



## LWDB One-Stop Advisory Council Agenda

February 7, 2019 - 11:30 a.m.

Workforce Center of South Central Kansas, 2021 N. Amidon, Wichita  
Join Meeting via Conference Line or Zoom Room Meeting Access Upon Request

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1. Welcome and Introductions: Tisha Cannizzo (11:30)
  2. WIOA Implementation (11:45)
    - A. MOU Signatures
    - B. One-Stop Infrastructure Cost Sharing Budget: Chad Pettera (*pp. 2*)
      1. Monthly Reporting: Tisha Cannizzo
  3. Conflict of Interest Forms: Denise Houston (11:55) (*pp.3-4*)
  4. WIF Funded Computer Lab: Denise Houston, Kelly Meier and Matt Roberts (12:00) (*pp. 5-8*)
  5. Training Programs Update: Denise Houston (12:05) (*pp. 9*)
  6. Interview/Resume Program; Practice Makes Progress: Wendy Inzunza (12:10) (*pp. 10-14*)
  7. Registered Apprenticeship: Diann Gregg (12:15) (*pp. 15-16*)
  8. Workforce Center Secret Shopper Experience (12:20) (*pp. 17-38*)
  9. Advisory Council Partner Updates: Tisha Cannizzo (12:30)  
*Time is reserved on the agenda for Council partners to provide updates and share news and activities that impact the workforce system.*
  10. Consent Agenda: Tisha Cannizzo (12:50)  
*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 12/6/18 (*pp.39-41*)  
**Recommended Action: Approve consent agenda as presented.**
  11. Announcements
    - A. Upcoming Job Fairs
      1. Monthly Multi-Employer Job Fairs – Feb. 14 and 28 at 9 am – noon (*pp. 42*)
      2. Construction Job Fair – February 23, 9-11 am
      3. Statewide Job Fair – March 7, 2-6 pm
  12. Adjourn: Tisha Cannizzo (1:00 pm)
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*The next LWDB One-Stop Advisory Council Meeting is scheduled for  
11:30 a.m. on Thursday, April 4, 2019  
Butler Community College, Andover Campus, 715 East 13<sup>th</sup> Avenue, Grizzly Den (Map pp. 43)*

**July 2017- June 2018**

**KS LAIV One Stop Budget by Partner**

Partner	Annual Costs	Paid YTD	InKind	Balance
American Indian Council	\$ 8,461	\$ 7,965.72	\$ -	\$ 496
Flint Hills Job Corps	\$ 12,326	\$ 13,251.03	\$ -	\$ (925)
Kansas Department of Commerce	\$ 252,772	\$ 244,504.08	\$ -	\$ 8,268
Allied Health Training	\$ 14,066	\$ 14,065.70	\$ -	\$ -
Workforce Alliance	\$ 378,192	\$ 370,267.59	\$ -	\$ 7,925
SER- Local	\$ 32		\$ 500.00	\$ (468)
SER- National	\$ 4,086	\$ 361.00	\$ -	\$ 3,725
Kansas Dept of Labor	\$ 56,062	\$ -	\$ -	\$ 56,062
Butler Community College	\$ 1,756	\$ -	\$ 500.00	\$ 1,256
Cowley Community College	\$ 605	\$ -	\$ -	\$ 605
WATC/Goodwill	\$ 2,594	\$ -	\$ 2,594.00	\$ 0
Kansas Dept of Child/Fam	\$ 9,169	\$ -	\$ 200.00	\$ 8,969
City of Wichita	\$ 802	\$ -	\$ 500.00	\$ 302
<b>Total</b>	<b>\$ 740,925</b>	<b>\$ 650,415</b>	<b>\$ 4,294</b>	<b>\$ 86,216</b>

**July 2017- June 2018 In-Kind Services**

Partner	Activity	Date	Amount
SER-Local	Staff Training	9/29/2017	\$500
Butler Community College	Staff Training	10/9/2017	\$500
City of Wichita	Information Session	6/8/2018	\$500
NexStep/Goodwill/WATC	WorkKeys Session	Multiple	\$2,594
Kansas Dept of Children & Families	Job Fair Assistance	Oct-17	\$200

**July 2018- June 2019**

**KS LAIV One Stop Budget by Partner**

Budget Not Final - Missing Participant Counts

Partner	Annual Costs	Paid YTD	InKind	Balance
American Indian Council	\$ 8,731	\$ 4,646.67	\$ -	\$ 4,084
Flint Hills Job Corps	\$ 12,713	\$ 6,115.86	\$ -	\$ 6,597
Kansas Department of Commerce	\$ 259,254	\$ 57,926.96	\$ -	\$ 201,328
Workforce Alliance	\$ 386,192	\$ 195,877.49	\$ -	\$ 190,314
SER- Local	\$ 32	\$ -	\$ -	\$ 32
SER- National	\$ 4,086	\$ 2,724.24	\$ -	\$ 1,362
Kansas Dept of Labor	\$ 56,062	\$ -	\$ -	\$ 56,062
Butler Community College	\$ 1,756	\$ -	\$ 750.00	\$ 1,006
Cowley Community College	\$ 605	\$ -	\$ -	\$ 605
WATC/Goodwill	\$ 2,594	\$ -	\$ -	\$ 2,594
Kansas Dept of Child/Fam	\$ 9,169	\$ -	\$ 500.00	\$ 8,669
City of Wichita	\$ 802	\$ -	\$ 500.00	\$ 302
<b>Total</b>	<b>\$ 741,997</b>	<b>\$ 267,291</b>	<b>\$ 1,750</b>	<b>\$ 472,956</b>

**July 2018- June 2019 In-Kind Services**

Partner	Activity	Date	Amount
Butler Community College	Assist with El Dorado Job Fair	11/29/2018	\$500
Butler Community College	YEP room rental at BCC	12/8/2019	\$250
City of Wichita	WFC Staff training	1/11/2019	\$500
NexStep/Goodwill/WSU Tech			
Kansas Dept. of Children & Fa	WFC Staff training	7/6/2018	\$500

## 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.

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.

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Printed Name

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Signature

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Date



*Serving Employers and Job Seekers in  
Butler, Cowley, Harper, Kingman, Sedgwick & Sumner Counties*

### **Workforce Innovation Fund (WIF)**

Local Area IV is requesting to use WIF resources to address the need to increase soft skills and digital literacy among job seekers with multiple barriers to employment. The primary goal is to coordinate services with Workforce Innovation and Opportunity Act (WIOA) core partners from Adult Education and Vocational Rehabilitation by expanding the availability of workshops that focus on increasing computer skills, and also pre-employment tools that often prevent job seekers from being viewed as quality candidates by employers.

To accomplish this goal new equipment is required to expand offerings of these services to customers in Local Area IV. The lack of sufficient supplies, many workshops that are only offered in Wichita, transportation challenges of job seekers and the lack of public transit all make it difficult for job seekers with barriers that need skills to attend the workshops. The new supplies would assist those with barriers to be able to access the workshops allowing for streaming of the workshops to other locations in the area and for the workshops to be mobile to address transportation issues. Implementing these workshops would be done in collaboration with partners in Adult Education, Vocational Rehabilitation and other organizations serving job seekers from the Workforce Center. A key element in designing this project will be to serve common customers across WIOA titles and prepare these customers for On-the-Job-Training (OJT) opportunities. The amount requested is \$86,335.71.

### **Statement of Work**

The objectives of the plan would be to expand outreach to customers for the purpose of assessing soft skills and digital literacy skills and addressing identified skills gaps through increasing access to a series of workshops. There would also be targeted outreach to employers to increase understanding about the barrier reduction and training these workshops are designed to address and help job seekers bridge the gap to employment opportunities. A summary of the work plan is below.

- a. Developing a process for assessing skills gaps with WIOA core, Workforce Center community, and business partners through a Customer-Center Design (CCD) process
  - i. Focus groups with core, community, and business partners.
- b. Identifying a series of workshops to address skills gaps through the CCD process
  - i. This would again include focus groups with core, community, and business partners.
- c. Expanding outreach to job seekers in the six county area.
  - i. Offering electronic/ remote access to assessments.
  - ii. Offering electronic/ remote access to workshops.



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- iii. Expanding access to computer hardware and technology.
- d. Increase soft skills, digital literacy, and enhance employability by updating hardware and computers and able to offer the following.
  - i. GSuite programs and resources.
  - ii. Google's Applied Digital Learning videos for job seekers (job search/tracking, resume and interview.)
  - iii. Increase access to Microsoft Office workshops, including the Imagine Academy Microsoft Office certification program.
  - iv. Increase frequency of digital literacy workshops and access to resources.
- e. Update outreach materials targeting job seekers and employers.
- f. Salary support of staff to lead focus groups, develop workshops and implement outreach strategies.

One of the most discussed topics during the CCD immersion was soft skills and digital literacy gaps. Matching a customer with multiple barriers to an OJT can be challenging. That is one of the biggest lessons learned through the process of delivering OJTs to customers through the WIF grant. Assessing and addressing soft skills/digital literacy gaps is one of the most basic issues that can be addressed quickly and will create a long lasting positive outcome to gaining and retaining employment.

The CCD process will identify skills gaps, an assessment process, and assist in identifying a series of trainings. The CCD team for this project will include WIOA Core partners, community partners, and employers. Customers will play a role in the research and testing portions of the CCD process. Staff input will be requested throughout the process as part of the CCD team, research, and testing phases.

The anticipated work required to implement this plan and the level intensity needed to coordinate activities with partners will meet the funds being requested and most likely exceed that amount but can be leveraged with local funds.

