



LWDB One-Stop Advisory Council Agenda
April 1, 2021 – 11:30 a.m.
Zoom

1. Welcome: Tisha Cannizzo (11:30 a.m.)
2. Workforce Center Operations: George Marko (11:35 a.m.) pp. 2
3. WERAP: John Grant (11:45 a.m.) pp. 3-14
4. WIOA One-Stop Memorandum of Understanding: Chad Pettera (11:50 a.m.) pp. 15-16
 - A. One Stop Budget
5. Local Area IV WIOA Plans: Denise Houston (12:00 p.m.) pp. 17-19
6. Kansas Unemployment Insurance Update: Nicole Struckhoff (12:10 p.m.) pp. 20-32
7. WorkSource Spokane: Tisha Cannizzo (12:10 p.m.)
8. Advisory Council Partner Updates: Tisha Cannizzo (12:30 p.m.)
Time is reserved on the agenda for Council partners to provide updates and share news and activities that impact the workforce system.
9. Consent Agenda and Reports: Tisha Cannizzo (12:55 p.m.)
Members of the Committee may request discussion on any of the action items at the meeting or the items may be accepted as presented in a single motion.
 - A. Meeting Minutes from 2/4/21 pp. 33-36

Recommended Action: Approve consent agenda as presented.
10. Announcements
11. Adjourn: Tisha Cannizzo (1:00 p.m.)

@Home Workshops

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

April

Our workshops.
Your home.

[STARTING OFF RIGHT](#)

APRIL 6, 9:30 – 12:00

[INTRO TO WORD](#)

APRIL 7, 9:30 – 12:00

[ONLINE APPLICATIONS](#)

APRIL 12, 1:30 – 4:00

[RESUMES – START TO FINISH](#)

APRIL 13, 1:30 – 4:00

[INTERVIEW BOUND](#)

APRIL 14, 1:30 – 4:00

[MOCK INTERVIEWS / RESUME REVIEWS](#)

APRIL 20, 9:00 – 12:00

[INTERMEDIATE WORD](#)

APRIL 21, 9:30 – 12:00

[JOB FAIR PREP](#)

APRIL 26, 1:30 – 4:00

[INTRO TO EXCEL](#)

APRIL 27, 1:30 – 4:00

[INTERMEDIATE EXCEL](#)

APRIL 28, 1:30 – 4:00



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

Page 2 www.workforce-ks.com

Wichita Emergency Rental Assistance Program (WERAP)



If you are behind on your rent or utilities as a result of COVID-19, the Housing & Community Services Department may be able to help. **WERAP** can provide funding for past due rent and utilities and make future rent and utility payments for households who have had a negative financial impact as a result of the pandemic.

Eligibility Requirements

- Families served must have an income below 80% AMI, but **WERAP** will first serve households with an income of less than 50% AMI or households who were employed in 2020 but have been unemployed for the 90 days prior to application. See income chart below to see if you will income qualify.
- The family must have past due rent and/or utilities and must have received an eviction notice or demand for payment from their landlord or utility company.
- The family must have had a COVID-19 related economic impact such as loss of job, reduced hours, reduced tips, or increased childcare or medical expenses.

Income Limits

Income Limit Category	Number of Persons in Family & Income Limits							
	1	2	3	4	5	6	7	8
Very Low 50% AMI	\$25,450	\$29,050	\$32,700	\$36,300	\$39,250	\$42,150	\$45,050	\$47,950
Low Income 80% AMI	\$40,700	\$46,500	\$52,300	\$58,100	\$62,750	\$67,400	\$72,050	\$76,700



• Please visit wichita.gov/WERAP for more information or to apply.

• Have questions?

• Please contact **211** for more information!

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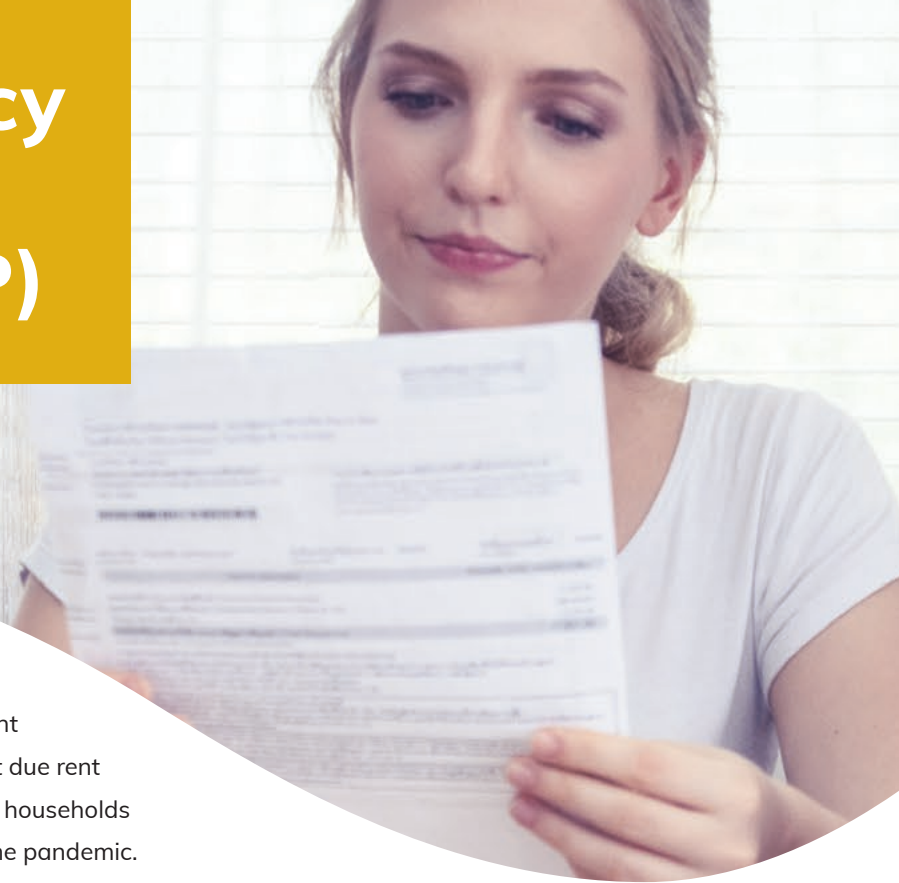


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Wichita Emergency Rental Assistance Program (WERAP)



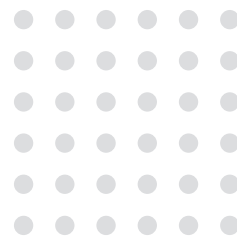
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Wichita Emergency Rental Assistance Program (WERAP)

Frequently Asked Questions

Q. Who is eligible for the Wichita Emergency Rental Assistance Program (WERAP)?

Tenants who live and rent within the Wichita city limits who meet all of the following criteria may qualify for this program:

- Households who are renting,
- Households who are experiencing risk of homelessness or housing instability,
- Households experiencing a COVID-19 related hardship, and
- Households at or below 80% of Area Median Income (AMI) for Wichita, with a preference for households at or below 50% AMI or households who were employed in 2020 but have been unemployed for the 90 days prior to application.

