

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

March 7, 2019 • 11:30 a.m.

300 W. Douglas Avenue, Suite 850 – R.H. Garvey Building

Conference call option or Zoom Room web meeting access is available upon request

1. **Welcome and Introductions:** Tony Naylor and Robyn Heinz (11:30)
 2. **WIOA Monitoring Reports:** Chad Pettera (11:35) (*pp. 2-17*)
One of the responsibilities of the Workforce Alliance (WA) Local Workforce Development Board (LWDB) is to monitor program operations. Monitoring reports on Career Center Operations, Workforce Innovation and Opportunity Act (WIOA) Youth Program and the Kansas Health Profession Opportunity Program (KHPOP) will be reviewed.
Recommended action: *Provide oversight and provide recommendations to staff.*
 3. **LWDB and Committee Members Conflict of Interest Forms:** Denise Houston (12:00) (*pp. 18-21*)
Members of the WA LWDB and non-LWDB members that serve on committees are required to sign updated Conflict of Interest forms.
Recommended Action: *Obtain signatures on Conflict of Interest Forms from LWDB and committee members.*
 4. **Youth Employment Project (YEP) Update:** Amanda Duncan (12:05)
An update will be provided on YEP and planning for 2019 implementation.
Recommended action: *Take appropriate action.*
 5. **Consent Agenda:** Tony Naylor (12:20)
Members of the Committee may request discussion on any of the action items at the meeting or the items may be accepted as presented in a single motion.
 - A. Meeting Minutes from January 3, 2019 (*pp. 22-24*)
 - B. Workforce Innovation & Opportunity Act (WIOA) Performance Reports (*pp. 25-28*)
 - C. Workforce Centers Operations Report (*pp. 29-31*)**Recommended Action:** *Approve the consent agenda as presented.*
 6. **Adjourn (12:30)**
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*The next LWDB Program Operations and Performance Committee Meeting
is scheduled for 11:30 a.m. on Thursday, May 2, 2019.*

Item

WIOA Monitoring Reports

Background

The POP Committee will begin reviewing and become a part of the internal monitoring process. This new process will be a new internal control firewall measure to assist in establishing oversight and firewalls as part of the push from the US Department of Labor. The internal monitoring team will produce routine reports that will be submitted for review and action by the POP Committee. The POP Committee will also report any recommendations and actions to the Executive Committee and the Local Workforce Development Board. This fiscal year to date the monitors have released three reports. They are attached.

Reports

Career Center File Monitoring

In October 2018 the monitoring team reviewed career center activity and the participant files. During the review it was identified that there were two primary areas of concerns.

- Program Eligibility
 - WIOA Services Provided Prior to Eligibility
 - Timely Eligibility Approval
 - Data Validation Inconsistencies
- Basic Career Services
 - WIOA Services Provided with our Eligibility
 - Selective Service Requirements

Monitors made twelve recommendations to the program operations teams. Of those recommendations below are the actions taken to date.

- January 3, 2019 the Technical Assistance staff provided two one-hour training opportunities open to all Workforce Center staff and supervisors on WIOA Adult Basic Career Services. Topics included what services required Basic Career Services Adult WIOA eligibility, how Career Services related to other Center services, and when and how to submit a WIOA Adult Basic Career Service eligibility. New documents were created to assist staff in understanding when and how to complete WIOA Adult Basic Career Service eligibility.
- On December 4, 2018 a customer flow work team started to address recommendations 7 and 8 by indicating staff capabilities and narrowing down processes that an assigned staff person would be able to conduct so that there was an increased focus on customer interaction and achievement of the customers' needs during the meeting. After two additional planning sessions it was determined that the particular recommendations as written would make the process more cumbersome for the WP and for the customer. The complications that came across for these particular recommendations were that there was no clear hand off point from WP to assigned staff of customer information during the

meeting as the WP would need a substantial amount of the information to best direct the meeting and customers' needs. Secondly, it was determined documentation needed for the recommendation would only create confusion and additional questions by customers thus slowing the process not speeding it up.

- In process, (started 2/20/2019) staff are working towards utilizing the current RESEA/Workforce Services orientation presentations as the bedrock of a new self-narrated presentation. Once complete we will utilize available space at the Center for the updated customers the orientation presentation. This would be similar to what was in place at the previous Workforce Center.
- On December 4, 2018 a work team formed comprised of Erica Ramos, Wendy Inzunza, Sarah DeLuna, Denise Houston, and George Marko. Customer needs are being addressed by having staff prepared to conduct group workshops based on traffic. Workshops are typically focused on resume reviews and completion as well as online application help. These workshops have been conducted by newly appointed workshop and outreach coordinator Amanda Hill and career center staff on a semi regular basis.
 - Through the work team it has been agreed to have the business services team working with individuals that have a specific online application that they may need help with thus diverting some traffic to a specialized department capable of serving the customer.
 - Also coming in 2019 to enhance the check-in process to manage the flow of customers better and determine where success and opportunities in our services, will be a new check in system providing the capability to see the history of what customer has come in for but to also determine how long particular services take by specific WP's in order to streamline process and training employees better.

WIOA Youth Program Monitoring

In December 2018 the Monitoring Team conducted a review of the WIOA Youth Program. The monitors found three primary areas of concern.

- Clarification of School Status at Enrollment
- Providing all 14 WIOA Youth Elements
- Insufficient Program Documentation

Monitors made eight recommendations to the youth operations. Of those recommendations these have been implemented.

1. Continue developing and conducting staff trainings on WIOA youth program eligibility, program design, performance, and the regulatory requirements.
2. Conduct quarterly meetings between the Technical Assistance Team, the Policy Director, the Monitor and the youth program staff to assess additional resources which might be needed, solicit ideas, streamline processes, and answer any questions.
 - Conducted 2 Hour Training to WIOA youth staff on the WIOA Youth Objective Assessment (OA), Individual Service Strategy (ISS) and 14 Program Elements on December 20, 2018

- Changed Assessment Forms to make it easier to align elements with services
- Conducted 2 Training Sessions for all workforce center staff on WIOA Youth Program on 12-14-18
- 3. Encourage staff to seek out further resources and hone their problem-solving skills so that they can better meet the needs of their participants.
 - Additional Reference Material, Templates, Definitions was provided regarding the OA, ISS, Youth Elements, and Services in KANSASWORKS
 - Technical Assistance Team Working with the State and other local areas to simplify youth services in KANSASWORKS
- 4. Enforce the Contact Protocol and the Closure of Service Protocol and ensure that staff make adequate contact attempts with youth on their caseloads.
 - Monthly reports on last contact and caseload numbers are sent to the Youth Program Supervisor at the beginning of each month
 - Contact progress discussed at monthly case management meeting
- 5. The Youth Program Supervisor could require attendance and progress reports before approving further services or issuing payments of provider invoices.
 - Language added to the Youth Element Plan and Youth Element Checklist Requiring progress and attendance reports be provided
- 6. Design and conduct training with the youth contractors to ensure they fully understand the elements which they have contracted to provide and all of the corresponding requirements which will have to be met to maintain their contracts.
 - Planned for April of 2019 prior to new youth contract extensions
- 7. Have the Communications Team create and routinely update a public page on the Workforce Alliance website with links to community resources which will benefit youth.
 - Will be explored with new website redesign
- 8. WA Technical Assistance staff should provide reviews and guidance to staff regarding new TEGs.
 - Technical Assistance Staff continues to review and provide guidance when new information becomes available

Kansas Health Profession Opportunity Program (KHPOP) Monitoring

In February 2019 the Monitoring Team conducted a review of the Kansas Health Professional Opportunity Program (KHPOP). The monitors found two primary areas of concern.

- Inaccurate documentation of services and inadequate contacts
- Errors in calculating low income status

Monitors made five recommendations to the program operations team. These recommendations were delivered in early March, and WA Staff has not had time to provide a response.

1. Continue developing and conducting staff trainings on all applicable KHPOP protocols and requirements.
2. Enforce the Contact Protocol and the Closure of Service Protocol and ensure that staff make adequate contact attempts with customers on their caseloads.

March 7, 2019

Submitted By: Chad Pettera

3. Staff should double check eligibility documentation and any low income calculations prior to submitting a file for eligibility approval.
4. Program Supervisors should thoroughly review eligibility documentation and low income calculations prior to approving eligibility.
5. Supervisors should spot check the case loads of their staff to ensure that services are being entered appropriately and accurately and that case management services are being adequately provided.

Supports Workforce Alliance Strategic Goal:

Strengthen relationships with WIOA partners, community organizations and educational/training institutions to leverage resources and align services through the one-stop workforce centers.

Recommended Action

Provide oversight and recommendations to staff.



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November 9, 2018

To: Workforce Centers of South Central Kansas

From: Workforce Alliance Monitoring and Oversight Team

RE: Career Center File Monitoring Summary

The Workforce Alliance Monitors conducted comprehensive reviews of the provision of Career Center services during the month of October, 2018. A total of 874 unique customers received documented staff assisted services in the Career Center during the month of September 2018; please reference Attachments A & B for further information on these customers. Following is a summary of any significant items requiring attention and recommendations for improvement.