- a. Creation of CCD team to include staff, core partners, community partners and employers
- b. Research will include focus groups, surveys, follow up communications
- c. Regular meetings, depending on scope of work
- d. Identifying skills gaps and ways to assess through CCD process
- e. Researching and identifying the best option for workshops to address skills gaps
- f. Acquisition, set-up, and testing new technology in the computer lab



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- g. Acquisition, set-up, and testing new technology for outer county offices
- h. Training on new technology
- i. Revamping, printing, and dispersing updated outreach materials
- j. Testing through customer cohorts
- k. Reviewing and refining using testing results
- l. Release of final project

### **Budget Narrative**

#### Personnel-\$45,000

- a. Partial Salary for Workshop/Outreach Coordinator
  - i. \$15,000
    1. 10 hours per week creating/updating/facilitating workshops
- b. Partial Salary for Workshop Facilitator/Imagine Academy Staff
  - i. \$15,000
  - ii. Imagine Academy is an existing opportunity where the State has granted each of the Local Areas a certain number of licenses to be able to certify job seekers in Microsoft Office Products. This would be time staff spend facilitating and proctoring the study and testing sessions. Around 10 hours per week.
- c. Staff time for focus groups, CCD project, management of project,
  - i. \$15,000
    1. 10 hours per week preparing, conducting focus groups, project management, etc.

#### Supplies-Need to add food and copies \$38,335.71

- a. 16 Google Chromebooks at \$351.93 each for the Wichita Workforce Center Classroom
- b. 16 Google Chromebooks at \$351.93 each for outer county offices
- c. 2 Google Pixelbooks at \$1,017.99 each for proctors
- d. 2 Google Pixelbooks for at \$1,017.99 each workshop assistants
- e. 70 inch TV or LED Projector at \$2,297.99 for classroom presentation including video playback
- f. 1 Google Jamboard at \$4,399 for classroom use and those tuning in remotely
- g. 200 G Suite certification licenses at \$75.00 each
- h. Food/Drink for Focus Groups



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- Up to 5 focus groups of no more than 20 for each group
  - b. \$75.00 per focus group session for food and drinks
- i. Copies and handouts
  - a. 500 OJT job seeker flyers at \$300
  - b. 500 OJT employer flyers at \$300
  - c. 250 OJT Job Seeker card \$150
  - d. 150 surveys at testing \$90
  - e. 150 information sheets for focus group \$90

Incentives-\$3,000

- j. Incentive for participants to come to focus group, test out equipment, workshops, etc.
- k. Incentive will be \$25.00 each in the form of a gift card given to participants attend the focus groups and test out equipment and new workshops. This would allow for around 120 customers to receive incentives.



**For most programs customers must be 18 years of age, compliant with Selective Service, and Eligible to Work in the U.S.**

Adult Program

- Be in need of individualized career services in order to obtain or retain employment

Dislocated Worker Program (DW)

- Has been terminated or laid off, received a notice of termination or layoff from employment and is eligible for Unemployment Compensation

Kansas Health Profession Opportunity Project (KHPOP)

- Short-term health care careers
- Must meet a low income requirement or receive TANF or SNAP

Patient Care Assistant (PCA)

- Interested in CNA Training
- Scored 4 or higher on WorkKeys Curriculum

Registered Apprenticeship

- Must be accepted by a State approved Registered Apprenticeship program
- Must be determined eligible prior to beginning Apprenticeship training

Senior Community Service Employment Program (SCSEP)

- Age 55 or older
- Unemployed and wanting to work
- Low income

Trade Adjustment Assistance (TAA)

- Must be laid off from a company with an open TAA petition and is interested in TAA

Youth Program

- Must be 16-24 years of age
- Compliant with Selective Service
- Eligible to work in the U.S.
- High School Dropout not attending school
- High School Graduate not attending any school – Must have one barrier (& possibly be low income)
  - *Barriers include: Basic skills deficient or an English language learner, subject to the juvenile or adult justice system, homeless, a runaway, in foster care, has aged out of foster system, is pregnant, is parenting, has a disability, is low income and requires additional assistance to complete an education program or secure/hold employment*

180 Skills

- Pathway to employment at Spirit Aerosystems as an Assembly Mechanic
- Visit any Workforce Center of South Central Kansas location
- Complete the online, self-paced 180Skills Aerospace Structures Basics training
- Apply for the Aerospace Assembly Mechanic position with Spirit Aerosystems
- Pass interview process with Spirit Aerosystems
- Complete the free Aerospace Assembly Technician training at the Wichita location of Hutchinson Community College.



## Practice Makes Progress Project

Hello,

Thank you in advance for your willingness to help by volunteering for the Workforce Alliance Practice Makes Progress Project! Your contribution to our program and activities will be a great help to our community's job seekers.

In this package you will find:

- ✓ Volunteer Registration form / List of Volunteer Opportunities
- ✓ Volunteer Memorandum of Understanding
- ✓ Expectations of Volunteers

To begin the process, all you need to do is complete the enclosed 'Volunteer Registration form and return it to Amanda Hill, Workforce Outreach/Workshop Coordinator or by emailing it to [ahill@workforce-ks.com](mailto:ahill@workforce-ks.com)

Once your application is received, you can expect the following:

1. You will be contacted to schedule an orientation date within 48 hours of submitting form.
2. Once contacted together with the coordinator, you will agree on a start date.
3. You will have an opportunity to ask any questions you have about volunteering during the first contact and at the Volunteer orientation.

Again, thank you for volunteering your time at one of our Centers. We hope that the time you spend with us is rewarding, fun and meaningful.

Kind Regards,

Amanda Hill

## Volunteer Registration

### Volunteer Information

Full Name: \_\_\_\_\_ Date: \_\_\_\_\_  
Last First M.I.

Organization/Company Name: \_\_\_\_\_

Address: \_\_\_\_\_  
Street Address Apartment/Unit #

\_\_\_\_\_

City State ZIP Code

Phone: \_\_\_\_\_ Email \_\_\_\_\_

Date Available: \_\_\_\_\_

Resume Review	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Facilitate Mock interview Workshop	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Facilitate Resume Review Workshop	YES <input type="checkbox"/>	NO <input type="checkbox"/>	Other _____		
Mock Interview Session	YES <input type="checkbox"/>	NO <input type="checkbox"/>			
Workshop Assistant	YES <input type="checkbox"/>	NO <input type="checkbox"/>			

### Workshops offered

Mark any workshops you would be willing to assist:

- |   |  |
|---|--|
| <input type="checkbox"/> Advanced Microsoft Excel 2013 - Computer Skills Series     | <input type="checkbox"/> Intermediate Microsoft Word 2013 - Computer Skills Series     |
| <input type="checkbox"/> Advanced Microsoft Word 2013 - Computer Skills Series      | <input type="checkbox"/> Introduction to Microsoft Excel 2013 - Computer Skills Series |
| <input type="checkbox"/> Attitude Determines Altitude - Job Search Success Series   | <input type="checkbox"/> Introduction to Microsoft Word 2013 - Computer Skills Series  |
| <input type="checkbox"/> Basic Computers 101 - Computer Skills Series               | <input type="checkbox"/> Job Fair Preparation Workshop - Job Search Success Series     |
| <input type="checkbox"/> Basic Computers 102- Computer Skills Series                | <input type="checkbox"/> LinkedIn & Networking - Job Search Success Series             |
| <input type="checkbox"/> Creating an Elevator Pitch- Job Search Success Series      | <input type="checkbox"/> Microsoft PowerPoint 2013 - Computer Skills Series            |
| <input type="checkbox"/> Creating Resumes Using Templates-Computer Skills Series    | <input type="checkbox"/> Online Application 101 - Job Search Success Series            |
| <input type="checkbox"/> Intermediate Microsoft Excel 2013 - Computer Skills Series | <input type="checkbox"/> Starting off Right in 2018!- Job Search Success Series        |



## **Volunteer Memorandum of Understanding Workforce Alliance of South Central Kansas**

In return for the knowledge and experience received by providing volunteer services to the Workforce Alliance of South Central Kansas (hereinafter referred to as the "Workforce Alliance"):

I understand that my volunteer services for the Workforce Alliance will begin on \_\_\_\_\_ and end on \_\_\_\_\_; and that I will spend approximately \_\_\_\_\_ hours per \_\_\_\_\_ providing volunteer services.

I understand that my volunteer services may be terminated at any time by the Workforce Alliance.

I agree to comply with the office routines of the Workforce Alliance and follow any reasonable instructions that I may be given by officers and other representatives of the Workforce Alliance.

I agree to comply with all policies, protocols, and procedures established by the Workforce Alliance.

I agree that I will advise the Workforce Alliance of, and may decline to participate in, any undertaking or activity for which I am not confident or qualified to perform.

I agree not to use any supplies, computer hardware and software, or other equipment or materials belonging to the Workforce Alliance for any personal activities. I understand that the Workforce Alliance reserves the right, without notice, to monitor all of my activities in this regard.

I agree not to disclose any password obtained in connection with my activities at the Workforce Alliance to any person.

I understand that my status at the Workforce Alliance is not that of an employee, agent, or independent contractor and I do not expect any present or future salary or other compensation or benefits in connection with my activities at the Workforce Alliance.

I understand that I will not be considered an employee, agent or independent contractor of the Workforce Alliance for any purposes other than workers' compensation coverage and, if and when applicable, tort coverage, in connection with my activities at the Workforce Alliance.

I agree to notify the Workforce Alliance immediately of any incident which might give rise to liability.

I will hold the Workforce Alliance, its directors, officers and employees blameless for any personal injury that I might experience in connection with my activities at the Workforce Alliance.

I acknowledge and accept responsibility for my own acts and will hold the Workforce Alliance, its directors, officers and employees blameless should my conduct lead to the physical injury or property damage of others.

I agree to comply with all applicable federal, state and local laws, rules and regulations concerning files, software, documents and all other information of a private, personal, confidential and/or proprietary nature that I may come in contact with in connection with my activities at the Workforce Alliance. I understand that failure to comply with such laws, rules and regulations may result in a criminal prosecution and/or civil sanctions.

I agree to cooperate with all investigations of the Workforce Alliance, the State of Kansas or the United States Department of Labor.