Q. I live outside of the City of Wichita. Am I eligible for WERAP?

No. WERAP is only serving Wichita residents. The Kansas Housing Resources Corporation is serving areas outside of Wichita. Their program will launch March 15, 2021. Please visit: <https://kshousingcorp.org/emergency-rental-assistance/> for more information.

Q. How do I know what 80% and 50% of Area Median Income are?

See chart below for income limits for household sizes up to 8 people:

Income Limit Category	1	2	3	4	5	6	7	8
Very Low 50% AMI	\$25,450	\$29,050	\$32,700	\$36,300	\$39,250	\$42,150	\$45,050	\$47,950
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Q. What types of rental properties are eligible for assistance?

The following types of rental properties are available for assistance through WERAP:

- Apartments
- Single-family homes
- Manufactured homes
- Manufactured home lots

Renters who are under rent to own agreements are not eligible for WERAP assistance.

Q. What types of costs will WERAP cover?

WERAP can provide up to 12 months of financial assistance to cover the following:

- Rental arrears
- Utility arrears
- Future rent payments in increments of three months at a time

Q. Are future rental payment cycles guaranteed?

At first, households will be caught up on past due rent and utility arrears and then provided three months assistance. Future rent payments in three month increments after the initial period are dependent on funding availability and recertification of need. Should funding be determined available, households will receive notification that a recertification is needed one month before their current rent assistance is set to expire.

Q. How do I apply for assistance?

Please visit www.wichita.gov/WERAPApplication to access the online application. If you need assistance completing your application, please call 211 or visit one of the following three neighborhood resource centers:

- Atwater- 2755 E 19th Street N, Wichita, KS 67214
- Evergreen- 2700 N Woodland, Wichita, KS 67204
- Colvin- 2820 S. Roosevelt, Wichita, KS 67210



Q. If I am on Section 8/Housing Choice Voucher, Public Housing, or another type of rent assistance program where my rent amount is adjusted based off my income, can I apply for and receive WERAP assistance?

UPDATED 2/22/2021 7:16 PM-- Yes. Per newly updated US Department of Treasury regulations, if you are a participant in any of those types of income based housing assistance programs, you can be eligible to receive WERAP assistance. However tenants who reside in subsidized housing and have suffered a loss of household income should contact their landlord or local housing authority to report the change.

Q. Can I apply for WERAP if I live with roommates?

Yes. Tenants may apply if they live with one or more roommates, but only one application per household is allowed and the income of all members must be provided to determine the household's eligibility for assistance.

Q. What supporting documentation will I need to provide when submitting my WERAP application?

Tenants will need to provide the following:

- A copy of the current lease
- A copy or photo of a valid state issued ID
- If requesting rent assistance:
 - the most recent demand for rent notice or eviction notice
- If requesting utility assistance:
 - The most recent utility bills and demand for payment
- Income documentation for all household members (Social Security Statements, Child Support print outs, W2s, check stubs, 1099s, unemployment statement etc.)
- Documentation demonstrating a COVID-19 financial impact has occurred

Q. What supporting documentation can be used to prove COVID-19 related financial hardship? Why is this needed?

This program is intended to assist Kansans who are unable to pay their rent or utilities because they are experiencing a COVID-related financial hardship. This documentation is proof that the applicant is experiencing this hardship and is unable to fulfill their rental or utility obligations as



a result. If tenant seeks multiple months of assistance, they may be asked to provide documentation to prove that the hardship is ongoing. Examples of hardship documentation include, but are not limited to:

- Qualified for unemployment benefits (no documentation required if able to confirm with KDOL) otherwise,
 - Statement of eligibility from KDOL
- Experienced a reduction in household income, evidenced by:
 - Employer letter stating change in hours, wage reduction or notice of furlough
 - At least two (before and after) paystubs from enough pay cycles to substantiate a reduction in income
- Incurred significant costs or experienced other financial hardship due to the pandemic (directly or indirectly) documented by receipts, payment statements, bank or credit card statements evidencing:
 - Healthcare costs, including care at home for individuals with COVID-19
 - Purchase of PPE
 - Penalties, fees and legal costs associated with rental or utility arrears
 - Payments for rent or utilities made by credit card to avoid homelessness or housing instability
 - Childcare costs
 - Internet access and computer equipment required to work or attend school remotely
- Alternative transportation for households unable to use public transportation during the pandemic

Q. What supporting documentation can be used to prove Income?

Examples of income documentation include, but are not limited to:

- Total income for calendar year 2020 documented by:
 - 1040 as filed with the IRS for the household with supporting documents
 - W-2 Wage statement
 - Form 1099 Interest statement, Unemployment compensation statement, Social Security, annuities, insurance policies, retirement funds, pensions, disability or death benefits and other similar types of periodic receipts
 - Operation of a business or profession, including direct payments for services or self-employment including for self-employed Individuals
 - Bank statements (covering at least two consecutive months prior to the submission of the application)
 - Letter from employer indicating reduced pay



- Public assistance benefits
- Child support, alimony, or foster care payments
- OR confirmation of monthly income at the time of application documented by the following covering at least two consecutive months prior to the submission of the application documented by:
 - W-2 Wage statement
 - Check stubs
 - Form 1099 Interest statement, Unemployment compensation statement, Social Security, annuities, insurance policies, retirement funds, pensions, annuities, capital gain, disability or death benefits and other similar types of periodic receipts
 - Operation of a business or profession, including direct payments for services or self-employment including for self-employed Individuals
 - Bank statements
 - Letter from employer indicating reduced pay, substantiated by check stubs
 - Public assistance benefits
 - Child support, alimony, or foster care payments

Q. If I have paid my rent or utilities through other means such as my own savings or assistance from a church, non-profit organization, or friend, can I get reimbursed?

Unfortunately, no. We cannot use WERAP funds to reimburse any landlord or tenant for rent already paid or credited. The payment must be for a past due rental amount currently owed.