WIOA Adult Program Eligibility

Program eligibility is a critical step in providing services funded under the WIOA Title I Program. The Monitors conducted comprehensive reviews of 20 files that had been submitted for WIOA Adult Program eligibility; these customers are listed in Attachment A. There were several key concerns identified in the files reviewed as requiring attention; the three most pressing issues identified by the Monitors are detailed below.

1. Program Eligibility- Even though these files were eventually submitted for WIOA Adult Program eligibility approval, it was frequently found that staff assisted career services beyond informational activities were being provided prior to the eligibility for these services having been completed, in violation of Section II of the Local Area IV Eligibility Determination Policy for WIOA Adult Program released June 17, 2015. Often the case notes would indicate that self-attestation had been waived per a supervisor, but then significant staff assistance was provided to these individuals, such as assisting them in completing and submitting online job applications, providing customized resume assistance and conducting mock interviews with them. Most of these customers were eventually submitted for self-attestation eligibility and approved, but this was typically after several months of receiving services, and there was one file in which the customer began the eligibility process and received services, but eligibility was later denied.
2. Eligibility Approval-Immediate eligibility approvals are not being done per page 4 of the Local Area IV Intake & Basic Career Services Appointment Protocol. It was noted that in many cases there was a delay of up to two months between when the Career Center staff collected the self-attestation and required documentation for WIOA Adult Program



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eligibility and when a supervisor finally reviewed and either approved or denied the eligibility.

3. Data Validation- Monitors also found in these files a large number of inconsistencies between the information that was recorded in KansasWorks demographics, versus what was recorded in case notes, versus any other documentation and the services entered. It would be impossible to meet the data validation requirements referenced in TEGL 22-15 Section 3 on these files due to the lack of clarity on which information was actually correct for the customer. Given that performance is frequently gauged by a customer's status at program enrollment and the services received by them during participation, it is imperative that these data points be entered accurately and in compliance with the requirements of WIA Section 136 (which is still in effect per TEGL 22-15 until the WIOA performance requirements are fully implemented).

Basic Career Center Services

The Monitors also examined the staff assisted Basic Career Services received by 874 customers in the Wichita Workforce Center for the month of September; these customers are listed in Attachment B. The most pressing findings are detailed below.

1. Eligibility- The Monitors found that over the course of the month, 117 customers received Basic Career Services funded by WIOA that went beyond those that are just informational in nature without ever being submitted for WIOA Adult Program eligibility in violation of the Local Area IV Eligibility Determination Policy for WIOA Adult Program. This means that 13.3% of customers receiving WIOA funded services in the Wichita Workforce Center in September were not accurately charged to the appropriate program and reported for performance, in violation of TEGL 16-16 Section C and the Federal cost principles in the Uniform Guidance at 2 CFR 200.430. Case notes for these customers clearly indicate that they were provided with staff assisted Basic Career Services which required significant staff time and definitely went well beyond those that are merely informational in nature. Both staff from the Workforce Alliance (WA) as well as their One-Stop partners documented that they had provided these services without conducting an eligibility determination; these staff recorded in their case notes that they were directed by supervisors to waive eligibility at the time or that "self-attestation was not completed due to direction from supervisors". Eligibility determination is required prior to providing Basic Career Services that require significant staff time as established by the Local Area IV Eligibility Determination Policy for WIOA Adult Program. Failure to perform eligibility violates federal law and results in incorrect program demographics, performance and accountability issues.



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2. Selective Service- Another major concern regarding these files is that several of them were documented in case notes as being non-compliant with selective service, and yet they were still provided with WIOA funded Basic Career Services for which they were obviously ineligible. Many of these customers came in for several days in a row and received multiple staff assisted services without ever being asked to complete a Selective Service Non-Compliance Evaluation Form WFC098-0910 per Local Area IV Policy and Protocol. This is in violation of the Local Area IV Eligibility Determination Policy for WIOA Adult Program and the Local Area IV Selective Service Protocol released September 23, 2015.

Per the Local Area IV Eligibility Determination Policy for WIOA Adult Program, eligibility for the WIOA Adult Program must be determined for all adult customers who receive WIOA funded staff assisted career services beyond informational activities. The MOU for Local Area IV specifies that partner staff in the One-Stop Center will jointly determine participant eligibility under each Title and work together under the local Integration Plan. This means that staff from any partner agency providing career services to customers in Local Area IV must abide by the locally established policies and procedures regarding WIOA. The MOU also dictates that staff from all partners will be managed by functional supervisors during their day-to-day activities. This means that supervisors from partner programs are providing direction to staff from other partner programs. It is imperative that all supervisors familiarize themselves with the requirements of One-Stop Center operations and programs and provide guidance to all staff that is in compliance with WIOA policies and procedures.

20 CFR § 680.110 states: *“(a) Registration is the process for collecting information to support a determination of eligibility. This information may be collected through methods that include electronic data transfer, personal interview, or an individual's application. Individuals are considered participants when they have received a Workforce Innovation and Opportunity Act (WIOA) service other than self-service or information-only activities and have satisfied all applicable programmatic requirements for the provision of services, such as eligibility determination (see § 677.150(a) of this chapter).*

(b) Adults and dislocated workers who receive services funded under WIOA title I other than self-service or information-only activities must be registered and must be a participant.”

TEGL NO. 16-16 provides guidance on One-Stop operations for the American Job Center network. This details a system where job seekers and employers can access the programs, services, and activities of all required One-Stop partners through a comprehensive physical center in each local area. In describing the options for the provision of career services by partner staff, it clearly states that the partner staff must document their time and efforts appropriately to ensure that they are charged to the appropriate program in compliance with the Federal cost principles in the Uniform Guidance at 2 CFR 200.430. It later details how local WDBs must



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establish the methods by which partner programs will document this time and effort and coordinate services in their MOUs. Local Area IV has an MOU that requires all partners to follow all applicable Local Area policies and protocols regarding WIOA program provision.

The Local Area IV Eligibility Determination Policy for WIOA Adult Program also states the following: “*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”*

Per local policy, services cannot be provided to adults who are non-compliant with selective service requirements. This is one of the many reasons why it is imperative that eligibility determination be completed prior to providing career services that are beyond self-services or those that are only informational.

Summary

There were concerns identified by the Monitors which require immediate attention. It is recommended that training on WIOA Adult Program eligibility policy and procedures be provided for partner staff and management to clarify the requirements outlined in the federal regulations, the local area MOU, and local policies and procedures; this would hopefully help us avoid outside monitoring and audit findings in the future. All staff, including supervisors, should understand that the federal laws cannot be waived. Supervisors in particular should have a strong understanding of the federal laws and regulations that govern the programs offered in the One-Stop Center and how they affect the provision of services. Any questions regarding this monitoring report should be directed to the Chief Operations Officer.

Recommendations

The Program Monitors would like to suggest the following possible options for mitigating the identified issues in this monitoring report:

1. Conduct training for supervisors on WIOA eligibility and the regulatory requirements. Topics should include WIOA regulations, Training and Employment Guidance Letters (TEGLs) and Training and Employment Notices (TENs) and how to subscribe to these, Kansas state policies, an overview of the Local Workforce Development Board (LWDB) and their role in operations, and a synopsis of all of our Local, Regional and State Plans, particularly our Integration Plan.
2. Conduct a similar training for all Career Center staff or staff who might cover the Career Center. This should include the basics of WIOA federal regulations, Kansas state



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- policies, TEGLs and TENs, an overview of our Integration Plan and our LWDB, and information on resources such as the Innovation and Opportunity Network website.
3. Conduct training for everyone on the new levels of service under WIOA and how they impact the services that we provide in the Career Center. Clarify which services are general in nature and which require WIOA Adult Program eligibility before they can be provided.
 4. Add a routing system to the check in process on our website: if the customer is requesting services that will require self-attestation eligibility, have them complete that as they first meet with the Career Center staff person so that the eligibility can be submitted and the staff can go over the Career Center orientation materials while the eligibility is being reviewed for approval; if the customer is only requesting general career services, then the staff person can immediately launch into the orientation materials and get them started on their chosen self-guided services.
 5. Conduct training for everyone on the Selective Service policies and protocols and provide scenarios with instructions on how to route customers based on their status. Clarify which circumstances require the attention of a supervisor.
 6. Conduct training for everyone on data validation requirements and the importance of validating the accuracy of information collected from customers.
 7. Assign a staff person to be primarily dedicated to data entry and/or KansasWorks demographics and self-attestation. This could possibly be done by a SCSEP work experience participant, if they were adequately trained and supervised.
 8. Assign a staff person to be primarily dedicated to prompt eligibility reviews/approvals.
 9. Add specific and appropriate deadlines to items returned for corrections in M-Files.
 10. Significantly shorten the Career Center orientation process that is being provided by Career Center staff during their initial meetings with customers, so that they have more time to complete self-attestation for eligibility.
 11. Create a Career Center orientation video in-house that can be easily modified and updated. This could play on a loop on one of the Digi-Signs in the Career Center and/or have an associated YouTube channel that customers could visit on their smart phones and listen to with their own earbuds while they wait in the lobby.
 12. Have the Career Center staff hold a brainstorming session to come up with their own creative ideas for solving the customer flow issues in the Career Center.