PRINTED NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_

WITNESS: \_\_\_\_\_



## Practice Makes Progress Project

### Expectations of Volunteers

Attend one-hour introduction that would include:

- Tour of center
  - Brief Review of training materials we provide to customers
  - Overview of what to expect the day of event.
- Depending on type of volunteer activity the visit may be longer than an hour to review workshop materials.

Volunteer position descriptions:

**Resume Reviews-** Meet with customer for 30 min. provide a brief review of what is needed to be an effective resume. (Training available)

**Mock interview** – Meet with customer. Will be given 3 general questions to ask. Will provide feedback on how to improve responses and or confirmation of good practices . (Training available)

**Workshop facilitator** – Presents workshop material to a group of customers in a classroom setting. Workshop times vary, average length is about one hour. (Training available)

**Workshop Assistants-** Assist workshop facilitators by answering participant's questions and guiding participants who may need additional help.

Attendance:

We understand things can come up!

Volunteers are to arrive at least 15 min before the time scheduled. If you are going to be late please contact Amanda Hill by calling xxx-xxx-xxxx.

Notice of volunteer cancelation needs to be communicated no later than 25 hours prior to the event by calling or emailing the Workforce Outreach/Workshop Coordinator.

In case of an emergency you can also call the main number 771-6800

# REGISTERED APPRENTICESHIP PROGRAM



Registered Apprenticeship is an employer-driven training model that combines on-the-job learning with related classroom instruction that increases an apprentice's skill level and wages.

Flexible training strategy that can be customized to meet the needs of every business and integrated into current training and HR strategies.

Apprentices can be new hires or current employees.

"Earn and Learn" model – apprentices receive a paycheck from day one, so they earn wages while they learn on the job.

## Benefits for Business

- Highly-skilled employees
- Reduced turnover costs
- Higher productivity
- More diverse workforce

## Benefits for Workers

- Increased skills
- Higher wages
- National credential
- Career advancement

- Employers interested in sponsoring a new Registered Apprenticeship can qualify for a one-time reimbursement of \$1,000 for each new apprenticeship program registered and approved by the State of Kansas.
- Employers can receive a one-time reimbursement \$200 for each apprentice enrolled in their training program. Reimbursement dollars shall be dependent on state-supplied Registered Apprenticeship grant funding availability.
- Registered Apprenticeship programs can be developed for thousands of occupations including careers in healthcare, technology, energy, manufacturing, construction. Any skilled occupation can qualify!

For more information on Registered Apprenticeships opportunities  
Contact Diann Gregg at [dgregg@workforce-ks.com](mailto:dgregg@workforce-ks.com) or 316-771-6631.

# REGISTERED APPRENTICESHIP OPPORTUNITIES



The Registered Apprenticeship Program is an “Earn and Learn” model of training with the following benefits:

**Earn Wages from Day 1:** Apprentices are paid employees during their training period

**Hands-on career training:** Apprentices receive practical on-the-job training in a wide variety of occupations and industries, including healthcare, construction, information technology, transportation, energy, and advanced manufacturing.

**An education:** Apprentices receive hands-on training resulting in improved skills and competencies as well as the potential to earn college credit toward an associate’s or bachelor’s degree.

**A career:** Once the apprenticeship is complete, workers are on their way to a successful long-term career with a competitive salary and little or no educational debt.

**National credential:** When an apprentice graduates from a career training program, they earn a certified portable credential accepted by industries and employers across the US

Applications for the following RA’s are accepted at the Workforce Centers of South Central Kansas:

Registered Apprenticeship Program Sponsor	Occupation
Bricklayers Local #15	Bricklayer Apprenticeship
Independent Electrical Contractors	Non-union Electrical Apprenticeship
Local 29 Sheet Metal Joint Apprenticeship	Sheet Metal Worker Apprenticeship
Iron Workers Local Union #24	Iron Workers Apprenticeship
Carpenters Training Center of Wichita	Carpenters Apprenticeship Program
Road Sprinkler Fitters Local Union 669	Sprinkler Fitters Apprenticeship
Plumbers & Pipefitters Local Union 441	Plumbers and Pipefitters Apprenticeship
WEJATC – Wichita Electrical Joint Apprenticeship Training Center	Electrician Apprentice (2019 Class)

For more information on Registered Apprenticeships opportunities visit any Workforce Center of South Central Kansas.

Find the center nearest to you at [www-workforce-ks.com](http://www-workforce-ks.com) or call 316-771-6800.

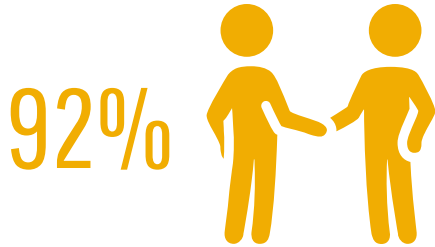


# Kansas Department of Commerce

## Workforce Services Division

Secret Shopper 2018  
ksworksstateboard.org

### COURTEOUS REPRESENTATIVES



Polite & Respectful

Kansas American Job Centers, located in **22 communities** across the State, serve more than **176,000 customers a year** with diverse employment.

In 2018, the *Public Policy and Management Center (PPMC)* at Wichita State University completed a secret shopper study assessing the quality of service provided to job seekers.

From March through September 2018, the *PPMC* coordinated **12 secret shopper evaluations** at **14 local Workforce Centers** across the state.

Shoppers represented **diversity** in age, race, job experience, education, as well as veterans and persons with disabilities.

### SERVICES

Majority of referral services & information provided rated

Excellent/Good

### ENCOURAGEMENT

3 out of 4



Excellent/Good staff encouragement about finding a job

89% WELCOMING ATMOSPHERE



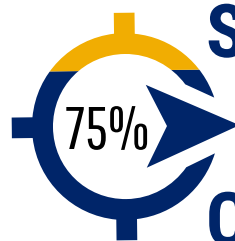
Friendly & Positive

Excellent/Good



86% EMPATHETIC SERVICE

Understood shoppers problems



STRONG

Representatives effectively explained the process of receiving services

COMMUNICATION



KANSAS WORKS

# Kansas Department of Commerce Workforce Center Evaluation and Process Improvement

## Secret Shopper Experience

2018



Presented by



WICHITA STATE  
UNIVERSITY



Kansas Department of Commerce

# Workforce Center Evaluation and Process Improvement Secret Shopper Experience

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**2018**

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*Prepared by*

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### **DISCLAIMER**

The study was conducted by the Public Policy and Management Center (PPMC) at Wichita State University (WSU). The PPMC is an independent research body unaffiliated with the Kansas Department of Commerce. This report was prepared by the research team. It represents the findings, views, opinions and conclusions of the research team alone, and the report does not express the official or unofficial policy of WSU.

### **ACKNOWLEDGMENTS**

The PPMC would like to thank the staff of the Kansas Department of Commerce Workforce Services Division for their commitment to advancing excellence in public service and serving the state. This project is only one example of their commitment to improving services and addressing needs of the residents of Kansas. In addition, the PPMC would like to acknowledge and express sincere appreciation to the secret shoppers for their work and dedication to this project. For purposes of protecting their anonymity, names will not be included in this report, but their critical effort still should be acknowledged and recognized.



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# 1 > Executive Summary



The Public Policy and Management Center (PPMC) completed its second year of evaluating the Kansas Department of Commerce (KDOC) Workforce Center. The evaluation utilized a group of eight “secret shoppers” who posed as clients with different scenarios at 14 local workforce centers across the state. Secret shoppers evaluated the centers on 32 separate metrics to develop a comprehensive view of the client experience at each site.

Data collected in the 2018 evaluation was also compared to the evaluations conducted in 2017. The number of shoppers and sites varied between the two years with one more shopper and five more sites evaluated in 2018. Two-year comparisons for the available sites provided a progress report for the intervention strategies that resulted from the 2017 evaluation.

Based on the analysis, several key themes emerged.

- Sites rated in 2017 improved or maintained “excellent” and “good” ratings across most metrics in 2018 evaluations with some limited exceptions.
- Over 80% of evaluators waited less than five minutes to get assistance at all locations.
- Almost 92% of evaluators found representatives from the workforce centers to be courteous.
- Nearly 86% of evaluators rated staff listening skills as “excellent” or “good.”
- Evaluators felt that representatives understood their situations over 86% of the time.

From the analysis, the PPMC developed a series of six recommendations to continue improvement of current efforts and to address gaps identified by evaluators. The recommendations are:

- Continue refining intake processes, with a goal to standardize the process for all workforce centers;
- Incorporate customer management skills into training efforts, particularly in dealing with difficult people and people with disabilities;
- Expand access to specialized staffing by leveraging technology;
- Continue improvements to the **KANSASWORKS.com** website for better user experiences;
- Invest and update technology at centers to improve access for people with disabilities and ensure that computers are functional; and
- Raise site awareness by encouraging centers to expand signage and décor to be more user-friendly.

## 2 > Background & Protocol



From March through September 2018, the PPMC coordinated 112 secret shopper evaluations with eight different shoppers at 14 different workforce centers across the state. Shoppers represented diverse ages, races, job experiences and education levels, and included veterans and a person with disabilities. Each shopper used a unique script developed to represent different population segments who access services.

On average, the evaluators spent four to five hours participating in project orientation and

training. This training included script and scenario development individualized for each shopper, online application training, role-playing rehearsal and overview of the workforce delivery system. Evaluators were also trained on consistent and reliable use of the evaluation tool and participated in a pilot evaluation.