Q. What if I don't have access to a scanner or fax machine in order to submit the required documentation?

You may submit documents using a smartphone by taking a picture of the document and uploading the picture into the application system. All of the information on the picture must be clear and easily readable. Some office supply locations may offer complimentary faxing and scanning services for COVID-related relief. Inform the staff or manager that you are applying for a city-assisted program and ask if their location offers complimentary faxing and scanning services. Representatives at any of these three Neighborhood resource centers can also help you to submit an application:

Q. Can I apply for assistance on a second home or vacation home?



No. The property for which rental assistance is provided must be the tenant's primary residence.

Q. Is there a requirement that the eligible household have been in its current rental home when the public health emergency with respect to COVID-19 was declared?

No. However, payments under ERA are to be provided to households to meet housing costs that they are unable to meet as a result of the COVID-19 outbreak. There is no statutory requirement for the length of tenure in the current unit.

Q. The statute provides that ERA funds may be used for "utilities and home energy costs." How are those terms defined?

Utilities and home energy costs are separately-stated charges related to the occupancy of rental property. Accordingly, utilities include separately-stated electricity, gas, water and sewer, trash removal and energy costs, such as fuel oil. Telecommunication services (telephone, cable, Internet) delivered to the rental dwelling are not considered to be utilities. Utilities that are covered by the landlord within rent will be treated as rent.

Q. If I receive(d) other COVID benefits such as unemployment, do I still qualify?

Yes. Unemployment benefits, utility assistance, or other COVID-related benefits, if not intended as rental or utility assistance for the same months for which the applicant is seeking WERAP assistance, do not exclude an applicant from eligibility.

Q. If I receive(d) KEPP or EAP assistance for my rent or utilities in the past, do I still qualify?

Yes. If you received KEPP or EAP to take care of past rental or utility payments, you can still qualify for WERAP. However, you cannot seek duplicate assistance for months that KEPP or EAP has already paid for. The City will be working closely with the State to ensure there is no duplicate assistance provided.

Q. What should I do if I realize I made a mistake in my application after submission?

Please email WERAP@wichita.gov.



Q. How will I know the status of my application?

Once your name has reached the top of the waiting list, a Client Specialist will be reaching out to determine your eligibility. Please remember that WERAP must first serve those clients who are at or below 50% of AMI, or those who were employed at some point in 2020, but have been unemployed for the last 90 days. Therefore, it could take some time for your name to reach the top of the waiting list. If you have questions about the status of your application, communication should be done primarily by email to WERAP@wichita.gov.

Q. If my application was determined to be ineligible for assistance or my application was determined to be incomplete due to missing documentation, can I reapply?

Yes. If your application was determined to be ineligible and your situation changes that would make you eligible for assistance, you may reapply. If your application is missing documentation, a Client Specialist will work to let you know what additional documentation is needed to make your application complete. If you fail to provide the documentation in a timely manner, your application will be withdrawn, but you are able to reapply if you so choose.

Q. If a renter has been evicted and/ or moved from the unit, are they eligible for assistance with this program?

No. The tenant must still be living in the unit for which they are requesting WERAP assistance, as this is an eviction prevention program.

Q. I have an eviction pending. Can this program assist me?

Yes. If you have a pending eviction due to COVID-related nonpayment of rent you may still apply, provided you have not been evicted and removed from the unit. Please inform your landlord, legal representation, financial counseling agency, and/or county judge (if applicable) that you have applied for this program.

Q. Am I guaranteed assistance once I apply?



No applicant is guaranteed WERAP assistance. Applicants that note they are below 50% AMI, or that they were employed in 2020, but have been unemployed for the last 90 days will be pushed to the top of the waiting list and will be reviewed first. Applicants will be contacted with an eligibility specialist once their name has reached the top of the waiting list. Applicants who fail to provide all required information or do not meet the program's requirements will not receive assistance.

Q. My rent is due by the first of the month. Can assistance be provided to my landlord that fast? How long will it take to receive approval and payment?

Once an application is determined eligible, rental assistance will be provided directly to the landlord or property owner to whom it is due within one week. Due to the anticipated high volume of applications, at this time we cannot guarantee a timeframe for application review and processing. Applicants who receive notice of incomplete application must provide all necessary information to move their application forward. Funding will not be reserved for incomplete applications. Please continue to try to make rent payments and communicate with your landlord while your application is pending.

Q. Can the WERAP application be completed using a smartphone?

Yes. Smartphones and tablets are supported by the online application system.

Q. How are payments distributed?

Payment will be made directly to the landlord or property owner or utility company on the tenants' behalf.

Q. Do I have to pay any of the WERAP assistance back?

No. This is not a loan; it is a grant and will not have to be paid back as long as the tenant and landlord meet all eligibility requirements. If the information provided on the application is found to be misreported and the application is subsequently determined ineligible, the responsible party will be required to repay the WERAP assistance.



Q. Will I be taxed on the amount of WERAP assistance I receive?

WERAP assistance is not taxable to the tenant. However, it is taxable income to the landlord/owner or utility company, just as if it was received by the tenant.

Q. Why does the government need to track my ethnicity or race?

This information is requested by the federal government to ensure our compliance with equal credit opportunity, fair housing, and home mortgage disclosure laws.

Q. How is "household" defined?

The tenant household includes everyone who permanently resides in the home for which WERAP rental or utility assistance is requested. The following persons are not considered household members: roomers, live-in attendants or aides, boarders, or other individuals who share living quarters but do not purchase meals and prepare food together with the household.

April 1, 2021

Submitted By: Chad Pettera

Item

One-Stop Partner Memorandum of Understanding (MOU)

Background

The required partner MOU has been revised after the USDOL WIOA Key Revisions Review in the fall of 2020 and is required element of the WIOA Regional and Local Plan. The MOU and the WIOA Plans are out for public comment after review from the Executive Committee and CEOB.

Analysis

Some partners have submitted their completed Service Delivery Grids, and WA has drafted the MOU's and sent them to those partners. The pieces missing to complete the MOU's for all partners are the completed Service Delivery Grids and the Career Services Budget for the co-located partners. Once all those pieces are put together final documents can be delivered.

Draft MOU's out for review:

American Indian Council

Butler Community College

Cowley Community College

Flint Hills Job Corps

Kansas Department of Commerce

Kansas Department of Labor

SER National

Goal is to have the MOU's in final format for all partners by the end of April and completed by end of May.