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January 28, 2019

To: Workforce Centers of South Central Kansas

From: Workforce Alliance Monitoring and Oversight Team

RE: Workforce Innovation and Opportunity Act (WIOA) Youth Program File Monitoring Summary

The Workforce Alliance Monitoring and Oversight Team conducted a comprehensive review of the provision of services to WIOA youth program participants during December of 2018. A total of 41 participants were evaluated for their impact on program performance, and 8 WIOA youth program files were reviewed for compliance with policies and regulations. Following is a summary of any items requiring attention, and subsequent recommendations for improvement.

WIOA Youth Program Eligibility & Service Provision

The comprehensive review of WIOA Youth approved participant files identified areas of concern. During the review three areas of concern were observed, which require response from program staff.

1. Clarification of School Status at Enrollment

In School Youth (ISY) versus Out of School Youth (OSY) status at enrollment – There were issues with how school status was being determined by staff at enrollment, which affects which other requirements must be met for a youth to be program eligible, and possibly upsets the balance of OSY to ISY in the program. Since the program is required to maintain a level of at least 75% spending on OSY participants, it is imperative that youth be enrolled into the proper school status category. One of the reviewed files indicated in the initial notes that the participant had dropped out of college and was no longer attending, but a note entered not long after that contradicted this and appeared to indicate that the youth had merely been between school semesters. A second file indicated that a youth had not yet received his high school diploma, yet he had been enrolled as an OSY high school graduate. A third file appeared to indicate that the youth involved went to drop out of high school several days after meeting with youth program staff for eligibility determination. Youth program staff will need to obtain clarifying documentation from these youth participants, and their eligibility could potentially be nullified depending on the results of these contacts.

In regards to the first file mentioned above, DOL Training and Employment Guidance Letter (TEGL) 21-16 clarifies that school status is determined at the time of program enrollment,



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and a youth shall be considered an ISY if they are between school semesters but still enrolled in school. The exception to this would be if they were enrolled in only non-credit-bearing postsecondary classes. Therefore, staff will need to find out when this youth had enrolled in college and what classes she was taking to determine if she might meet this exception.

In regards to the second file mentioned as having a potential school status issue, TEGL 21-16 also states that providers of high school equivalency programs and drop-out re-engagement programs through adult education providers funded under Title II of WIOA are not considered to be schools for the purposes of determining school status. However, the exception is high school equivalency programs funded by the public K-12 school system; youth attending these institutions would be considered ISY. The youth in this second file appeared to be attending just such an exempt institution at the time of enrollment. Staff will need to clarify with this youth when he actually received his high school diploma or if he had dropped out of the public school system funded high school equivalency program prior to his enrollment in the WIOA youth program.

The third file is an example of making sure that the provided documentation verifies the eligibility item. It is suspected that the youth was, in fact, a high school dropout prior to meeting with program staff. However, the documentation requested to establish his eligibility as a high school dropout potentially contradicts his eligibility because of the way it was dated by the school. Staff should request a high school transcript with his dropout date noted on it to verify if he was truly a dropout at program enrollment.

2. Providing all 14 WIOA Youth Elements

All 14 Youth program elements are not clearly being offered to all youth participants – It was noted that a limited selection of the available youth program elements appeared to have been offered to the program participants. The majority of youth appear to have been referred for Adult Basic Education (ABE) to attempt to get their GED, or for work experience placements. If these were truly the only services needed by these participants in order to gain self-sufficiency, then this would be acceptable. However, case notes and their Objective Assessments indicated a need for many of the other youth program elements which are offered. This issue was also an area of concern in the review conducted by the Department of Labor (DOL) in August 2017.

20 CFR § 681.460 lists all of the youth program elements and states that they all must be made available to all youth program participants. TEGL 21-16, released March 2, 2017, provides clarification on all of the program elements and explains the services to be provided under each element. The DOL review conducted last year recommended that “The State should work with the local board to ensure that all local case managers, youth program staff

and all youth providers have a full understanding of each of the 14 youth program elements. The State and/or local board should consider providing training to the entire youth team to clarify each component within each element and to ensure that these component align with the program element descriptors in WIOA regulations and guidance”. Based on this recommendation, the local area has designed a series of staff trainings based on guidance and regulations released by the US Department of Labor.

3. Insufficient documentation of program activities

It was also noted a lack of attendance and progress reports in most of the files, which is necessary to document measurable skills gains in order to meet performance measures. There were a few exceptions to this, but as a whole program staff are not adequately requesting information on the progress being made while participants are in program funded activities. This negatively impacts program performance and also sets a dangerous pattern with the contracted youth program element providers and the youth participants. At the youth provider site visits conducted in program year 2017, all providers indicated that they would have no problem providing attendance and progress reports on program participants at the request of staff. Youth are informed at enrollment that they will be required to provide documentation of their progress and achievements as requested. This issue was also noted as an area of concern in the aforementioned DOL review.

The DOL review recommended that “The State should work with the local youth program to establish and adhere to clear requirements for the provision of each program element. Case managers should obtain and retain supporting documentation, via curriculum, case note and activity summary, for each program element service delivered”. As of this date, the State has not coordinated with the local youth program on this task. The Workforce Alliance Technical Assistance Team has recently provided training and guidance on this topic and some improvement in this area. However, this is still a problem and further training will continue to be offered.

Summary

There were concerns identified in this report which will still require further attention. It is recommended that continued training on WIOA Youth Program eligibility and services be provided for program staff. All staff should familiarize themselves with the federal laws and the TEGs regarding the WIOA youth program and be aware of how to access resources for providing program services or making appropriate referrals. Staff is encouraged to contact the Technical Assistance Team with any questions regarding accurately determining in school versus out of school status or providing services under the program elements. Any questions regarding this monitoring report should be directed to the Chief Operations Officer.



Recommendations and Suggestions

As a result of the DOL review done last year, the Technical Assistance Team developed a training plan for the youth program staff, and presented the first installment of this training to the staff on the morning of December 20, 2018. New forms and protocols were created and presented to staff, and feedback was requested. The new Objective Assessment (OA) and Individual Service Strategy (ISS) forms clearly outline all 14 of the program elements, the corresponding services in KansasWorks, and under what circumstances these services might be provided. The elements were discussed in detail, and instructions were given on collecting attendance and progress reports from the varying agencies or resources. Resource guides were created and provided to assist staff with identifying available providers of services and resources in the community, many of which are free. Input was solicited from staff for further improvements and tools which might assist them in better performing their job duties and meeting performance goals in the future. Further trainings on performance and eligibility are scheduled.

Additional suggestions for addressing the identified issues in this monitoring report:

1. Continue developing and conducting staff trainings on WIOA youth program eligibility, program design, performance, and the regulatory requirements.
2. Conduct quarterly meetings between the Technical Assistance Team, the Policy Director, the Monitor and the youth program staff to assess additional resources which might be needed, solicit ideas, streamline processes, and answer any questions.
3. Encourage staff to seek out further resources and hone their problem-solving skills so that they can better meet the needs of their participants.
4. Enforce the Contact Protocol and the Closure of Service Protocol and ensure that staff make adequate contact attempts with youth on their caseloads.
5. Require attendance and progress reports before approving further services or issuing payments of provider invoices.
6. Design and conduct training with the youth contractors to ensure they fully understand the elements which they have contracted to provide and all of the corresponding requirements which will have to be met to maintain their contracts.
7. Have the Communications Team create and routinely update a public page on the Workforce Alliance website with links to community resources which will benefit youth.
8. WA Technical Assistance staff should provide reviews and guidance to staff regarding new TEGs.



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February 28, 2019

To: Workforce Centers of South Central Kansas

From: Workforce Alliance Monitoring and Oversight Team

RE: Kansas Health Profession Opportunity Project (KHPOP) Program File Monitoring Summary

The Workforce Alliance Monitor conducted comprehensive reviews of the provision of services to KHPOP participants during the months of January and February, 2019. A total of 22 files were reviewed for compliance with policies and regulations; please reference Attachment A for further information on these customers. Following is a summary of any items requiring attention, and the Monitor's subsequent recommendations for improvement.

KHPOP Eligibility & Service Provision

The Monitor conducted comprehensive reviews of 9 files, and case management reviews of 13 additional files that had been approved for KHPOP eligibility; these customers are all listed in Attachment A. For the purposes of this report, the terms Career Coach (CC) and Workforce Professional (WP) will be used synonymously; a WP who works specifically with KHPOP customers in Local Area IV (LAIIV) is referred to as a Career Coach. There were several concerns identified in the files reviewed as requiring attention; the two most pressing issues identified by the Monitor are detailed below.

1. Inaccurate documentation of services being provided, and inadequate contacts and provision of services to establish program participation.