PPMC staff worked closely with the KDOC project team to identify customer categories or roles that represent the diverse cross section of customers served. The following scenarios were identified:

- Person with a disability (blindness)
- Person of color with new educational achievement looking for a career change
- Retiree worker returning to work
- Person speaking English as a second language (ESL)
- Underemployed worker looking for trade skills and career change
- Unemployed, young single parent with limited skills and employment history
- Veteran seeking an employment change
- Recent high school graduate with limited skills and employment history

The PPMC identified evaluators to best fit each scenario. Evaluators did not disclose their role or the intent of their involvement to workforce staff. From March through September 2018, the PPMC coordinated 112 secret shopper evaluations, with eight roles played by 12 different individuals. Three different individuals were used for the recent high school graduate with limited skills and employment history scenario. Two veterans and two seniors returning to the workforce participated in the evaluation process. Shoppers evaluated 14 different workforce centers across the state: Dodge City, Emporia, Garden City, Great Bend, Independence, Junction City, Kansas City, Lawrence, Lenexa, Pittsburg, Salina, Topeka and Wichita.

Using smartphones or tablets, evaluators completed a web-based assessment immediately following each site visit. The same assessment was used by every evaluator at every site. Quantitative and

qualitative information was collected by each evaluator at each site. PPMC researchers conducted follow-up statistical screening to verify that response patterns were reflective of the service received, based on comments provided by the evaluators.

For the 2018 evaluations, there were multiple evaluators presenting the same scenario in some instances. Additional statistical and qualitative analysis was utilized to determine if responses were consistent across reviewers and to recognize any habitual pattern responses. Based on that analysis, it was determined that the responses were consistent across all sites allowing comparison of practices among the sites.

When conducting evaluations, participants typically visited each site in small groups of two or three to reduce travel expenses. Visits were staggered to ensure unique interactions. At the end of the project, a group debriefing session was conducted with all of the evaluators to identify comparative information from their site visits. Further interviews were conducted with the disabled, person of color and underemployed evaluators who attempted to access additional services beyond those initially provided.

In 2017, a similar process was used to evaluate workforce centers in nine communities: Emporia, Great Bend, Independence, Junction City, Kansas City, Lenexa, Salina, Topeka and Wichita. From the 2017 evaluation, a series of continuous improvement strategies were implemented. A critical element of the strategies was a focus on customer service training. Part of the 2018 evaluation was to determine the impact of these continuous improvement strategies at the nine locations evaluated in 2017. References to the 2017 study are included in recommendations and the site-specific evaluations for the nine centers previously reviewed.



## 3 > Overall Findings

The overall results from the secret shopper evaluations were extremely positive regarding the customer service experience across the 14 workforce centers. Key points about the experience include:



- Over 80% of shoppers waited less than five minutes to receive service.
- Almost 92% of respondents found representatives from the workforce centers to be courteous.
- Nearly 86% of evaluators rated staff listening skills as “excellent” or “good.”
- Evaluators felt that representatives understood their situation over 86% of the time.
- More than three-quarters of evaluators felt that representatives effectively explained the process of receiving services.
- Nearly 89% rated the atmosphere at the workforce center as “excellent” or “good.”
- Over three-quarters of the evaluators indicated an “excellent” or “good” rating for staff providing a sense of encouragement about finding a job.
- Evaluators observed the receptionist effectively interacting with other customers 86% of the time.

While the overall experience was positive, there are still opportunities to improve user experiences. The areas for improvement are process and resource driven rather than customer service based. Opportunities for improvement include:

- Consistent registration or intake processes. For example, 43% of the time evaluators were asked for their Social Security numbers, whereas 57% of the times they were not asked for Social Security numbers.
- Helpfulness of staff. Evaluators rated the helpfulness of staff in creating a **KANSASWORKS.com** account as “excellent” or “good” about two-thirds of the time, which leaves room for improvement.
- Tools and resources beneficial to the job search. Only 70% of the evaluators indicated an “excellent” or “good” rating about the tools and resources being beneficial for a job search.
- Access to functional assistive technology for disabled customers. This was generally a barrier at most locations.



## 4 > Recommendations

Evaluators' overall experiences were positive, with each site providing unique experiences, impressions and outcomes. Based on the evaluation process, a series of best practice recommendations for continuous improvement were developed. Information from the surveys and debriefing sessions led to the following recommendations.

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### 1. Continue Refining Intake Process

Variances in intake processes were identified in the 2017 evaluations. As a result, the KDOC began a process to standardize the intake process and establish protocols for all workforce centers to use. Progress has been made, however there are still variations by location and in some instances by individual staff serving customers at a specific location. The data on shoppers who were asked to provide Social Security numbers indicated the need for continued intake process improvements. **KANSASWORKS.com** does not require a Social Security number, but some evaluators were told they could not be served without providing a Social Security number. Officially, workforce centers cannot require Social Security numbers to provide services.

Further refinement on the process for creating a **KANSASWORKS.com** account creation is advised. A portion of the evaluators were directed to create a **KANSASWORKS.com** profile online, while others received a personalized evaluation before being directed to create an account. At some locations, workforce center staff checked the **KANSASWORKS** database for user profiles, while staff at other locations did not. Another variation was the use of a resource list and service referrals, which some evaluators received immediately, while others did not. While workforce centers may have their own customer flow procedures to manage traffic, there should be consistency in customer experience and non-personalized outcomes, such as receiving a review of a **KANSASWORKS.com** registration in both self- and staff-created circumstances.

Continuing to refine the intake process will help improve performance. Clearly the emphasis placed on customer services, started after the 2017 evaluation, and has improved performance at the eight sites reviewed. A standardized intake process should yield similar benefits. Process improvements and follow-up training with staff are recommended.

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### 2. Build Customer Management Skills

Evaluators were generally positive about the courtesy and customer service experience for each site. Customer service training, developed and implemented after the 2017 evaluation, appears to have improved the performance in customer service across the previously evaluated sites. Sites new to the evaluation process in 2018 also had positive scores for customer service. There was marked improvement in ratings by the individual speaking English as a second language (ESL), who reported excellent service in nearly all locations. Continued emphasis on customer service training should be integrated in staff training requirements and during the hiring process.

Several evaluators noted instances where workforce staff were dealing with disruptive clients. In some cases, interactions went well, with the staff dealing effectively with the client. In other instances the

staff struggled with challenging client behavior, which had a direct impact on the evaluator's sense of well-being at the facility. Expanding training to include dealing with challenging clients and conflict resolution skills will enhance customer service capacity for staff, as well as the experience for other clients.

Continued emphasis on dealing with diverse clientele should be prioritized. Again, there was marked improvement with the ESL evaluator, but other issues were raised through the evaluation process. Some of the female evaluators felt they did not receive the same level of service as their male counterparts at the same facility. The retiree and person of color evaluators also reported sites where they felt they did not receive a level of service consistent with other evaluators. Continued customer service training focused on diversity should be considered to address this issue.

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### **3. Focus on Assisting People with Disabilities**

Assisting people with disabilities requires additional customer service attention and in some cases additional technologies. The 2018 evaluator with a disability was legally blind and found that all centers were not adequately equipped to deal with this disability. At all locations, the evaluator struggled with adaptive technology to assist with viewing computer screens. At the majority of centers the technology was nonexistent; and if it was available, the technology tended to be outdated or inoperable.

The evaluator also indicated that many of the workforce staff did not appear to know how to handle someone with a visual disability or simply did not have sufficient time to work with him individually. In the 2017 survey of workforce center staff, working with individuals with disabilities was identified as a weakness by several respondents. Additional training and exposure to individuals with disabilities should be considered to improve user experiences and outcomes.

Additionally, there appeared to be distinct differences in the ability of local workforce centers to refer persons with disabilities to local community resources. Vocational rehabilitation resources were frequently noted by the disabled shopper, however there seemed to be a lack of coordination or understanding about what referral resources were available. Creating a local or regional resource guide may help in creating quality referrals to services. Establishing or joining other resource teams that include local workforce center staff and local providers, such as Disability Awareness Resource Teams or Provider Leadership Networks could improve the connection of clients to resources. Connecting high-need clients with quality local resources should be a workforce center norm, which can be achieved through increased communication and coordination among providers of such resources.

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### **4. Expand Access to Specialized Staffing**

Workforce centers offer specialized staff to deal with specific categories of clients, particularly youth and veteran clients. When evaluators were able to meet directly with specialized staff, they reported more positive experiences. This was particularly true with veteran evaluators, who were very complimentary of veteran affairs staff interactions. The physical distance between sites and limitation of resources may make it unfeasible to provide specialized staffing at all locations. Leveraging technology such as video conferencing is a viable option for increasing access to specialized staffing. Exploring potential partnership opportunities with local community colleges and universities providing adult education could also offer more access to specialized staffing and resource sharing.

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## 5. Intuitive Website Design and User Interaction

The **KANSASWORKS.com** website is an integral part of the workforce center experience. The 2017 evaluation report recommended evaluating and enhancing the website to improve user experiences. Modifications have taken place, but 2018 evaluators indicated that further refinements are needed. In response to shifting client demand, **KANSASWORKS** was integrated into a smartphone application that launched in October 2018. With the addition of the app, user options have expanded and should become more user-friendly. As the demographics of the workforce continue to change, maintaining an intuitive, user-friendly **KANSASWORKS.com** platform will be necessary for continued success.

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## 6. Invest in Technology for Accessibility

The majority of workforce centers had positive overall atmosphere responses. However one area of concern was the availability and condition of technology at some sites. At some locations, computer terminals were not available or did not work. This problem was identified by several shoppers. However, it was a larger barrier for the evaluator with a visual disability. Since a majority of resources are available online at the workforce center, priority should be placed on investing in updated, fully functional computer terminals.

The Kansas Department of Commerce has purchased ADA computers, tools, and software over the years and donated these to Local Workforce Development Boards (LWDB). ADA accessibility reviews were conducted at each workforce center within the past five years resulting in recommendations for improvements and training. It is the LWDB's responsibility to maintain ADA-accessible facilities and provide adequate technology. Clarification of this duty and any responsibilities related to facilities and equipment replacement should be provided in writing to each LWDB. If needed, offer additional assistance with capital improvement and equipment replacement planning to local boards. Developing equipment replacement and facility improvement plans would offer direction for investment and could help ensure that the local workforce centers are meeting their obligation to users.