The State Workforce Board has developed a policy on MOU's that can be found here https://ksworksstateboard.org/?page_id=67.

Recommended Action

Receive and File.

**July 2020- June 2021
KS LAIV One Stop Budget by Partner**

Updated 3/29/2021

Partner	Annual Costs	Paid YTD	InKind	Balance
American Indian Council	\$ 8,413	\$ 5,731	\$ -	\$ 2,682
Flint Hills Job Corps	\$ 12,635	\$ 9,995	\$ -	\$ 2,640
Kansas Department of Commerce	\$ 236,352	\$ 138,115	\$ -	\$ 98,237
Workforce Alliance	\$ 399,933	\$ 299,995	\$ -	\$ 99,938
SER- Local	\$ 26	\$ -	\$ -	\$ 26
SER- National	\$ 383	\$ 287	\$ -	\$ 96
Kansas Dept of Labor	\$ 58,339	\$ 29,170	\$ -	\$ 29,170
Butler Community College	\$ 5,918	\$ -	\$ -	\$ 5,918
Cowley Community College	\$ 3,157	\$ -	\$ -	\$ 3,157
WATC/Goodwill	\$ 2,463	\$ -	\$ -	\$ 2,463
Kansas Dept of Child/Fam	\$ 8,718	\$ -	\$ -	\$ 8,718
City of Wichita	\$ 1,632	\$ -	\$ -	\$ 1,632
Total	\$ 737,969	\$ 483,293	\$ -	\$ 254,677

July 2020- June 2021 In-Kind Services

Partner	Activity	Date	Amount
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Item

Local Area IV WIOA Plans

Background

The Workforce Innovation and Opportunity Act (WIOA) requires each Local Area to have an approved Regional Plan and Local Plan. These plans must be reviewed and updated every four years. The State of Kansas has divided Kansas into two planning regions. Local Area IV is part of planning region II with Local Areas I and V. The updated Regional Plan and Local Plan must be submitted to the Kansas Department of Commerce by April 30, 2021. Prior to submission to the Kansas Department of Commerce the Regional Plan and Local Plan must be approved by the Chief Elected Officials Board (CEOB) and Local Workforce Development Board (LWDB) and posted for public comment for 30 days.

Analysis

Workforce Alliance staff have drafted the updated Local Plan based on WIOA guidelines. The Regional Plan has been drafted with Local Areas I and V, and with technical assistance from a consultant. They are summarized below.

Regional Plan

- Formalize the convening of industry leaders, businesses, education, economic development, labor, and community-based organizations across the region to establish expectations, needs, and gaps
- Coordinate outreach efforts
- Retain talent in the region by focusing on work-based learning opportunities including Registered Apprenticeship
- Expand youth employment opportunities throughout the region
- Implement rural regional strategies

The Regional Plan identifies the following in-demand industry sectors or occupations:

- Advanced Manufacturing
- Advanced Materials
- Aerospace
- Agriculture
- Data Services and Information Technology
- Healthcare
- Oil and Gas
- Transportation and Logistics

Additionally, the Local Areas in the region will continue to work collaboratively to develop and implement regional service strategies, focus on business services, meet or exceed performance measures, and collaborate on regional projects.

Local Plan

The draft Local Plan includes goals, strategies, service delivery plans, policies and management of the One Stop Workforce System in Local Area IV. The One Stop Advisory Council (OSAC) has worked since the original plan was developed in 2016 to develop and enhance cooperation and collaboration between local partners.

The OSAC has developed cross program strategies customized to the local area. These strategies are developed for both employer services and job seeker services and include the following components:

- Enhanced customer referrals and release of information
- Effective communication among all partners
- Easy access to information for customers
- Collaborative case management and co-enrollment
- Outreach
- Cross training

The OSAC also reviewed the Memorandum of Understanding and Infrastructure Funding Agreements. The Memorandum of Understanding is incorporated in the Local Plan as an attachment.

Other key components of the Local Plan include the following:

Strategic Elements

This section includes an economic and workforce analysis from the Kansas Department of Labor. The analysis provides an overview of existing and emerging workforce demands, employment and unemployment rates, labor market trends, workforce education and skills level, and addresses the current skill gap in south central Kansas.

The mission, vision, and strategic goals of the Workforce Alliance are provided. A description of partnerships with economic development, Regional Growth Plan, Preparation for Advanced Career Systems (PACES), higher education, K-12 system, and WIOA Partners are discussed. An analysis of workforce development activities including strengths, weaknesses, and capacity is provided.

Operational Planning Elements

This section of the Local Plan includes employer and job seeker strategies that have been developed. It also includes the structure of the Local Workforce Development Board, the integration and co-enrollment plan for WIOA Title 1B programs and Wagner Peyser, and the functional management of the One Stop Centers. The integration and co-enrollment plan is written to encourage other Workforce Center partners to enter at any time.

Continuous improvement, oversight, performance, program data, priority of service for veterans, and accessibility are described in this section. It also addresses current policies and procedures of the LWDB including both Administrative and Program policies.

The Regional Plan and Local Plan will be released for public comment on March 30, 2021. Comments will be accepted through April 29, 2021. Staff will review comments as they are filed and then respond to the comments and make appropriate changes as necessary. The plans will be reviewed by the full LWDB at its April 28, 2021 meeting. All comments provided will be attachments to the Regional and Local Plans. The Regional and Local Plans are due to the Kansas Department of Commerce on May 1, 2021.

Strategic Goals Supported

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

- Meet or exceed the negotiated performance of WIOA Title I programs to maximize community impact
- Enhance youth employment opportunities by expanding partnerships with business, schools, and other community organizations
- Increase the awareness of workforce programs and services throughout South Central Kansas
- Expand the community impact of the Workforce Alliance through higher level of board member participation
- Continue to increase non-WIOA funding
- Proactively approach the employment and skills training challenges and opportunities of the future with energy and planning today

Recommended Action

Receive and file.

**Kansas Department of Labor (KDOL)
Frequently Asked Questions
Week of 03/22/21 – 03/26/21**

American Rescue Plan Act

Have program extensions from the Act paid out yet?

Yes. The first week for which these extensions may be paid is the week ending 03/20/21. At this time, KDOL does not expect there will be a gap in benefits for most claimants as long as they continue to file their weekly claims and remain eligible.