The LAIIV KHPOP Eligibility Appointment Protocol stipulates that after KHPOP eligibility has been approved, "Customers have 90 days to complete next steps. If customers do not complete next steps within 90 days, they must restart the eligibility process." The Monitor noted in the majority of the reviewed cases that a KHPOP CC had entered services for the customers which were never provided. These services were opened as "in progress" and had estimated end dates set several years into the future, which artificially holds these customers' accounts open in the system. This practice erroneously inflates program participation numbers on reports and makes CC caseloads appear much larger than they really are.

The Monitor also noted several instances where customers had completed services such as training according to documentation from the school and/or case notes, but the service was still open in the system. Services should not be listed as "in progress" in the system unless the



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customer is actively participating in said service, whether it is a service being provided by the Workforce Alliance staff or an outside agency.

It is also the practice of LAIV to have the KHPOP program adhere to the Case Management Protocol and the Contact Protocol for Case Managed Customers. The Case Management Protocol states that “Workforce Professionals (WPs) are required to maintain regular contact with each of their customers and provide adequate case management throughout their program participation. Regular contact entails a minimum of one contact attempt each month, or every 30 days, by the WP and then progressively more attempts each month, until contact is reestablished or the file is approved for closure of services.” The Contact Protocol goes into further detail about the required contact attempts and documentation that must be made by the CCs. The Monitor noted that these protocols were not being followed by the CCs at the time of this review.

2. Errors in calculating low income status.

One of the eligibility requirements for KHPOP is that the customer must meet at least one of following three low income categories:

- Receives or is a member of a family that receives cash payments under Temporary Assistance for Needy Families (TANF)
- Member of a household that receives food stamps (SNAP)
- Received an income, or is a member of a family that received a total family income, for the six-month period prior to application that, in relation to family size, does not exceed 200% of the poverty line.

Accurate documentation of income is imperative to ensure program eligibility. The Monitor noted that on two files contained mistakes in calculating income. Fortunately, in both of these cases the errors did not negate program eligibility by putting the customers over the low income limits. It is important for staff to carefully assess and calculate all sources of countable income for customers, and for supervisors to verify the accuracy of those calculations prior to approving eligibility.



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Butler, Cowley, Harper, Kingman, Sedgwick & Sumner Counties*

Summary

The Monitor identified some concerns regarding staff failing to adhere to LAIV protocols. These issues have been brought to the attention of the KHPOP supervisory team, and additional training and clarification is being provided by the Technical Assistance Team in an attempt to prevent these issues going forward. The Monitor will follow up with the KHPOP staff after the training is complete to reassess the need for any further clarifications or training. The Monitor also noted some issues with low income calculations and brought these to the attention of supervisory staff. Staff is encouraged to contact the Technical Assistance Team with any questions regarding KHPOP protocols and policies. Any questions regarding this monitoring report should be directed to the Chief Operations Officer.

Recommendations

As a result of the issues identified in this report, the Monitor met with the Technical Assistance Team and provided some information and resources to assist with staff training. The Technical Assistance Team provided individualized training to staff as deemed necessary, and will continue to work with them to improve their case management skills. Adjustments have been made to the LAIV protocols to clarify the required processes for serving KHPOP customers, and feedback has been requested. Input was solicited from staff for further improvements and tools which might assist them in better understanding and performing their job duties and meeting program requirements in the future. Further trainings will continue to be scheduled as needed.

The Program Monitors would like to make the following suggestions for addressing the identified issues in this monitoring report:

1. Continue developing and conducting staff trainings on all applicable KHPOP protocols and requirements.
2. Enforce the Contact Protocol and the Closure of Service Protocol and ensure that staff make adequate contact attempts with customers on their caseloads.
3. Staff should double check eligibility documentation and any low income calculations prior to submitting a file for eligibility approval.
4. Program Supervisors should thoroughly review eligibility documentation and low income calculations prior to approving eligibility.
5. Supervisors should spot check the case loads of their staff to ensure that services are being entered appropriately and accurately and that case management services are being adequately provided.

Item

Conflict of Interest

Background

All LWDB members have been required to sign Conflict of Interest forms. As a result of firewall and monitoring discussions, all non-LWDB committee members will now also be required to sign Conflict of Interest forms. The forms have been updated due to this change and all LWDB and non-LWDB committee members will be required to sign new Conflict of Interest forms.

Analysis

The Local Workforce Development Board and Committee Member Conflict of Interest Policy lays out the requirements concerning conflict of interest. LWDB and Committee members should avoid all conflict of interest, both actual and perceived.

The following create conflicts of interest and must be avoided by all Board and Committee members and staff of the organization in procuring goods or services with federal/state funds:

- Gratuities - Soliciting, demanding, accepting or agreeing to accept or to offer, give or agree to give, from/to another person any economic opportunity, future employment, gift, loan, special discount, trip, favor or service, except nominal gifts as specified in state requirements
- Procurement Documents - Any individual's participation in the development of procurement documents, review of procurement packages prior to release to potential bidders, acceptance by deadline, initial review of procurement packages, negotiation, selection, discussion, award or administration of a procurement supported by funds where, to the individual's knowledge, any of the following has a financial or other substantive interest in any organization which may be considered for award:
 - The individual
 - Any member of his or her immediate family
 - His/her partner or
 - Any organization in which any of the above has a material financial or other substantive interest
- Contingent Fees - To solicit or secure a contract upon agreement or understanding for a commission, percentage, brokerage or contingent fee except for retention of bona fide employees or established commercial selling agencies for the purpose of securing business
- Confidentiality and Nondisclosure – Certain information may not be disclosed until a particular point in the procurement process has been reached. Other information must be kept confidential permanently. The following are examples of procurement information not to be used by any person for actual or anticipated personal gain or for the gain of any other person:
 - Information about the funds available or related data, until the information is made known to all bidders
 - Number and names of bidders until the contract is awarded and the decision is made public
 - Technical or cost/price information to anyone not officially involved in the procurement while the procurement is in progress and
 - Certain technical or proposal information the bidder has designated as proprietary

March 7, 2019

Submitted By: Denise Houston

or trade secret, even after the award is made and publicized

- Illegal Acts - Accepting or paying bribes or kickbacks, conspiring to thwart the competitive procurement process
- Other Actions – Other actions which create real or apparent conflicts of interest

Substantive interest means any interest of a substantial nature, whether or not financial in nature, including membership on an organization's governing board, acting as the agent for an organization or employed as an officer of an organization.

Immediate family means any person related within the second degree of affinity (marriage) or within third degree of consanguinity (blood) to the party involved. The prohibited relationships are as follows:

- First degree of affinity Husband, wife, spouse's father or mother, son's wife, daughter's husband
- Second degree of affinity Spouse's grandfather or grandmother, spouse's brother or sister
- First degree of consanguinity Father, mother, son, daughter
- Second degree of consanguinity Grandfather, grandmother, brother, sister, grandson, granddaughter and
- Third degree of consanguinity Great grandfather, great grandmother, uncle, aunt, brother or sister's son or daughter, great grandson, great granddaughter

Individuals who violate this policy will face disciplinary action and be terminated from the Board or Committee.

Recommended Action: Obtain signatures on Conflict of Interest Forms from LWDB and Committee members.

Local Workforce Development Board and Committee Member Conflict of Interest Policy

LWDB and Committee members should avoid all conflict of interest, both actual and perceived.

Federally funded programs have specific requirements concerning conflict of interest. Board and Committee members and staff involved in the procurement process are prohibited from accepting gifts, favors or anything of monetary value from existing or potential contractors or parties to sub-agreements.

Every reasonable course of action shall be taken in order to maintain the integrity of the expenditure of public funds and to avoid any favoritism or questionable conduct. Any situation suggesting a decision was influenced by prejudice, bias, special interest or personal gain shall be avoided. Before being awarded a contract a person may be required to ensure, in writing, such person has not been retained in violation of the ethical standards. Failure to do so constitutes a breach of ethical standards.

In order to avoid conflicts of interest, if an individual has a conflict of interest, whether real or perceived, they must declare a conflict on the official record, remove themselves from the discussion, and abstain from voting on and participating in the procurement.

