-factor authentication so that claimants can more securely log in and access their account.

KDOL has claimed that new software system has been a success. What are the updated metrics?

As of 05/24/21 total claimants attempting authentication: approximately 166,300. Waiting for user action: approximately 6,450. Claimants who were proofed/approved: approximately 101,000. Claimants who have failed their ID proofing and would need to do it again/get help: 58,500. Claimants who experienced an error of some sort: approximately 280. In terms of BOTS and fraudulent login attempts we have stopped, approximately 7.73M. Deprovisioned users: 21,400.

Why are some of the numbers dropping?

We are seeing some decreases because accounts with bad email domains (those that KDOL considers fraudulent and we do not let into the system) in the failed ID proofing and waiting for user action segments. These emails were moved to the deprovisioned segment.

We will also process the waiting for user action group on those addresses where no activity has been taken for 60+ days (which we will consider abandoned) and remove them altogether.

So how do the multiple levels of security work?

First gate: Prevents BOT attacks by requiring multi-factor authentication. A computer program that is trying to get in runs high volumes of information into the system, but does not have the ability to verify via email or respond with a code from a text. Therefore, fraudsters using this method cannot register for an account.

Second gate: A person who is a fraudster (as opposed to a BOT/program run by a fraudster) can get through the MFA, but then has to attempt to go through the ID proofing step. This is the identity verification process and where we stop most human fraud. Most fraudsters will stop before attempting the ID proofing, knowing that they will fail. Those accounts are in the *waiting for user action authentication status*, not failed or approved.

Third gate: The identity proofing itself. If a fraudster attempts to go through the ID proofing process, he/she will be asked a number of detailed questions about the credit history associated with the person whose identity they have stolen. Presumably, the fraudster will fail at that point. Those accounts are in the *failed ID proofing status*.

Is it fair to say that a large percentage of users cannot successfully log into their accounts due to the new software system?

No. From a security perspective, there is a difference between total claimants, those waiting for user action and those that were proofed/approved.

The group of total claimants can include legitimate claimants, but also fraudsters trying to get through the security system, and when they do not, they ultimately abandon their verification. Eventually, those abandoned accounts are deprovisioned/deactivated.

We also have fraudsters in the failed ID proofing category, and again those accounts will be deprovisioned/deactivated.

Easy to disable targets, such as IP numbers, known malicious domains, BOTs, and foreign actors are shutdown at the parameter and represent the failed login/BOT number. However, more sophisticated attacks make it through these barriers, so we have multiple levels of security built into the authentication process.

We hear from claimants that they cannot log on and cannot get help. What are the issues?

We want to reiterate that most of the people registering are getting through and registering successfully.

We have seen some user setting issues with Google Chrome. We suggest trying with Firefox, Safari or Internet Explorer (not Edge). We also believe there are issues with two-factor authentication.

Reminder, everyone will have to establish new login credentials. No exceptions. If they are having issues, we have CSRs on staff ready to help them when they call in to the Contact Center. In addition, it is important to know that total claimants includes users who we are waiting on actions to complete the registration process. Two examples include that they may have abandoned their registration, or have stopped the process for some reason.

There are other actions that will stop the registration process for a user. These are spelled out clearly in the How to Guide we have posted online. Users can access that guide [here](#).

Weekly Initial Claims Numbers

What are this week's numbers?

The regular UI weekly initial claims for the week of 05/22/21 were 2,382. The week prior (week of 05/15/21) were 2,021. This is a 17.9 percent increase from last week. The weekly initial claim number for the week of 05/23/20 was 9,018. This is -73.6 percent year-over-year decrease.

Employer Trust Fund

What is the weekly balance of the trust fund at this time?

The trust fund balance for the week of 05/22/21 is at \$408.3M, the week before (05/15/21), the balance was \$415.6M. For the week 05/15/20 the balance was \$892.9M, a -54.3 percent drop year-over-year.

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Amber Shultz, Secretary

Laura Kelly, Governor

Questions Regarding KDOL's Work with the Consulting Firm Accenture

How many Accenture partners are directly supporting claimants?

As of 05/24/21, there are 623 partners working with KDOL on different projects. In terms of surge support and specialty work streams that directly support claims work, that number is 521. For example, these partners may include UI and PUA Contact Center support, fraud operations and correspondence or adjudications. We continue to build these numbers up over time, as we have been able to expand their capacity to handle different and more complicated claims work.

Since March 15, 2020 KDOL has paid out over 4.5 million weekly claims totaling over \$2.9 billion between regular unemployment and the federal pandemic programs. For more information, or to apply for unemployment benefits, go to www.GetKansasBenefits.gov.

###

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**Local Workforce Development Board (LWDB)
One-Stop Advisory Council (OSAC)
Meeting Minutes
April 1, 2021**

1. Welcome and Call to Order (11:32 am)

Tisha Cannizzo welcomed attendees and called the meeting to order. She invited each individual to introduce themselves.