The relevant programs and changes include:

Pandemic Emergency Unemployment Compensation (PEUC)

- The program will be extended through the week ending 09/04/21
- Will provide up to an additional 29 weeks of an individual's calculated weekly benefit amount
- These additional 29 weeks of PEUC benefits may only be paid with respect to weeks of unemployment ending after 03/14/21. The last payable week of PEUC in Kansas is the week ending 09/04/21
- Eligible claimants should continue to file weekly claims for the PEUC program as directed

Pandemic Unemployment Assistance (PUA)

- The program will be extended through the week ending 09/04/21
- Will provide up to an additional 29 weeks of benefits (maximum of 79 weeks possible)
- These additional 29 weeks of PUA benefits may only be paid with respect to weeks of unemployment ending after 03/14/21. The last payable week of PUA in Kansas is the week ending 09/04/21
- Claimants filing for PUA with no previous PEUC claim should continue to file their claims each week for the PUA program as directed
- Claimants currently filing for PUA with a previous PEUC claim must reopen their existing PEUC claim to determine eligibility for the additional PEUC benefits available. At this time, claimants need to speak to a Contact Center agent at 800-292-6333 for manual processing

Federal Pandemic Unemployment Compensation (FPUC)

- Extends the FPUC benefit of \$300 per week through the week ending 09/04/21
- A claimant must be eligible to receive at least one dollar (\$1) of underlying unemployment benefits (e.g. regular Unemployment Insurance (UI), PUA, PEUC, etc.) to receive FPUC
- If a claimant continues to file their claim each week for the unemployment benefit they are receiving and continue to be eligible, FPUC will automatically be added to their weekly benefits

KDOL will continue to update the public as new information becomes available.

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

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

Continued Assistance Act

Are all of these programs paying out?

Yes. We are paying out these Continued Assistance Act programs at this time: FPUC, PUA and PEUC. We continue to work on implementing the software code for MEUC, and that will pay out later this spring. Not all claimants will be eligible for this program.

We understand that there is a Return to Work provision in the Continued Assistance Act.

Yes. The Continued Assistance Act mandates additional notification requirements for those employees who refuse to return to work. It also allows employers to report any employees who refuse to return to work. We began communicating this information publicly on 02/22/21.

Further, the Kansas Executive Order waiving the work search requirement expired and claimants must answer the question "Did you search for work in the week being claimed?" We began communicating this information to claimants in February.

Lastly, RESEA restarted the week of 03/15/21. RESEA (more information can be found [here](#)) refers individuals to the Kansas Dept. of Commerce who may need assistance with reemployment services.

PUA Backlog

Is there still a backlog from 2020?

Yes. In terms of legitimate PUA claims, as of 03/17/21, 19,137 claims are in the determination process as it stands at this moment. Of these 12,900 of those claims are in verification/upload process for more than 21 days (which is when the claim is considered backlogged). This number is down from the originally estimated backlog of 25,000 at the end of November 2020. These numbers are stable, though they can fluctuate slightly week to week as new claimants come into the system.

KDOL is also working to identify and notify claimants that have partial or incomplete documentation so that their eligibility may be evaluated. We believe that in the very near future our team will have addressed the large majority of claims in the backlog.

It is important to remember that if a claimant has been waiting in this backlog, it is because there was something within the claim that required additional information or scrutiny. Some of the issues are simple, others more complicated. We expect valid claims to be processed and paid out once claimants complete the missing paperwork. Of course, not everyone will be found to be eligible for the PUA program. KDOL cannot process a backlogged claim if a person has missing paperwork.

As a reminder, PUA is an entirely new unemployment system to work with claimants who never before had been part of the KDOL UI ecosystem. Examples of these claimants include gig workers, independent contractors or church employees.

LWA Program through FEMA

What is the status of LWA?

On 12/22/20, we put out a press release announcing that application period for Federal Emergency Management Agency (FEMA) Lost Wages Assistance Program (LWA) expired on 12/27/20.

The program was only available to those claimants who were entitled to a minimum of \$100 in unemployment benefits from the weeks ending 08/01/20 to 09/05/20. It was not available to all claimants.

The LWA payment period has been extended until 09/27/21.

Regular UI and Adjudications

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

As of 01/27/21, KDOL has eliminated the backlog. If there are no issues with the unemployment claim, the average turnaround time for paying out on a regular UI claim is approximately six days. If a claim is disputed and needs to be adjudicated, it could take up to a month. These timelines are set in statute.

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

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

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

Due to the fact that the CARES Act programs lapsed, and the majority of Continued Assistance Act programs did not begin paying out until the extensions were coded and programmed until mid-February, many claimants on these programs did see a gap in payments. However, the agency estimates that the majority of the Continued Assistance Act programs are now being paid.

The new ARP programs extend PUA, PEUC and FPUC payments until 09/06/21. All three of benefit program extensions under the current Continued Assistance for Unemployed Workers Act of 2020 were scheduled to expire after the week ending 03/13/21. KDOL does not anticipate significant disruptions for claimants once the implementation process for the ARP extensions is in place. KDOL will continue to update the public as new information becomes available.

KDOL's Antiquated Technology

How do you explain this old technology to someone?

KDOL's unemployment legacy system was deployed in the 1970s. For a system this old, KDOL must work with developers who can write in the COBOL VSAM program language, and there simply is not enough talent available in the marketplace to move quickly on this technology platform. This dearth of available expertise extends the timeline and rollout of federal benefit programs.

An effort to modernize the system was launched under the Sebelius Administration and was subsequently stopped under the Brownback Administration in 2011. Because of this decision, much of the initial work to modernize was lost and has compounded our problems today.

Modernizing the KDOL IT system is going to take time. There is not an "off the shelf" option for unemployment systems. However, we have completed our modernization plan, and once the legislature funds the project, we expect to put it out to bid later this year. We could start our modernization work later this year.

If you do not invest in infrastructure, whether that be a road or technology, it will not be there when you need it most. Technology is no different from investing in the roads you drive on every day. If you do not repair or replace them, then eventually they become difficult to navigate if not completely unusable.

We have seen stories that say the system will take two to three years to build out. Is that accurate? How quickly can the project be completed?

That timeframe is correct. Based on the experiences of other states, we anticipate the project will take between 2-3 years to implement. On 02/22/21 Governor Kelly and Acting Secretary Shultz stated publicly that the hope is to get the new IT system out to bid by this summer and begin work on it by the end of this year.

The initial goal in June 2020, when Ryan Wright became Acting Secretary, was to stabilize the UI IT system and get claimants paid. At this time, KDOL has largely stabilized the system and is working with the Governor and Legislature to secure funding for modernization. The funding amount is for \$37.5 million.