The following create conflicts of interest and must be avoided by all Board and Committee members and staff of the organization in procuring goods or services with federal/state funds:

- Gratuities - Soliciting, demanding, accepting or agreeing to accept or to offer, give or agree to give, from/to another person any economic opportunity, future employment, gift, loan, special discount, trip, favor or service, except nominal gifts as specified in state requirements
- Procurement Documents - Any individual's participation in the development of procurement documents, review of procurement packages prior to release to potential bidders, acceptance by deadline, initial review of procurement packages, negotiation, selection, discussion, award or administration of a procurement supported by funds where, to the individual's knowledge, any of the following has a financial or other substantive interest in any organization which may be considered for award:
 - The individual
 - Any member of his or her immediate family
 - His/her partner or
 - Any organization in which any of the above has a material financial or other substantive interest
- Contingent Fees - To solicit or secure a contract upon agreement or understanding for a commission, percentage, brokerage or contingent fee except for retention of bona fide employees or established commercial selling agencies for the purpose of securing business
- Confidentiality and Nondisclosure – Certain information may not be disclosed until a particular point in the procurement process has been reached. Other information must be kept confidential permanently. The following are examples of procurement information not to be used by any person for actual or anticipated personal gain or for the gain of any

Local Workforce Development Board and Committee Member Conflict of Interest Policy

other person:

- Information about the funds available or related data, until the information is made known to all bidders
- Number and names of bidders until the contract is awarded and the decision is made public
- Technical or cost/price information to anyone not officially involved in the procurement while the procurement is in progress and
- Certain technical or proposal information the bidder has designated as proprietary or trade secret, even after the award is made and publicized
- Illegal Acts - Accepting or paying bribes or kickbacks, conspiring to thwart the competitive procurement process
- Other Actions – Other actions which create real or apparent conflicts of interest

Substantive interest means any interest of a substantial nature, whether or not financial in nature, including membership on an organization’s governing board, acting as the agent for an organization or employed as an officer of an organization.

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- First degree of affinity Husband, wife, spouse’s father or mother, son’s wife, daughter’s husband
- Second degree of affinity Spouse’s grandfather or grandmother, spouse’s brother or sister
- First degree of consanguinity Father, mother, son, daughter
- Second degree of consanguinity Grandfather, grandmother, brother, sister, grandson, granddaughter and
- Third degree of consanguinity Great grandfather, great grandmother, uncle, aunt, brother or sister’s son or daughter, great grandson, great granddaughter

Individuals who violate this policy will face disciplinary action and be terminated from the Board or Committee.

Printed Name

Signature

Date

LWDB Program Operations and Performance Committee Meeting Minutes

January 3, 2019

1. Welcome and Introductions

Co-Chair Tony Naylor welcomed Committee members and asked for self-introductions. Kyle Ellison with Real Men Real Heroes was introduced as a newly appointed member of the Committee.

2. Additions to the Eligible Training Provider (ETP) List

Staff recommends the Medical Insurance Billing and Coding Specialist training program at Wichita Technical Institute (WTI) as an additions to the ETP List. A request to add this program was initially brought before the Committee on September 6th and recommendation to the Committee was deferred pending additional information as to its cost and availability of other programs. Several similar programs are offered online; however, Butler Community College is the nearest training provider for in person training. Jim Means asked if customers interested in the program are counseled as to other options and paths. Workforce Professionals at the Workforce Center are trained to provide options based on the needs of each customer. The Committee was advised that this program can be reviewed again in a year and a determination made as to maintaining it on the list based on its performance.

Tony Naylor (Kerri Falletti) made a motion to approve the addition of initial program, Medical Insurance Billing and Coding Specialist at Wichita Technical Institute to the ETP List. Motion Adopted.

3. Registered Apprenticeship (RA) Policy Modification

To assist in expanding registered apprenticeship opportunities staff are recommending modifications to the existing policy in order to provide for flexibility and to promote consistency with the policies of other programs. The intent of the policy is to increase the number of smaller companies participating in RA program and to certify different job codes/programs that have not traditionally been included in RA programs (ie., information technology and aerospace suppliers). The policy also provides for financial incentives to employers create new apprenticeship program registrations and for enrollments in a new apprenticeship program. Matt Peterson asked about the process for RA certifications. Tony Naylor explained that there are approximately 300 certified RA programs in the state and certification process can be quite involved. The Workforce Alliance can provide direct assistance to employers to simplify this process. Upon approval the policy modification will be presented to the full Local Workforce Development Board (LWDB) at its January 23rd meeting.

Matt Peterson (Robyn Heinz) made a motion to approve the proposed modification to the Registered Apprenticeship Policy. Tony Naylor, Wichita Electrical Training Center and Andrew Chance, Iron Workers Local 24 abstained from the vote. Motion Adopted.

4. Review of Workforce Innovation and Opportunity Act (WIOA) Youth Performance

Based on a request from the Committee at its last meeting on November 1st, a plan was presented to address performance outcomes in the Workforce Innovation and Opportunity Act (WIOA) Youth Program operations; staff reviewed the performance measures and the issues surrounding them. There were many changes to performance measures under WIOA. The participants counted in the Entered Employment measures changed in addition to the quarters that were

measured. For in school Youth there was additional criteria added to the Credential measure. Local Area IV struggled with the Credential measure even before the additional criteria was added.

Education and Employment Rate measures look at entering employment or education in the 2nd and 4th Quarters after exit. This is a change from the prior measures which looked at 1st and 3rd quarters after exit. For Education and Employment 2nd Quarter was 65.15% and 4th Quarter 66.15%. With additional supports provided after exit, participants may have been more successful in meeting this measure. Supports could include addressing barriers to employment such as childcare, transportation, and soft skills to ensure employment and employment retention.

For the Youth Credential Measure for Program Year 2017 there were 34 participants who were negative for this measure. Of those 34 participants only two of them attained a high school diploma, GED, or credential and were negative because they did not gain employment. 25 of them were employed in one of the necessary quarters and would have been positive if they had attained a high school diploma, GED, or credential. It appears at this time, the issue with meeting the measure does not have to do with gaining employment, but with gaining the necessary credential.

Staff has evaluated the issues and proposed recommendations to address performance issues by offering and encouraging follow-up services for all participants, ensuring consistent contact is made with participants during program, looking at revisions to Incentive Policy to encourage performance achievement, ensuring referrals and enrollments are appropriate for the program and being strategic about the number of activities participants are involved in at any one time. Staff are currently receiving training on implementing these changes and although it will take time to see the benefits of these changes in the KansasWorks formal monthly reporting, staff should be able to determine differences resulting from these changes and will report findings to the Committee as they become available.

Robyn Heinz (Kerri Falletti) made a motion to approve the proposed plan to address performance outcomes in the WIOA Youth Program operations. Motion Adopted.

5. Youth Employment Project (YEP) Update

Keith Lawing provided an update on the Youth Employment Project (YEP) and planning for 2019 implementation. YEP will now be part of the Helping Youth Prepare for Employment (HYPE) Network, a collaboration of community partners including the WA, the City of Wichita, the Greater Wichita YMCA, Wichita State University, USD 259 and other school districts throughout the region. Program enhancements for 2019 include formal establishment of the HYPE network, creation of youth ambassador positions to assist with outreach and awareness to young adults, Younger Teen Pilot Project focuses on career awareness and engagement of 14-15 year olds who are typically unable to obtain employment due to child labor laws and program expansion through the region to additional counties, school districts and high schools. Funding commitments from Sedgwick County, and anticipated funding from the City of Wichita and Bank of America, will be used to help create a joint marketing and outreach campaign to increase the number of employers and youth participating in 2019.

6. Consent Agenda and Committee Reports

Meeting minutes from the November 11, 2018 meeting, Workforce Innovation & Opportunity Act (WIOA) Performance Reports and a Senior Community Service Employment Program (SCSEP) policy modification were distributed to the Committee for review. The SCSEP policy



modification allows for a one time, one year extension to the current 48 month limit for participants that meet certain barrier categories ie., severe disability, frail, 75 or older, meets Social Security age requirements but does not receive Social Security benefits, lives in an area of persistent unemployment and has severely limited employment prospects, limited English proficient, or low literacy skills.

Kerri Falletti (Robyn Heinz) made a motion to approve the Consent Agenda as presented.

7. Additional Topics

- The annual Statewide Job Fair will be held on Thursday, March 7th from 2:00 to 6:00 PM at the Wichita Workforce Center (25 employers) and the El Dorado Train Depot (15 employers).

8. Adjourn (12:35)

Present Committee & Board Members

Tony Naylor, Co-Chair

Robyn Heinz, Co-Chair

Andrew Chance

Kyle Ellison

Kerri Falletti

Jim Means

Matt Peterson

Monica Stewart, Ex-Officio

Steve Porter, Ex-Officio

Staff/Guests

Keith Lawing

Denise Houston

Shirley Lindhorst

George Marko

Chad Pettera

Tisha Cannizzo, Eckerd Connects

Item

Staff Reports

Background

WIOA Adult, Dislocated Worker, and Youth (PY18)

Program Year 2018 began on July 1, 2018 and now is partially through the third quarter.

The Adult Program projected third quarter performance for LAIV is to meet the goal for Entered Employment 2nd Quarter and Entered Employment 4th Quarter. LA IV is projected to exceed the goal for Credential Rate. LAIV is currently not meeting the sanction level for Median Earnings.

The Dislocated Worker Program projected third quarter performance is to meet the goal for Entered Employment 2nd Quarter. LAIV is projected to exceed the goal for and Entered Employment 4th Quarter, Credential Rate, and Median Earnings.

The Youth Program projected third quarter performance is to meet the goal for Placement in Employment, Education, or Training 2nd Quarter. LAIV is projected to exceed the goal for Placement in Employment, Education, or Training 4th Quarter. LAIV is currently not meeting the sanction level for Credential Rate. Median Earnings for the third quarter is currently \$2,234.80.