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## 7. Improve Site Awareness

The physical environment of the workforce centers was noted in the 2017 evaluation as a potential area for improvement. Evaluations in 2018 echo many of the same issues, including need for updated décor and improved ambiance. While evaluations of the décor and ambiance can be subjective, having safe facilities that are easy to find is critical for usage. Being able to locate sites in Independence, Garden City, Lenexa and Emporia was a challenge for multiple shoppers. Some also indicated that the neighborhood around the center made them uncomfortable. While relocating facilities may be unfeasible, having clear building signage, wayfinding signage and adequate lighting could help address these issues.

## 5 > Overview of All Sites in 2018

The ultimate goal of each workforce center is to provide all clients the tools and opportunity to secure and maintain gainful employment. Evaluators were encouraged to keep that overall goal in mind and evaluate if they would feel supported and equipped to find desired employment after interacting with the center. Evaluators were encouraged to provide objective assessments of their experience at each location rather than compare experiences between the sites during the process. Aggregating the evaluations allows for an objective assessment of the workforce centers as a whole and as individual sites.

### ■ Referral Services and Information Provided

Shoppers were asked to evaluate the effectiveness of referral services and information provided at workforce centers. The percent of shoppers rating centers as “excellent” or “good” in the 2018 evaluation is shown in Figure 1.1. The majority of respondents felt that the referral services and information provided were “excellent” or “good” in all but two locations. Compared to other sites, Garden City scored lowest on both referral services and information provided, and Junction City scored low on information provided.

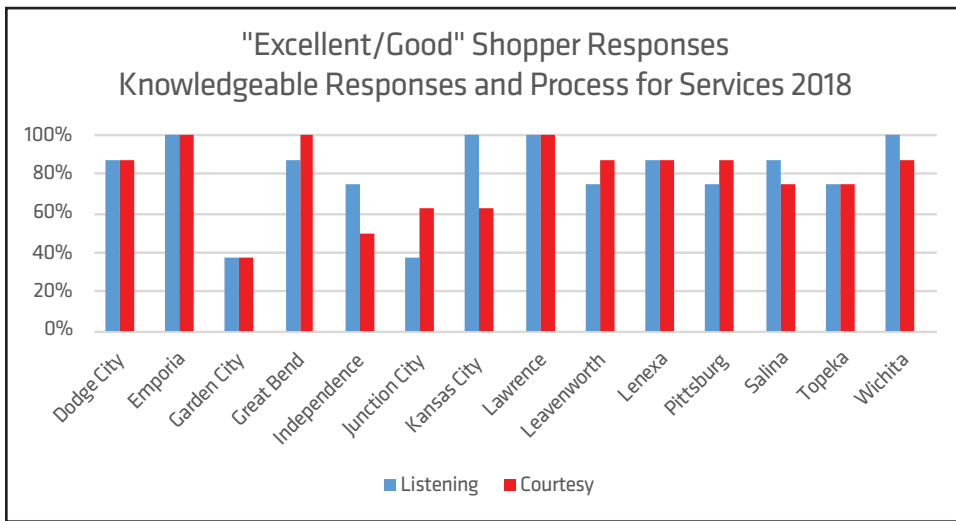
**Figure 1.1 • Referral Services and Information Provided 2018**



### ■ Knowledgeable Responses and Processes for Services

Shoppers rated the workforce centers’ processes for receiving services and their perceptions of how knowledgeable staff were in responding to their questions. Figure 1.2 shows the percentages of “excellent” and “good” ratings for these categories for 2018. Garden City was lowest compared to other sites, with Junction City also rating low on knowledgeable responses to questions.

**Figure 1.2 • Knowledgeable Responses and Process for Services 2018**

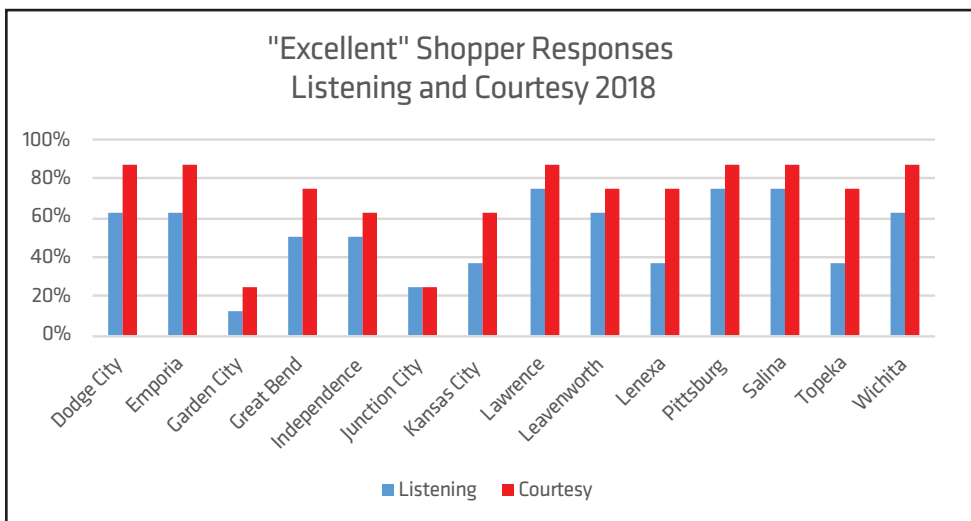


**■ Courtesy, Attentive Listening, Ability to Help and Encouragement**

Survey responses marked “excellent” were compared for four variables including shoppers’ perceptions of staff’s courtesy, attentive listening, ability to help in their job search and encouragement they received from workforce staff. Only “excellent” ratings are reviewed, to determine highest performance on these items.

Courtesy was generally more highly rated than listening skills. Dodge City, Emporia, Lawrence, Pittsburg, Salina and Wichita received the highest ratings while Garden City and Junction City received the fewest “excellent” ratings.

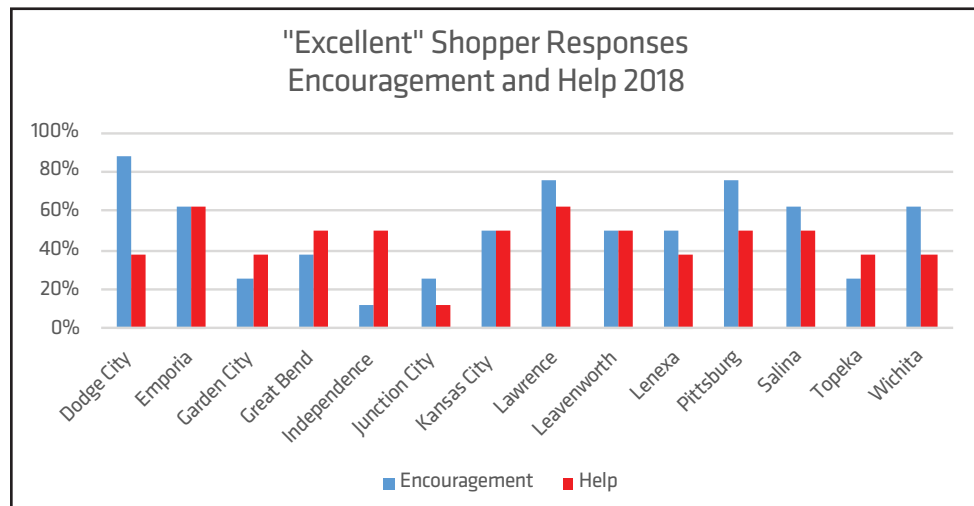
**Figure 1.3 • Listening and Courtesy 2018**



## ■ Encouragement in Job Search and Ability to Help

Shoppers were asked to rate the level of encouragement they received for their job search and their perception of the amount of help provided. Half of the sites had higher ratings for levels of encouragement than ratings for help provided. Dodge City, Lawrence and Pittsburg had the highest ratings on encouragement, while Independence, Topeka, Junction City and Garden City had the fewest “excellent” ratings. Emporia and Lawrence had the highest number of “excellent” scores for help, and Junction City had the lowest percentage of “excellent” ratings.

**Figure 1.4 • Encouragement and Help 2018**



## ■ Shopper Comparisons

Secret shoppers assumed roles for the comparison shopping at the 14 workforce locations. Shopper scenarios were English as a second language (ESL), a person of color, a veteran, an underemployed worker, a person with a disability (legally blind), a youth with a child, a recent high school graduate and a senior citizen. These ratings represent perceptions of the shoppers’ experiences at all the workforce centers. It is reasonable to assume that their profile roles may account, in part, for differences in ratings. However, other factors, such as speaking with different workforce employees, may also account for rating differences.

**Table 1.1 • Percent of “Excellent” Ratings for Workforce Centers - 2018**

	ESL	Person of Color	Veteran	Under-employed	Disability	Youth with a Child	Recent High School Graduate	Senior Citizen
Listening	100%	36%	14%	57%	43%	29%	86%	50%
Courtesy	100%	79%	57%	64%	43%	57%	100%	71%
Encouragement	93%	29%	29%	43%	36%	43%	71%	57%
Ability to Help	71%	26%	14%	36%	36%	29%	79%	50%

The percentage of “excellent” rating for listening was highest for the ESL and recent high school graduate shoppers. The veteran, youth with a child and person of color reported the lowest number of excellent experiences for listening. Courtesy was rated “excellent” over 50% of the time by all shoppers

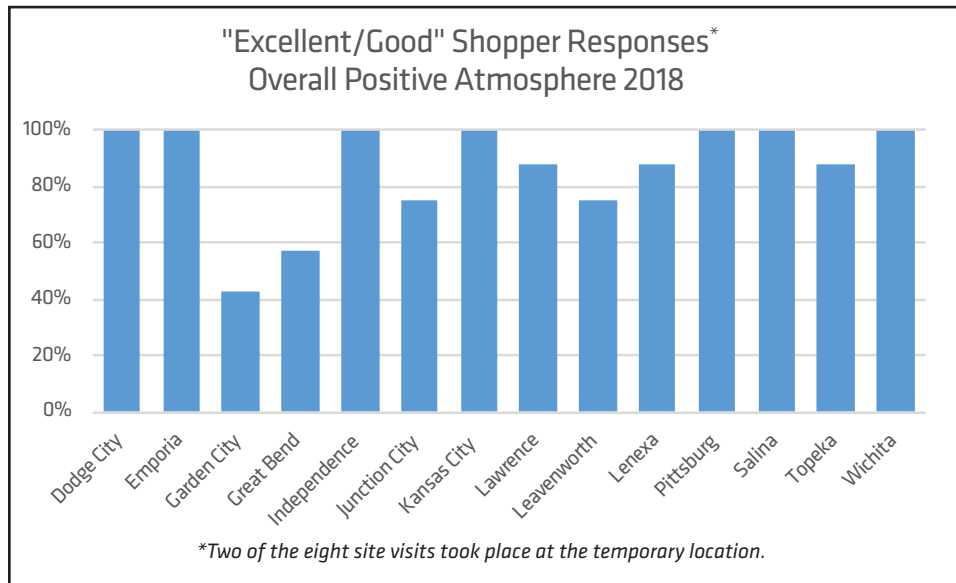
except the person with a disability. Excellent levels of encouragement were reported over 50% of the time by the ESL, recent high school graduate and senior citizen shoppers.