2. Workforce Center Operations (11:36 am)

George Marko, of the Workforce Alliance, explained the Wichita Workforce Center (WFC) has been gradually opening operations since the beginning of March. Tech Time is scheduled on Tuesdays and Thursdays from Noon to 4:00pm. Virtual services are still being emphasized. In-person services will continue to gradually increase; they are planning on being fully open and operational by the beginning of May. Hours will be Monday through Thursday 7:30am to 5:30pm, allowing time in the morning and evening for cleaning. Masks will still be required in the centers. Virtual services and @Home workshops will still be available when the WFC is fully re-opened. Marko asked the partners if they had staff that might be interested in facilitating the @Home workshops over Zoom as part of cost sharing. On-site workshops will be restarting in May, and the WFC still wants to offer virtual workshops.

Mark Calvin with the Haysville Learning Café shared that his organization is gearing up to offer online services and would be interested in helping. He will reach out after the meeting to discuss.

Chris Stanyer with Goodwill/NexStep Alliance asked if the WFC is currently or would be participating in offering vaccination clinics; Erica Ramos, Kansas Department of Commerce, indicated that she and Keith Lawing, CEO Workforce Alliance, were contacted about utilizing the Wichita Center as a vaccination site. They indicated the space could be used, but there has not been any planning or dates discussed.

3. Wichita Emergency Rental Assistance Program (WERAP) (11:45 am)

John Grant, with the Workforce Alliance, shared information about the WFC's efforts to assist the public with applications to WERAP. He explained that the documentation required for the application is extensive and that has been the focus of many of his interactions. He is also able to provide guidance on completing the application and using the Center's scanner or fax machine to send supporting documentation. The WFC is not processing the applications, only assisting in completing them. Grant emphasized that this program is only for Wichita residents; for those customers in need outside of Wichita, there is the Kansas Emergency Rental Assistance (KERA) program.

Stanyer asked how the partners might refer customers who need assistance with the WERAP application. Grant asked that partners forward the customer's contact information to him and he will reach out to them.

4. WIOA One-Stop Memorandum of Understanding (MOU) (11:50 am)

Chad Pettera, with the Workforce Alliance, reminded the partners that the updated service grids were sent out, and he is still waiting on the return of a couple. However, partners that returned their service grids should have received a draft MOU for review and feedback. His goal is to have all the MOUs updated and sent out for signatures by the end of April. He emphasized that a complete service grid is required for the MOUs based on the recent Department of Labor review.

A. One-Stop Budget: Pettera also discussed the budget; he explained that he needs updated participant numbers for the current year. He asked that the partners provide those to him or Cannizzo. He also alerted the partners to potential swings in budget because of a decrease in numbers due to COVID-19. The budget in the packet was incorrect; an updated version will be sent out (*NOTE: the packet, including an updated budget was posted on workforce-ks.com and a link sent to the partners on 4/2/21*). The budget indicates no in-kind services; if any in-kind services were performed, partners should let Pettera or Cannizzo know.

5. Local Area IV WIOA Plans (11:50 am)

Denise Houston, with the Workforce Alliance, provided an overview of the Regional and Local plans as required by the WIOA legislation. The Regional Plan includes input from three Kansas Local Areas (1, 4, and 5) and includes strategies to formally involve more stakeholders across the region to address expectations, needs, and gaps; to coordinate outreach efforts throughout the region, and to identify common in-demand occupations across the region.

The Local Plan is specific to the 6 county region in Local Area 4; it includes labor market information, identifies the Wichita WFC as the local full service American Job Center, identifies strengths and weaknesses, and includes Local Area Strategic Vision and Goals.

Both plans are posted for public comment on the Workforce Centers' website (workforce-ks.com/community_outreach/localworkforcedevelopmentboard). The comment period will close April 29, 2021; the Alliance will review comments and make changes as needed. The plans are due to the Department of Commerce May 1, 2021 and are effective July 1, 2021.

Lawing added that the WFC wants to take the lessons learned while working from home and continue the collaboration among partners; he urged everyone to comment on the plan. He explained that even if the comments do not result in a change in the plan, they are all included in the submission to the state.

Stanyer asked if Hutchinson is involved in the Regional or Local plan. Houston answered that Reno County is part of Local Area 1 and so part of the Regional Plan.

6. Kansas Unemployment Insurance (UI) Update (12:16 pm)

Nicole Struckhoff, with Kansas Department of Labor, began her update with the news that Amber Schultz was approved as the new Secretary of the Kansas Department of Labor; she just needs to be sworn in. Struckhoff continued by saying the new security measures implemented at the end of 2020 have successfully stopped 6.5 million dollars in fraudulent claims from being paid out. Customers should not see any gaps in payments due to the extensions of the federal UI programs as long as they have continued to file claims and

remain eligible. All federal programs have been extended and are paying out. Employers can report employees who refuse to return to work, and claimants must answer the “looking for work” question to receive payment. Additionally, RESEA restarted the week of March 15th. Non-profits may see up to a 75% reduction to 2nd and 3rd quarter payments because of the American Rescue Plan.