Information on Measureable Skills Gains will begin to be entered in the next couple of months.

Local Area IV is looking fairly good for annual PY18 performance and is very close with overall State performance. Local Area IV is projected to meet the goal on five measures, exceed the goal on four measures, and not meet the sanction level on two measures. The State is projected to meet the goal for five measures, exceed the goal on four measures, and not meet the sanction level on two measures.

Wagner Peyser (PY18)

Local Area IV is projected to exceed the goal for all three measures in the third quarter.

Strategic Goals Supported

This activity supports the following Strategic goals of the Local Workforce Development Board:

- Strengthen relationships with WIOA partners, community organizations and educational/training institutions to leverage resources and align services through the one-stop workforce centers (American Job Centers)

Recommended Action: Receive and file.

**WIOA Programs
Program Year 2018
Performance Report of LA IV
as of 03/04/2019**

Adult	Goal Sanction	PY18				PY18				PY18				PY18				PY18				*Reporting Period					
		1st Qtr July 18 - Sept 18		2nd Qtr Oct 18 - Dec 18		3rd Qtr Jan 19 - Mar 19		4th Qtr Apr 19 - June 19		Annual Report July 18 - June 19		State / Annual Report July 18 - June 19		3rd Qtr= 01/01/18 to 03/31/18		Annual= 07/01/17 to 06/30/18		3rd Qtr= 07/01/17 to 09/30/17		Annual= 01/01/17 to 12/31/17			3rd Qtr= 01/01/18 to 03/31/18		Annual= 07/01/17 to 06/30/18		
Employment Rate (2nd Qtr. after Exit)	78.7%	78.62	75.90	70.86	74.07	214	302	874	1952	74.26	74.50	74.50	1177	1952	2620	2087	2821	3rd Qtr= 01/01/18 to 03/31/18	Annual= 07/01/17 to 06/30/18	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 01/01/18 to 03/31/18	Annual= 07/01/17 to 06/30/18	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 01/01/18 to 03/31/18	Annual= 07/01/17 to 06/30/18
Employment Rate (4th Qtr. after Exit)	76.6%	130	74.07	71.74	276	9	198	688	2087	71.97	73.98	73.98	956	2821	2087	2821	2821	Annual= 01/01/17 to 12/31/17	Annual= 01/01/17 to 12/31/17	Annual= 01/01/17 to 12/31/17	Annual= 01/01/17 to 12/31/17	Annual= 01/01/17 to 12/31/17	Annual= 01/01/17 to 12/31/17	Annual= 01/01/17 to 12/31/17	Annual= 01/01/17 to 12/31/17	Annual= 01/01/17 to 12/31/17	
Earnings (Median Earnings 2nd Qtr. after Exit)	\$6,225.00	\$4,494.00	\$5,313.25	\$4,881.01	N/A	N/A	9	\$4,869.77	N/A	\$4,869.77	\$5,404.95	\$5,404.95	N/A	N/A	N/A	N/A	N/A	3rd Qtr= 01/01/18 to 03/31/18	Annual= 07/01/17 to 06/30/18	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 01/01/18 to 03/31/18	Annual= 07/01/17 to 06/30/18	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 01/01/18 to 03/31/18	Annual= 07/01/17 to 06/30/18
Credential Attainment (Within 4 Qtrs. after Exit)	67.4%	3	78.79	90.00	26	10	38	76.00	38	76.00	67.13	67.13	50	390	581	581	581	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17
Measurable Skills Gain (Real Time Measure)	N/A	0	10.00	0.00	2	0	2	6.67	2	6.67	22.02	22.02	30	170	772	772	772	3rd Qtr= 01/01/19 to 03/31/19	Annual= 07/01/18 to 06/30/19	3rd Qtr= 01/01/19 to 03/31/19	Annual= 07/01/18 to 06/30/19	3rd Qtr= 01/01/19 to 03/31/19	Annual= 07/01/18 to 06/30/19	3rd Qtr= 01/01/19 to 03/31/19	Annual= 07/01/18 to 06/30/19	3rd Qtr= 01/01/19 to 03/31/19	Annual= 07/01/18 to 06/30/19

Dislocated Workers	Goal Sanction	PY18				PY18				PY18				PY18				*Reporting Period									
		1st Qtr July 18 - Sept 18		2nd Qtr Oct 18 - Dec 18		3rd Qtr Jan 19 - Mar 19		4th Qtr Apr 19 - June 19		Annual Report July 18 - June 19		State / Annual Report July 18 - June 19		3rd Qtr= 01/01/18 to 03/31/18		Annual= 07/01/17 to 06/30/18			3rd Qtr= 07/01/17 to 09/30/17		Annual= 01/01/17 to 12/31/17		3rd Qtr= 01/01/18 to 03/31/18		Annual= 07/01/17 to 06/30/18		
Employment Rate (2nd Qtr. after Exit)	81.7%	28	84.62	76.47	33	39	80.62	104	256	80.62	80.76	80.76	129	317	317	317	317	3rd Qtr= 01/01/18 to 03/31/18	Annual= 07/01/17 to 06/30/18	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 01/01/18 to 03/31/18	Annual= 07/01/17 to 06/30/18	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 01/01/18 to 03/31/18	Annual= 07/01/17 to 06/30/18
Employment Rate (4th Qtr. after Exit)	80.2%	37	77.36	81.08	41	53	74.46	184	344	74.46	78.54	78.54	137	344	344	344	344	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17
Earnings (Median Earnings 2nd Qtr. after Exit)	\$9,084.00	\$9,270.73	\$10,506.09	\$8,677.70	N/A	N/A	\$10,554.30	N/A	N/A	\$10,554.30	\$10,027.22	\$10,027.22	N/A	N/A	N/A	N/A	N/A	3rd Qtr= 01/01/18 to 03/31/18	Annual= 07/01/17 to 06/30/18	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 01/01/18 to 03/31/18	Annual= 07/01/17 to 06/30/18	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 01/01/18 to 03/31/18	Annual= 07/01/17 to 06/30/18
Credential Attainment (Within 4 Qtrs. after Exit)	69.0%	6	66.67	90.00	4	6	77.78	21	118	77.78	83.69	83.69	27	141	141	141	141	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17
Measurable Skills Gain (Real Time Measure)	N/A	0	0.00	0.00	0	0	0.00	0	30	0.00	26.55	26.55	0	113	113	113	113	3rd Qtr= 01/01/19 to 03/31/19	Annual= 07/01/18 to 06/30/19	3rd Qtr= 01/01/19 to 03/31/19	Annual= 07/01/18 to 06/30/19	3rd Qtr= 01/01/19 to 03/31/19	Annual= 07/01/18 to 06/30/19	3rd Qtr= 01/01/19 to 03/31/19	Annual= 07/01/18 to 06/30/19	3rd Qtr= 01/01/19 to 03/31/19	Annual= 07/01/18 to 06/30/19

Youth	Goal Sanction	PY18				PY18				PY18				PY18				*Reporting Period									
		1st Qtr July 18 - Sept 18		2nd Qtr Oct 18 - Dec 18		3rd Qtr Jan 19 - Mar 19		4th Qtr Apr 19 - June 19		Annual Report July 18 - June 19		State / Annual Report July 18 - June 19		3rd Qtr= 01/01/18 to 03/31/18		Annual= 07/01/17 to 06/30/18			3rd Qtr= 07/01/17 to 09/30/17		Annual= 01/01/17 to 12/31/17		3rd Qtr= 01/01/18 to 03/31/18		Annual= 07/01/17 to 06/30/18		
Education and Employment Rate (2nd Qtr. after Exit)	72.6%	18	75.00	66.67	18	24	74.03	57	311	74.03	72.83	72.83	77	427	427	427	427	3rd Qtr= 01/01/18 to 03/31/18	Annual= 07/01/17 to 06/30/18	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 01/01/18 to 03/31/18	Annual= 07/01/17 to 06/30/18	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 01/01/18 to 03/31/18	Annual= 07/01/17 to 06/30/18
Education and Employment Rate (4th Qtr. after Exit)	67.4%	19	73.53	70.83	25	34	66.09	115	478	66.09	73.43	73.43	76	351	351	351	351	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17
Earnings (Median Earnings 2nd Qtr. after Exit)	N/A	\$2,782.80	\$3,974.85	\$2,234.80	N/A	N/A	\$2,571.75	N/A	N/A	\$2,571.75	\$3,314.40	\$3,314.40	N/A	N/A	N/A	N/A	N/A	3rd Qtr= 01/01/18 to 03/31/18	Annual= 07/01/17 to 06/30/18	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 01/01/18 to 03/31/18	Annual= 07/01/17 to 06/30/18	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 01/01/18 to 03/31/18	Annual= 07/01/17 to 06/30/18
Credential Attainment (Within 4 Qtrs. after Exit)	63.3%	5	23.08	35.29	6	17	28.05	23	158	28.05	50.32	50.32	82	314	314	314	314	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17	3rd Qtr= 07/01/17 to 09/30/17	Annual= 01/01/17 to 12/31/17
Measurable Skills Gain (Real Time Measure)	N/A	7.89	0.00	0.00	0	79	9.23	65	334	9.23	20.66	20.66	6	69	69	69	69	3rd Qtr= 01/01/19 to 03/31/19	Annual= 07/01/18 to 06/30/19	3rd Qtr= 01/01/19 to 03/31/19	Annual= 07/01/18 to 06/30/19	3rd Qtr= 01/01/19 to 03/31/19	Annual= 07/01/18 to 06/30/19	3rd Qtr= 01/01/19 to 03/31/19	Annual= 07/01/18 to 06/30/19	3rd Qtr= 01/01/19 to 03/31/19	Annual= 07/01/18 to 06/30/19