Will the old system hold up under the stress until a new system is deployed?

As said in the answer above, we have largely stabilized the system. However, when working with a

system this old, it does have days where it crashes. However, these down days are less frequent than they had been at the start of the pandemic.

KDOL Contact Center

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

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

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

The details of expansion include the onboarding and addition of more than 500 customer service agents and surge staff, who are a mix of KDOL and Accenture partners, with the plan to have these people deployed on the phones between mid-March and mid-April. This is in addition to the already existing 450 customer service representatives already working with claimants. This onboarding process is taking place at this time.

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

How is KDOL paying for these new staffers?

The costs for KDOL employees are primarily covered by federal funds due to the nature of the work that the agency oversees. For example, unemployment programs are funded through administrative grants provided to the agency by the U.S. Department of Labor.

In order to support our surge activities and stabilize the agency's legacy systems, due to the pandemic, Governor Kelly and legislators (via the State Finance Council) authorized \$30 million in CARES Act funds for KDOL. As of today, most of Accenture's work has been paid for out of this \$30 million allocation to the agency. Any costs that have not been covered by the CARES Act allocation will be paid for using USDOL administrative grants. Any unspent USDOL funds will be applied to modernization efforts.

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

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

Tell us more about auto dialers.

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

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

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

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

Amelia, the KDOL Chatbot

Is Amelia really helping claimants?

Yes. According to the data, from its launch on 07/10/20 through 03/21/21, Kansans have had approximately 6.8 million messages with Amelia. Approximately, 74 percent of claimants interact with the chatbot during regular Contact Center hours, approximately 26 percent after hours. As of 03/21/21, about 72.5 percent of all claimant communications were through Amelia. Finally, from 03/14/21 – 03/21/21, the top three subjects are – 25 percent check claim status, eight percent receiving payments and 66 percent login assistance.

Not unlike our fraud software solution, fraudsters are trying to get through our security any way possible. We believe we have seen a spike in Amelia login assistance requests from not only legitimate claimants, but also fraudsters.

Claimants state that Amelia cannot help with the only question that is important, which is, “When will I get paid?”

Unfortunately, Amelia is not able to answer that question. However, the chatbot's subject matter does continue to expand. For example, Amelia can now answer questions about 1099-G support and KDOL's Shared Work program.

Unemployment Fraud

When is the second LPA report due?

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

What was KDOL's response to the results of the Legislative Post Audit?

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

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

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

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

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

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

In January, we announced our two-factor authentication solution to combat fraud. This is a new security system with identity verification software for unemployment insurance accounts and claims. The deployment of the new security system is a major tool to combat identity theft.

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

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

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

As of 03/22/21 total claimants attempting authentication: approximately 167,300. Waiting for user action: approximately 33,500. Claimants who were proofed/approved: approximately 83,000. Claimants who have failed their ID proofing and would need to do it again/get help: 50,300. Claimants who experienced an error of some sort: 414. In terms of BOTS and fraudulent login attempts we have stopped, approximately 6.39M. Deprovisioned users: 11,400.

So how do the multiple levels of security work?

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

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

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

Is it fair to say that 50% of users cannot successfully log into their accounts due to the new software system?

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

The group of total claimants can include legitimate claimants, but also fraudsters trying to get through the security system, and when they do not, they ultimately abandon their verification. Eventually, those abandoned accounts are deprovisioned/deactivated after 90 days.

We also have fraudsters in the failed ID proofing category, and again those accounts will be deprovisioned/deactivated after 90 days.

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

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

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

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

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

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

There are many businesses and organizations frustrated that claims they disputed to be fraudulent were paid out anyway. What controls are in place to prevent this and why did they fail in some cases?

KDOL said in this hyperlinked [press release](#) that there would be a possibility of this happening.

Identity Theft Victims. Every effort was made to prevent 1099-G notices from being sent to identity theft victims. However, due to the record high volume of unemployment claims, some identity theft victims did receive a notice. Claimants who establish they are identity theft victims are not liable to pay taxes on income they did not receive from fraudulent unemployment claims. If a claimant has been the victim of identity theft and receives a Form 1099-G for unemployment benefits, please contact KDOL at

785-291-6059 or call toll-free at 888-499-0063. KDOL has conducted another audit of our 1099-G mailing records and identified people who were victims of identity theft.

IRS Form 1099-G Disputes. If a claimant has a dispute with their IRS Form 1099-G, they can contact the KDOL Tax Contact Center at 785-575-1461 or toll-free at 888-499-0063. If the amount shown on a claimant's 1099-G is incorrect, this person must send a written dispute to KDOL. All disputes should be sent to the following address: 1099 Inquiry, Kansas Department of Labor, 401 SW Topeka Blvd., Topeka, KS 66603-3182

Residents can also dispute a 1099-G they may have received erroneously here online:
<https://uiassistance.getkansasbenefits.gov/>

There are Kansans who applied for and received benefits, but who got a 1099-G form showing they received more in benefits than they actually got. Why did this happen and how can residents dispute the figure?

If a claimant feels that their Form 1099-G is incorrect, they should dispute it by contacting the KDOL Tax Contact Center at 785-575-1461 or toll-free at 888-499-0063. If the amount shown on a claimant's 1099-G is incorrect, this person must send a written dispute to KDOL. All disputes should be sent to the following address: 1099 Inquiry, Kansas Department of Labor, 401 SW Topeka Blvd., Topeka, KS 66603-3182

Residents can also dispute a 1099 they may have received erroneously here online:
<https://uiassistance.getkansasbenefits.gov/>

People are complaining that they are unable to get through to the phone line dedicated to 1099 issues. What steps are being taken to resolve this?

It is a bit of a Contact Center perfect storm, at this moment. We have claimants calling into the Contact Center, and into any other KDOL number on every subject right now ranging from the security upgrade to the American Rescue Plan Act and Continued Assistance Act. You also have heard from us on folks using auto dialers. Do not do this!

We ask that people remain patient, and continue to call in. We are surging more support folks to handle the calls, but the volume is large at this time across all of our phone lines.

We are getting calls that people haven't received their updated 1099-G yet. Why?

We have sent out, and continue to send out, updated 1099s. KDOL's plan is to have all the updated 1099s in people's hands by early April.

If a claimant reported fraud at ReportFraud.ks.gov, does that automatically mean that this person will receive a 1099-G from the Department of Labor?

