



**Local Workforce Development Board (LWDB)  
One-Stop Advisory Council (OSAC)  
Meeting Minutes  
July 16, 2020**

**1. Welcome and Call to Order (11:35 am)**

Tisha Cannizzo welcomed attendees and called the meeting to order.

**2. Workforce Center Operations (11:35 am)**

George Marko, of the Workforce Alliance, provided information about the Wichita Workforce Center's (WFC) closing as of June 25<sup>th</sup>. After having been open for a little over a month, the Wichita WFC closed for the month of July due to an active case of COVID-19 among the staff. Contact tracing was implemented and there has been no spread among the staff or customers. The outer county offices are also closed during July. Plans are in place to open the centers on August 3<sup>rd</sup>; however, virtual and phone services have been and will continue to be available to customers. Camp HYPE (for young adults) has continued during the closure but with fewer students and an insistence on social distancing and other safety measures.

Marko also shared information about recorded workshops available online during this time. Currently there are 24 videos available covering a variety of topics from Workforce Center services to computer workshops. They are available to the public on YouTube (link in the packet); staff will continue to build the library.

Two virtual statewide job fairs have been held since the state reopened after the COVID-19 shutdown. Marko indicated that they have been a success for Local Area IV though that differs among the other local areas. Employers and job seekers have been providing positive feedback. Participation statewide has been good: 165 employers and 1500 jobseekers attended the June job fair. 15% of the traffic was from the Wichita area. The next virtual statewide job fair will be July 28-30. They are scheduled until the end of 2020 for the last Tuesday through Thursday of the month. A flyer for the upcoming job fairs & online workshops was included in the packet for distribution to partners' staff and customers.

Carolyn Benitez, of SER Corporation, commented that her staff had been utilizing the online workshops and had been sharing on Facebook and with customers.

Stacy Cotten, Workforce Alliance, requested information about age demographics for the people attending the virtual job fair.

**3. Training Program Updates (11:49 am)**

Denise Houston, Workforce Alliance, shared that two training programs had been extended into 2021. Kansas Health Professions Opportunity Project (KHPOP) was set to expire in September 2020, but the CARES Act extended the funding for another year. It will now expire September 30, 2021. This program is for recipients of TANF or SNAP or low income individuals to receive training for healthcare careers. Currently, dollars are reserved for TANF recipients only, but once the new funds are dispersed, the WFC will likely open up the enrollment. Additionally, the United Way of the Plains renewed funding

for the Patient Care Assistant (PCA) program. This program provides training for individuals interested in becoming Certified Nurse's Aides (CNA) or Certified Medication Aides (CMA). The additional funding will be available from July 2020 to June 2021.

The new Occupations Approved for Training list was discussed. Houston indicated that one new job code was added to the list: in the Automotive Sector, the job title "Automotive Service Technician and Mechanic." The list, also referred to as the Demand Occupation list, is required for WIOA and other training programs. She also shared that the training programs are still taking referrals which can be made directly through the website by customers or staff members if the type of training is known. If the customer is unsure of what type of training they would like, then they are encouraged to make an appointment to speak with a staff member and then determine if a referral is necessary.

Marko demonstrated how to make referrals and appointments on the Workforce Centers' website ([workforce-ks.com](http://workforce-ks.com)).

Benitez had a question about training assistance for customers who are already enrolled. Houston explained that funds could not be provided for the semester in which they were enrolled because of the amount of time it takes to determine eligibility and complete the requests. However, assistance could be provided for subsequent semesters assuming the customer met eligibility requirements.

Benitez also asked why Farm Management was not on the Demand Occupation list. Houston explained that there had not been very much movement in the Agriculture sector recently, but that the Workforce Alliance does survey partners for additions and that it could be added should it meet the requirements.

#### **4. Kansas Unemployment Insurance (UI) Update (12:01 pm)**

Nicole Struckoff, Kansas Department of Labor (KDOL), shared that the KDOL had partnered with a company to provide personnel to staff the phone lines. These folks will be keeping up with the general questions that come in on the phone lines. Meanwhile, all other staff have been working on benefits calls. Struckoff warned that they are seeing a nationwide increase in identity theft and UI fraud, though Kansas has had fewer cases than some states. They are in the process of increasing the staff in the fraud department to help with the issues. She urged people to report suspected identity theft or fraud through [kdol.fraud@ks.gov](mailto:kdol.fraud@ks.gov). KDOL will provide guidance for individuals and employers; Struckoff reiterated that this is not due to a breach of KDOL or State information. The \$600 additional benefit ends next week, so they are expecting to see a decrease in both fraud and claims. For employers, she shared that tax rate notices are delayed because of the increase in benefit claims. The Governor has signed a non-charge bill, but details are still being worked out.