Summary LA IV	1st Qtr				2nd Qtr				3rd Qtr				4th Qtr			
	Adult	DW	Youth	State	Adult	DW	Youth	State	Adult	DW	Youth	State	Adult	DW	Youth	State
Met Goal	1	2	1	1	1	2	1	1	1	3	1	1	1	1	1	1
Met Sanction	2	1	2	2	2	2	2	2	2	1	1	1	2	1	1	1
Did Not Meet Sanction	1	1	2	1	1	1	1	1	1	1	1	1	1	1	1	1

Summary Annual LA IV / State	Program to Date			
	Adult	DW	Youth	State
Met Goal	1	2	1	4
Met Sanction	2	2	1	5
Did Not Meet Sanction	1	1	1	2

The KS Dept. of Commerce accesses confidential data to obtain additional wage info; therefore, the actual performance rating cannot be released, only whether the rating met, exceeded, or was below the goal or sanction level.

*** No data showing in the quarter yet even though it is within the current reporting period.

* Reporting Period = Participants who exited during the time frame indicated will count in performance measures

A full year of data will not be available for Employment Rate (4th Qtr.) and Credential Rate until the 2nd Qtr. of PY2018

**WIOA Programs
Program Year 2018
3rd Quarter Performance Report
Comparison of Local Areas as of 03/04/2019**

Adults	Report Period*	Goal	LA IV South Central Kansas 6 Counties	LA I Western Kansas 62 Counties	LA II North East Kansas 17 Counties	LA III Kansas City Area 3 Counties	LA V South East Kansas 17 Counties	State
		Sanction						
Employment Rate (2nd Qtr. after Exit)	01/01/18 to 03/31/18	78.7%						
		70.83%	70.86	82.14	71.79	67.86	72.73	70.81
Employment Rate (4th Qtr. after Exit)	07/01/17 to 09/30/17	76.6%						
		68.94%	71.74	87.10	70.27	73.94	71.74	73.15
Earnings (Median Earnings 2nd Qtr. after Exit)	01/01/18 to 03/31/18	\$6,225.00						
		\$5,602.50	\$4,881.01	\$5,903.83	\$6,932.14	\$5,062.27	\$4,902.65	\$5,057.77
Credential Attainment (Within 4 Qtrs. after Exit)	07/01/17 to 09/30/17	67.4%						
		60.66%	90.00	76.47	58.82	100.00	60.00	70.00
Measurable Skills Gain (Real Time Measure)	01/01/19 to 03/31/19	N/A						
		N/A	0.00	1.94	0.00	25.56	2.78	6.02

Dislocated Workers

Employment Rate (2nd Qtr. after Exit)	01/01/18 to 03/31/18	81.7%						
		73.53%	76.47	80.00	0.00	66.67	81.82	73.75
Employment Rate (4th Qtr. after Exit)	07/01/17 to 09/30/17	80.2%						
		72.18%	81.08	92.86	100.00	69.57	50.00	78.48
Earnings (Median Earnings 2nd Qtr. after Exit)	01/01/18 to 03/31/18	\$8,084.00						
		\$7,275.60	\$8,677.70	\$9,939.62	\$0.00	\$13,709.86	\$8,970.37	\$9,879.21
Credential Attainment (Within 4 Qtrs. after Exit)	07/01/17 to 09/30/17	69.0%						
		62.10%	90.00	83.33	0.00	100.00	50.00	84.85
Measurable Skills Gain (Real Time Measure)	01/01/19 to 03/31/19	N/A						
		N/A	0.00	5.00	0.00	9.09	0.00	4.76

Youth

Education and Employment Rate (2nd Qtr. after Exit)	01/01/18 to 03/31/18	72.6%						
		65.34%	66.67	61.54	63.64	75.00	44.00	63.96
Education and Employment Rate (4th Qtr. after Exit)	07/01/17 to 09/30/17	67.4%						
		60.66%	70.83	71.43	92.00	92.31	62.50	76.64
Earnings (Median Earnings 2nd Qtr. after Exit)	01/01/18 to 03/31/18	N/A						
		N/A	\$2,234.80	\$6,655.54	\$2,718.00	\$2,445.65	\$4,964.65	\$2,718.00
Credential Attainment (Within 4 Qtrs. after Exit)	07/01/17 to 09/30/17	63.3%						
		56.97%	35.29	33.33	50.00	85.71	86.67	54.29
Measurable Skills Gain (Real Time Measure)	01/01/19 to 03/31/19	N/A						
		N/A	0.00	6.38	0.00	5.26	6.25	2.98

Quarterly Summary - All 5 Local Areas / State

	LA IV			LA I			LA II		
	Adult	DW	Youth	Adult	DW	Youth	Adult	DW	Youth
Met Goal	1	3	1	3	3	1	1	1	1
Met Sanction	2	1	1	1	1		2		
Did Not Meet Sanction	1		1			2	1	3	2

	LA III			LA V			State		
	Adult	DW	Youth	Adult	DW	Youth	Adult	DW	Youth
Met Goal	1	2	3		2	1	1	2	1
Met Sanction	1			2		1	1	2	
Did Not Meet Sanction	2	2		2	2	1	2		2

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^^^ No data showing in the quarter yet even though it is within the current reporting period.

* Reporting Period = Participants who exited during the time frame indicated will count in performance measures

**Wagner-Peyser
Program Year 2018
Performance Report of LAIV
as of 03/04/2019**

Job Service	Goal		PY18 1st Qtr July 18 - Sept 18		PY18 2nd Qtr Oct 18 - Dec 18		PY18 3rd Qtr Jan 19 - Mar 19		PY18 4th Qtr Apr 19 - June 19		*Reporting Period
	Sanction										
Employment Rate (2nd Qtr. after Exit)	67.9%		3047	2243	2179					3rd Qtr= 01/01/18 to 03/31/18	
	61.11%		4008	3023	2876					Annual= 07/01/17 to 06/30/18	
Employment Rate (4th Qtr. after Exit)	68.2%		2254	2208	3056					3rd Qtr= 07/01/17 to 09/30/17	
	61.38%		3114	3101	4067					Annual= 01/01/17 to 12/31/17	
Earnings (Median Earnings 2nd Qtr. after Exit)	\$4,701.00									3rd Qtr= 01/01/18 to 03/31/18	
	\$4,230.90			\$5,386.19	N/A			\$6,286.56	N/A	Annual= 07/01/17 to 06/30/18	

Wagner-Peyser	Goal		PY18 Annual Report July 18 - June 19		PY18 State / Annual Report July 18 - June 19		*Reporting Period	
	Sanction							
Employment Rate (2nd Qtr. after Exit)	67.9%		9407	20823	20823			3rd Qtr= 01/01/18 to 03/31/18
	61.11%		12723	29691	29691			Annual= 07/01/17 to 06/30/18
Employment Rate (4th Qtr. after Exit)	68.2%		9706	22716	22716			3rd Qtr= 07/01/17 to 09/30/17
	61.38%		13426	32982	32982			Annual= 01/01/17 to 12/31/17
Earnings (Median Earnings 2nd Qtr. after Exit)	\$4,701.00							3rd Qtr= 01/01/18 to 03/31/18
	\$4,230.90			\$5,451.00	N/A			Annual= 07/01/17 to 06/30/18

Summary LA IV	Quarterly Local Area IV			
	1st Qtr	2nd Qtr	3rd Qtr	4th Qtr
Met Goal	3	3	3	
Met Sanction				
Did Not Meet Sanction				

Summary Annual LA IV / State	Program to Date	
	LAIV	State
Met Goal	3	3
Met Sanction		
Did Not Meet Sanction		

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* Reporting Period = Participants who exited during the time frame indicated will count in performance measures

A full year of data will not be available for Employment Rate (4th Qtr.) until the 2nd Qtr. of PY2018