No. Most individuals that reported fraud will not receive a 1099-G and will not need one to file their taxes. However, if you would like to receive a 1099-G with a zero balance, you can file a dispute with an unsworn declaration by either calling the fraud hotline at 785-291-6059 or filing one online in our unemployment insurance benefits self-service portal at <https://uiassistance.getkansasbenefits.gov/>.

Weekly Initial Claims Numbers

What are this week's numbers?

The regular UI weekly initial claims for the week of 03/20/21 were 2738. The week prior (week of 03/13/21) were 1412. This is an increase from last week of 93.9%. The weekly initial claim number for the week of 03/21/20 was 19,191. This is -85.7% year-over-year decrease.

Employer Trust Fund

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

The trust fund balance for the week of 03/20/21 is at \$258.3M, the week before (03/13/21), the balance was \$258.2M. For the week 03/21/20 the balance was \$984.8M, a -73.8% drop year-over-year.

Some have speculated that the trust fund will run out of money around the spring of this year. Is this true?

Kansas entered the pandemic with one of the healthiest trust funds in the nation and it has performed as intended, maintaining a positive balance despite historic unemployment. We started with about \$1 billion in the trust fund we are now at approximately \$258 million.

KDOL originally projected that the fund would become insolvent after the first of the year but now do not expect for that to happen until much later, possibly even through the summer of 2021. If/when the trust fund becomes insolvent claimants should not worry. You will still receive your benefits. The federal government is the emergency backstop for state trust funds. When a state trust runs out of money, the state begins to draw down funds (e.g. takes out a loan) from the federal government to ensure that benefits are still paid. The state then goes in and repays the loan after the economic crisis has passed. Kansas is one of the only states that have not had to start drawing down funds from the federal government yet.

Why is it doing better than originally forecasted?

The economy is rebounding faster than expected and there are generally stronger economic conditions throughout the state today than there were just a few months ago. Kansans who remain unemployed due to COVID-19 are increasingly transitioning from state-based unemployment programs to federally

backed unemployment programs. A number of provisions were included in the CARES Act that shifted the financial liability from states and businesses to the federal government. For example, the CARES Act transfers 100 percent of the financial liability for the Shared Work program to the federal government.

Questions Regarding KDOL's Work with the Consulting Firm Accenture

How many Accenture partners are directly supporting claimants?

As of 03/23/21, there are 377 partners working with KDOL on different projects. In terms of surge support and specialty work streams that directly support claims work, that number is 288. For example, these partners may include UI and PUA Contact Center support, fraud operations and correspondence or adjudications. We continue to build these numbers up over time, as we have been able to expand their capacity to handle different and more complicated claims work.

As stated earlier in the FAQ, Governor Kelly announced more surge staffing for KDOL around the Contact Center on 03/03/21. As a reminder, the additional surge staff discussed are a mixture of KDOL employees and Accenture partners.

The plan is to have these additional agents and surge staff up and running, a total of about another 500, on top of the existing 450 Accenture and KDOL employees supporting claimants, deployed and on the phones between mid-March and late-April and early-May. A final total of how many total new Accenture partners are working with the Contact Center will not be available until that time. However, if estimates were to be counted, that would be around 950 Accenture partners working with KDOL customer/claimant service.

Can KDOL ensure Accenture is actually providing the work it is promising in the contracts?

Yes, we know how many staff are working and, like most companies, we have the ability to monitor our phone and computer systems.

What fund is KDOL using to pay Accenture?

The costs for KDOL are primarily covered by federal funds due to the nature of the work that the agency oversees. For example, unemployment programs are funded through administrative grants provided to the agency by the U.S. Department of Labor.

In order to support our surge activities and stabilize the agency's legacy systems, due to the pandemic, Governor Kelly and legislators (via the State Finance Council) authorized \$30 million in CARES Act funds for KDOL. Most of Accenture's work has been paid for out of this \$30 million allocation to the agency. Any costs that have not been covered by the CARES Act allocation will be paid for using USDOL administrative grants. Any unspent USDOL funds will be applied to modernization efforts.

Moving forward, KDOL will continue to pay Accenture from federal program funds such as PUA, FPUC and PEUC, along with the other federal funds KDOL receives.

Claimant Communication

How often do KDOL leaders read the comments people post on social media? Why don't you respond to them?

The agency monitors social media and we can provide generalized answers. However, we cannot answer questions about a person's claims in a public forum such as Facebook. Claimants may have a claimant-to-claimant discussion or may post something outright on the site, but we cannot answer a person's question in that forum about her or his specific case.

Every time the agency puts out a news release, we also issue it on Facebook and Twitter, and when relevant to the audience, we engage on LinkedIn.

Why not open up KDOL to more communication programs, or show people how the Contact Center actually works?

In regards to the Contact Center, Personal Individual Information (PII) is up on each CSR's screen that cannot be disclosed to non-KDOL parties. There are also security and safety concerns at our location that we must take into consideration.

Since March 15, 2020 KDOL has paid out over 4.2 million weekly claims totaling over \$2.8 billion between regular unemployment and the federal pandemic programs. For more information, or to apply for unemployment benefits, go to www.GetKansasBenefits.gov.

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**Local Workforce Development Board (LWDB)
One-Stop Advisory Council (OSAC)
Meeting Minutes
February 4, 2021**

1. Welcome and Call to Order (11:34 am)

Tisha Cannizzo welcomed attendees and called the meeting to order. She informed the group that she would be updating and adding people to the membership roster then invited each individual to introduce themselves.

2. Workforce Center Operations (11:41 am)

George Marko, of the Workforce Alliance, provided a summary of the information included in the packet. He shared that the Workforce Center (WFC) has increased services and the number of people served to over 1800 job seekers in December. The majority of the services were provided virtually; in fact, Trade Adjustment Assistance (TAA) and Dislocated Worker group enrollments have been fully virtualized as well. Most of the services being provided are through the main WFC phone line and most of the questions are about Unemployment Insurance.

In November, the WFC in partnership with the Greater Wichita Partnership launched the “Get Trained Get Paid” campaign to highlight the training programs available to laid off workers. For a month there was a marketing push (billboards, social media, etc.) which resulted in many information sessions. The WFC has also introduced @Home Workshops which are live workshops administered through Zoom. Currently, there are six workshops offered; recorded workshops are still being developed and are available on the WFC’s YouTube channel. With regard to Business Services at the WFC, the focus for the past year has been on Virtual Job Fairs. There were 24 employers and 120 jobseekers at the December virtual fair. Job Seeker attendance at the job fairs has been comparable to that of the in-person fairs before the pandemic shut down. The Business Team posted 589 jobs in December, more than usual, so there is still demand for employees. Flyers for the upcoming Virtual Job Fairs and @Home Workshops were included in the packet.