The fewest “excellent” ratings for encouragement were reported by the person of color, veteran and person with a disability. Ratings of “excellent” for the ability to help were reported over 50% of the time by the ESL, recent high school graduate and senior citizen. The lowest ratings for ability to help were from the veteran and youth with a child.

### ■ Overall Positive Atmosphere

Shoppers were asked to evaluate the overall atmosphere of the center during their visit. More than 70% of shoppers rated centers “excellent” or “good” in all sites except Garden City and Great Bend.

**Figure 1.5 • Overall Positive Atmosphere 2018**



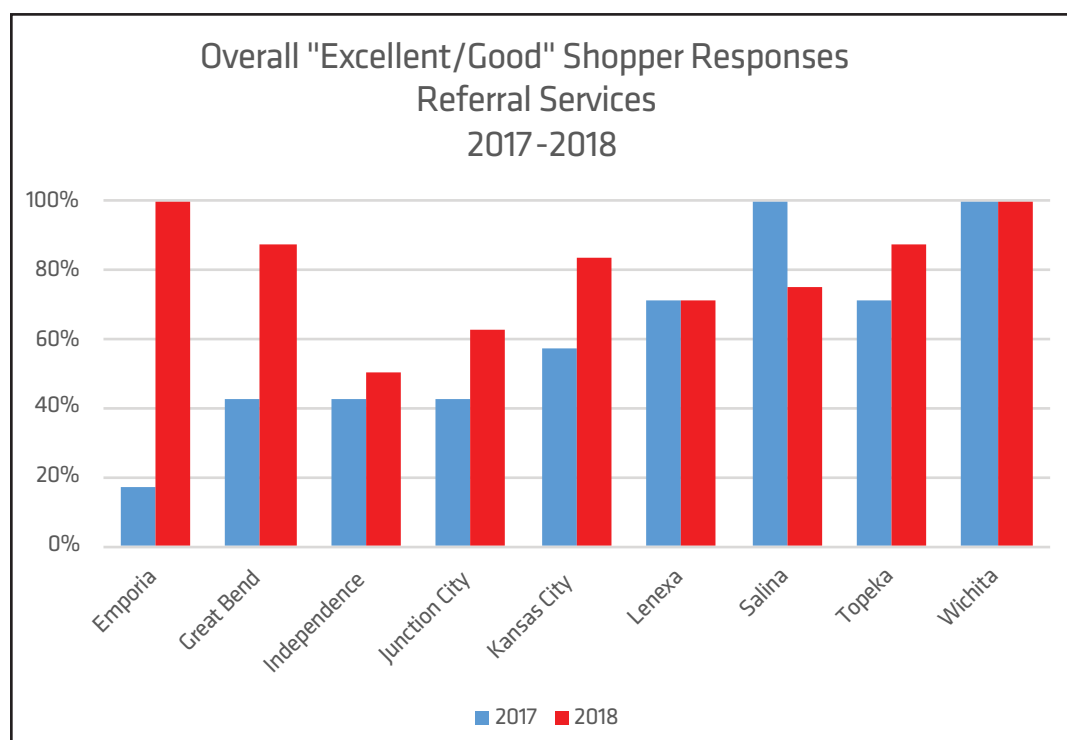
## 6 > Comparison of Sites 2017 to 2018

Nine sites participated in the 2017 study and were repeated in the 2018 study, allowing a comparison of performance between 2017 and 2018. All sites demonstrated improvement on some of the measured indicators, including referral services, information provided, staff knowledge, processes for services, listening, courtesy and overall atmosphere of the center. Centers are to be commended for their gains in customer service improvements.

### ■ Referral Services and Information Provided

Comparing the 2018 results with the 2017 evaluation of the effectiveness of referral services shows substantial improvement for six sites, with two sites unchanged and one site (Salina) slipping slightly. However, since Salina was extremely highly rated (100%) in 2017, the decline to 75% may not be a cause for concern. Wichita and Emporia received 100% ratings in 2018. This is a significant improvement for Emporia from 16% in 2017. Great Bend, Junction City, Kansas City and Topeka all posted large improvements over 2017 levels.

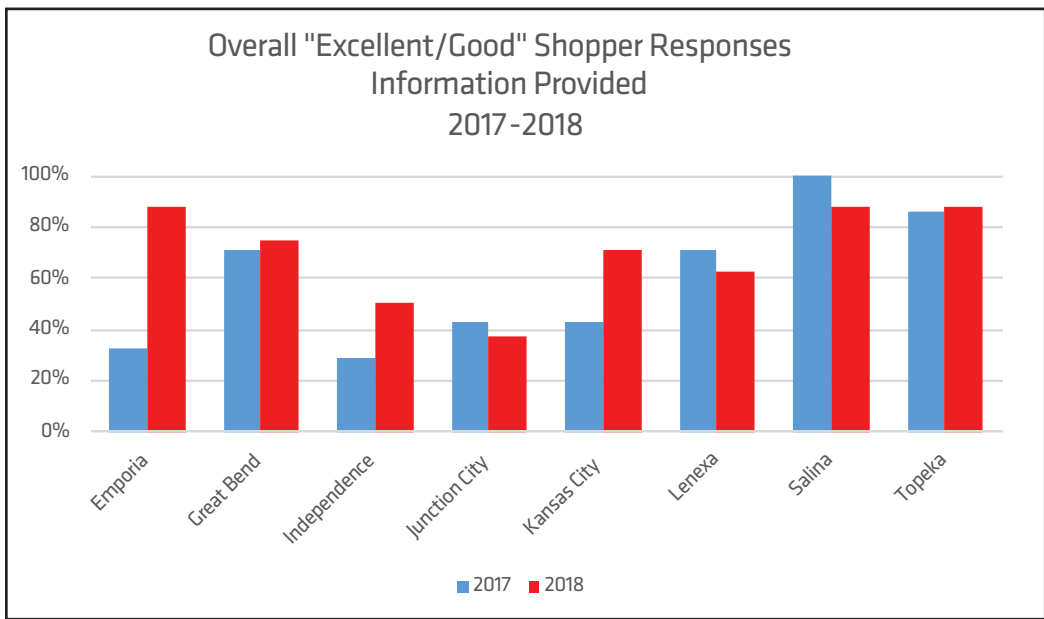
**Figure 2.1 • Referral Services 2017-2018**



As shown in Figure 2.2, over two-thirds of the sites had positive ratings higher than 70% for the information provided at the workforce centers. This represented substantial improvements for Emporia, Independence and Kansas City. Junction City had a 43% “excellent/good” rating in 2017, but declined to 38% in 2018.



**Figure 2.2 • Information Provided 2017-2018**



**■ Knowledgeable Responses and Processes for Services**

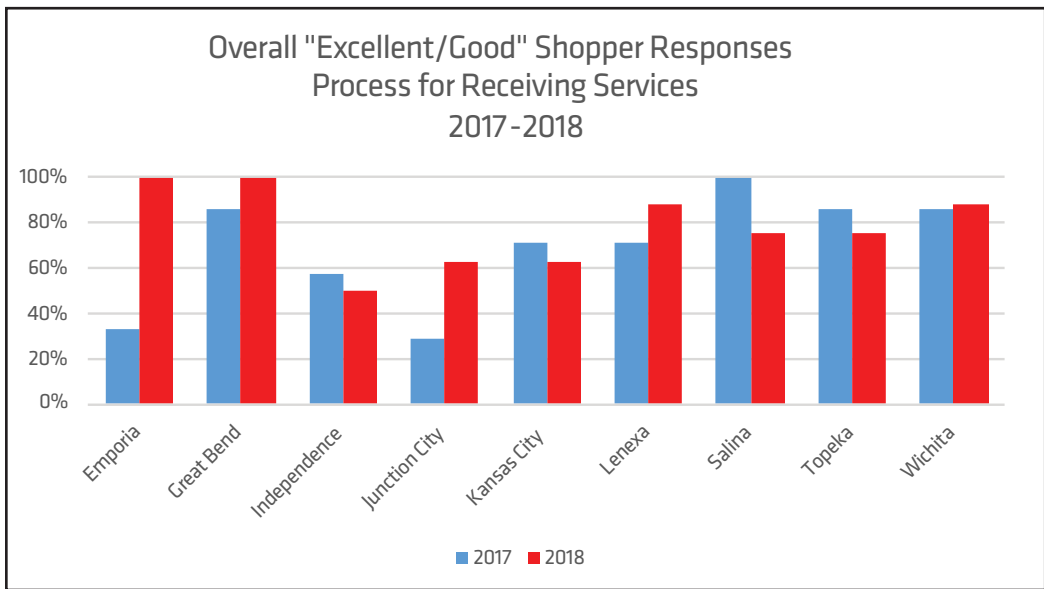
Comparing the 2018 results with the 2017 ratings for knowledgeable responses to questions, Emporia showed the most improvement, doubling their rating to 100%. Independence and Kansas City also showed substantial improvement. Salina and Topeka slipped slightly, but still had strong positive ratings of over 75%. The remaining sites were stable.