Date: March 7, 2019

Submitted By: George Marko

Item

Consent Agenda

Background

Workforce Centers Operations Update

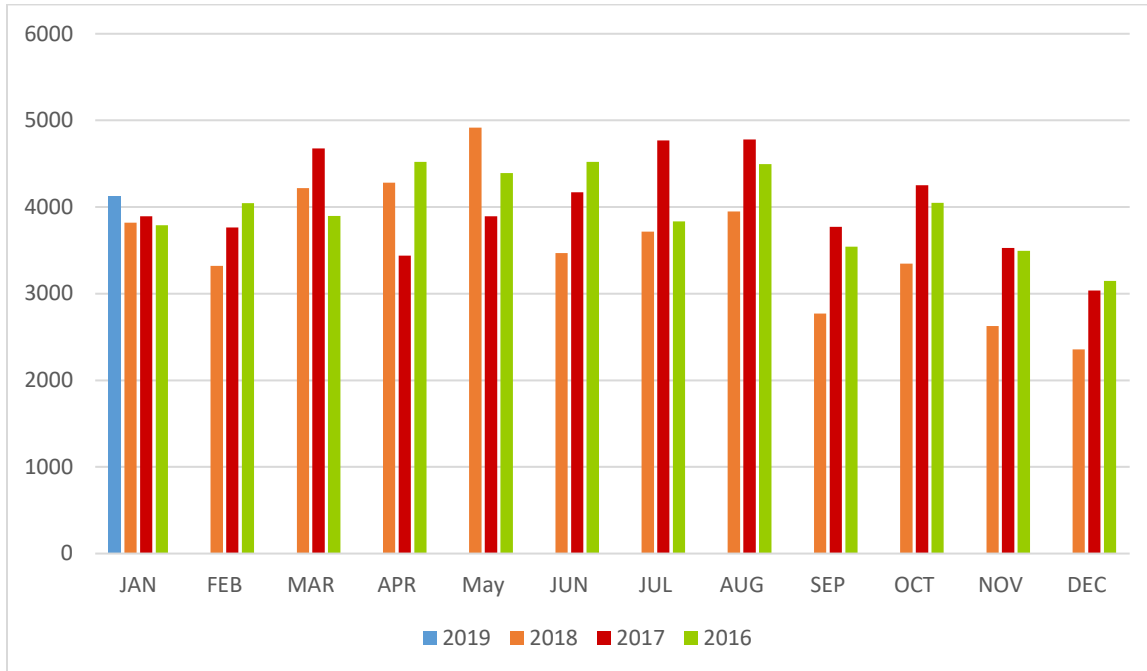
AnalysisBusiness Services –

In 2019 the Workforce Centers will continue coordination of two annual events. The Sixth Annual Construction Careers Job Fair was held on Saturday February 23rd from 9-11 am here at the Wichita Workforce Center. Through the rain, the Workforce Center saw 193 jobseekers attend the event and all 23 employers were present. Feedback from employers was very positive saying that they all met with high quality candidates for many of their open positions and will be interviewing soon. We will also be having the Fourth Annual Statewide Job Fair. It will be held on March 7th from 2-6 pm at two locations in our local area. Once again we will be having the event at the Wichita Workforce Center and a new location in El Dorado at the Train Depot located at 430 N. Main Street. Other the 28th of February we will also be coordinating and helping manage the Augusta Job Fair and the Annual Cowley Works Job Fair. Overall, for the month of January the Business Services team conducted 4 job fairs that served 39 employers and provided opportunities to 407 jobseekers.

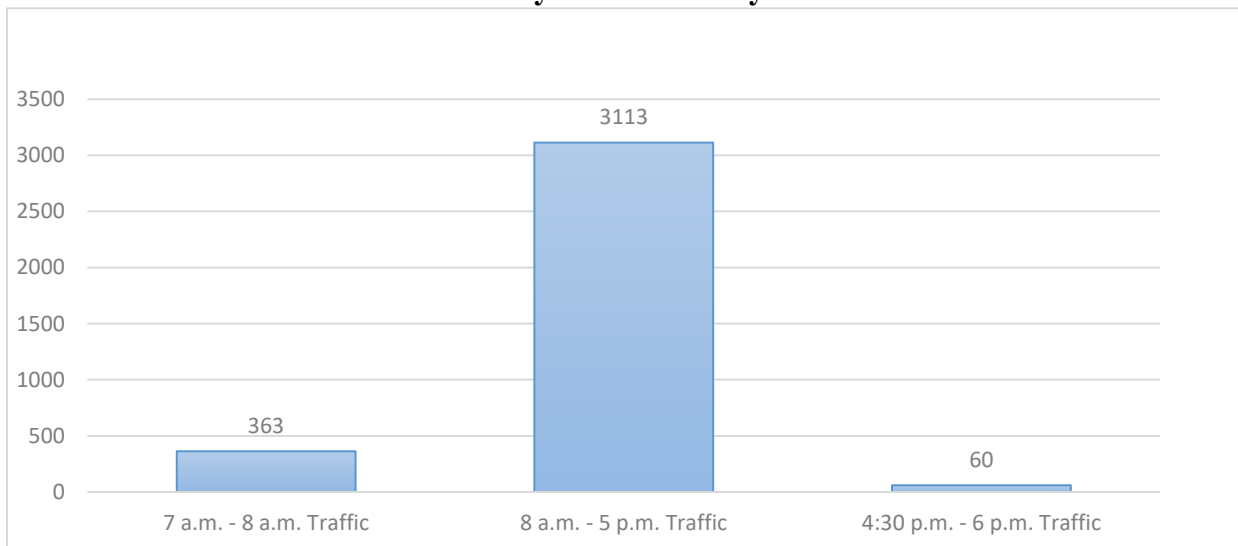
Microsoft Imagine Academy –

	Attempt	Pass	Fail	Success Rate	Gained Employment	Promotion or Wage Gain	Related to Cert(s)
2016 Totals	7	3	4	42.86%	unknown	unknown	unknown
2017 Totals	65	53	12	81.54%	unknown	unknown	unknown
2018 Totals	53	42	11	79.25%	unknown	unknown	unknown
2019 Total	11	8	3	72.73%	7	0	1
All	136	106	30	77.94%	7	0	1

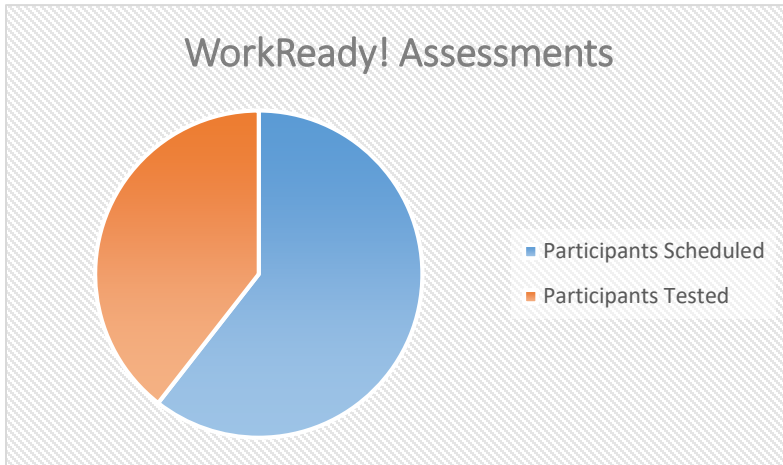
Total Traffic January 2019



Traffic by Hours January 2019

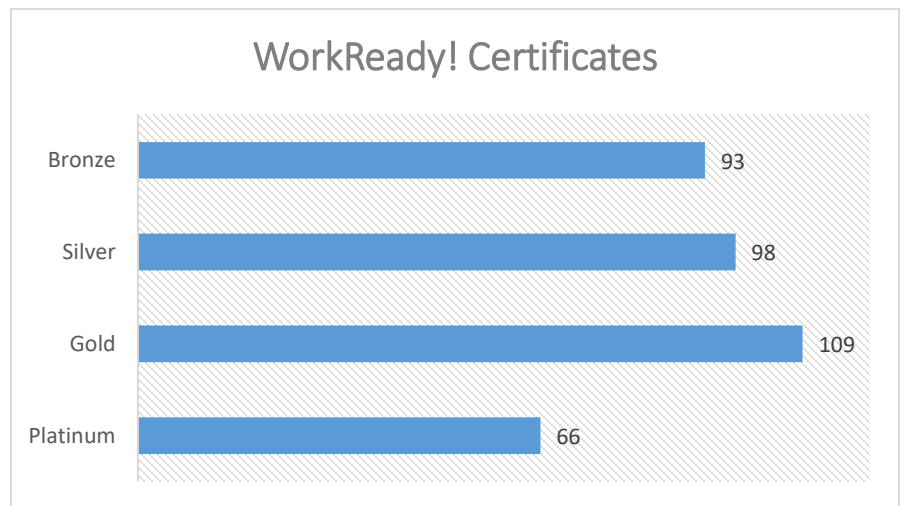


Business Report January 2019



WorkReady! Testing January 2019
39 - Testing Sessions
65.2% - % Attendance Rate

WorkReady! Certificates January 2019
366 - Certificates Awarded
91.0% - % Award Rate



January 2019
143 – Pre-Employment Skills Assessments Administered
282 - Prescreens & Applications Received
187 - Services to Employers
572 - Job Postings

Recommended Action
Receive and File.