Chris Stanyer from NexStep Alliance asked about the preferences of job seekers accessing training: are they requesting training in their current industry or planning to move to a new one? Marko explained that in the Career Center many of the customers are looking for similar jobs to those from which they were laid off, and he asked Erica Ramos (KS Department of Commerce) and Denise Houston (Workforce Alliance) to provide additional information from the training programs. Houston explained that most customers in the Dislocated Worker program were looking for short-term training for certificates like CDL, CNA, etc. and some longer term upskilling in the aviation industry. Ramos said that TAA was seeing similar requests from customers.

3. Kansas Unemployment Insurance (UI) Update (11:53 am)

Laurel Searle, with Kansas Department of Labor (KDOL), updated the group on the anti-fraud measures being implemented. She reiterated that unemployment fraud is happening nationwide and fraudsters are illegally gathering personal identifiable information (PII) from Kansans and filing fraudulent UI claims in other states. KDOL has implemented

fraud mitigation efforts this week including the Okta system which requires claimants to register and go through identity verification in order to file a claim. Over half a million false claims were thwarted in the first 24 hours of implementing the system. KDOL has released a user guide to help customers who are still having problems verifying their identities. It is available at the benefits login page. At this time, if a claimant tries to file over the phone, they will still be required to register in the Okta system and verify their identity.

1099s were mailed out recently. If a customer received a 1099 and did not receive benefits or the benefit total is wrong, they need to fill out a protest: complete an unsworn declarations saying it was fraudulent and then a corrected 1099 will be sent.

KDOL is attempting to implement the Federal Pandemic Assistance (FPA), Pandemic Emergency Unemployment Compensation (PEUC) & Pandemic Unemployment Assistance (PUA) benefits programs. FPA began payments last week: \$300 plus regular UI; customers who qualify will receive back pay with that as well. IT challenges are making deployment for updates difficult, so no timeline for when all the programs will be up and running is available.

KDOL is re-implementing RESEA program; they are currently working on the forms. Claimants were not required to search for work during the beginning of the pandemic. However, the waiver has expired and they should all be searching for employment now.

Searle opened the floor for questions. Chad Pettera, with the Workforce Alliance, asked if Okta is mobile friendly. Searle replied that while an app is available, it should not be used; however, the website is mobile friendly though completing the process on a computer is recommended. Internet Explorer is the preferred browser for the system

Carolyn Benitez, with SER Corporation, asked about appeals. She has a customer who filed an appeal in December but has not heard anything. Searle explained that appeals are scheduled back to November 18th, so they likely have not gotten to that customer yet. There is no correspondence sent to confirm that the appeal was received; however, customers can call the Office of Appeals (785-296-1800) to confirm. Benitez asked if the customer wins their appeal, will they receive payment for the weeks they filed even if they have a job. Searle answered that yes the customer should receive payment for those weeks, as long as they continued to file their weekly claim.

Stanyer asked about turnaround time for corrected 1099s; Searle did not have specific information about when the documents might be sent out. Until the system is up and running, they will not know for sure.

4. WIOA One-Stop Memorandum of Understanding (MOU) (12:13 pm)

Pettera reminded the partners that MOUs expire 6/20/2021, and as a result of the recent federal audits, they must include more specificity with regard to partner provision of services. Included in the packet is a service delivery grid; Pettera asked that each required partner provide feedback on the utility of the grid and email him and Cannizzo any concerns or problems by February 18th. He and Cannizzo will compile the information and send out a finalized grid by February 26th. The new MOUs, including the finalized service grid, will go out in March to be reviewed, signed, and in place by 7/1/2021. Pettera also added that

partners may bring up changes to the fee structure and allocation during the comment time. Career Center costs will have to be added to the budget, so partners should be prepared for that change.

5. WorkSource Spokane (12:24 pm)

Cannizzo explained the WorkSource Spokane will be discussing the changes they have made to their center around integration and one-stop operations at the Workforce Center's President's Day In-Service 2/15/21. She invited partners to join a session in hopes that the presentation will lead to additional discussion about strengthening partnerships. Cannizzo shared a video from WorkSource Spokane and reiterated the invitation. Keith Lawing, of the Workforce Alliance, clarified the intent of the presentation is not to mimic what is being done in Washington, but to spark thought about how the partners might work together differently and more successfully. Mark Calvin, with the Haysville Learning Café, added that he sees opportunity in the distance between the partners and will share his ideas about working together with Cannizzo.

6. Advisory Council Partner Updates (12:48 pm)

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

- Department for Children & Families
 - Pete Bodyk shared that Vocational Rehabilitation has 4 vacant counselor positions. Instead of a new director, there are two deputy directors of DCF. Dennis Ford is over Voc. Rehab and is looking to make adjustments to their board.
- Goodwill/NexStep Alliance
 - Stanyer shared that Goodwill has a new CEO, Laura Ritterbush, who will start in March. They have been working closely with the WFC on digital skills program. Finally, the organization received a sizable grant of unattached funds from McKenzie Scott; likely a committee will be formed to discuss how to utilize the money.
- Haysville Learning Café
 - Calvin shared that they have had an influx of students interested in accessing training through the Excel in CTE legislation; students have also been taking advantage of the YouTube workshops from the WFC.
- Workforce Alliance
 - Marko added that the WFC had partnered with Cowley College to expand WFC services in Cowley County. Staff started on January 22nd; will be housed at the Cowley College campus in Arkansas City.

7. Consent Agenda (12:56 pm)

Minutes from the October 1, 2020 OSAC meeting were presented for review. No discussion or changes were requested.

Sherry Watkins (Carolyn Benitez) moved to approve the consent agenda as presented. Motion adopted.

8. Announcements (12:57 pm)

Cannizzo reminded partners about the flyers in the packet. The next meeting is scheduled for Thursday, April 1, 2021 via Zoom

9. Adjourn (12:57 pm)



Council Members

Carolyn Benitez, SER Corporation
Peter Bodyk, DCF Voc. Rehab.
Mark Calvin, Haysville Learning Café
Erin George, DCF
Erica Ramos, KS Dept. Commerce
Laurel Searls for Nicole Struckhoff, KDOL Unemployment
Chris Stanyer, Goodwill/NexStep Alliance
Sherry Watkins, Butler Community College & Wichita Indochinese Ctr.
Deb Weve, Flint Hills Job Corps

Staff/Guests

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