Cannizzo asked for an example to illustrate how someone would know if they had their identity stolen or been a victim of fraud. Struckoff explained that a person who did not file for UI benefits would receive a letter indicating that a claim had been filed in their name. She also warned that they are seeing the fraud perpetrated on higher level employees likely because of easier access to contact information on websites and they are less likely to have filed for UI already.

## 5. Strategic Planning Update (12:09 pm)

Marko shared some information from Workforce Alliance CEO Keith Lawing regarding the ongoing strategic planning process. A draft blueprint of a plan will be presented at the Board of Directors meeting on July 22<sup>nd</sup>. Then additional feedback sessions will be scheduled with Board & partners. The dates, times, and venues for those meetings will be shared. After those, the plan will move for final approval in October.

## 6. Partnership Improvement Brainstorming (12:11 pm)

Cannizzo reviewed the previous meetings' brainstorming sessions focused on the original purpose of the group, how the council has moved forward, and where it should go. She specifically focused new discussion on how the partners can work together better especially after the changes brought about by COVID-19.

- Training partner staff to keep consistency for customers. WFC provides a video or recorded training on building resumes so everyone is on the same page. Marko shared that the WFC will be hosting training for Cowley County WPs. Benitez requested it be recorded and shared among the partners.
- Have a designated person (or a couple of people) to be "on call" virtually for partners that may have customers in need of services.
  - To make staff more aware of who to contact at each partner agency a directory could be produced or a video about the staff at each agency. Additional ideas were:
    - An agency introduction video detailing what they do
    - A virtual newsletter in which short agency updates are shared
    - PowerPoint presentations rather than videos covering the purpose of each agency
- Serving customers with limited technology access was addressed. Customers can utilize the library for internet access or check out hot spots for a limited amount of time.

First steps should be requesting video resources from partners/teams and then determine what needs to be made. WFC will also look at recording staff training for resume creation.

## 7. Advisory Council Partner Updates (12:43 pm)

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

- Butler Community College
  - The new program year started July 1<sup>st</sup>. Have been taking appointments of no more than 3 at a time; class size is set at half or less and classes are full already with waiting lists. They will not be able to offer incentives to entice students to attend class; they will have to fill spots left by no-shows with students on the waiting list. Classes start 8/3.
- Department for Children & Families (Vocational Rehab)
  - They have filled 16 of the 17 VocRehab counselor positions and are serving people however works best for them, including face to face. PreETS will be fully staffed for the new school year. Applications for services are 30-40% lower than usual.
- Department of Commerce (Monitor Advocate)
  - Working to get state into compliance with the Monitor Advocacy system. Have been doing training about Migrant Seasonal Farmworkers and H2A positions.

- Flint Hills Job Corps
  - Waiting to hear when they can bring kids back to campus and begin enrollment. They are working on a phased approach because distance learning is not going well. Still taking applications and working graduates to find jobs.
- Workforce Alliance
  - Administration: Federal DOL administrative review of Local Area IV including Memoranda of Understanding and infrastructure funding will be in mid-August. The auditors may request to speak to the partners; they should be prepared. The final report will likely be completed by October.
  - Business Services: Have been mostly providing employer assessments. There has been strong employer engagement for job fairs. The Business Team is new and strengthening their skills but still providing excellent customer service to employers.
  - Youth: Still enrolling youth, though not engaging with young people seeking a High School diploma. They are instead referring them to Adult Ed centers and asking they be referred after completing their diploma. Focus is on young adults with HS diploma looking for employment in need of skills.

#### **8. Consent Agenda (12:53 pm)**

Minutes from the May 21st OSAC meeting were presented for review. Several council members had to leave the meeting early, so by the time of the vote, there was not a quorum. The minutes will be presented for approval at the next meeting.

#### **9. Announcements (12:59 pm)**

Chad Pettera reminded the partners to get him their participant counts from PY19 (July 1, 2019 to June 30, 2020) to him as he is working on the new budget.

The next meeting of the One Stop Advisory Council is scheduled for Thursday, October 1, 2020.

#### **10. Adjourn (1:00 pm)**



Council Members

Peter Bodyk  
Carolyn Benitez  
Wendy Inzunza  
Erica Ramos  
Nicole Struckoff  
Sherry Watkins  
Deb Weve

Staff/Guests

Cassandra Bell  
Tisha Cannizzo  
Stacy Cotten  
Amanda Duncan  
Denise Houston  
Mary Mann  
George Marko  
Chad Pettera  
Janet Sutton