FAQ sheets were included with the packet.

7. WorkSource Spokane (12:20 pm)

Cannizzo opened the meeting for discussion about the WorkSource One presentation during the 2/15 WFC In-Service. Stanyer said that he was unable to attend and requested a link to the recording. The discussion was tabled until everyone has a chance to view the presentation.

8. Advisory Council Partner Updates (12:22 pm)

Partners were invited to provide updates on projects or needs in their organizations:

- Flint Hills Job Corps
 - Deb Weve shared that virtual enrollment for classes will start soon; additionally, students will hopefully be back on campus soon.
- Goodwill/NexStep Alliance
 - Stanyer shared that Goodwill’s new CEO, Laura Ritterbush, has been traveling around the state hearing from Goodwill constituents about ways to improve services; the Adult Ed sector has been doing the same. He also announced that the NexStep Unlocked program in partnership with the KS Pathway to Career legislation has their first graduate.
- Haysville Learning Café
 - Calvin shared that they are working on distance learning and tutoring and enhanced collaboration among the 7 centers. They are also looking for ways to collaborate with other organizations. He indicated they will be utilizing the @ Home Workshops from the WFC as curriculum for their Workforce Ready program.
- SER Corporation
 - Carolyn Benitez shared that they are giving more presentations recently. They have also begun working with a new training provider and will focus on health and IT industries for training for their customers.

9. Consent Agenda (12:29 pm)

Minutes from the February 4, 2021 OSAC meeting were presented for review. No discussion or changes were requested.

Chris Stanyer (Carolyn Benitez) moved to approve the consent agenda as presented. Motion adopted.

10. Announcements (12:30 pm)

Cannizzo reminded partners about the flyers in the packet. The next meeting is scheduled for Thursday, June 3, 2021 via Zoom

11. Adjourn (12:30 pm)



Council Members

Carolyn Benitez, SER Corporation
Mark Calvin, Haysville Learning Café
Nicole Castellanos, American Indian Council
Erica Ramos, KS Dept. Commerce
Chris Stanyer, Goodwill/NexStep Alliance
Nicole Struckhoff, KS Dept. Labor Unemployment
Deb Weve, Flint Hills Job Corps

Staff/Guests

Tisha Cannizzo
Amanda Duncan
John Grant
Denise Houston
Keith Lawing
George Marko
Chad Pettera
Janet Sutton

@Home Workshops

The Workforce Centers are now offering virtual classes live. Follow the links to learn more & reserve your spot.

June

Our workshops.
Your home.

[STARTING OFF RIGHT](#)

JUNE 1, 1:30 – 3:30

[ONLINE APPLICATIONS](#)

JUN 8, 1:30 – 3:30

[RESUMES – START TO FINISH](#)

JUN 9, 1:30 – 3:30

[INTERVIEW BOUND](#)



WORKFORCE CENTERS
of South Central Kansas
KANSASWORKS.COM
In Partnership With AmericanJobCenter

JUN 15, 1:00 – 4:00

[MOCK INTERVIEWS / RESUME REVIEWS](#)

JUN 22, 1:00 – 4:00

[JOB FAIR PREP](#)

JUN 23, 9:30 – 11:30

www.workforce-ks.com

In House Workshops

(@ the Wichita Workforce Center)

These workshops are done the old fashioned way, in a classroom. Follow the links to learn more & reserve your spot.

June

[Basic Computers 101](#)

[June 2 - 1:00-4:00](#)

[Basic Computers 102](#)

[June 10- 1:00-4:00](#)

[Intro to Word](#)

[June 16 - 1:00-4:00](#)

[Intermediate Word](#)

[June 17 - 1:00-4:00](#)

[Intro to Excel](#)

[June 29 - 1:00-4:00](#)

[Intermediate Excel](#)

[June 30- 1:00-4:00](#)



WORKFORCE CENTERS
of South Central Kansas
KANSASWORKS.COM
In Partnership With AmericanJobCenter

<https://workforce-ks.com/workshopsassessments/workshops/>

www.workforce-ks.com



YOU ARE INVITED TO PRACTICE MAKES PROGRESS

This opportunity is to receive feedback from local area professionals in regards to resumes and interviewing.



Equal Opportunity Employer/Program - Auxiliary aids and services are available upon request to individuals with disabilities. Any individual with a disability may request accommodations by contacting the Disability Resource Coordinator at the Workforce Centers, 316-771-6800, TDD: 711 or 1-800-766-3777, (admin@workforce-ks.com).

WHAT:

Resume Reviews

Mock Interviews

WHEN:

June 22, 2021
1PM-4PM

WHERE:

Virtually on Zoom

HOW:

Sign-up on workforce-ks.com
for

@Home: Mock Interviews/
Resume Reviews (PMP)

FOR MORE INFORMATION

ahill@workforce-ks.com