**Figure 2.3 • Knowledgeable Responses 2017-2018**



As shown in Figure 2.4, Emporia and Great Bend posted substantial improvements in processes for services, achieving 100% positive ratings. Junction City also demonstrated substantial improvement, increasing from 29% to 63%. Lenexa and Wichita posted gains, increasing to 88%. Independence, Kansas City, Salina and Topeka slipped, but all still remain at over 50% "excellent" or "good" ratings.

**Figure 2.4 • Processes for Services 2017-2018**

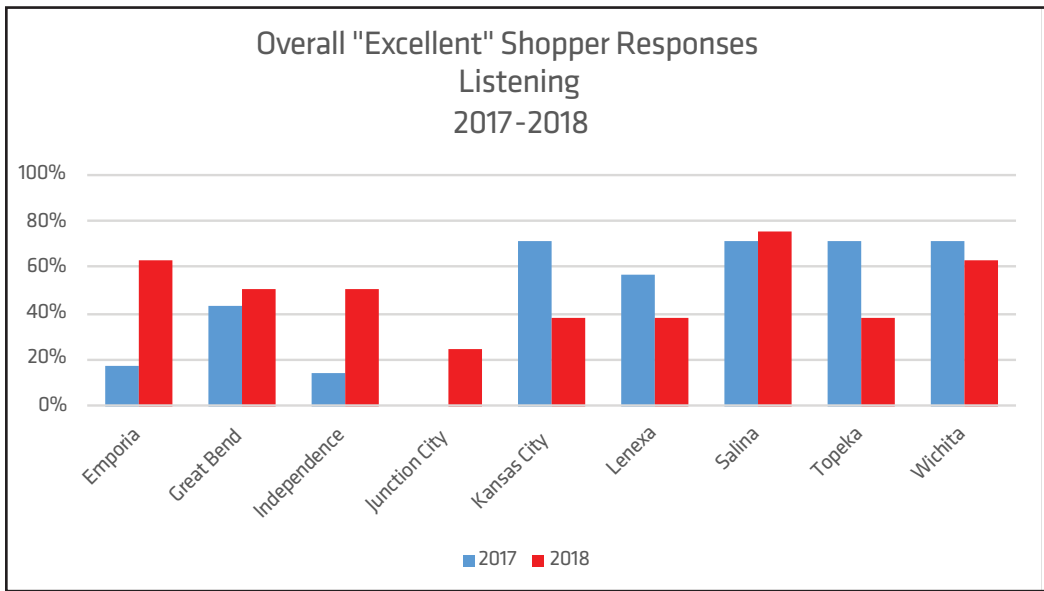


Shoppers rated the workforce centers’ overall positive atmospheres. Figure 1.5 shows the percentages of “excellent” and “good” ratings for these categories for 2018.

### ■ Listening and Courtesy

Comparing only “excellent” ratings, listening improved substantially between 2017 and 2018, with five of the nine workforce centers showing improvement. Emporia, Independence and Junction City showed the largest improvement, between 2017 and 2018. Great Bend and Salina slightly increased the percent of “excellent” ratings in listening. Kansas City and Topeka dropped to 38% in 2018. Wichita slipped slightly, but retained a high rating at 63% “excellent” responses.

**Figure 2.5 • Listening 2017-2018**



Eight of the nine centers had very positive ratings for courtesy in 2017, posting 60% or higher “excellent” ratings. Courtesy improved substantially for Emporia, Great Bend and Independence. Junction City fell to 25% in 2018, which was the lowest courtesy response compared to peers.

**Figure 2.6 • Courtesy 2017-2018**



**■ Encouragement in Job Search and Ability to Help**

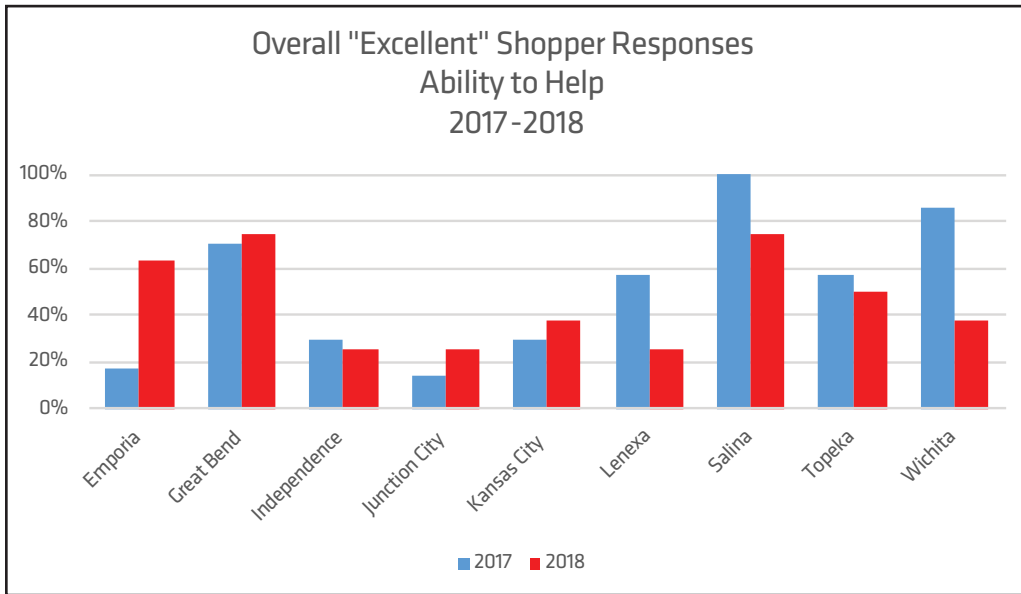
While listening and courtesy reflect the staffs’ customer service skills, levels of encouragement and ability to help measures may be influenced by market conditions in the communities served by the workforce centers and the fit of skills with the available positions in the communities. The shopper scenarios tended to be lower skilled, inexperienced, or special needs workers, so skill gaps may also influence perceived prospects for employment.

**Figure 2.7 • Encouragement 2017-2018**



Between 2017 and 2018, perceptions about the workforce centers' ability to help with their job search (Figure 2.8) showed improvement in Emporia, Great Bend, Junction City and Kansas City. Emporia, Great Bend and Salina had the strongest showing, with 60% or more "excellent" ratings. Declines in encouragement levels in some of the larger urban areas including Overland Park, Salina and Wichita were comparatively large and may have been impacted by local economic conditions more than staff performance issues.

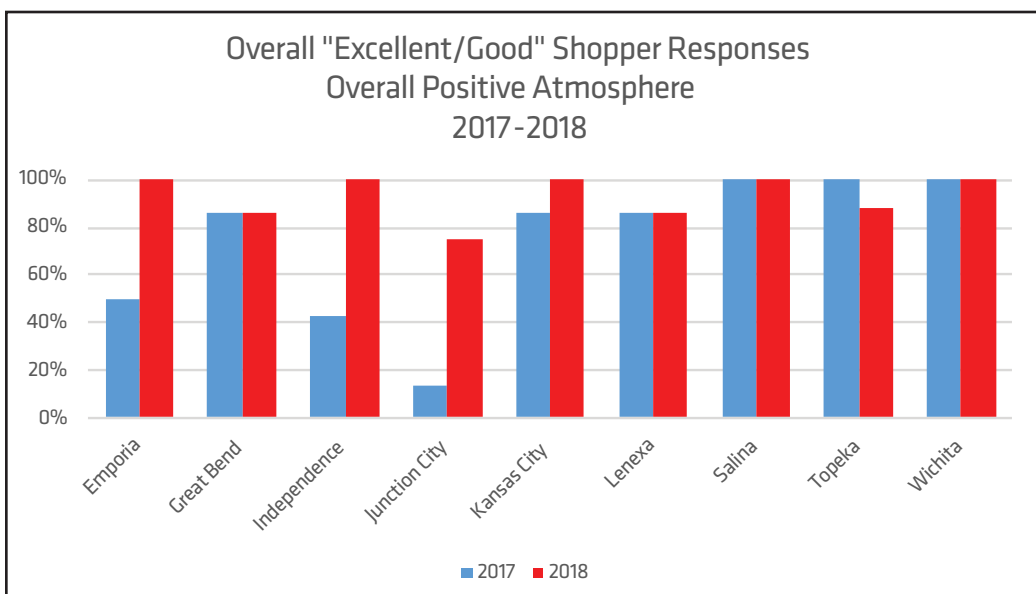
**Figure 2.8 • Ability to Help 2017-2018**



**Overall Positive Atmosphere**

The overall positive atmosphere is a perception measure of evaluators' impression of the workforce center. All centers achieved 75% or greater ratings. Emporia, Independence and Junction City made the largest gains. Topeka fell slightly, from 100% in 2017 to 88% in 2018, which is still a strong positive response.

**Figure 2.9 • Overall Positive Atmosphere 2017-2018**



## ■ Shopper Comparisons 2017 to 2018

In comparing shoppers' perceptions from 2017 and 2018 studies, caution should be used due to several inconsistent factors between the studies. The studies are not exact duplicates. There were 14 sites in 2018 and nine sites in 2017. In addition, there was an additional shopper profile in 2018: the youth with a child. More significantly, different individuals served as shoppers in 2017 and 2018 so we do not have a common baseline of perceptions by the same evaluator. However, some general overall trends may be informative.

Table 1.2 shows the changes in ratings between 2017 and 2018. Positive ratings show increases and negative indicate declines between 2017 and 2018. In general, listening, courtesy, level of encouragement and ability to help ratings improved in 2018, compared to 2017.

Improvements in these four measures were noted by the ESL, recent high school graduate and the senior citizen. The veteran and person with a disability showed substantial decreases in positive perceptions of all services in 2018, compared to 2017. This difference could be due, in part, to different levels of expectations by the shoppers and different severity levels of disabilities (dyslexia in 2017 and blindness in 2018).

The person of color reported a substantial improvement in courtesy, with listening and encouragement stable, but there was a 9% reduction in the perception of staff's ability to help. The underemployed shopper reported little change in listening, courtesy and ability to help, but reported a 32% increase in encouragement.

**Table 1.2 • Percent of "Excellent" Ratings for Workforce Centers - Difference between 2018 and 2017**

	ESL	Person of Color	Veteran	Under-employed	Disability	Recent High School Graduate	Senior Citizen
Listening	22%	2%	-31%	1%	-7%	41%	39%
Courtesy	22%	23%	-32%	-3%	-32%	22%	15%
Encouragement	15%	-5%	-38%	32%	-14%	4%	23%
Ability to Help	4%	-9%	-31%	3%	-27%	23%	5%

## 7 > Summary of Client Experience

As a whole, the workforce centers should be commended for the high-quality services they provide to customers across the state of Kansas. Based on the secret shoppers' experiences and the class participant interviews, the majority of sites provided timely, helpful and customer-friendly services. Shoppers reported sites rated in 2017 improved or maintained “excellent” and “good” ratings across most metrics in 2018, with some limited exceptions. Over 80% of evaluators waited less than five minutes to get assistance at all locations and almost 92% of shoppers found representatives to be courteous. Eighty-six percent of shoppers rated staff listening skills as “excellent” or “good.” Evaluators felt that representatives understood their problems over 86% of the time.

In the analysis of the high-user focus group, the clients spoke highly of the workforce centers' staff, finding them to be helpful and welcoming during their visits. The most helpful services offered included help and access to the computers, job fairs, and packets that helped find jobs. Most of the clients mentioned they had used other agencies to help find work, but had negative outcomes with external agencies (LaborMax, Mapower, etc.). Other services that clients found beneficial include Dress for Success, job fairs and the Nextdoor App. Additional internal services clients found beneficial were case management, classes, and referrals.

While the overall shopper experiences were positive, there are opportunities to improve the user experience. The areas for improvement were primarily process and resource driven rather than customer service based. Opportunities for improvement are identified below.

- High-user clients suggested enhancing the user experience of the **KANSASWORKS.com** website.
- The evaluators rated staff helpfulness in creating a **KANSASWORKS.com** account as “excellent” or “good” about two-thirds of the time, which leaves room for improvement.
- Evaluators experienced different registration or intake processes. For example, 43% of the time evaluators were asked for their Social Security numbers, whereas 57% of the time they were not.
- 70% of the evaluators indicated an “excellent” or “good” rating about the tools and resources being beneficial to a job search. In addition, the high-user clients requested more job-seeking resources, such as information about what employers ask of applicants, and more opportunities for job fairs and classes.
- All locations could benefit from addressing barriers to services, particularly the need for assistive technologies for the disabled clients.





**Local Workforce Development Board (LWDB)  
One-Stop Advisory Council (OSAC) Meeting Minutes  
December 6, 2018**

**1. Welcome and Introductions (11:40)**

Tisha Cannizzo welcomed attendees; attendees introduced themselves

**2. Workforce Innovation and Opportunity Act (WIOA) Implementation (11:42)**

• **One-Stop Infrastructure Cost Sharing: Chad Pettera**

- Partners must share in the infrastructure costs of the One-Stop's in Local Area IV as required by WIOA. Partner cost sharing totals are based on the number of participants served in the local area. Program Year 2018 Memoranda of Understanding were sent through the US mail to the partners a few weeks prior to this meeting. Partners were urged to return the signed MOU by the end of the calendar year.
- Attendees were provided with LAIV One-Stop Infrastructure and Other Shared Costs Budget for PY 18 as well as a report on PY 18 Program Participants. Those numbers highlighted in red have not been updated since PY 17. Partners were asked to get PY17 (7/1/2017 to 6/30/2018) numbers to Chad Pettera by 12/31/18.

• **Reporting: Tisha Cannizzo**

○ Referral and Cost Share Reporting Form

Cannizzo summarized the conversation from the last meeting around the document for the partners. The form will be sent out monthly rather than quarterly to ease reporting. Additionally, examples of cost sharing activities will be sent out with the form. Partners should submit forms for passed PY18 months (July, August, September, October, and November) to Chad Pettera.

○ Discussion of Cost Sharing Activities

Partners brainstormed ideas that might count as in-kind activities for cost sharing. Butler Community College has a designated area for WFC activities on their El Dorado campus. Keith Lawing, CEO of Workforce Alliance, suggested BCC be officially recognized as a Certified Access Point. He also mentioned that the Workforce Center (WFC) needed volunteer staff for workshops and mock interviews on specific days of the month in 2019. Training for volunteers would be available; electronic mock interviews may be considered depending on the technological restraints. It was also suggested that the Adult Education partners may have work study students that could benefit from assisting with workshops at the WFC. Cindy Morris, with the KS Department of Labor (Unemployment), mentioned training for WFC staff on unemployment and targeted mailings for job fairs held in conjunction with the WFC.

**3. Partner Referral Form Usage (12:06)**

Partners discussed the use of the partner referral form. It was agreed upon that while the form is used, it's unclear to whom it should be directed. A designated staff person, email address, or resource coordinator were suggested as ways to improve the referral process.

#### **4. 2019 Meeting Schedule & Locations (12:16)**

The 2019 meeting schedule was presented. Cannizzo asked for input regarding the location of the meetings. Most of the partners present said they preferred a single meeting place with an occasional offsite visit. It was decided that the April 4<sup>th</sup> meeting would be hosted by Butler Community College at their Andover campus and the October 3<sup>rd</sup> meeting would be hosted by Goodwill/NexStep Alliance at the City Center location. The remainder of the meetings (February 7<sup>th</sup>, June 6<sup>th</sup>, August 1<sup>st</sup>, December 5<sup>th</sup>) will be held at the Wichita Workforce Center.

#### **5. Advisory Council Partner Updates (12:21)**

Council members provided updates about their organization's news and activities:

- A. American Indian Council—A new staff member has taken over and is still getting settled in her position.
- B. Butler Community College—Classes are finishing for the semester next week and will resume 1/7/19. It looks like they'll have 10 complete the course.
- C. Cowley College – Classes are winding down for the semester; interviewing for ABE teacher position at the Wellington campus.
- D. Goodwill/NexStep Alliance—The full time staff for the mobile LearnIT Lab has completed training and is ready to be deployed. The LearnIT Lab provides trainings at the WFC 3 times per month. The organization is currently looking for outreach opportunities so they can reach more people with the Lab. They can provide training beyond the Microsoft and Google Suites and are able to go state-wide.
- E. KS Department of Commerce—MyReEmployment program is going strong, seeing 20-30 people per week.
- F. KS Department of Labor—The benefits office is fully staffed in preparation for the busy time of the year (because of weather/holiday layoffs). They are also prepared for any changes due to the new incoming Gubernatorial administration
- G. Vocational Rehabilitation—Still need Counselors; have a standing position open, but will likely be on hold until after the new administration takes office.
- H. Workforce Alliance—Held job fairs in Butler County that attracted 50 job seekers and are planning another for Harvey County employers to be held at the Wichita WFC. WA received a grant for dislocated workers but is waiting on the final guidelines for how to spend the money. Will be targeting people laid off from declining industries and more mature workers. The grant provides an “earn and learn” opportunity (OJT, Apprenticeship type of training). WFC hosted the last 5<sup>th</sup> Friday breakfast of the year with discussion sessions on a variety of topics. Reviews were largely positive with many suggesting the time allotment for each topic be expanded. Cannizzo hosts a partner collaboration meeting once a month for service partners and invited the present partners to attend or have new staff attend.

#### **6. Consent Agenda (12:54)**

Meeting minutes and notes from the 8/2/18 and 10/4/18 OSAC meetings were presented. No changes were requested.

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



**7. Announcements**

Attendees were invited to tour the DCF facility with Peter Bodyk.

The 2/7/19 meeting is scheduled at the Wichita Workforce Center located at 2120 N. Amidon in Wichita.

**8. Adjourn (12:55)**

Council Members

Jennifer Anderson

Carolyn Benitez

Peter Bodyk

Nicole Castellanos

Cindy Morris (for Brett Flachbarth)

Erica Ramos

Chris Stanyer

Sherry Watkins

Staff/Guests

Tisha Cannizzo

Mickayla Fink

Keith Lawing

George Marko

Chad Pettera

Janet Sutton



**WORKFORCE CENTERS**

**KANSASWORKS.COM**

In Partnership with AmericanJobCenter

**Monthly**

**Multi-Employer**

**JOB FAIR**

**Thursday**

**February 14th, 2019**

**9:00 AM - 12:00 PM**

**Wichita Workforce Center**

2021 N. Amidon, Suite 1100

Wichita, KS 67203

**Participating Employers:**

1-800-JUNKPRO \* Adecco \* Center Industries \* Farmers Insurance \* Starkey  
iSi Environmental \* KDOT District 5 \* Lakeside Academy of Kansas \* Sodexo  
New Hope Services \* NORC at University of Chicago \* Park Aerospace Technologies  
RandstadUSA at Johnson Controls \* Sheet Metal Local 29 \* TruGreen  
Premier Food Service (PFS Kansas) \* Max Aerostructures

**APPLICANTS:** Please register for a free Job Seeker account at [www.KansasWorks.com](http://www.KansasWorks.com) prior to the event.

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, (mfink@workforce-ks.com). Requests should be made at least five (5) working days in advance of the event.

# Butler Community College- Andover Campus (5000 Building) Grizzly Den

